

Ground Handling Services

From XS to XXL - our Fraport Ground Services can provide individual solutions for any customer. With speed and precision we carry out all handling services according to IATA AHM 810. Coordinated processes, qualified staff and state of the art equipment guarantee you the highest level of flexibility and reliability to turn around your aircraft on time.

Our range of services comprise


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Passenger Services

A personal approach that creates trust


Our main focus is the satisfaction of airlines and their customers. We have therefore set up a passenger service which is as personal and as customized as possible – from passenger care, through boarding, to flight scheduling and the briefing of crews. This is the policy of all our facilities, which also combine friendly service with efficiency.

Serving the passenger:

- Check-in
- Ticketing
- Baggage identification
- Special passenger care
- Passenger and crew transport
-  Travel agency (http://www.airport-travelnet.de/home/hotel_en_index.html)
- Representation at station
- Training

Serving the airline:

- Crew briefing
- Ground operations
- Crew transport
- Ramp supervision
- Walk-out assistance
- Cleaning of aircraft interior
- Checking of containers and oxygen and sight-checking of aircraft

For additional information regarding passenger services please click  here.

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Ramp Services

Precision in aircraft servicing

The core expertise of Ground Handling is the fast and efficient servicing of aircraft. Complex supply chain processes and skilled specialists, supported by a range of special equipment and systems, ensure a high level of efficiency, reliability and precision while aircraft are on the ground.

Our ramp services:

- Incoming flight servicing

- Provision of state-of-the-art handling and servicing equipment
- Loading and unloading of baggage, mail and cargo
- Toilet and water service
- Aircraft tow-in and push-back
- Baggage transfer
- Transportation of baggage, passengers, freight, mail, documents and courier items.

For additional information regarding ramp services please click [here](#).



Cargo Services

Cargo handling par excellence

Since July 1, 2004 the new cargo subsidiary [Fraport Cargo Services GmbH \(FCS\)](#) (http://www.airportcity-frankfurt.com/cms/default/rubrik/9/9974.cargo_services.htm) offers reliable services for cargo handling at a competitive price. As the biggest neutral freight handler in Frankfurt, Fraport Cargo Services GmbH (FCS) provides a range of innovative, tailor-made logistics solutions. A well motivated team and state-of-the-art freight facilities are available, so that cargo customers can be assured of a consistently high level of service quality – round the clock. FCS places the emphasis on customer orientation in all its activities: its freight handling is characterized by safety, reliability and speed.

Our range of services:

- Physical and documentary handling of all freight types for import
- export and transfer: hazardous goods
- express cargo
- valuable cargo
- perishable goods
- animal transport
- mail
- general cargo

For additional information regarding cargo services please click [here](#) (<http://www.airportcity-frankfurt.com/cms/default/rubrik/9/9931.cargocity.htm>).

