

What to own



Start of Shift Prep

Review AirPortal for oversold flights, weight restrictions and agent assignment.

Gate Support

Lead by example by using empathetic, clear communication. Stay present at the gate to support quick decisions and ensure procedures are executed accurately and consistently.

Real-Time Accountability

Monitor flights at risk for involuntary denied boarding (INVOLs) and reinforce lessons learned to prevent repeat situations.

Follow-Through

Stay engaged to provide support or guidance as needed to help the team succeed.

What to watch



Oversale Preparation

When possible, brief agents in advance and ensure the Volunteer (VOL) list is processed before beginning any offer announcements.

Compensation Steps

Begin with the minimum amount outlined in the P-text and increase incrementally without exceeding the maximum.

Customer Communication

Ensure all volunteer and oversale customers clearly understand the process to prevent confusion and repeat questions.

Reporting

Verify all required O-text documentation is completed prior to Post Departure Close (PDC).

What to reinforce



Strategy

Open the flight early when possible. Review P-text, possible misconnects and send notification to Automated Volunteer Program (AVP) volunteers.

Keep Compensation Low

Own the compensation process. Do everything possible to solicit customers and keep compensation low.

No INVOLs

Ensure alignment on the approach to not take any involuntary denied boarding; informing leaders early when additional support or escalation is required.

Debrief

Offer support to team members who want to discuss lessons learned or request additional training.

Reporting

Reinforce zero INVOLs and proper O-text documentation.

Before your shift	Prepare ▪ Review oversold and weight-restricted flights and confirm staffing coverage. ▪ Identify the ownership for each at-risk flight.	Communicate ▪ Ensure proper coverage of assignments ▪ Establish a continuity plan in the event of leadership or gate changes before departure – include clear handoff of oversale strategy including compensation cadence and escalation status.
 Gate open through D-20	Plan ▪ Confirm compensation guardrails (P-text min/mid/max). ▪ Define agent roles (e.g., announcements, volunteer engagement, etc.). ▪ Review the PBT, P-text and VOL list. ▪ Set cadence for offers and escalation.	Observe ▪ Listen for solicitation announcements (without the compensation amount). ▪ Confirm that AVP list outreach is occurring. ▪ Ensure 'Find Protect' is being used to provide customer options. ▪ Monitor tone, clarity and hospitality.
 D-15	Support ▪ Be available, reinforce priorities and help teams confidently apply guidance. ▪ Escalate early if approaching maximum compensation or there aren't enough volunteers. ▪ Do not exceed maximum compensation or take an INVOL without approval.	Sustain After the flight ▪ Conduct a debrief that include one win and one opportunity. ▪ Identify repeat risks (e.g., timing, compensation cadence, documentation, handoffs, etc.). ▪ Adjust next flight based on lessons learned.