

The day started out normal, just like any other day. Flight Crew came and did their regular procedures. Dave and I were working ramp. After we had loaded baggage and Pax onto plane Dave entered the aircraft to speak with the pilots about how they wanted to de-ice. Dave then left the aircraft and went over to the de-icers and told them what the pilots wanted to do. I then received paper work from the FA and assisted her in closing the door. I was then given the signal to pull the chocks from Dave and crew. I went inside to our ops and filed the paperwork and sat at the radio. A few minutes passed when the FO radioed and asked where we wanted them to stop to begin de-icing. I replied saying to hit the 50ft mark and stop. We would then begin de-icing. A few minutes passed when Dave called from the gate saying there is ground damage.



1/16/12