Facility Orientation Guide
Manchester, New Hampshire Airport Traffic Control Tower
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Welcome Letter

Dear New Employee,

Welcome to Manchester Tower! Here you will have an opportunity to work with an outstanding team of professionals that help make us a great place to work and develop your skills. Your knowledge, abilities and positive attitude made you a highly regarded addition to our team, and I am certain that you will make a positive impact on our future.

The new, state-of-the-art Manchester Tower was completed in 2006. The tower is 160 feet tall. It is equipped with the latest technology, including STARS, the TRACON's newest system that can track as many as 1,150 airborne aircraft simultaneously.

All of us want to make your tenure at this facility as enjoyable and rewarding as possible. Please feel free to ask any questions and express your thoughts and ideas to the staff and management. Our aim is to create an informal atmosphere and involve everyone in the process of making our facility an exceptional place to work.

I look forward to working with you, and would like to welcome you again to our team!

Sincerely,

Daniel H.D. Obert
Air Traffic Manager
New England District Organization:
Our Expectations of All Employees

Manchester Tower team expects all employees to:

• Come to work, be on time
• Be prepared – mentally and physically
• Understand leave policy and manage your leave appropriately
• Be cooperative and professional
• Treat people with respect and dignity
• Take initiative
• Be accountable
• Lead by example – be a good role model
• Do not tolerate or engage in any form of harassment or discrimination
• Actively participate in training
• Know your airspace and systems, know your equipment
• Use prescribed phraseology/correct facility and equipment names
• Follow rules and procedures
• Be open to feedback – provide honest information
• Be an effective team member
Policies

Reporting for Duty

All employees are expected to arrive to work on time. When, for whatever reason, you are going to be late for your assigned shift, you must notify the facility as soon as possible.

Hours of Duty

The facility is operational 24 hours a day. Employees work five days of eight-hour shifts. The shift rotation consists of eves (3-11), days (7-3), and a mid (10-6 a.m.). Normally, new employees work days for the first few weeks while completing classroom training. Once on-the-job (OJT) is assigned, trainees can expect to work the same rotating watch schedule as their trainers.

Parking

Parking is permitted within the gated security fenced area at the facility. Employees will be provided with an electronic scan card to open the entrance gate. When arriving for the first time, use the call box to contact the tower for entry.

Security

Employees are required to display their FAA ID card at all times. An electronic scan card will be provided to gain entry to the parking area and specific areas of the facility required to perform controller duties. Upon arrival, all employees are briefed on facility security and emergency evacuation procedures.

Building Access

After parking your vehicle, enter the facility through the main entrance next to the flagpoles. Use the call box to gain entry.
FAA ID Cards

New employees are issued a temporary ID badge. The Front Line Manager (FLM) will complete an FAA ID application request and submit to the New England Region Security Office for processing.

Guests and Visitors

All requests for visits to the facility must be approved by the ATM or FLM.

Cell Phones

Per agency directive, the use of cell phones in the operational quarters is prohibited.
State and Local Area Information

To learn about the great state of New Hampshire and all it has to offer, go to:
http://www.visitnh.gov/
New Hampshire Community Profiles

New Hampshire Community Profiles provides information on the 234 incorporated cities and towns in the State of New Hampshire. Data presented here comes from a variety of sources, including community response, published reports, and maps.

http://www.nh.gov/nhes/elmi/communpro.htm
Flying to Manchester-Boston Regional Airport

For complete flight information, go to: http://www.flymanchester.com/
Find Listings for Utilities and Businesses

To find important information, use the search and find tool at the following link: http://www.yellowpages.com/
Manchester control tower. The tower is home to over 20 FAA controllers, technicians, and staff.
Control Tower and Air Terminal
Manchester Tower Directory

The following list provides the most commonly used phone numbers within the Manchester Tower facility:

>> Front Desk (603) 621-1700

>> Facility [recorded] (603) 626-6905

>> Manager’s Office (603) 621-1701

>> Front Line Manager (603) 621-1702

>> Facility Fax (603) 621-1715
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