FREE EDITION · 2026 · VISUAL GUIDE

Aviation AI, MADE EASY

Claude at the station: start safely in 15 minutes

For station and ramp teams

SHIFT NOTES

XY 123 ETA 07:35
PAX 168 (2 WCHR)
AKE 12345 w/s
BL-04 hyd leak!
~~ETD 07:45~~ 08:32

Shift handover

DONE

DELAY NOTES

loader broke 07:10??
new loader st. 20
bags ~~07:50~~ 07:58
doors 08:20 (+47)
cause = loader? ~~crew~~

Delay report

DRAFTED

AIRLINE NOTICE

OPERATIONS NOTICE 26/114

Effective 1 December 2026, all cabin baggage tagged at the gate (yellow DAA tag) must be loaded in hold 4 (bulk) and delivered planeside on arrival. Gate agents will count DAA bags and pass the number to the ramp coordinator before door close. Ramp to confirm the DAA count on the load message. Wheelchairs

5 action points

1. Load DAA bags in hold 4
2. Get the count before door close
3. Confirm it on the load message

READY

5 visual pages

Prompts ready to copy

No tech background needed

PC PABLO CASTRO

Independent guide. Claude is a product of Anthropic.

LESSON 01 SAFE START

Check your account, then decide what goes in

Two minutes now, before your first prompt.

1 Which account am I in? Two checks, once

Personal or company plan?

For work, use the one your company approved.

Not sure which one you have? Ask your manager or your IT team.

Two switches in Settings

Training. Do your chats help train Claude? On a personal plan, open Settings, then Privacy, and choose. On a company plan (Team or Enterprise), chats are not used for training by default.

Memory. Claude keeps a summary of your past chats in your Claude account (not a file on your computer). That is why what you paste today can come back in a later chat. It is on by default on personal plans. You can see it, edit it, delete it or turn it off in Settings.

Working on a personal account? Turn both off.

Turning them off does not change the "Never" list below.

2 What goes in

✕ Never	Change it first (people only)	✓ Fine to use
Passenger names, booking references, passport data	Names of passengers or staff: take them out. Write "the agent" or "the passenger".	Public texts: published regulations, public airline information
Staff personal data (health, discipline, pay)	Anything that points to one person: a staff number, a phone number, a seat number.	Your own notes, once the names are out
Documents your company keeps internal	A real incident: say what happened, without the people.	General questions ("how do I structure a handover?")
Passwords, access codes, security procedures		Your own writing, to rephrase or translate

Can stay as they are: station names, airline names, dates and amounts.

These are general guidelines. Your company's own rules come first. If they are stricter, follow them.

3 The test

ONE QUESTION **If you would not put it in an email to an outside supplier, do not put it here.**

MARCO · DUTY SUPERVISOR

Can I paste the passenger list to sort the special assistance requests?

ANSWER

No. Paste **counts and types only**: "3 wheelchairs and 1 unaccompanied minor on the morning flight."

LESSON 02 ASKING WELL

The four blocks of a good prompt

A **prompt** is the request you type or say to Claude. Claude is a very fast, well-read colleague. It knows nothing about your station unless you tell it.

1 The four blocks

1 Context

Who you are, where you work, and what the text is for. Claude cannot see your station, so say it.

"I'm the duty supervisor at [STATION]. This is for the ramp team."

2 Task

The one thing you want done. Start with a verb: write, shorten, translate, sort.

"Write a briefing for the ramp team."

3 Format

What the answer must look like: how long, in what order, list or table, which words.

"5 short lines, the rule first. Plain words."

4 Constraints

The limits Claude must respect. Without them, Claude may fill a gap with something that sounds right but is wrong.

"Use only what I gave you. If information is missing, say so."

Tip. Write the four blocks on paper before you touch the keyboard.

2 From a beginner prompt to a good one

BEGINNER PROMPT

"Write a briefing about the new FOD check."

RESULT

Claude asks you **six questions back**, or gives you an empty outline. You end up writing it twice.

EXAMPLE 1 · TYPED: A BRIEFING FOR THE RAMP TEAM — COPY

1 I'm the duty supervisor at [STATION]. From Monday, the stand gets a FOD walk-around before every arrival, and the agent signs the stand sheet. The reason: [REASON]. 2 Write a briefing for the ramp team: 3 5 short lines, the rule first, then why, then what changes for them. Plain words: many of them read English as a second language. 4 Do not add rules or reasons I did not give you. If something is missing, say so.

EXAMPLE 2 · SPOKEN: A MESSAGE FOR THE TEAM CHAT — COPY

You can also speak your prompt: press the microphone on your phone's keyboard and talk as you would to a colleague.

"OK, so 1 I'm the shift lead at [STATION]. 2 I need a message for the ramp team's WhatsApp group. 1 Tomorrow the morning briefing moves from 05:30 to 05:45, same place, the crew room by gate 12, because the first flight now lands later. 3 Keep it short, four lines max, friendly, simple English, new time first. 4 Don't add anything I didn't say."

1 CONTEXT 2 TASK 3 FORMAT 4 CONSTRAINTS

3 Not right yet?

CORRECT IT AS MANY TIMES AS YOU NEED

Tell Claude what to change, in the same chat. For example: **Shorter: 5 lines. Put the times first.** If it goes in circles, open a new chat and paste a short summary of what you want.

SOFIA · TURNAROUND COORDINATOR

Why can't I just ask a short question?

ANSWER

You can, for a general question. For work at your station, a short prompt leaves Claude guessing, and you get a **generic answer**. The four blocks give Claude what it cannot guess.

GROUND HANDLING READY TO COPY

5 prompts to copy today

Each one uses the four blocks. Replace the [BRACKETS], paste, read, sign. Tested before publishing.

1 Shift handover in 10 lines

end of shift

COPY

You are helping me write a shift handover for **[STATION]**, **[SHIFT]**.
Here are my notes from the shift: **[PASTE YOUR NOTES, no passenger names or personal data]**.
Write the handover in 10 lines maximum, in this order: open flights, delays and their cause, equipment out of service, staffing issues, what the next shift must do first.
Do not invent anything, including next-shift actions I did not write. Do not ask for or include anyone's name. If information is missing, write "missing:" and what it is.

2 Delay write-up for the airline

after a delay

COPY

I'm the duty supervisor at **[STATION]**. Flight **[FLIGHT NUMBER]** was delayed **[MINUTES]** minutes on **[DATE]**.
My notes: **[PASTE YOUR NOTES, no staff names]**.
Write a short delay report for **[AIRLINE]**: what happened, the cause, the action taken, what we will do to avoid it next time. 8 lines maximum, factual, professional.
Use only my notes. Do not invent times, causes or delay codes. If something is missing, write "missing:" and what it is.

3 An airline notice into action points

new notice

COPY

I'm the duty supervisor at **[STATION]**. Below is a notice from **[AIRLINE]** about **[TOPIC]**.
Turn it into up to 5 action points for the ramp team: start with the date it applies from, then one line per action, starting with a verb, most urgent first. If the notice gives fewer actions, write fewer. Plain words: many of them read English as a second language.
Use only what the notice says. Do not add steps, dates or rules that are not in it. If something is unclear or missing, list it at the end under "to check with the airline".
[PASTE THE NOTICE: check page 2 first]

4 A 5-question quiz after a briefing

after a briefing

COPY

I'm the duty supervisor at **[STATION]**. Below is the briefing I gave the ramp team today about **[TOPIC]**.
Write 5 short questions to check they understood it: a mix of multiple choice (3 options) and true or false. Plain words: many of them read English as a second language. Put the answers at the end, each with the sentence of the briefing it comes from.
Use only what the briefing says. Do not ask about anything that is not in it. If the briefing is too short for 5 questions, write fewer and say why.
[PASTE THE BRIEFING]

5 A first-day sheet for a new ramp agent

new starter

COPY

I'm the duty supervisor at **[STATION]**. A new ramp agent starts on **[DAY]**. Here are my notes for their first day: **[PASTE YOUR NOTES: times, where to go, who to report to (role, not name), what to bring, safety gear]**.
Write a one-page welcome sheet: one welcome line, then four short sections with headings: When and where, What to bring and wear, Your first day, Who to ask. Short lines, plain words.
Use only my notes. Do not add rules, safety steps or times I did not write. Do not ask for or include anyone's name. If something a new agent needs is missing, list it at the end under "missing:".

READY
Every answer is a draft. You read it, you check the facts, you sign it.

MARCO · DUTY SUPERVISOR
Can it pick the delay code for me?

ANSWER
Yes. After the report, ask in a second message: "Which delay code fits this cause?" It is a **suggestion**: always check it against your airline's code list.

The 5 mistakes that always come back

Each mistake, and what to do instead.

1 Asking too briefly
Fine for a general question. For work at your station, give Claude the four blocks (page 3).

2 Taking the first answer
Ask for changes as many times as you need: shorter, another order, simpler words. That is normal.

3 Starting from zero every time
Keep the prompts that worked in a Claude Project, one per topic (handovers, delay reports). Free plan: up to 5 Projects.

4 Putting personal data in
Use the two switches and the test on page 2.

5 · Signing without checking: you are responsible for any document you sign
Claude can be wrong and sound completely sure. Read every line. Check times, numbers and codes against your own records before you sign or send.

REMEMBER **Check the account · Use the four blocks · Check before you sign**

SOFIA · TURNAROUND COORDINATOR

What do I learn next?

ANSWER

How to keep your **approved documents** in one place so Claude uses them every time, and how to check an answer before it goes out.

Liked these quick wins? Go further.

COMING SOON

The full guide

- All the lessons, step by step
- A workspace for your company's approved documents (company plan), and how to check an answer
- More ground handling prompts. In English, French and Spanish

Join the waitlist

AVAILABLE NOW

Training for your team

- Want your shift or your station to start the same way?
- Send us a request: name, company, class size, what you would like to learn

Request team training

We use your details only for this training request.

Send this to your colleagues

Colleagues in other roles type into Claude too. The rules on page 2 apply to them as well.

SAFETY & QUALITY

Teaser for QHSE teams
Available on request

AVIATION MANAGERS

Teaser for managers
Available on request

Claude's menus and plans change; checked on [DATE]. Claude is a product of Anthropic. This guide is independent.