



Airline Cabin Crew

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Aviation Terms

Aviation has its own language so for the first part of this module we have put together terminology and abbreviations that you will need to be aware of. Some of these terms will be explained in more detail later in the publication.

2-Letter Code: To simplify communication in the airline world, IATA (International Air Traffic Association) has designated all scheduled airlines with two letter codes. These are used in reservations, tickets, timetables and fare tables. In many cases the airline code is very similar to its name, but occasionally a number and letter are allocated. 9W is Jet Airways in India.

Accompanied/Unaccompanied Baggage: Accompanied baggage is carried in the same vehicle as the passenger (and may be checked or unchecked). Unaccompanied baggage is carried separately as cargo.

Airbridge: The structure that enables passengers to embark (or disembark) an aircraft without having to walk across the tarmac (apron) or being exposed to external elements. Airbridges can be highly manoeuvrable or quite static depending on their design and location.

Airline Code: Specifically, the unique two or three digit indicators that identify specific airlines in CRS systems.

Airport Traffic Control (ATC) towers are terminal facilities that use air and ground communications, visual signalling and other devices to provide ATC services to aircraft operating in the vicinity of an airport or on the movement area. They authorise aircraft to land or takeoff at the airport or to transit the class D airspace area regardless of flight plan or weather conditions (IFR or VFR).

Airside The area of an airport where the aircraft takes off and land, load, or unload

Air Traffic Control (ATC) is a service that gives guidance to aircraft, to prevent collisions and manage efficient traffic flow. Operated by the appropriate authority, it promotes the safe, orderly flow of air traffic.

Alliance: A term for airlines that have grouped together – formed an alliance – to give them a stronger identity and larger market share.

Apex: Advanced Purchased Excursion. A travel ticket which has an advance purchase requirement.

Arrival Times: All timetables give the time that the flight will arrive in local time.

Rosters

Moving to a job in the airline industry means disrupted working patterns and always getting a 'weekend off' becomes a thing of the past, hence an idea of your roster can be beneficial. On the plus side the overall amount of time off (especially over the winter for short haul charter type airlines) can be rewarding. Generally, cabin crew are provided with their rosters six weeks in advance. They usually consist of six duty days with 3 days off duty. Rosters are usually based around early shifts and late shifts. Early shifts can be as early as 0500 hrs with one or two short-haul return flights.

Short-Haul Example from Glasgow:

Time	Action
06.15	Arrive for pre-flight briefing for return flight to Nice
07.30	Flight departs for Nice in France
10.40	Flight arrives in Nice on time (local time shown)
11.30	After so short turnaround the flight departs again for Glasgow
12.45	Flight arrives back on Glasgow
13.30	Post-flight brief then finish

Late shifts are very similar and usually start around 3.00pm and finish at around midnight. This represents a 9-hour working day but with even small delays, this can extend to 10 or 11 hours.



First

- Normally small section at front of aircraft with fewer seats.
- Wider seats with more legroom, which normally convert into flat beds.
- More upmarket meals with greater choice.
- Finer selection of wines and complimentary drinks.
- Largest choice of in flight entertainment.
- Designated check-in areas and check-in closer to flight departure time.
- Access to airport airline lounges.
- Free baggage allowance is greater.

Not all routes offer all three classes of service. For example, most European routes only offer economy and business, and on domestic routes within the UK you might only get economy class throughout.



Low Cost/No Frills Airlines

A low-cost airline (also known as a no-frills or discount carrier / airline) is...

“an airline that offers generally low fares in exchange for eliminating many traditional passenger services”

The concept originated in the United States before spreading to Europe in the early 1990s and subsequently to much of the rest of the world. The term originated within the airline industry referring to airlines with a lower operating cost structure than their competitors.

Origin - Southwest Airlines

Subsidies:

- Aviation fuel tax exempt
- Air fares are VAT exempt
- Cap on landing charges

Incentives - Subsidies offered to low-cost carriers to boost regional economy

How do they keep prices so low?

- No-frills airlines do not offer complimentary meals or drinks on their flights. Most of their bookings are made over the internet reducing costs
- No frills airlines tend to limit their aircraft types to just one or two, reducing staff training costs tremendously
- They sometimes use smaller airports, reducing their landing fees
- Often there is no seat allocation you just sit where you like
- Ticketless travel
- No Frills airlines target high volume routes
- They just sell tickets direct and do not use booking agents

The key difference between a scheduled airline and a low-cost carrier is that those airlines that offer only a booking locator or booking reference, rather than an e-ticket, can be classified as a low-cost/no-frills airline.

Exercise 3.2

From the following questions, identify whether the following airlines are either a scheduled, charter or low cost carrier.

1. Kingfisher Airlines

2. Virgin Blue

3. Emirates

4. Aer Lingus

5. Thomson Fly

6. Qantas



Africa

Africa is another large continent. It incorporates a huge range of climates, cultures and scenic views. Much of it is remote and lacking any facilities which would attract tourism.

However, there are some parts of Africa which hold many people in awe of its beauty and excitement. It could be the lure of the vast expanse of the Sahara desert, the cry of the Kalahari Desert or the sandy beaches of Kenya.

The three major tourist activities are:

- Safaris
- Sun
- Wine/culture



There are parts of Africa which currently suffer from some political unrest. However, other areas have many visitors and a thriving tourist industry.

- Kenya - very popular for wildlife safaris and the coastal areas along the Indian Ocean. The main airport is **Nairobi**.
- South Africa - wildlife safaris, wine tours, beaches. The main airports are **Johannesburg, Cape Town** and **Durban** -**Pretoria** is the capital.
- Zimbabwe - wildlife safaris, Victoria Falls. The main airport is **Harare**.
- Botswana - The Okavango Delta Wildlife Centre
- Namibia – Fly to **Windhoek**. Many beaches and safaris
- The Gambia - beaches. The main airport is **Banjul**.
- Tanzania – Fly to **Dar-es-Salaam**. tourists go to Zanzibar, the “spice” Island
- Zambia - to visit the Gorillas in the mountains
- Egypt - pyramids, Nile cruises. The main airports are **Cairo** and **Luxor**.
- Morocco - sun holidays and markets. The main airports are **Agadir** and **Casablanca** with **Rabat** being the capital.
- Tunisia - beaches. The main airport is **Tunis**

The Middle East

Ancient civilizations, archaeology, desert and nomadic peoples are part of the many attractions of the Middle East. Discover fascinating cultures, rich and varied scenery, ancient monuments from legacy's of ancient Persia to Crusader castles in Syria.

Travellers have the opportunity to visit Petra in Jordan which was voted one of the wonders of the world, the religious sites of Israel and the wonders of the Pyramids and desert in Egypt.

Highlights include:

- The Pyramids in Egypt
- Petra and Wadi Rum in Jordan
- Monuments of Jerusalem
- The castle of Krak de Chevaliers in Syria
- Ruins of Persepolis in Iran

The fastest growing city in the world is Dubai...



Exercise 15.3

1. Which major US city is located on Lake Michigan?

- a) Houston
- b) Chicago
- c) Denver
- d) Phoenix

2. Which one of the following major US cities is located in Colorado?

- a) Houston
- b) Chicago
- c) Denver
- d) Phoenix

3. Which two of the following major US cities is located in Texas?

- a) Houston
- b) Chicago
- c) Dallas
- d) Phoenix

4. Which one of the following major US cities is located closest to Vancouver?

- a) Detroit
- b) Chicago
- c) Kansas
- d) Seattle

5. Which one of the following cities was the home to Elvis Presley?

- a) Atlanta
- b) Memphis
- c) New Orleans
- d) Dallas

6. Which southern US city held the Olympic Games in 1994?

- a) Atlanta
- b) New Orleans
- c) Houston
- d) Miami

Exercise 19.3

Research and identify the following arrival worldwide airports from the descriptions below.

1. Taking off from Abu Dhabi International Airport on Ethiad Airways, my journey now takes me to Africa. I am heading toward the largest city in Africa. This country is the home of the only remaining member of the Seven Wonders of the World.

2. I took off from Paris-Charles de Gaulle International Airport on China Eastern Airlines heading towards, you guessed it, China. The city in which I am about to land is not only the hub of the airline, but also the largest city in China. What major Asian airport am I about to land in?

3. I took off from London-Heathrow International Airport on Emirates Airlines, heading towards one of the largest and most important cities in the Middle East. The airport that I am about to land in is not only Emirates' major hub, but also a focus city for Qatar Airways, Singapore Airlines and Yemenia.

4. I took off from Frankfurt Main International Airport in Germany on Icelandair, the national flag carrier of Iceland. I circled around a peninsula in south-western Iceland and landed at the largest airport in the country, and hub for Icelandair.

City & Airport Codes

As both a traveller and as Air Cabin Crew you will need to get to know worldwide city and airport codes.

A good website to get the information from is
<http://www.airport-technology.com/codes/L.html>

City Codes

Each city with an airport has a 3-letter IATA code that is used in the reservation. Often, the first three letters of the city name are used such as:

ATH **ATHENS**

SIN **SINGAPORE**

DEN **DENVER**

Some codes are recognisable, even when the first three letters are not used:

NBO **NAIROBI**

HKG **HONG KONG**

Some codes are difficult to remember, in particular the Canadian city codes. Example (All Canadian city codes start with a Y)

YMQ MONTREAL

YEA EDMONTON

There are some traps! Never guess - if you are not sure about the code for a city always check.

Example:

LOS LAGOS - not LOS ANGELES

MAR MARACAIBO - not MARSEILLE

Case Study: London Heathrow

Heathrow is the world's busiest international airport as well as being the second busiest cargo port. Some key facts:

Number of Terminals: 5 (Terminals 1, 2, 3, 4, 5)

Number of Passengers: over 68 million

Number of Airlines: over 90

Number of Destinations: approximately 180

Number of Runways: Two main, plus a cross wind runway

In order to meet the needs of its passengers an airport must:

- Have areas for ticketing, check in and baggage handling
- Be accessible by road and public transport and have plenty of parking available
- Maintain areas for Customs
- Offer food and other amenities
- Ensure the passengers are kept safe

When you first arrive at the airport you will generally be in the area known as the **Concourse**. This is where the check in desks are located as well as airline ticket sales desks and probably shops and restaurants. This area is accessible to both passengers and non-passengers.

You will then probably ask yourself:

- Is it easy to find the check-in desks?
- Once you have checked in, where do you go? Is it clearly marked?
- Is it easy to find the flight departure information?
- What other facilities are available?

Different Check-In Methods

With the improvements of technology, there are a number of different check-in methods that need to be discussed.

These include:

On Line Check-In: Most airlines now offer an online check-in facility. This will allow the traveller to check in at home. When they arrive at the airport they can go straight to the Bag Drop where their luggage will be checked in and a boarding pass given.

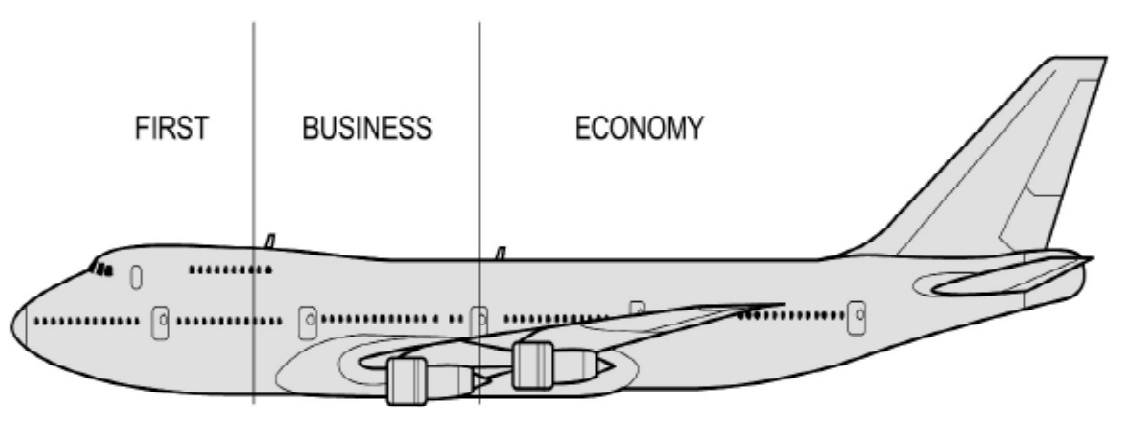
Fast Track: Many airlines offer a facility for their premium passengers to clear the airport formalities more quickly. At most major airports there are speedier fast-track channels for business and first-class passengers.

No-Frills Check-In: Generally, check-in desks close 30 minutes before the scheduled departure though checking-in two hours prior is recommended. When a customer checks in they are issued with a boarding pass. These are usually numbered in order, so the first passenger to check-in will receive number one, the second number two etc. These indicate the order of which passengers will board the aircraft.

Kerb-side check-in: In the USA they also provide check-in areas outside the terminal building for those with e-tickets. So, no need to look for trolleys or have the hassle of man-handling your luggage through the airport.



Overview of Scheduled Fare Types



As you will be spending a great deal of time flying, it is important to understand the different setups of a plane. Aircraft are split up into different cabin sections, with different prices charged for the product and service delivered. Imagine you were going to a music concert and there were different prices of tickets on offer. You might just want the cheapest or you might pay more to get a better view!!

The same principle applies for air travel. The passenger chooses where to sit dependent on how much they want to pay, and what service they require.

Features of each cabin section are shown on the following pages.

Business (normally only on scheduled flights)

- Wider, adjustable seat with more leg room.
- Meal service with more choice.
- Complimentary drink service with wider choice.
- Larger choice of in flight entertainment.
- Designated check-in desks at certain airports.
- Access to airline lounges at some airports.
- Free baggage allowance is greater.



Exercise 18.2

Using the aircraft seating plans in the appendix, answer the following.

1. The seating configuration for an Airbus A300 airliner in economy class is:

- a) 3 + 3 seats per row
- b) 3 + 3 + 3 seats per row
- c) 3 + 4 + 3 seats per row
- d) 2 + 4 + 2 seats per row

2. The seating configuration for a Boeing 747-400 airliner in economy class is:

- a) 3 + 3 seats per row
- b) 3 + 3 + 3 seats per row
- c) 3 + 4 + 3 seats per row
- d) 2 + 4 + 2 seats per row

3. The seating configuration for a Boeing 777 airliner in economy class is:

- a) 3 + 3 seats per row
- b) 3 + 3 + 3 seats per row
- c) 3 + 4 + 3 seats per row
- d) 2 + 4 + 2 seats per row

Global Indicators (GIs)

For certain destinations it is possible for passengers to travel by alternative routes. From the UK to New Zealand, for example, they may either travel in an Easterly direction, perhaps stopping at points in Asia and Australia; alternatively there is a service which crosses the Atlantic, stopping at a point in the USA, and then across the Pacific to the destination.

In these situations the fares tables give **Global Indicators (GI)**.

There are a number of Global Indicators:

- Eastern Hemisphere EH
- Far East FE
- Trans Siberian TS
- Atlantic Pacific AP
- Atlantic AT
- Pacific PA
- North Pacific NP
- Russian Route RU



UK Airports

London Airports

- Gatwick
- Heathrow
- Luton
- Stansted
- London City

Midland Airports

- Birmingham
- Coventry
- East Midlands
- Norwich

Northern Airports

- Blackpool
- Finningley
- Humberside
- Isle of Man
- Leeds & Bradford
- Liverpool
- Manchester
- Newcastle
- Sheffield City

Scottish Airports

- Aberdeen
- Dundee
- Edinburgh
- Glasgow
- Inverness
- Prestwick

Wales

- Cardiff
- Swansea

Southern England

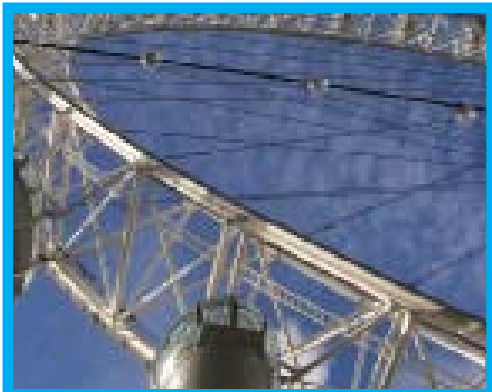
- Bournemouth
- Bristol
- Devon/Cornwall
- Southampton

Northern Ireland

Belfast

Channel Islands

- Jersey & Guernsey



Exercise 11.3

Again you may need other sources e.g. Internet, maps, brochures etc.

1. Off which continent do the Canary Islands lie?

- a) Asia
- b) Africa
- c) Europe

2. What is the capital of Cyprus?

- a) Nicosia
- b) Larnaca
- c) Minorca

3. State two airports in Sicily.

4. If I was flying into Faro, southern Portugal what resort area would I be nearest to?

- a) Costa Brava
- b) Algarve
- c) Estoril coast
- d) The Canaries

5. If I were to visit the Tuscany region of Italy, which airport/airports would be nearest?

6. Name three airports in Scotland.

Exceptional Customer Service

Here are some ideas of what excellent passenger service means:

- Meeting passengers' needs
- Exceeding peoples' expectations
- Delighting the passenger
- Making a good first impression
- Going the extra mile for the passenger
- Providing a first class product and service

Added service value is the extra, over and above the basic product or service provided, that an organisation offers to its passengers. This added service value represents service benefits that can truly delight the passengers and keep them loyal.

Outstanding passenger service does not happen by accident. It requires careful planning. You should prepare to behave in a professional manner by having a positive attitude about the equipment, place and people you are about to deal with.

Your preparation plan may be along these lines:

- **Prepare yourself.** Before you arrive at the airport think about the positive events that may happen. Make sure you are wearing the correct uniform and present a positive image of your airline.
- **Think about why you are here.** Look for opportunities to help passengers.
- **Pay attention.** Look for people in need. Read body language from your passengers. Put yourself in the passenger's shoes.
- **Maintain a positive frame of mind.** Look for ways to make a positive difference. Do not take things personally. Keep smiling.

Above all else, attitude is a very important part of giving good service and, in a selling situation, a poor attitude to the passenger will not be compensated by a high degree of competence or superior knowledge and experience of the product.

Body Language

Cabin crew greet the passengers as they embark and this is the starting point of their in-flight passenger care. A nice smile, a smart uniform and a warm welcome is a reassuring start to passengers embarking on their journey. It's important therefore to look out for any signs through body language. Some may be nervous, others actually scared by the thought of what is to come. Cabin crew must be observant and pre-empt any issues including nervous passengers, those with babies and small children, those with disabilities, the elderly and groups who could be disruptive or unruly such as sports teams, hen parties and other social groups.

Understanding simple body language is important if you're to make a good first impression on passengers and develop your meet and greet skills. This is because over 50% of communication relies on body language rather than the actual words we speak or the tone of voice we use.

So what exactly is body language? Body language is what we convey to other people, either consciously or sub-consciously by our:

- **Posture** - how we hold ourselves
- **Gestures** - movements, usually of our hands or head e.g. nodding
- **Mannerisms** - a gesture we make often, the way we generally speak or behave
- **Facial expressions** – e.g. smiling or frowning
- **Eye contact** - whether we hold the other person's gaze, or look away

You may not realise it, but you're already something of an expert on body language - everyone is! We all read each other's expression, posture and gestures to gauge how the other person is feeling and what they're thinking. However, body language should always be read in conjunction with what someone is saying and the situation as a whole. A gesture or a particular facial expression can mean a number of different things. For example, someone biting their nails could be nervous, but they could just as easily be bored or it may simply be a bad habit that they're not even aware of. To make a good first impression on a passenger you have to be aware both of what your own body language is telling them, and what their body language is telling you.

Exercise 7.4

Ring the relevant number to indicate the importance of the following actions when dealing with passengers.

You are a member of cabin crew, meeting passengers as they board the aircraft.

	Yes				No
a) Handshake	1	2	3	4	5
b) Smile (1= huge grin, 5= no smile)	1	2	3	4	5
c) Manner (1=cheerful, 5= solemn)	1	2	3	4	5
d) Appropriate level of help/support (1= maximum, 5= minimum)	1	2	3	4	5
e) Being a visible presence (1= very important, 5= not important)	1	2	3	4	5
f) Speaking if required (1= very important, 5= not important)	1	2	3	4	5
g) Listening (1= very important, 5= not important)	1	2	3	4	5
h) The need to be aware of the passenger's behaviour (1= very important, 5= not important)	1	2	3	4	5

Exercise 10.4

Using the appendix and any other resources, answer the following questions from passengers:

1. "What is the time difference between the UK and Barbados?"

2. "What is the name of the airport in Toronto?"

3. "How many terminals are there at Boston Airport?"

4. "What is the currency used in Rome?"

Seating Requests

Most Airlines permit a proportion of seats to be pre-assigned. The remaining seats will be held back for airport check-in.

Here are some basic seating guidelines:

Travelling with children and/or infants

- A message should be sent to the airline, with the names and ages of the children and infants. Every effort can be made to seat them together and this will also ensure they receive a children's Exercise pack if the airline provide them. When travelling with infants and a bassinet is requested, bulkhead seats if available will be offered to accommodate the bassinet.
- Some aircraft types will require families with more than one infant to be seated in separate rows, as the aircraft has only one oxygen mask suitable for infants, in each row.

Passengers travelling together and booked separately

A message should be sent to the airline advising of the complete party (TCP) i.e. the total number of people travelling together and their names. This will alert the airline to do all possible to seat these passengers together.

Emergency Exit Seating

Airlines will only permit an able bodied person who will be of assistance in an evacuation to sit in the emergency exit row.

The following passengers will not be permitted to sit in the emergency exit row:

- Infants and children
- Elderly persons
- Persons with disabilities which could hinder a rapid evacuation
- Obese persons
- Nervous persons
- Deportees

Problem Solving

We have covered this important aspect in the previous section. These are the areas where cabin crew can try to minimise and prevent problems from occurring:

- **Nervous passengers:** Approach nervous passengers early in the flight to reassure them
- **Agitated passengers:** Keep a close eye on those passengers who look agitated – it may be because they need a cigarette or they are not happy in a confined space
- **Unwell passengers:** Keep a close eye on any passenger who appears to be unwell – perhaps they have a cough, or a cold, or look very pale
- **Seating:** If it is possible try to seat passengers appropriately e.g. families together, travelling companions together, possible rowdy passengers away from families.
- **Alcohol:** Have a quiet word with those who already have been drinking and look set to continue. Minimise the opportunities for them to buy alcohol.
- **Turbulence:** Provide sufficient information in relation to turbulence to reassure nervous passengers
- **Delays:** Provide sufficient information with regard to delays and rerouting to pacify
- **Young children:** Provide assistance to those struggling with children and babies and reassure them
- **Unaccompanied minors:** Keep an eye on unaccompanied minors
- **Night flights:** Ensure some quiet cabin time during a night flight

Finally, be friendly, helpful and happy during the flight to put passengers at ease and to maintain good relations. Above all, be proactive in pre-empting passenger needs!

Exercise 18.4

What would you do in the following situations?

1. Turbulence occurs and one young girl is starting to cry and looking very frightened.

2. A group of men are getting very rowdy on a flight to Tenerife.

3. Whilst boarding, you notice an elderly man who looks concerned.

Communication during a Night Flight

Night flights provide a different challenge when providing passenger service. Most passengers understandably have a need to sleep or to relax quietly during the hours of darkness.

Normal procedure therefore is:

- For cabin crew to announce the last serving of drinks
- To dim the lights
- Hand out pillows and blankets
- Allow passengers the opportunity to sleep.

Some passengers may not want to sleep and you should ensure that they stay quiet and only use their reading lights and listen to the entertainment channels through their personal headphones. You will need to be vigilant in listening for passengers who are talking loudly and ask them to be quiet for the sake of the other passengers.

On night flights you will need to ensure that the service of drinks and food and the sale of products are undertaken around a period of quiet. You will be 'on call' and will need to ensure that you cause minimum disruption to sleeping passengers when responding to call bells.



European Aviation Safety Association (EASA)

EASA's mission is...

“to promote the highest common standards of safety and environmental protection in civil aviation”

The work of the European Aviation Safety Agency centres on ensuring the highest levels of civil aviation safety, through certification of aviation products, approval of organisations to provide aviation services, development and implementation of a standardised European regulatory framework. They further engender a culture of safety through their work in the fields of accident investigation, Safety Analysis and our research programme.

The Safety Analysis and Research Department acts as the focal point for coordination of aviation accident investigation safety recommendations and is responsible for the follow-up of occurrences where aviation safety has been endangered, as well as the internal coordination of the corrective actions that need to be undertaken, including actions proposed in safety recommendations.

The department conducts studies and provides reports concerning the safety of European and world-wide aviation. Data on the aviation system and accidents, incidents and occurrences is collected, categorised and stored and forms the base for its studies.

Furthermore, safety research projects needed to support the Agency's tasks are specified, commissioned and managed. Working with partners the department aims to leverage safety knowledge gains through joint funding schemes.

Finally, the department also provides coordination for internal and external safety improvement initiatives.



Exercise 1.5

Using the internet and any other resources, answer the following questions.

1. Where is IATA's Head Office located?

2. Where is their European Executive's office?

3. In which year was IATA founded?

4. Approximately, how many airlines does IATA represent?

5. Where is the headquarters of EASA?

6. What is EASA's vision?

Emergency Procedures Manual

The purpose of the Emergency Procedures Manual is...

“to provide guidance to pilots and cabin crew concerning Safety and Emergency Procedures”

All cabin crew are issued with a Safety and Emergency Procedures Manual (SEP) written and produced by their employer. All airline manuals are similar as they have to reflect the requirements and guidance in worldwide aviation rules. All crew members must comply with all the instructions contained in the manual.

Procedures and practices featured include:

- Using all equipment and materials in line with the organisation’s practices and procedures
- Reporting damaged, broken or malfunctioning systems, fittings or equipment
- Following all administration systems and complete work accordingly
- Filling in all documents and recording information promptly, accurately, and clearly.

These actions are essential in order that health, safety and security are not compromised. They will ensure that there is consistency of service from different crews and also ensure that defects can be rectified promptly.

Each time the manual is amended and updated a crew notice will be issued advising crew they must update their manual. Different airlines have different ways of doing this e.g. electronically, with hard copy ‘notices’ (in different formats e.g. flash cards) detailing the amendments. A hard copy of the manual will be carried on board each aircraft.

The Pre-Flight Briefing

The pre-flight briefing is a legal requirement completed by the Cabin Manager. At the pre-flight briefing crew members will be given their specific duties and responsibilities for the flight. They will have health, safety and security responsibilities for a given area, which will involve checking that passengers are prepared for take-off, luggage is stowed away and allotted areas of the aircraft are prepared.

The Cabin Manager needs to assess the Safety and Emergency Procedures knowledge of each cabin crew member by:

- Discussing specific situations relating to an aircraft type
- Checking that cabin crew on the flight know about the location of safety equipment
- Reviewing any recent safety and security notices

The number one priority of the pre-flight briefing is to ensure that all crew are competent and legal to fly. If after the briefing it becomes apparent that any crew member's Safety & Emergency Procedures knowledge is unsatisfactory then the Captain would need to be informed. A decision would then be taken on whether the individual should be allowed to operate on the flight.

It is the crew member's responsibility to ensure all relevant and current Safety and Security notices are read and fully understood. Completion of the Flight Detail Sheet before departure from a UK base represents a confirmation that current Safety and Security notices have been read.

Part of the briefing would be to tell the team of any specific passengers that need special attention. These normally fall into one of two categories:

1. **Passengers with special needs** (e.g. unaccompanied minors, disabled passengers) will also be discussed at this point. Crew will then be aware of any special requirements.
2. **Passengers who post a security risk.** These will be identified including those who are being transported under custody from/to the UK to an overseas destination.

On the Tarmac: Communication Systems

Good, clear communication is essential to maintain a safe cabin environment and during an emergency situation. Cabin crew will be trained in how and when to use the various communication systems:

- **The Call System** which allow passengers to call the cabin crew from their seats
- **The PA System** which allows cabin crew and the flight deck to make announcements
- **The Interphone System** allows communication between cabin crew within the cabin and cabin to Flight Deck
- **Megaphones** – used only in an emergency!

The flight crew can over-ride any of the above systems in order to inform the cabin crew and/or passengers of any emergency procedures.



Disruptive Passengers

There may be occasions when a passenger or passengers cause a disruption and all airlines have procedures to deal with these incidents. The first action by the cabin crew is to tell the Captain the nature of the incident and to advise that it is either a level 1 or level 2 situation.

Level 1: This situation would be classed as disruptive behaviour and can include:

- Abusive behaviour
- Irrational/disorderly behaviour involving alcohol/drugs
- Smoking
- Non compliance with aircraft commands
- Suspicious/threatening manner
- Behaving in a way which is considered likely to endanger the safety of the aircraft and passengers and crew on board

Level 2: This situation would be classed as physically abusive behaviour and can include:

- Pushing, grabbing, hitting or kicking a cabin crew member or another passenger
- Damaging the aircraft equipment/systems
- Damaging the personal effects of a cabin crew member or passenger



On-Board Emergency/Evacuation Equipment and Procedures

Cabin crew are trained to deal with emergency situations by following strict procedures to ensure the safety and security of the passengers and the crew. The cabin crew training will focus on these procedures and cabin crew will undergo practical training in evacuation on the ground and on water and how to cope in a smoke filled cabin.

Equipment that will help cabin crew in time of emergency includes:

- Basic First Aid Kit which should include bandages/plasters, latex gloves and ice packs
- Medical Emergency Kit
- Doctor's Kit (only to be used by a doctor of medicine, nurse or paramedic)
- Laerdal Resuscitation Mask – for mouth to mouth ventilation of a non-breathing adult
- Oxygen equipment
- Defibrillator – to be used only by trained cabin crew
- A megaphone for communication
- Fire extinguishers
- Fire axe
- First aid kits
- Smoke hood
- Life jackets
- Asbestos gloves
- Survival packs
- Emergency light switches
- Transponders to radio beacons
- Torches
- Evacuation alarms
- Megaphone
- Smoked hood and goggles
- Inertia reels
- Flotation cots

Exercise 14.5

Complete the missing words with regards the disembarkation process.

When the _____ comes to a standstill, the _____ will make the PA:
“ _____ crew doors to _____ ”,

Passengers _____ from the _____ hand side of the _____
and cabin crew must ensure safe _____ to the terminal building via an
_____ or _____. Passengers will be given _____ on which
_____ to use.

Passengers must be advised not to walk _____ the wing of the aircraft,
and no-one - _____ nor _____ must go near the
aircraft _____ at this point.

Engines	Passengers	Aircraft
Captain	Information	Cabin
Transportation	Disembark	Exits
Airbridge	Bus	
Underneath	Crew	
Manual	Left	

Exercise 3.5

Answer the following concerning control authorities.

1. Which year was the UK Border Agency formed?
 - a) 2002
 - b) 2004
 - c) 2006
 - d) 2008

2. What is the universal language of aviation?
 - a) English
 - b) Spanish
 - c) French
 - d) All of these
 - e) None of these

3. What do the initials BATA stand for?

4. Who is responsible for airport traffic control in the UK?

5. Which department is responsible for checking documentation of freight so that they comply with import procedures?

6. Where in an airport is the Special Branch normally situated?

Common Job Interview Mistakes

Beware of the following!

1. Arrive late for the interview.
2. Indicate you are late because the directions you were given were not clear.
3. Look dishevelled and inappropriately dressed.
4. Slouch in your seat.
5. Not maintaining good eye-contact with the interviewer.
6. Not making a connection between your skills and the needs of the employer.
7. Brag about how great you are, but neglect to cite evidence of your accomplishments.
8. Respond in an unfocused, disorganised, and rambling manner.
9. Remain low-key and display no enthusiasm for the job.
10. Answer most questions with simple “yes” and “no” answers.
11. Give memorized responses, forgetting parts in the process.
12. Badmouth your current or former employer.
13. When asked *“Do you have any questions?”* reply *“No.”*

