



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

TABLE OF CONTENTS

Location

Lufthansa Aviation Training Center	4
------------------------------------	---

Directions

By Aircraft	5
By Car	6
By Train and Bus	7
Bus Schedule	8

Simulators

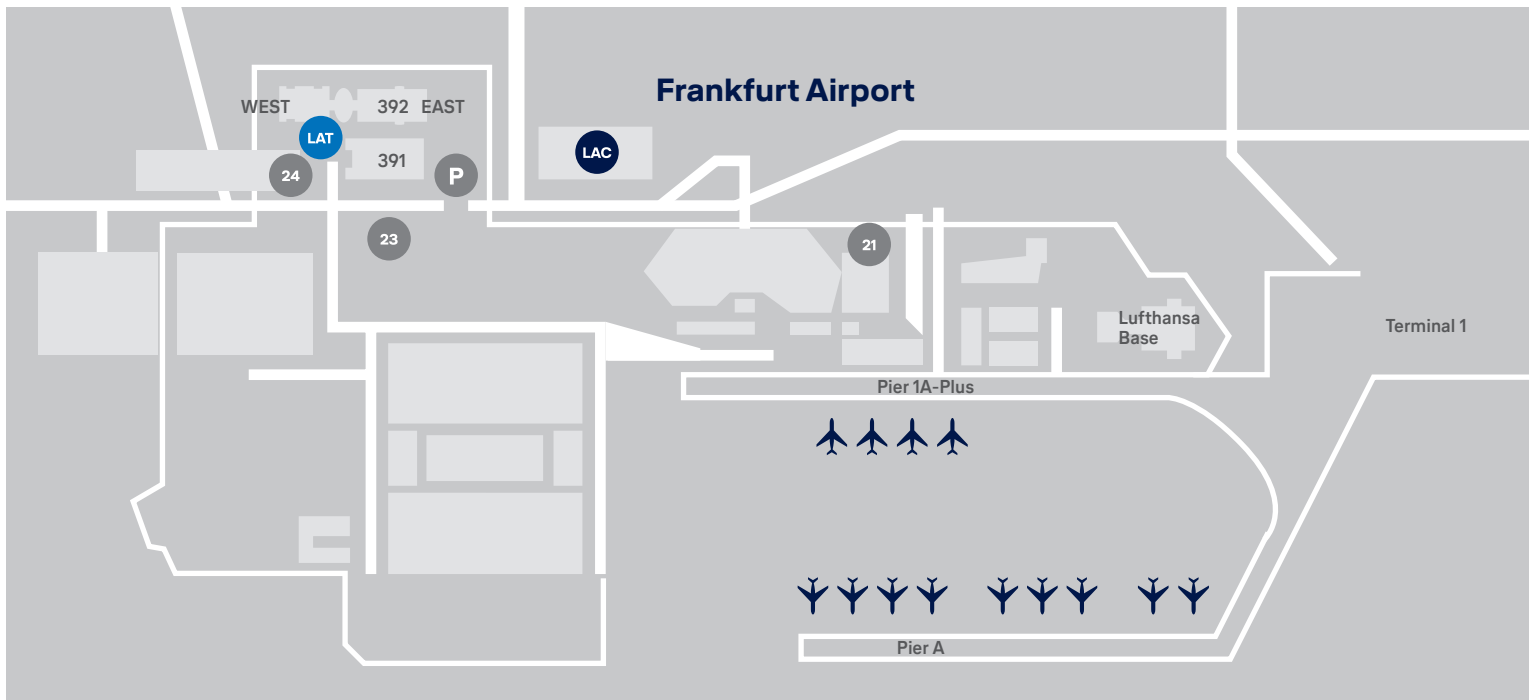
Overview	9
----------	---

Floor Plans

Building 391/Ground Floor	11
Building 391/First Floor	12
Building 391/Second Floor	13
Building 391/Third Floor	14
Building 392/Overview	15
Building 392WEST/Ground Floor	16
Building 392WEST/First Floor	17
Building 392WEST/Second Floor	18
Building 392WEST/Third Floor	19
Building 392EAST/First Floor	20
Building 392EAST/Second Floor	21

Services

Services of Lufthansa Aviation Training	22
Business Services	24
Food and Beverages	25
Lockers, Parking, Resting Room	26
Customer Satisfaction Management	27



LUFTHANSA AVIATION TRAINING CENTER

[More Information](#)
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

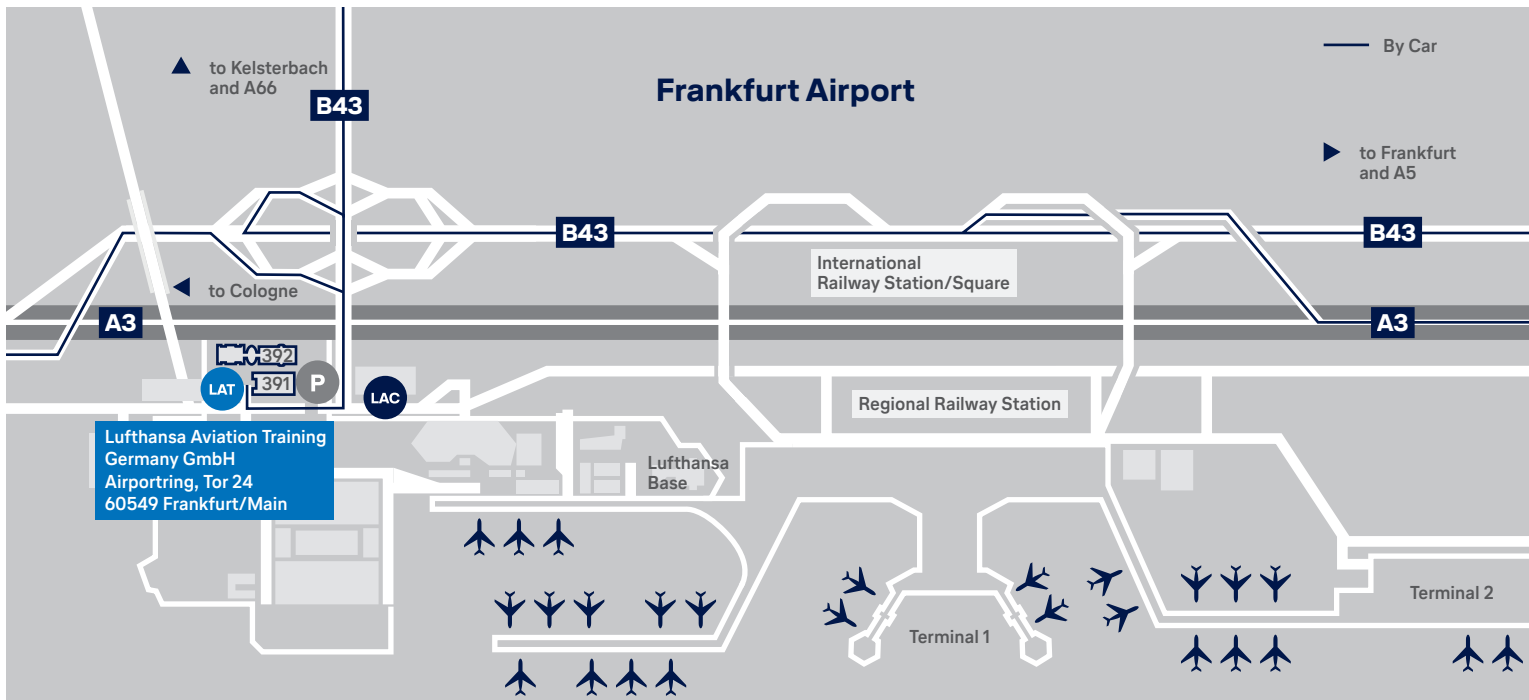
By Car p.6
By Train and Bus p.7
Bus Schedule p.8

Terminal 1

From Terminal 1: Either take a taxi, or proceed to the bus stop 25 or 11-13 at Arrival Hall A and take the complimentary shuttle bus “WEST (Tor 25/27)”.

Terminal 2

From Terminal 2: Take the Sky Line to Terminal 1. Then either take a taxi, or proceed to the bus stop 25 or 11-13 and take the complimentary shuttle bus “WEST (Tor 25/27)”.



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 25 or 11-13 and take the complimentary shuttle bus “WEST (Tor 25/27)”.

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 (“Tor 24”). The bus departs from the bus stop 25 or 11-13.

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

Bus service “WEST (Tor 25/27)”

from bus stop 25 to “Tor 23/24” (LATC)

03:50	→	23:35	every 7/8 min. (daily)
-------	---	-------	------------------------

23:35	→	02:20	every 15 min. (daily)
-------	---	-------	-----------------------

Lufthansa Aviation Training Center (LATC) > Frankfurt Airport

Bus service “Terminal 1”

from “Tor 23/24” (LATC) to bus stop 25

03:43	→	23:43	every 7/8 min. (daily)
-------	---	-------	------------------------

23:43	→	02:13	every 15 min. (daily)
-------	---	-------	-----------------------



More Information

By Train and Bus p. 7

SIMULATORS OVERVIEW

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

 [More Information Building 391 Ground Floor p.11](#)

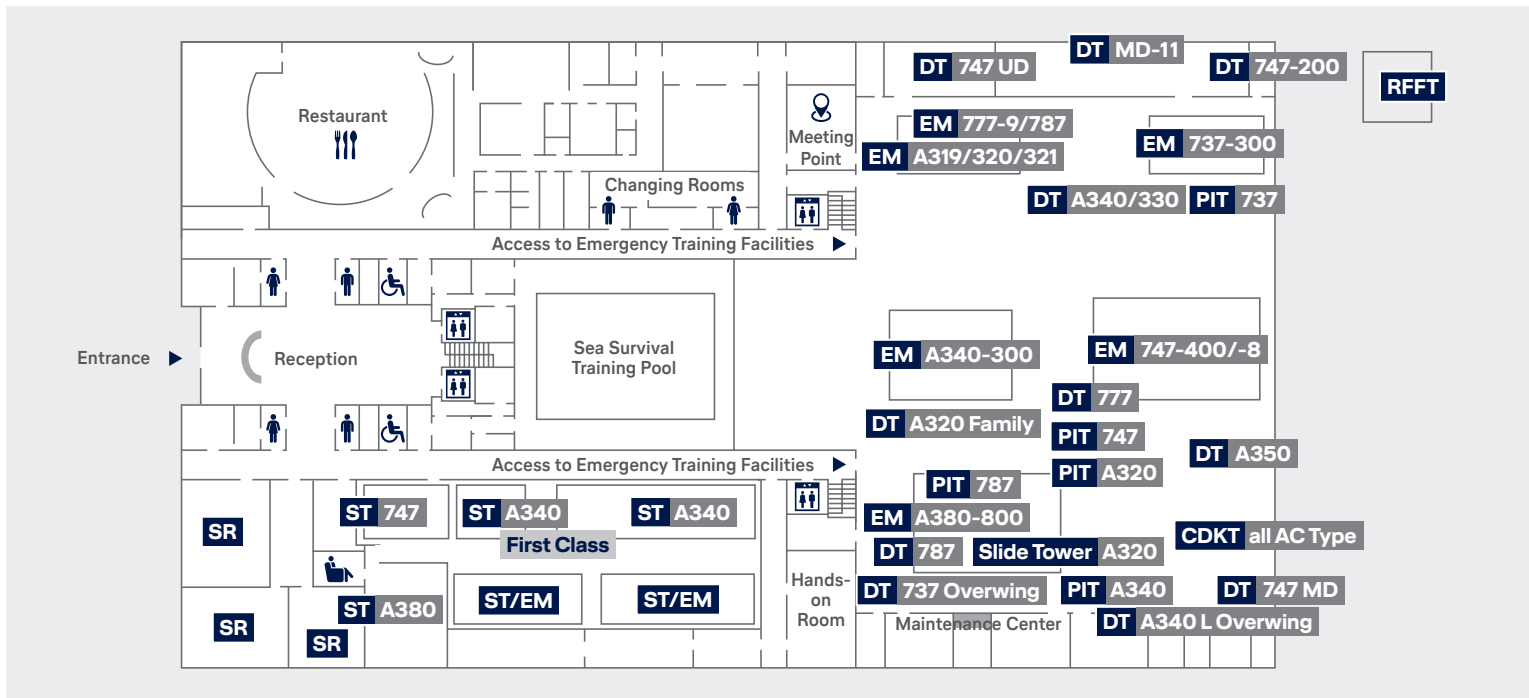
SIMULATORS OVERVIEW

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



More Information
Building 392 WEST
 First Floor p.17

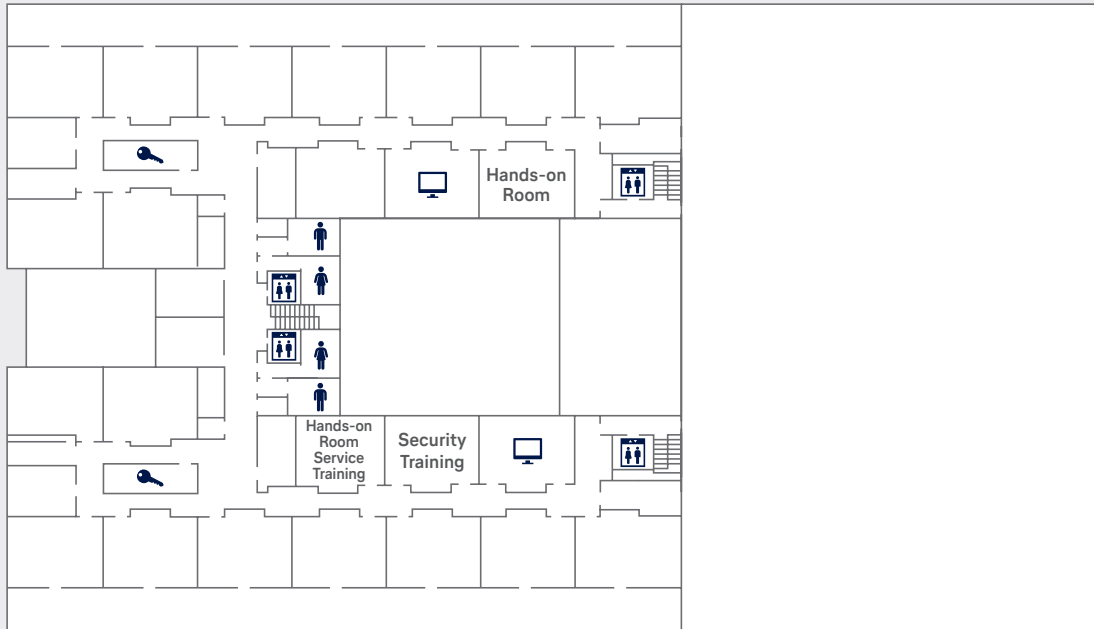
Building 392 EAST
 First Floor p.20



FLOOR PLANS / BUILDING 391 / GROUND FLOOR

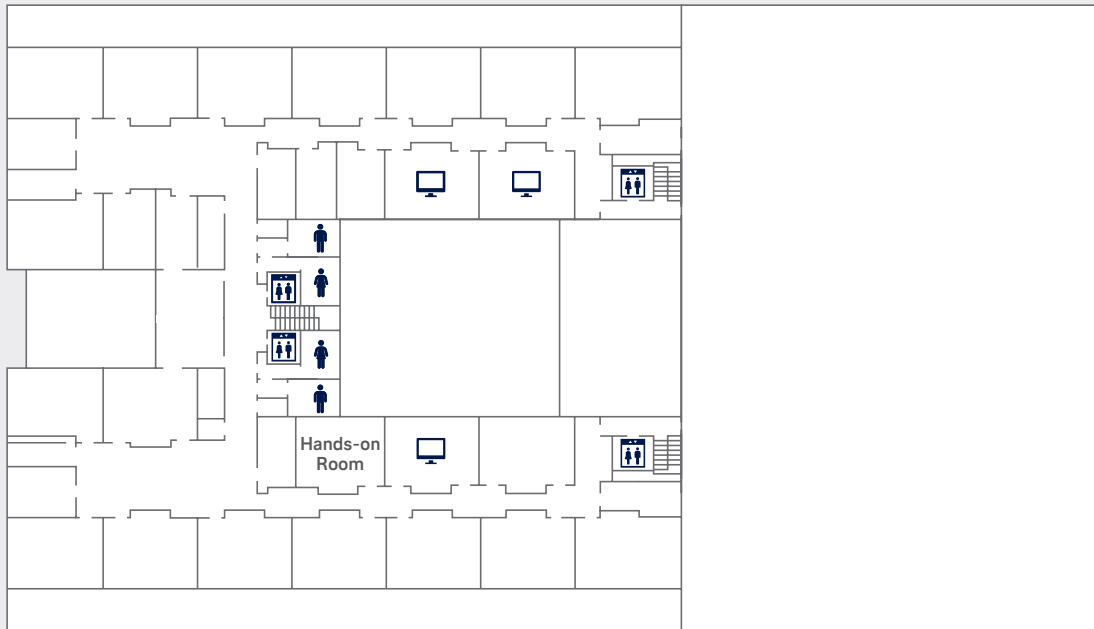
The emergency and service training facilities are located in building 391. The training area includes Emergency Simulators such as CEET, Door Trainer, Real Fire-Fighting Trainer, a Hands-on Room and

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.



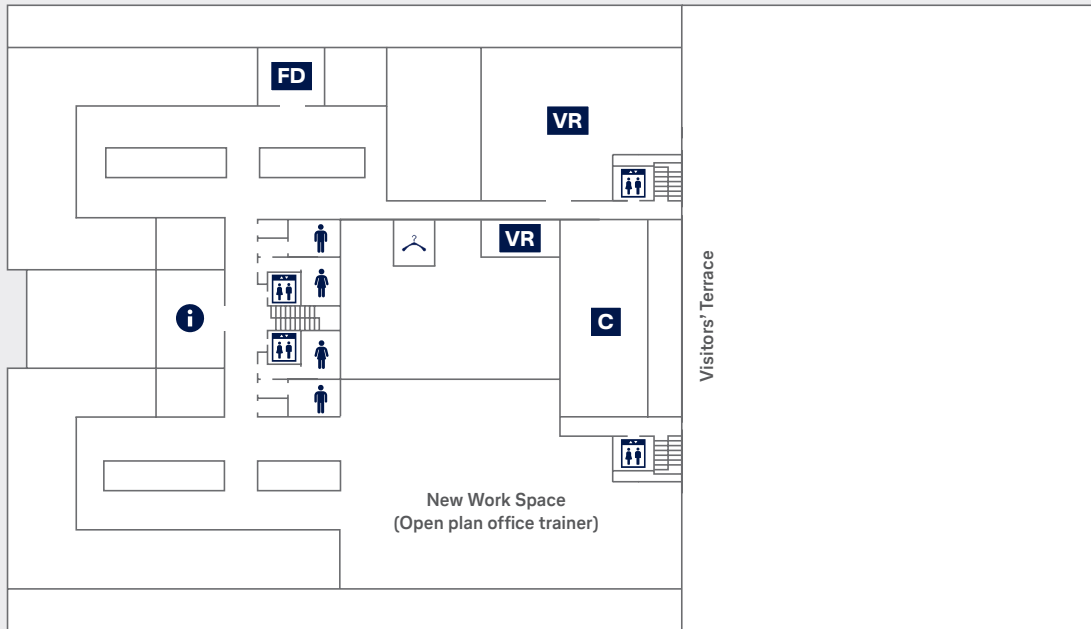
FLOOR PLANS / BUILDING 391 / FIRST FLOOR

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



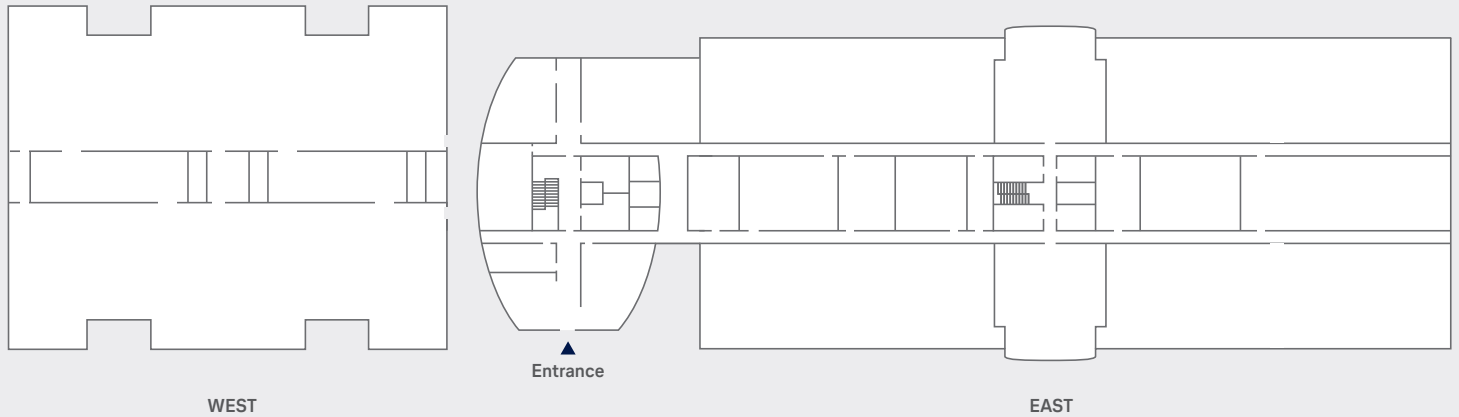
FLOOR PLANS / BUILDING 391 / SECOND FLOOR

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



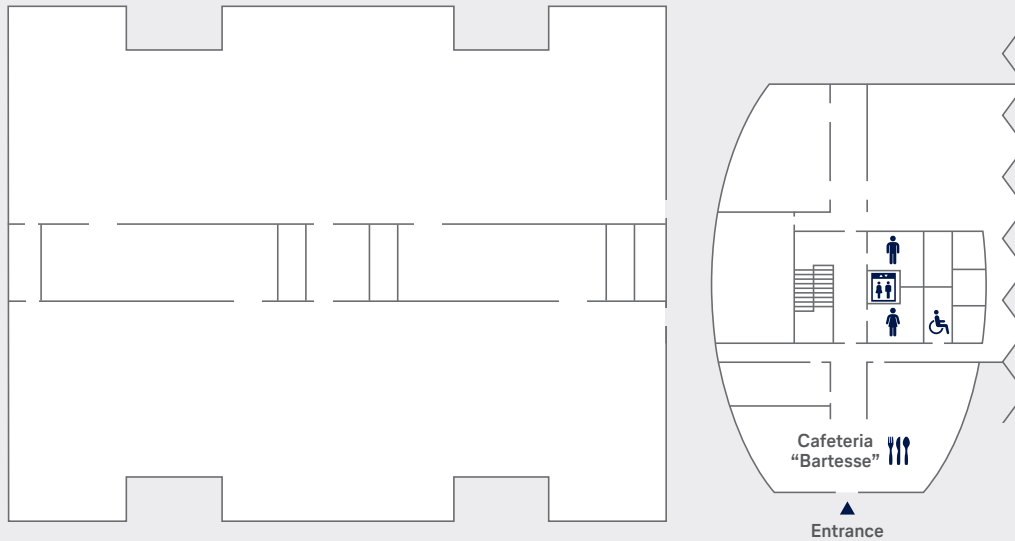
FLOOR PLANS / BUILDING 391 / THIRD FLOOR

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



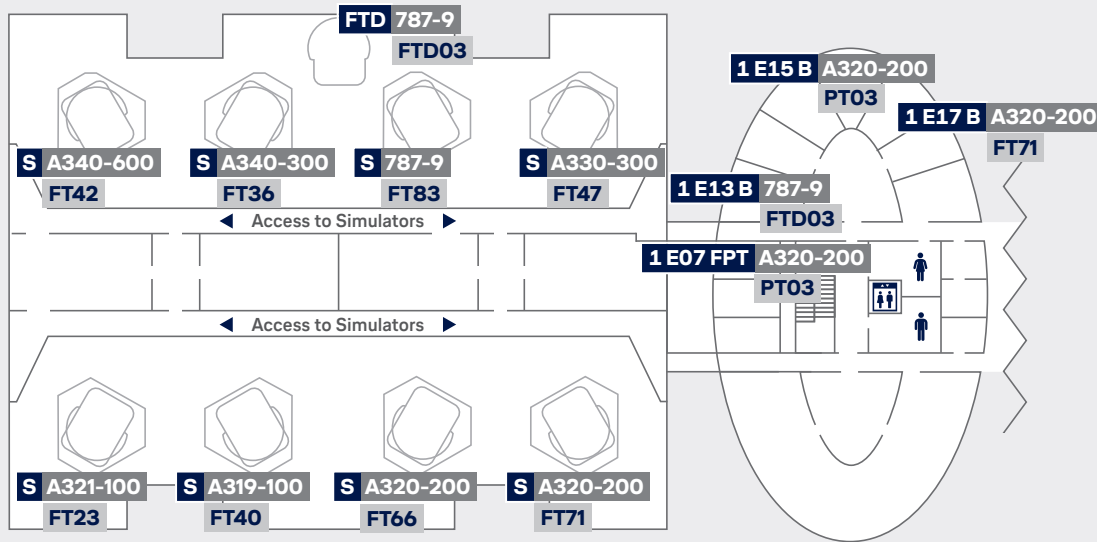
FLOOR PLANS / BUILDING 392 / OVERVIEW

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.



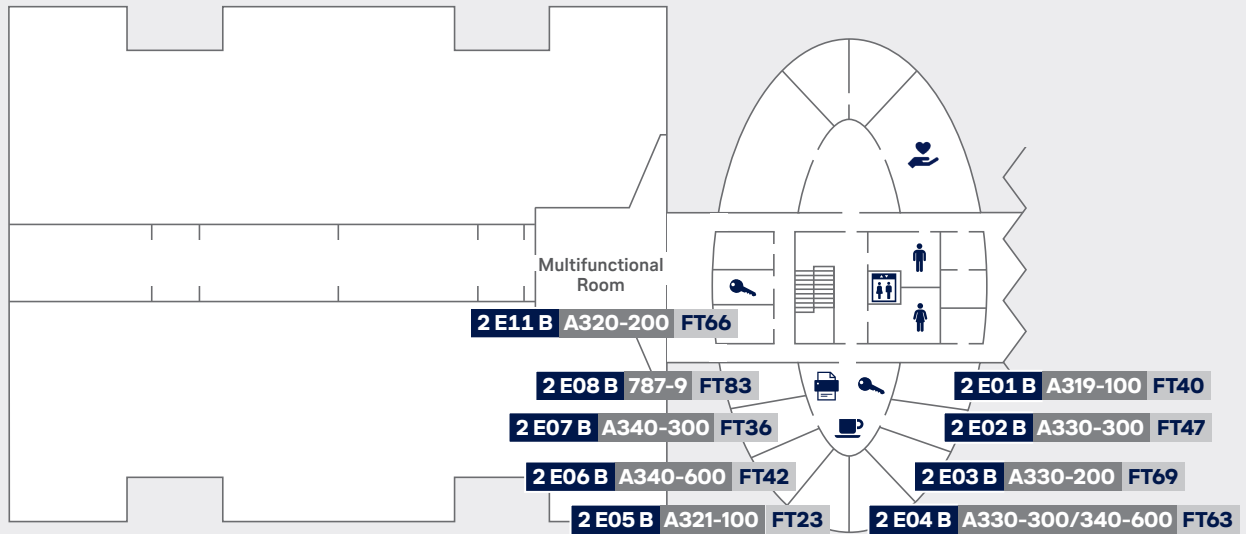
FLOOR PLANS / BUILDING 392 / WEST / GROUND FLOOR

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).



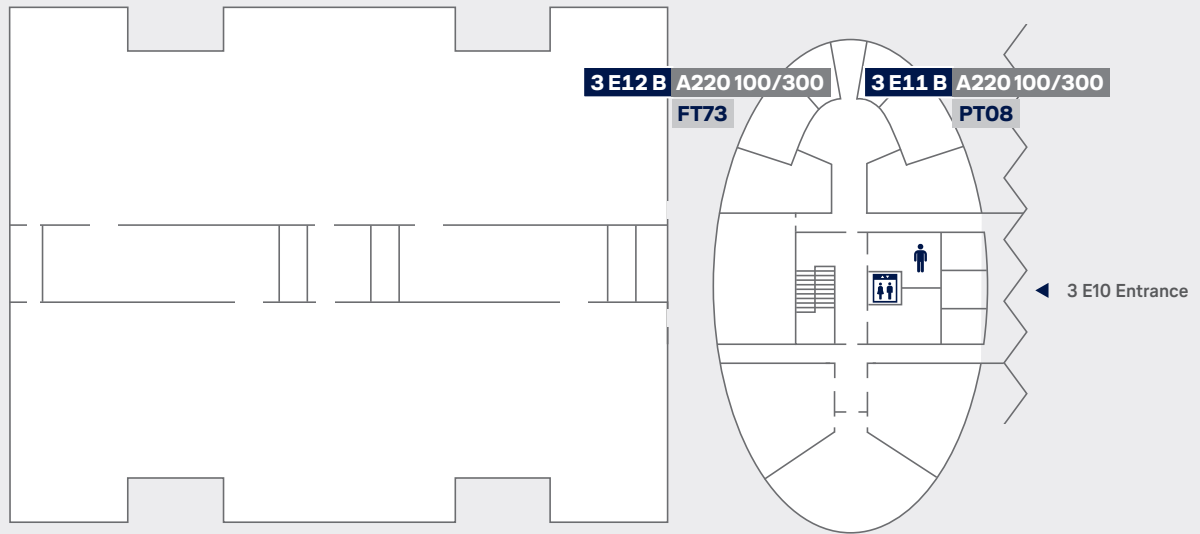
FLOOR PLANS / BUILDING 392 / WEST / FIRST FLOOR

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.



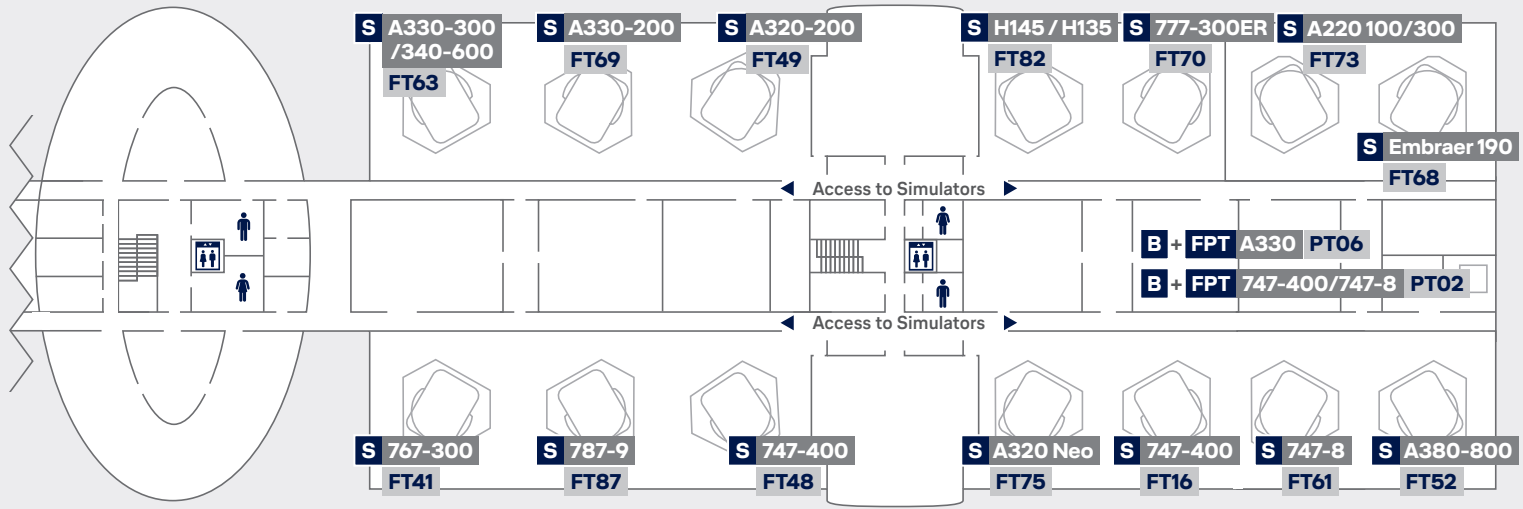
FLOOR PLANS / BUILDING 392 / WEST / SECOND FLOOR

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.



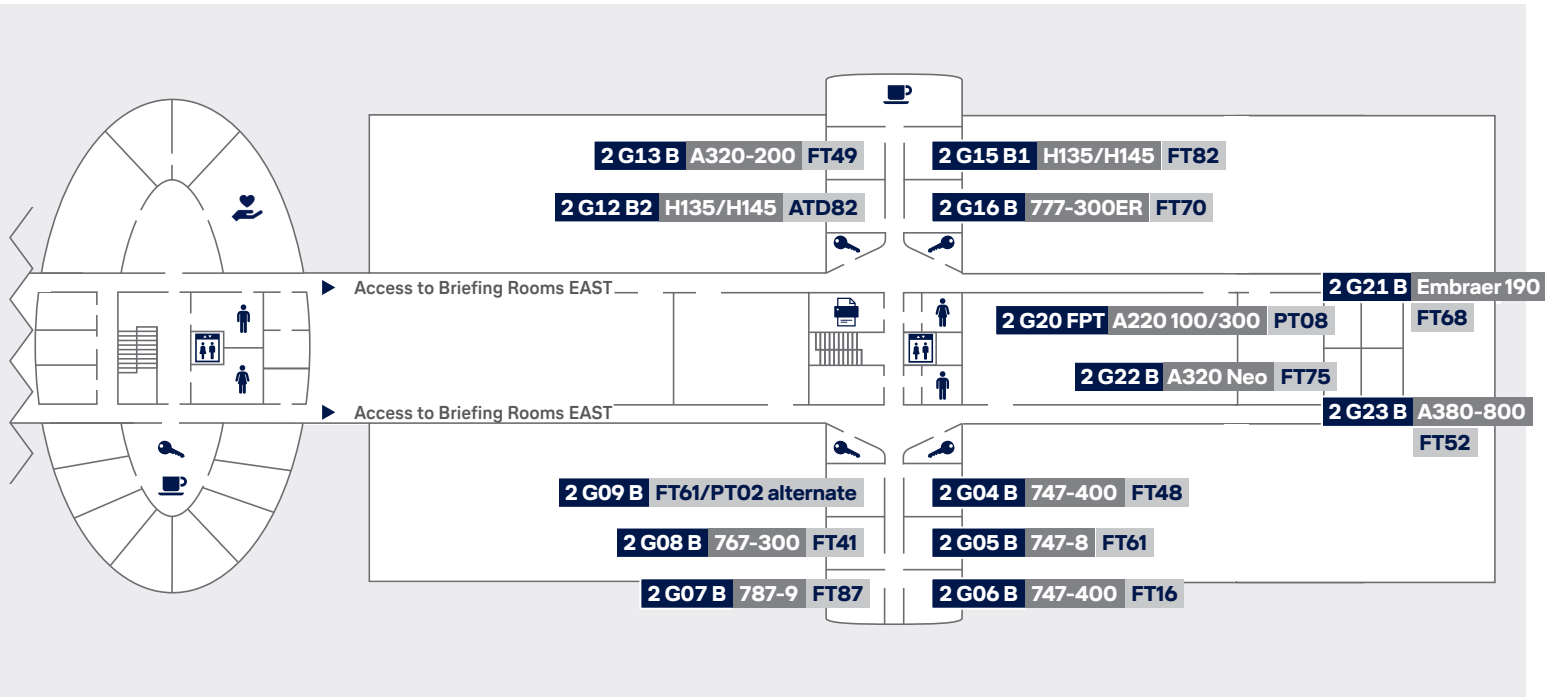
FLOOR PLANS / BUILDING 392 / WEST / THIRD FLOOR

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 72 444

E-mail: 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



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 72444.

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, or visit our website lufthansa-aviation-training.com and use the contact form in the contact area.

Lufthansa Aviation Training Germany GmbH
Lufthansa Aviation Training Operations Germany GmbH
Airportring, Tor 24
60549 Frankfurt / Main
Germany

Contact

Phone: +49 69 696 72444

Fax: +49 69 696 9872444

E-mail: info@lat.dlh.de

lufthansa-aviation-training.com