



Position: Ticket Meister

Reports to: Vice President of Operations

The Ticket Meister is a flight operations job responsible for all aspects of airline ticket reservations and physical ticket acquisition.

Basic Duties:

- 1 Maintain knowledge of relevant airlines and reservations procedures
- 2 Maintain understand of mission futures such that reservations can be made in a timely way
- 3 Oversee the process by which reservations are made, key details communicated, payments are made, manifests generated and physical tickets/boarding passes are acquired

Detailed Duties:

- 1 Maintain a knowledge of relevant airline group travel processes and key contacts:
 - 1.1 Southwest Airline
 - 1.1.1 SW Group Travel: 1-800-433-5368
 - 1.1.2 SW ticket management at MCO: JoJo Robinson; 407-825-4673; joann.robinson@wnco.com
 - 1.1.3 SW operations at MCO: Rick Freitas; 407-825-4605; rick.freitas@wnco.com
- 2 Work with Board and/or Mgmt Team to understand mission plans for a given year, i.e., # of missions, target flight dates, target mission size, etc As soon as the approx flight date has been approved, the ticket meister (TM) will go on-line to explore flight options. SW normally allows reservations to be made approx 6 months prior to the flight date. Key considerations:
 - 2.1 Reservations are made through SW Group Travel. Advantages to using group travel include the ability to make manifest changes up until flight time.
 - 2.2 All flights for 2015 will be booked for 110 passengers on at least two reservations.
 - 2.3 Flights must be non-stop both ways
 - 2.4 Flight must be on a date that works with the American Legion
 - 2.5 Flight costs must not exceed \$300 per ticket
 - 2.6 Outbound flight should be between 0615 and 0715 departure time
 - 2.7 Return flight should allows at least 9.5 hours in DC (10 hrs is better)
 - 2.8 Return flight should arrive back at MCO no later than 2130 hrs
 - 2.9 The contact person for the reservation is the TM.

- 3 Convey payment information to VHF Financial Officer and monitor payment process:
 - 3.1 Initial deposit is due 14 days after the reservation is made. Invoices are typically sent to the TM who then forwards them to the VHF Treasurer, Wayne Grunewald.
- 4 Manifest
 - 4.1 Manage initial manifest and convey to airline. Must be downloaded on the SW template for names. This is provided to TM by the Data Coordinator, Bill Hecht
 - 4.2 Manage changes to manifest and submit to SW the Friday before the flight. Again name changes must be copied onto SW's name change template sheet.
- 5 MXO/BC travel to airport the day before the flight to take possession of tickets and boarding passes.
- 6 Altering Mission size. Try to order exact number of tickets needed.
 - 6.1 If an extra seat is needed, it must be purchased online independently. This ticket can then only be used by the name on the ticket. No cancellations, only a credit to be used only by that person.
 - 6.2 Cannot cut a mission by 10% as penalties are incurred. Any deductions from the original reservations results in a loss of tour conductor seats

Final Payment and Initial Manifest

Final payment and the flight manifest is due 45 days prior to the flight date. The VHF Treasurer handles the final payment. One week before the due date the TM must download the names to SW's template. They do not have to be the correct names as they can be changed later.

TSA Manifest

VHF generates a special Excel manifest for TSA a few days before the flight. It is essentially a slightly modified version of the final SW manifest tailored to TSA's needs. The file is sent to the current primary TSA contact approx 2-3 days before the flight.