



1. INTRODUCTION

This manual will detail procedures to be followed by all Dreamline Aviation, LLC (hereafter: DLA) staff in providing an exceptional level of customer service. Special care should be taken to understand the philosophy behind these guidelines, so that employees can adjust the procedures to respond to environmental or business conditions without compromising the high level of safety and service that these procedures are designed to ensure.

2. KEY TERMS AND ABBREVIATIONS

The following is a list of additional terms and abbreviations used in this chapter:

ASOS	Automated Surface Observing Systems
AWOS	Automated Weather Observing System
CP	Chief Pilot
CSR	Customer Service Representative
DOO	Director of Operations
EFIS	Electronic Flight Information System
FAA	Federal Aviation Administration
FBO	Fixed Base Operator
FOD	Foreign Object Debris
GOM	General Operations Manual
GPS	Global Positioning System
GSE	Ground Support Equipment
ILS	Instrument Landing System
LNAV	Lateral navigation
LOC	Localizer Approach System
LST	Line Service Technician
NOTAM	Notices To Airmen
NTSB	National Transportation Safety Board
OM	General Manager
PED	Personal Electronic Device
PIC	Pilot In Command
PPE	Personal Protective Equipment
PRIA	Pilot Records Improvement Act
RA	Ramp Agent or Concierge
RNAV	Area navigation
SIC	Second In Command
SS	Safety Spotter
TFR	Temporary Flight Restrictions
Vmc	Velocity Minimum Controllable



PREFACE

The primary purpose of this manual is provide employees and flight crews with current information on the Dreamline Aviation, LLC organization, roles and responsibilities of all positions, standard procedures and standards for various process, along with preferred practices for all personnel. This manual should also serve to inspire all Dreamline Aviation, LLC staff to adopt the highest standards of safety awareness and customer service. Integral to this is a constant emphasis on developing good judgment and risk management skills. A secondary purpose of the manual is to discover and evaluate potential new "preferred practices". Specific procedures for safety and security are outlined in the Dreamline Aviation, LLC Safety Manual.