



# YOUR **TRAINING** GUIDE




































Frankfurt / Main



**Lufthansa**  
**Aviation Training**

Home of Training Excellence

# KEY MAP

-  Break Room
-  Computer-Based Training
-  Copy Room
-  Information Operation Management
-  Lift
-  Lockers
-  Meeting Point
-  Restaurant
-  Resting Room
-  Restroom
-  Restroom Men
-  Restroom Women
-  Local Customer Service FRA
-  Changing Room VR
-  Briefing Room
-  Conference Room
-  Door Trainer
-  Emergency Simulator
-  Front Desk Safety & Service Training
-  Flat Panel Trainer
-  Flight Training Device Level 2
-  Full-Flight Simulator
-  Pilot Incapacitation Trainer
-  Real Fire-Fighting Trainer
-  Seminar Room
-  Service Mock-up
-  Virtual Reality Room
-  Cockpit Door Keypad Trainer
-  Bus Stop
-  Gates
-  Lufthansa Aviation Center
-  Lufthansa Aviation Training
-  Parking

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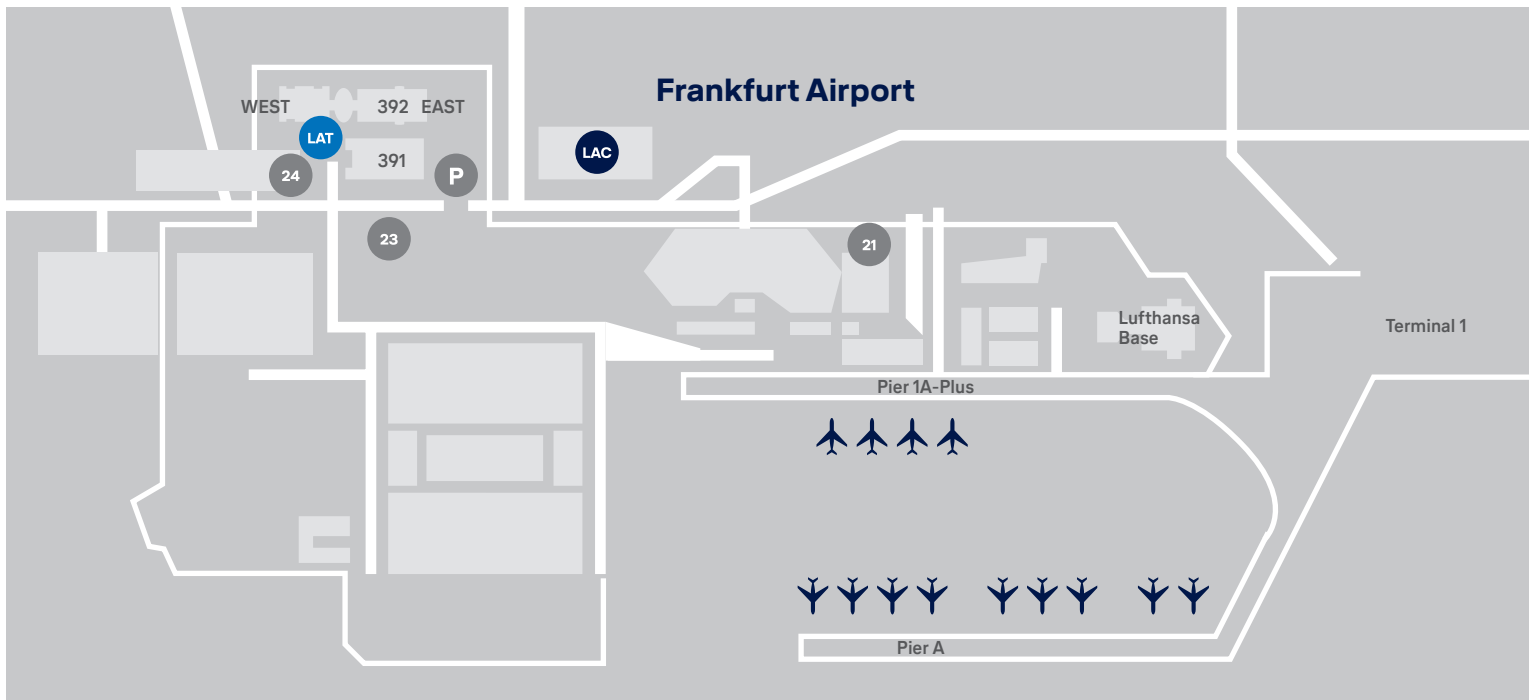
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## LUFTHANSA AVIATION TRAINING CENTER

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Floor Plans p.11

The Lufthansa Aviation Training Center Frankfurt is located at Frankfurt Airport, easily accessible by road (highway) or rail (two train stations directly at the airport).



## DIRECTIONS BY AIRCRAFT



### More Information

By Car p. 6

By Train and Bus p. 7

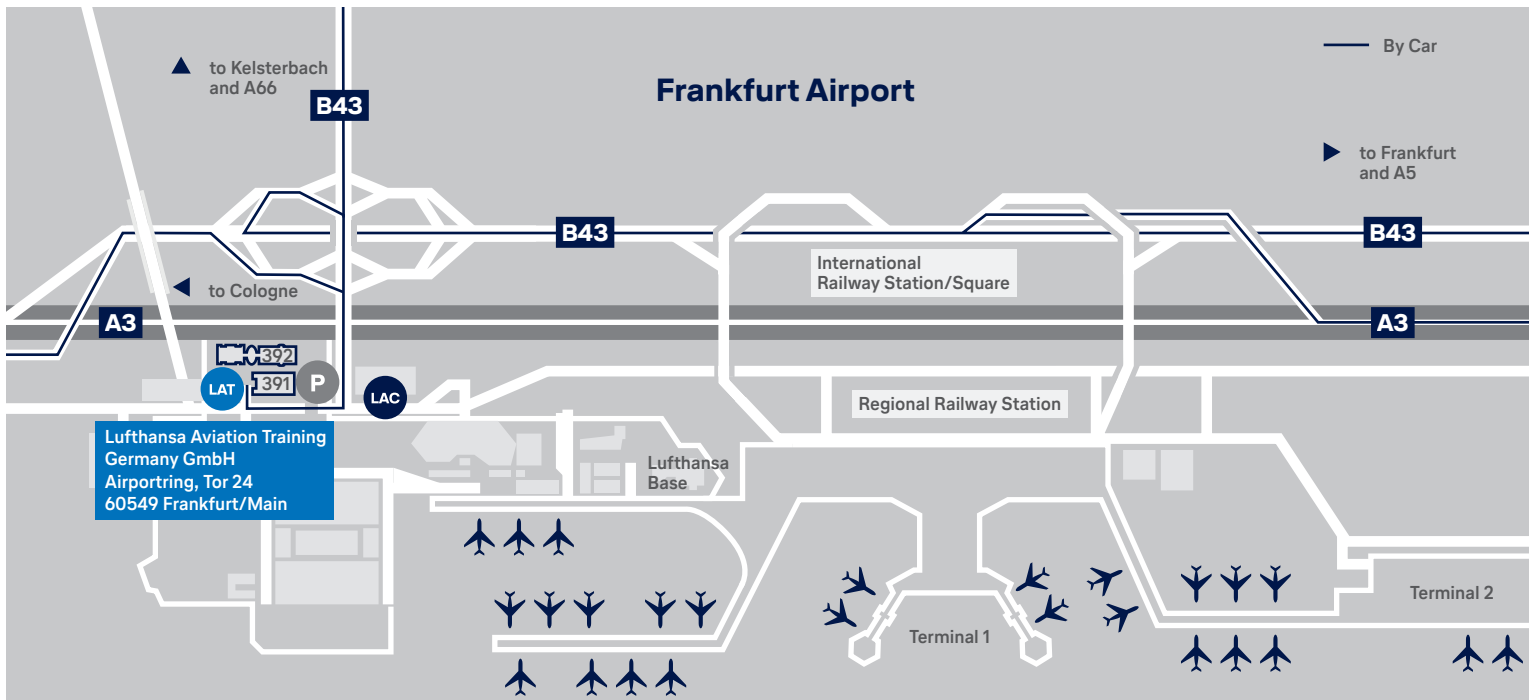
Bus Schedule p. 8

### Terminal 1

From Terminal 1: Either take a taxi, or proceed to the bus stop “Personalbus” between Terminal A and B on the arrivals level and take the complimentary shuttle bus “WEST (Tor 25/27)”. Get off after the 4th stop at “Flughafen Tor 23” (not one before at LAC).

### Terminal 2

From Terminal 2: Take the Sky Line to Terminal 1. Then either take a taxi, or proceed to the bus stop “Personalbus” between Terminal A and B on the arrivals level and take the complimentary shuttle bus “WEST (Tor 25/27)”. Get off after the 4th stop at “Flughafen Tor 23” (not one before at LAC).



## DIRECTIONS BY CAR

> **More Information**  
 By Aircraft p. 5  
 By Train and Bus p. 7

Take either of the A3, A5 or B43 highways and follow the signs for "Frankfurt Flughafen" and then for "Tor 21-31".



## DIRECTIONS BY TRAIN AND BUS

[More Information](#)  
Bus Schedule p. 8

### Regional trains (S8 or S9)

From the Regional Railway Station: Either take a taxi, or proceed to the bus stop “Personalbus” between Terminal A and B on the arrivals level and take the complimentary shuttle bus “WEST (Tor 25/27)”. Get off after the 4th stop at “Flughafen Tor 23” (not one before at LAC).

### National/International trains (InterCity (IC), Intercity-Express (ICE))

From the International Railway Station: Proceed to the Regional Railway Station, then follow the directions above.

# DIRECTIONS BUS SCHEDULE

From the airport, take the shuttle bus service “WEST (Tor 25/27)” to the Lufthansa Aviation Training Center (“Flughafen Tor 23”). The bus departs from the bus stop “Personalbus” between Terminal A and B on the arrivals level.

To return to the airport, take the “Terminal 1” bus from the bus stop at “Tor 23”, opposite the Lufthansa Aviation Training Center. This bus is complimentary for our guests. Evidence may be required.

## Frankfurt Airport > Lufthansa Aviation Training Center

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### Bus service “WEST (Tor 25/27)”

from bus stop “Personalbus” to “Flughafen Tor 23”

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<b>03:50</b>	→	<b>23:35</b>	every 7/8 min. (daily)
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<b>23:35</b>	→	<b>02:20</b>	every 15 min. (daily)
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## Lufthansa Aviation Training Center (LATC) > Frankfurt Airport

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### Bus service “Terminal 1”

from “Tor 23/24” (LATC) to bus stop “Personalbus”

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<b>03:43</b>	→	<b>23:43</b>	every 7/8 min. (daily)
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<b>23:43</b>	→	<b>02:13</b>	every 15 min. (daily)
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**More Information**

By Train and Bus p.7



# SIMULATORS OVERVIEW

<b>Emergency Simulators Airbus</b>	<b>Building</b>	<b>Emergency Simulators Boeing</b>	<b>Building</b>
Airbus A319/320/321 Virtual Slide/CEET	<b>391</b>	Boeing 737-300 Full Motion/CEET	<b>391</b>
Airbus A320 Slide Tower	<b>391</b>	Boeing 747-400 Full Motion/CEET	<b>391</b>
Airbus A320 Family Door Trainer	<b>391</b>	Boeing 777-9/787-9 CEET	<b>391</b>
Airbus A340-330 Full Motion/CEET	<b>391</b>	Boeing 737 Door Trainer Overwing	<b>391</b>
Airbus A380-800 Virtual Slide/CEET	<b>391</b>	Boeing 747 Door Trainer Upper Deck	<b>391</b>
Airbus A320 Pilot Incapacitation Trainer	<b>391</b>	Boeing 747 Door Trainer Main Deck	<b>391</b>
Airbus A340 Pilot Incapacitation Trainer	<b>391</b>	Boeing 747-200 Door Trainer	<b>391</b>
Airbus A340/330 Door Trainer	<b>391</b>	Boeing 737 Pilot Incapacitation Trainer	<b>391</b>
Airbus A340 L Overwing Exit	<b>391</b>	Boeing 747 Pilot Incapacitation Trainer	<b>391</b>
Airbus A350 Door Trainer	<b>391</b>	Boeing 777 Door Trainer	<b>391</b>
<b>Real Fire Fighting Trainer</b>	<b>Building</b>	MD-11 Door Trainer	<b>391</b>
Real Fire Fighting Trainer	<b>391</b>		



**More Information**  
**Building 391**  
 Ground Floor p.11

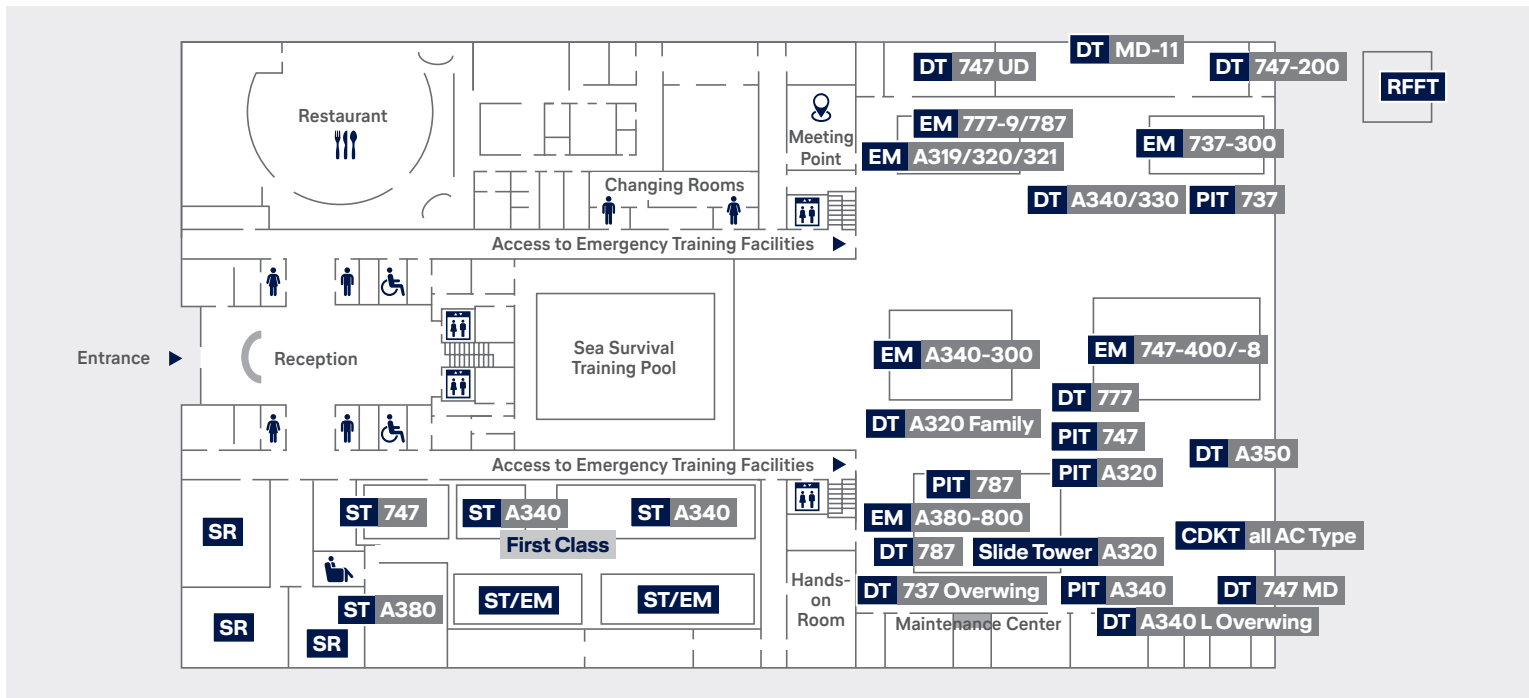
# SIMULATORS OVERVIEW

<b>Full-Flight Simulators Airbus</b>	<b>Building</b>	<b>Full-Flight Simulators Boeing</b>	<b>Building</b>
Airbus A319-100 (FT40)	<b>392 WEST</b>	Boeing 747-400 (FT16)	<b>392 West</b>
Airbus A320-200 (FT66)	<b>392 WEST</b>	Boeing 747-400 (FT48)	<b>392 EAST</b>
Airbus A320-200 (FT71)	<b>392 WEST</b>	Boeing 747-8 (FT61)	<b>392 EAST</b>
Airbus A321-100 (FT23)	<b>392 WEST</b>	Boeing 767-300 (FT41)	<b>392 EAST</b>
Airbus A330-300 (FT47)	<b>392 WEST</b>	Boeing 777-300ER (FT70)	<b>392 EAST</b>
Airbus A340-300 (FT36)	<b>392 WEST</b>	Boeing 787-9 (FT83)	<b>392 EAST</b>
Airbus A340-600 (FT42)	<b>392 WEST</b>	Boeing 787-9 (FT87)	<b>392 EAST</b>
Airbus A320-200 (FT49)	<b>392 EAST</b>		
Airbus A320 Neo (FT75)	<b>392 EAST</b>	<b>Flight Training Device Level 2</b>	<b>Building</b>
Airbus A330-200 (FT69)	<b>392 EAST</b>	Boeing 787-9 (FTD03)	<b>392 WEST</b>
Airbus A330-300/340-600 (FT63)	<b>392 EAST</b>		
Airbus A380-800 (FT52)	<b>392 EAST</b>	<b>Flat Panel Trainers Airbus</b>	<b>Building</b>
<b>in Cooperation with FTA:</b>		Airbus A320-200 (PT03)	<b>392 WEST</b>
Airbus A220 100/300 (FT73)	<b>392 EAST</b>	Airbus A330 (PT06)	<b>392 EAST</b>
		<b>in Cooperation with FTA:</b>	<b>392 EAST</b>
<b>Full-Flight Simulator Embraer</b>	<b>Building</b>	Airbus A220 100/300 (PT08)	
Embraer 190 (FT68)	<b>392 EAST</b>		
		<b>Flat Panel Trainer Boeing</b>	<b>Building</b>
<b>Full-Flight Simulator Airbus Helicopters</b>	<b>Building</b>	Boeing 747-400/747-8 (PT02)	<b>392 EAST</b>
H145/H135 (FT82)	<b>392 EAST</b>		



**More Information**  
**Building 392 WEST**  
 First Floor p.17

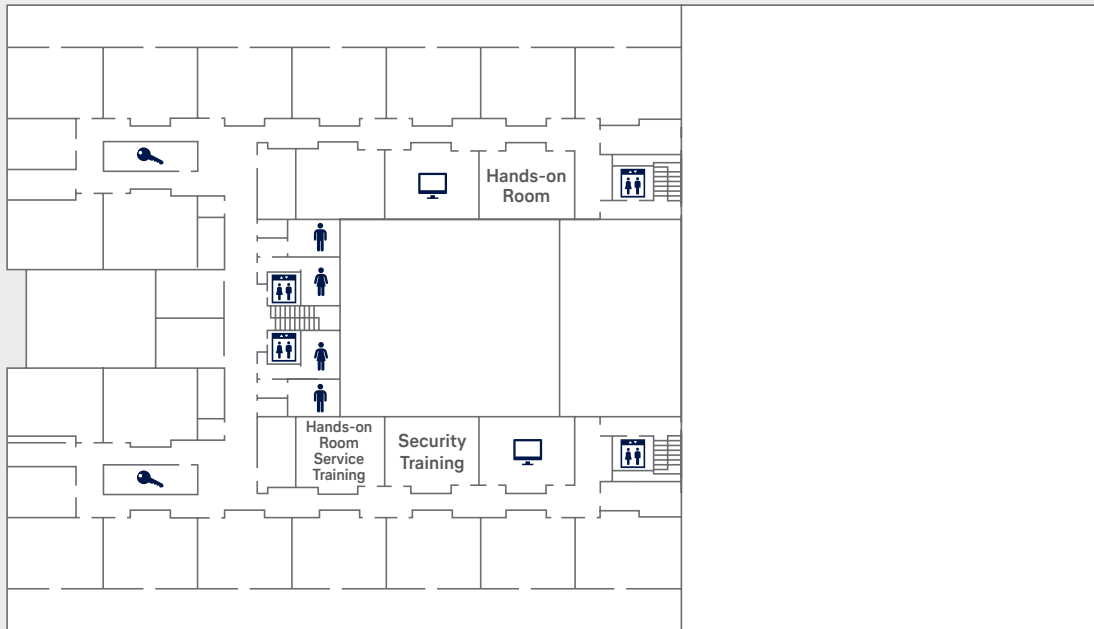
**Building 392 EAST**  
 First Floor p.20



## FLOOR PLANS / BUILDING 391 / GROUND FLOOR

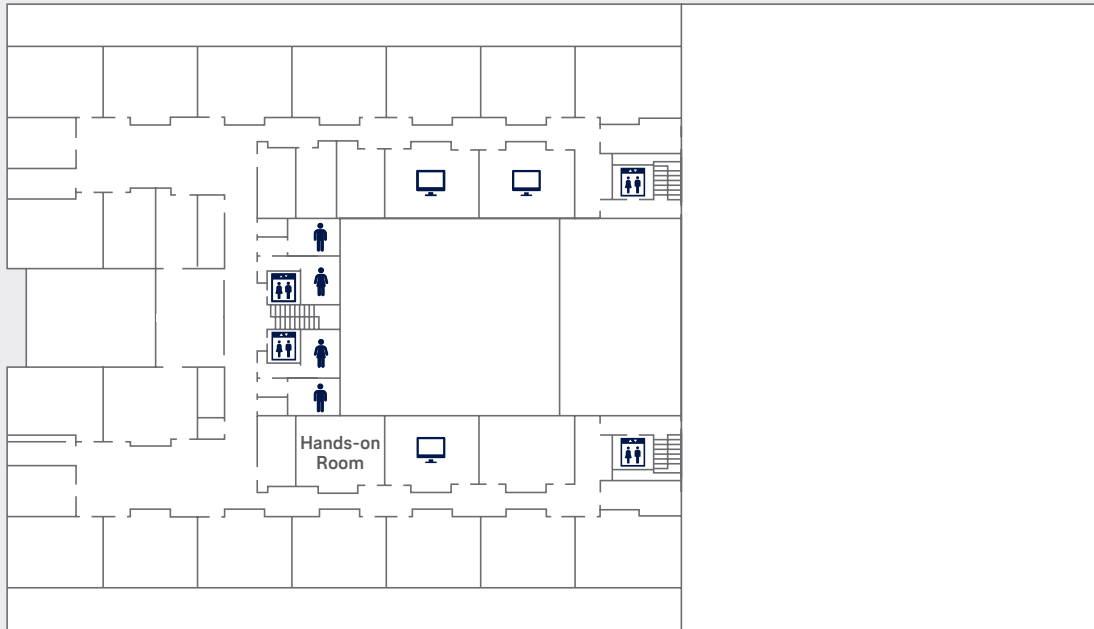
The emergency and service training facilities are located in building 391. The training area includes Emergency Simulators such as CEET, Door Trainer, Real Fire-Fighting Trainer, a Hands-on Room and

a Sea Survival Training Pool. You will also find Mock-ups for the Service Training on the Ground Floor. The restaurant offers a selection of meals, snacks and beverages for breakfast and lunch.



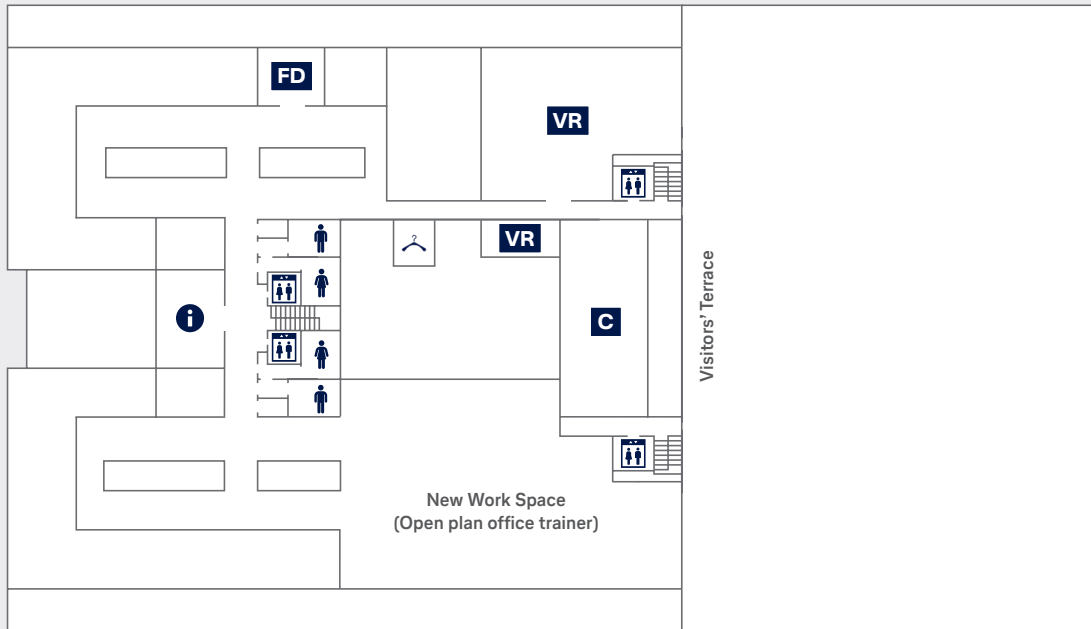
## FLOOR PLANS / BUILDING 391 / FIRST FLOOR

The First Floor has two rooms with Computer-Based Training stations.



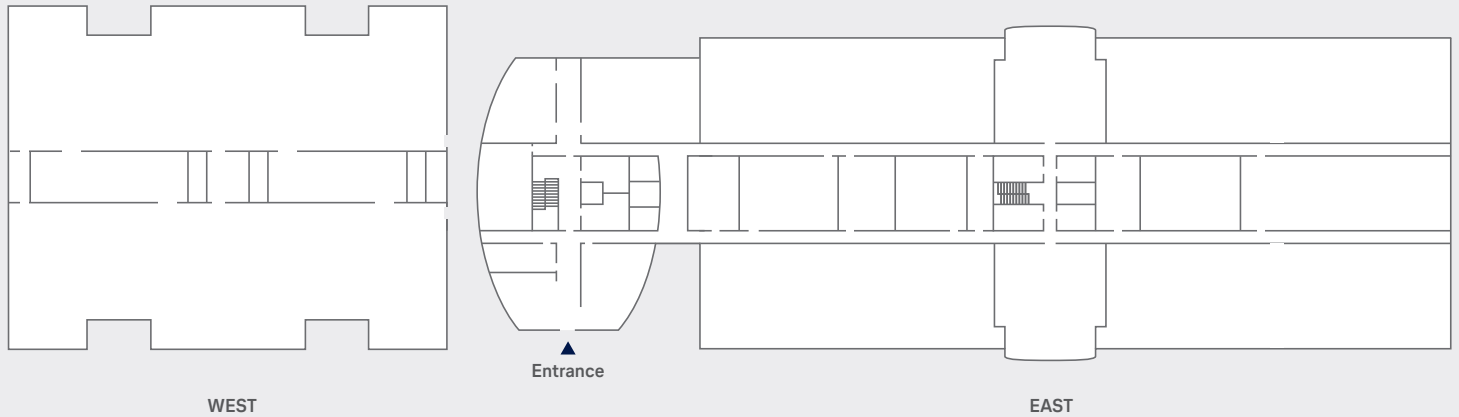
## FLOOR PLANS / BUILDING 391 / SECOND FLOOR

Three rooms with Computer-Based Training stations offer the opportunity for individual training.



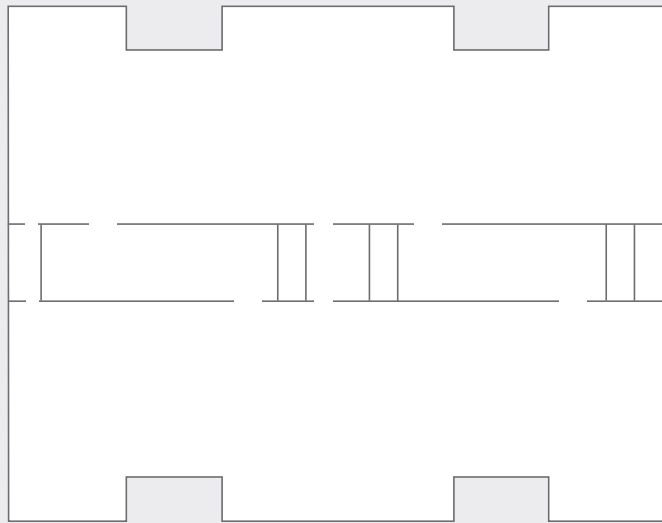
## FLOOR PLANS / BUILDING 391 / THIRD FLOOR

The Third Floor contains the Virtual Reality Room, the Conference Room and the New Work Space for trainers.



## FLOOR PLANS / BUILDING 392 / OVERVIEW

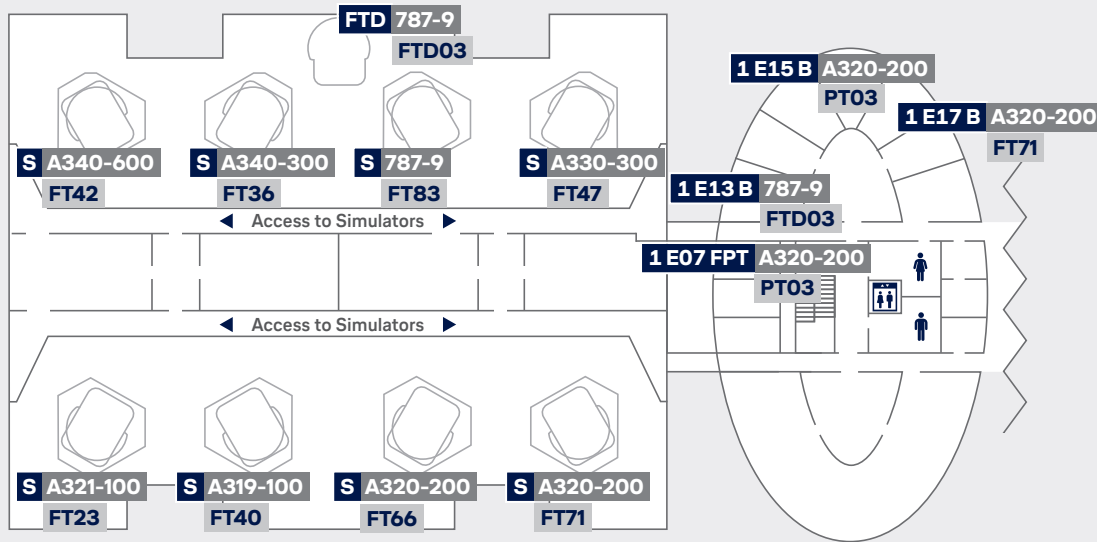
Building 392 has two sections: WEST and EAST. These are linked by a central oval section. The building is designed for 22 Full-Flight Simulators.



## FLOOR PLANS / BUILDING 392 / WEST / GROUND FLOOR

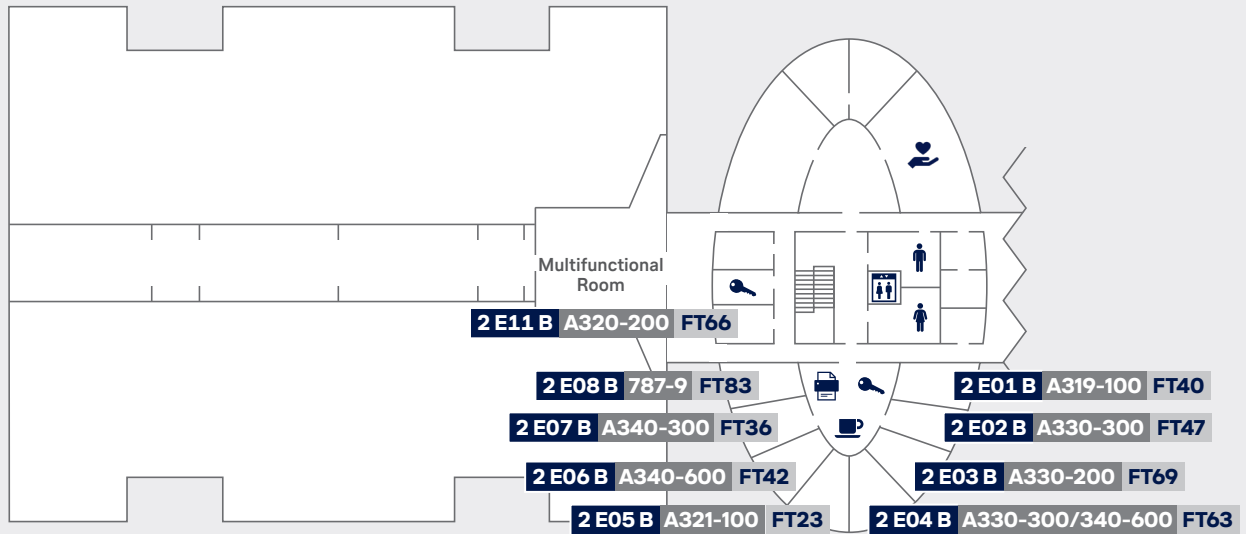
The cafeteria “Bartesse” on the Ground Floor offers a selection of hot and cold beverages and snacks. It opens from 7:00 a.m. to 10:00 p.m. (due to short-time work, opening hours may be changed).





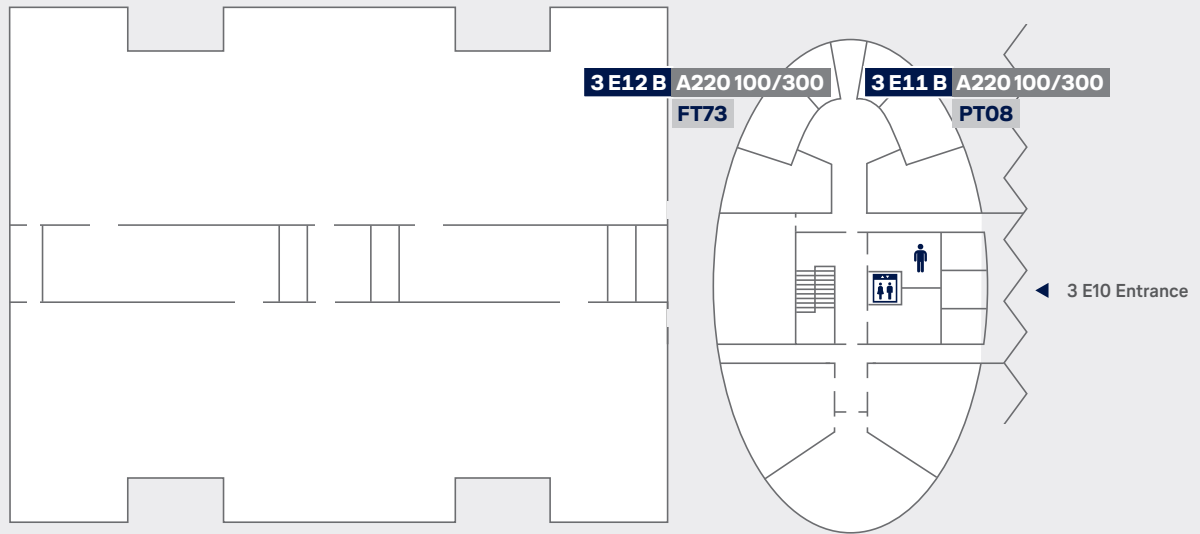
## FLOOR PLANS / BUILDING 392 / WEST / FIRST FLOOR

Access to all 8 Full-Flight Simulators, 1 Flight Training Device Level 2 and 1 Flat Panel Trainers in building 392 WEST via the gallery on the First Floor. 2 Briefing Rooms can be found there as well.



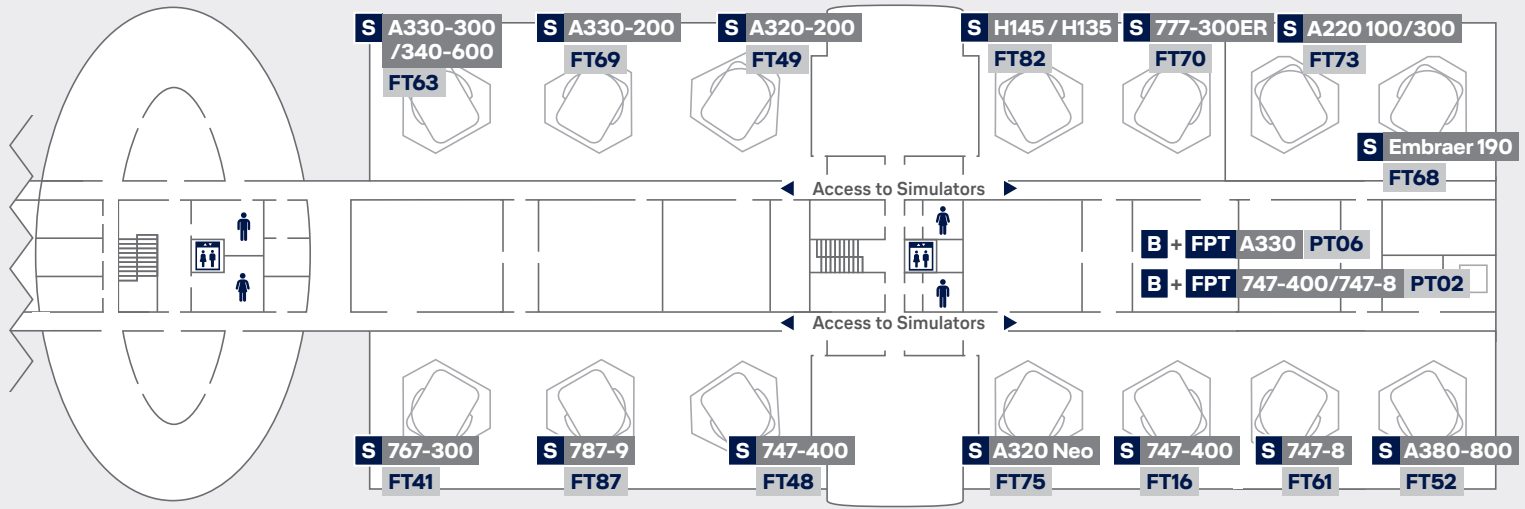
## FLOOR PLANS / BUILDING 392 / WEST / SECOND FLOOR

The Briefing Rooms for the WEST section are located in the central section. A room with lockers is located nearby as well as the Local Customer Service FRA in room 2E15.



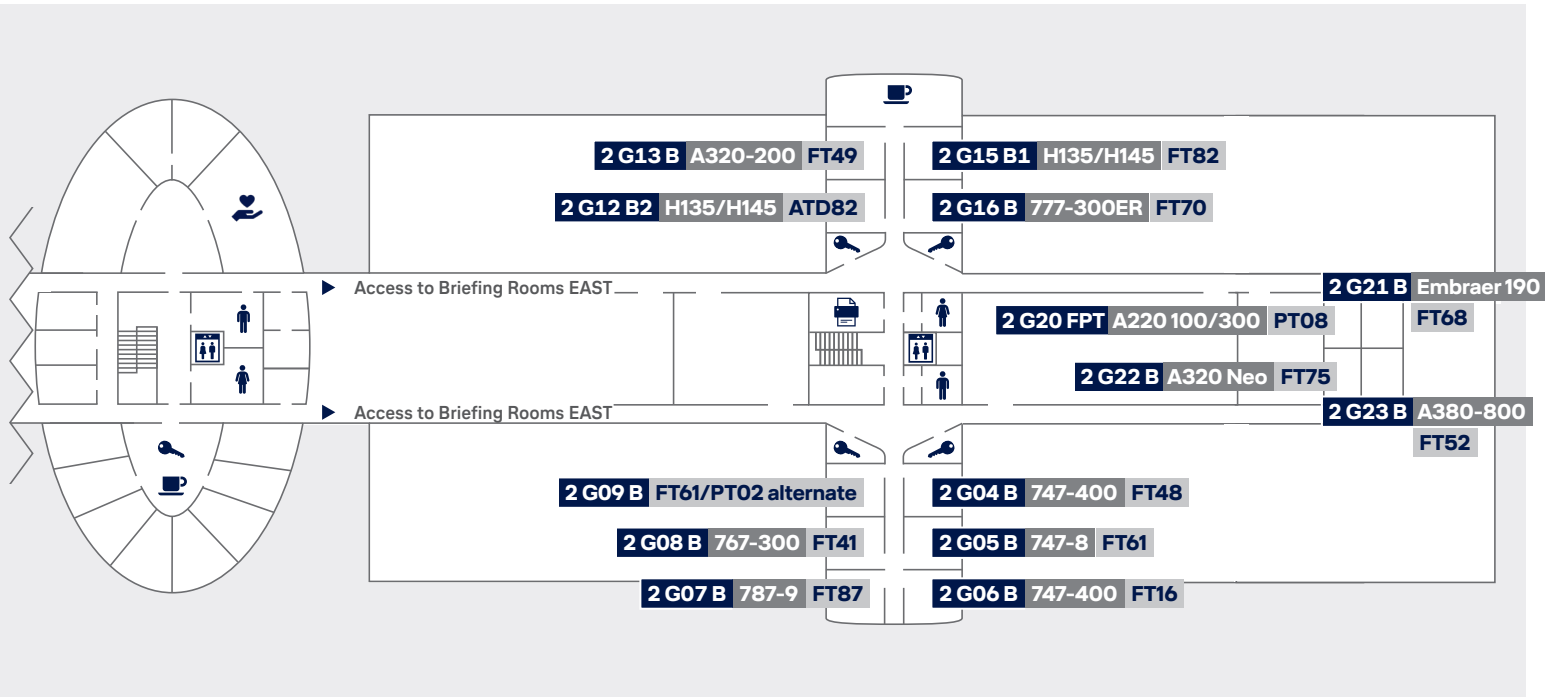
## FLOOR PLANS / BUILDING 392 / WEST / THIRD FLOOR

The Third Floor contains some briefing rooms.



## FLOOR PLANS / BUILDING 392 / EAST / FIRST FLOOR

Access to all 14 Full-Flight Simulators and 2 Flat Panel Trainer in building 392 EAST via the gallery on the First Floor.



## FLOOR PLANS / BUILDING 392 / EAST / SECOND FLOOR

The Briefing Rooms for the EAST section are also located on the Second Floor. You can store your manuals etc. in one of the lockers.

The Break Room offers free internet access, a printer and vending machines with hot and cold beverages and snacks.

# SERVICES OF LUFTHANSA AVIATION TRAINING

## **Group Services of Lufthansa Aviation Training**

We are there for you: 24 hours a day,  
7 days a week.

**Phone:** +49 69 696 51053

**E-mail:** [info@lat.dlh.de](mailto:info@lat.dlh.de)

## **SIM Key Card**

In order to access the simulators, you will require a SIM key card. It can be obtained from the reception in building 391. To enter building 392 at night, please hold your SIM key card to the card reader located in front of the entrance area.

# SERVICES OF LUFTHANSA AVIATION TRAINING

## Local Customer Service Frankfurt & Travel Services

You concentrate on your training; we handle everything else. Our Local Customer Service FRA and Travel Services are there for you – either to book a flight, hotel or taxi or to answer questions and provide useful tips and information.

### Lufthansa Aviation Training Center

Airportring, Tor 24, Building 392  
60549 Frankfurt

**Phone:** +49 69 696 93 750

**E-mail:** [travelservices@lat.dlh.de](mailto:travelservices@lat.dlh.de)



#### More Information

Bldg. 392 WEST, Second Floor p.18

# SERVICES / BUSINESS SERVICES

## Internet

Terminals with free internet access:

Break Rooms	Bldg. 392 WEST, Second Floor	>	18
	Bldg. 392 EAST, Second Floor	>	21

## WLAN Zones

Entrance Hall	Bldg. 391, Ground Floor	>	11
Cafeteria "Bartesse"	Bldg. 392 WEST, Ground Floor	>	16
Break Rooms	Bldg. 392 WEST, Second Floor	>	18
	Bldg. 392 EAST, Second Floor	>	21
Simulator Briefing Rooms	Bldg. 392 WEST, Second Floor	>	18
	Bldg. 392 EAST, Second Floor	>	21

## Copy Rooms

Break Rooms	Bldg. 392 WEST, Second Floor	>	18
	Bldg. 392 EAST, Second Floor	>	21



# SERVICES / FOOD AND BEVERAGES

## Restaurant

The guest card has been replaced by the LHG Taste & More payment-app. It can be downloaded from the App Store. Among other things, it can be used to top up credit, make mobile payments in the restaurant, at the Bartesse and at coffee points, and check the menu.

Opening hours: Mon–Fri 7:00 a.m. to 2:00 p.m.

Bldg. 391, Ground Floor > 11



Scan the QR code to download the app

## Cafeteria “Bartesse”

The “Bartesse” serves coffee, tea, snacks and a selection of beverages.

Cash payments are accepted.

Opening hours: Mon–Sun 7:00 a.m. to 10:00 p.m.

Bldg. 392 WEST, Ground Floor > 16

## Vending Machines

Snacks are available from the vending machines 24 hours a day, 7 days a week.

Entrance Hall Bldg. 391, Ground Floor > 11

Break Rooms Bldg. 392 WEST, Second Floor > 18

Bldg. 392 EAST, Second Floor > 21

# SERVICES / LOCKERS, PARKING, RESTING ROOM

## **Lockers**

There are lockers available for your luggage.

Bldg. 391, First Floor > 12

## **Parking**

Parking space is available in different areas around the Lufthansa Aviation Training Center. Please note that you must obtain a temporary parking permit at reception before entering the premises in your car. To do so, please park your car in the short-term parking zone in front of the gate and enter on foot through the turnstile. Please then place the parking permit in your vehicle such that it is clearly visible and drive into the regular parking area. This rule does not apply to holders of parking tokens of the categories T, TF, B and C. If you are the holder of one of these parking tokens, you do not require a temporary parking permit. The token, as well, must be placed in the vehicle such that it is clearly visible.

## **Resting Room**

There is a Resting Room available on the Ground Floor of building 391.

Please contact the reception in building 391 for the keys.

Bldg. 391, Ground Floor > 11

# SERVICES / CUSTOMER SATISFACTION MANAGEMENT

## **We value your feedback**

As a company with a strong customer focus, we do everything we can to provide the finest service possible. Your suggestions or criticism can help us to improve. We look forward to receiving your comments via any of the channels listed below.

## **Hotline**

All our Briefing Rooms have a telephone and a list of numbers to dial if you have any queries, or would like to provide feedback. Your call will be answered personally by an Lufthansa Aviation Training staff member.

Outside the Briefing Rooms please call +49 69 696 51053.

This number is available for you at any time.

## **Our staff**

Our Service Center or Maintenance colleagues will be happy to receive your feedback and forward it to the right place. If you'd like to track your feedback's progress, please leave your contact data so we can respond.

## **E-mail and contact**

Like to send feedback from outside the Training Center? Please e-mail us at [info@lat.dlh.de](mailto:info@lat.dlh.de), or visit our website [lufthansa-aviation-training.com](http://lufthansa-aviation-training.com) and use the contact form in the contact area.

Lufthansa Aviation Training Germany GmbH  
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**Contact**

**Phone:** +49 69 696 51053

**E-mail:** [info@lat.dlh.de](mailto:info@lat.dlh.de)  
[lufthansa-aviation-training.com](http://lufthansa-aviation-training.com)

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