

# Business Class Service Guide

Version 10  
26 August 2021



# Introduction – How to use the guide

This guide provides a quick reference and an overview of products and services offered onboard. It should be used in combination with the Service Sequence (SSQ) and the Cabin Crew Service Training Manual (CCSTM).

## How to View This Guide

- You can quickly access a specific service to know the steps needed to deliver that service
- To go to the page you wish to read:
  - Click the topic in the Table of Contents or use the word search function (Ctrl + F)
  - Click the tab at the bottom of any page to bring you back to the Table of Contents
- This guide is updated periodically. The latest revision date is specified on the cover page and footnote
- Any flight instructions or memos published after the revision date will supersede the guide until its next revision
- A summary of changes highlights the page numbers where changes have been made

## Summary of changes for version 10

Refer to the red vertical line on the left hand side of the page to identify where changes have been made.

	Topic	Page
1.	Flight categories – destinations added	3
2.	General guidelines – customer PPE	5
3.	Food heating guidelines – garnishes for main course	9
4.	Ready To Board – B777 socks and eyes shades placement, reintroduction of lavatory amenities and perfumes and Onboard Lounge/social area	13-14
5.	Welcome service - boarding positions of lounge/galley operators clarified	16, 18
6.	Option of providing meals covered or uncovered removed from MOD	All flights
7.	Reintroduction of butter dish (certain outstations may still load packaged butter)	All flights
8.	Lids not required for delivery of nuts	All flights
9.	Collection of dressings/preserves from used and unused trays	All flights
10.	Flight Category 3 Light Breakfast: allocation of duties B777 2 class	26
11.	Flight Category 3 Light Breakfast: allocation of duties B777 2 class	30
12.	Flight Categories 4-8 Continental/Full Breakfast: yoghurt to be offered while taking orders and allocation of duties B777 2 class	33, 36
13.	Flight Categories 4 - 8: Full Meal - Lunch/Dinner: coaster to be placed under soup bowl, reintroduction of garnish for main course and allocation of duties B777 2 class	38, 41
14.	KSMML service updated	48-49
15.	A380 Onboard lounge updated: capacity, set up, removal of tent cards	50-52
16.	B777 Social Area: removal of tent cards	52-53
17.	We Care: reintroduction of polaroid camera	54
18.	Ready to Land (RTL) procedure for lavatory product	58
19.	Ready to Land (RTL) procedure for polaroid camera	59

**Note:** Refer to ACI for any safety procedures on PPE/quarantine area/designated lavatories.

# Table of Contents

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<b>Flight Categories</b>	<b>3</b>
<b>General Guidelines</b>	<b>6</b>
<b>Food Hygiene Guidelines and Return Sector Catering</b>	<b>9</b>
<b>Food Heating Guidelines</b>	<b>10</b>
<b>Galley Management</b>	<b>11</b>
STAGGERED HEATING OF MEALS	11
MEAL PRESENTATION	12
COMMUNICATION WITH SENIORS AND CREW	12
<b>Designated Service Areas</b>	<b>13</b>
SERVICE FLOW	13
<b>Ready to Board (RTB)</b>	<b>14</b>
<b>Welcome Service</b>	<b>16</b>
WELCOME DRINKS	17
DELIVERY	17
MATTRESS OFFERING	19
<b>Flight Category 1: Short Haul Snack - Breakfast/Lunch/Dinner</b>	<b>20</b>
<b>Flight Category 2: Short Haul Breakfast</b>	<b>22</b>
<b>Flight Category 2: Short Haul Meal - Lunch/Dinner</b>	<b>23</b>
<b>Flight Category 3: Light Breakfast</b>	<b>25</b>
<b>Flight Category 3: Light Meal - Lunch/Dinner</b>	<b>28</b>
<b>Categories 4 - 8: Express/Continental/Full Breakfast</b>	<b>34</b>
<b>Flight Categories 4 - 8: Full Meal - Lunch/Dinner</b>	<b>38</b>
<b>Express Continental Breakfast (CBX)</b>	<b>43</b>
<b>Light Bites</b>	<b>44</b>
<b>Route Specific Differences</b>	<b>46</b>
<b>JEWISH ETIQUETTE AND MEAL SERVICES - KOSHER MEAL (KSML)</b>	<b>49</b>
<b>A380 Lounge Set-up</b>	<b>51</b>
LOUNGE CAPACITY	51
HAND SANITISERS	51
SNACKS	51
FLIGHTS TO/FROM SAUDI ARABIA	53
<b>B777 Social Area Set-up</b>	<b>53</b>
<b>We Care</b>	<b>55</b>
<b>Ready to Land (RTL) Reference Guide</b>	<b>56</b>

## Flight Categories

Category 1	Category 2	Category 3	Category 4	Category 5	Category 6		Category 7	Category 8
Up to 1 hr 29 min	1 hr 30 min – 2 hr 29 min	2 hr 30 min – 3 hr 29 min	3 hr 30 min – 5 hr 29 min	5 hr 30 min – 6 hr 29 min	6 hr 30 min – 8 hr 59 min		9 hr – 11 hr 29 min	Above 11 hr 30 min
ACC-ABJ-ACC	BSR	ADD	ATH	BKK	ABV	MAN	ATH-EWR-ATH	ADL
BAH	CEB-CRK	AMD	CCU	BLQ	ACC	MNL	BKK-SYD-BKK	AKL
BKK-PNK-BKK	IKA	AMM	DAC	BUD	ALG	MRU	CKY	BCN-MEX
CKY-DSS	KHI	BEY	DME	CPH	AMS	MXP-JFK-MXP	CPT	BNE
CMB-MLE-CMB	KWI	BGW	EBB	DAR	ARN	NCE	DSS	BOS
DMM	LCA-MLA-LCA	BKK-HKG-BKK	IST	DUS	BCN	NCL	DPS	DFW
HKT-BKK-HKT	RUH	BLR	NBO	FCO	BHX	OPO	HND	EWR
MCT		BOM	SAW	FRA	BRU	OSL	ICN	FLL
LUN-HRE-LUN		CAI		GVA	CAN	PEK	KIX	GIG
		CHC-SYD-CHC		HAM	CDG	PVG	KUL-AKL-KUL	GRU
		CMB		HKT	CEB	SGN	MEX-BCN	IAD
		COK		LED	CGK	SIN	NRT	IAH
		DEL		LYS	CMN	SIN-BNE-SIN	PER	JFK
		GIG-EZE-GIG		MUC	CRK	SIN-MEL-SIN	TPE	LAX
		GIG-SCL-GIG		MXP	DPS-AKL-DPS	STN		MIA
		HYD		PRG	DUB			MCO
		ISB		TUN	DUR			MEL
		JED		VCE	EDI			ORD
		KBL		VIE	GLA			SEA
		KRT		WAW	HAN			SFO
		LCA		ZAG	HKG			SYD
		LHE		ZRH	JNB			YYZ
		MAA			KUL			
		MED			LAD			
		MLE			LGW			
		PEW			LHR			
		SEZ			LIS			
		SKT			LOS			
					LUN			
					MAD			
Meal service offered			Meal service/s offered					
Short Haul Snack	Short Haul Breakfast or Short Haul Meal	Light Breakfast Or Light Meal	<b>1 or a combination of the below services:</b> <ul style="list-style-type: none"> <li>- Continental Breakfast</li> <li>- Express Continental Breakfast</li> <li>- Full Breakfast</li> <li>- Full Meal</li> <li>- Light Bites</li> </ul>					

**\* Exceptions may apply** - Always refer to the SSQ to confirm the type of product and service/s and to know when to offer on your flight



## Expected Service Timelines

Service Type	Service Time	
	A380	B777
Light Breakfast	1 hr 30 min	1 hr 15 min
Light Meal	1 hr 45 min	1 hr 30 min
Full Breakfast	1 hr 45 min	1 hr 30 min
Full Meal	2 hr 45 min	2 hr 30 min
Continental Breakfast	1 hr 30 min	1 hr 15 min
Express Continental Breakfast	1 hr	45 min
Light Bites	1 hr 30 min	1 hr 15 min



# General Guidelines

## A safer operation for you and our customers

We've made changes to our normal services and procedures for your and our customers' wellbeing. It is vital you adapt and manage the customer service based on crew resources, customer load, catering provided and the below guidelines.

### Health and hygiene

- When in the galley areas, limit physical contact between yourselves and customers. Politely inform customers that they should remain outside the galley areas
- Customers must wear a mask throughout the flight except while eating/drinking
  - Children under 6 years and customers with an official medical report may be exempted
- Pens are loaded in the toiletries and amenities container if a customer asks
  - Do not collect pens from customers after use. Customer may keep the pen


### General hygiene procedures

- Ex-DXB the aircraft will be deep cleaned including the safety cards, demo kits, baby bassinets, extension seat belts, on board wheelchair, EasyGlide and EasyBelt
- Sanitised safety cards and waste (air sickness) bags for onward/return sectors will be loaded in JC and YC overhead stowage bins
- At outstations, cleaning will be conducted as per standard
  - Used seats will be replenished with a sanitised safety card and waste bag by outstation cleaners
- Lavatory soap dispensers will be refilled at outstations (over 6 hr flying time)
  - Inform the cleaning supervisor if soap needs to be topped up
- Use the Fresh + Clean 3-in-1 spray to keep surfaces sanitised. It is effective against bacteria and viruses
  - Loaded in amenities container, CSA container, CSA kit and in the extra PPE (black) bags

### PPE – Personal Protective Equipment


#### Customer PPE

- Individual masks and sanitisers loaded ex-DXB for all sectors (outbound and inbound)
  - FC and JC brown bag labelled 'Travel Hygiene Kit'
  - YC red bag labelled 'PPE – Individual Masks and Sanitisers'
- FC - place in suites during suite preparation on all flights
- JC and YC - offer during the welcome service on all flights

Loading locations		
A380 main deck	Aft inboard overhead stowage bins	
A380 upper deck	JC aft inboard overhead stowage bins	
B777	JC and YC overhead stowage bins	

### Spare (additional) PPE items for crew and customers

- Loaded ex-DXB for all sectors (outbound and inbound)
  - Bag labelled 'PPE spares bag'
- Black bags containing additional face masks, hand sanitisers, disinfectant wipes, gloves and Fresh + Clean 3-in-1 disinfectant spray
- For additional customer requests and crew use

Loading locations		
A380 main deck	Aft inboard overhead stowage bins	
A380 upper deck	JC aft inboard overhead stowage bins	
B777	JC and YC inboard overhead stowage bins	

Note: PPE for customers may differ due to country specific regulations

## Collection of used PPE from customers

Flight categories	Frequency of collection (refer to SSQs)
1 – 6	Before landing
7 – 8	Mid-flight and before landing

- Customers are instructed to place used PPE in the waste (air sickness) bag from the seat pocket
  - Included in the PA before take-off
- CMT message to be sent after take-off and before starting collection
- Collect waste bags containing used PPE in cabin tidy bags
  - Certain destinations require used PPE to be disposed of in yellow biohazard bags. Refer to SSQs for applicable stations
- JC: 1 crew to collect in each cabin
- Close cabin tidy bags by tying the handles in a knot and place in the designated lavatory
- Used PPE can only be disposed of in cabin tidy bags or biohazard bags – do not place in galley/lavatory waste bins
- Wash your hands with soap and water and change gloves after collection
- On arrival inform cleaning/ground staff of cabin tidy bag location
- Do not** leave cabin tidy bags open in the cabin/galleys at the end of a flight

## Disposable protective liners

Protective liners for:	A380 main deck and B777 loading locations
Pillows	Overhead stowage bins: <ul style="list-style-type: none"> <li>last row JC</li> <li>forward and mid of YC</li> </ul>
Baby bassinets	
CRC bunks and pillows	Inside CRC cupboard

### Pillows

- All pillows have a protective liner, pillow cover and wrapped in plastic
  - Fitted/disposed by cleaning teams

### Baby bassinet liners

- 2 designs: 1 type for FC bassinets and 1 type for JC/YC bassinets
- Each liner has 2 openings for the flaps/seat belt
- Crew to place a liner over baby bassinet before installation
- Dispose of liners in a cabin tidy bag during collection of used masks and gloves before landing
- Remove your gloves and wash your hands with soap and water after disposal

### CRC linen

- Ex-DXB: 1 CRC bunk liner will be placed on each bunk and 26 loaded inside the CRC stowage
- Before starting/finishing breaks, each crew is responsible to place/dispose of bunk liners/linen for their own bunk only

### Disposal of CRC bunk/pillow liners and pillow covers:

Pillow cover	Blanket collection bag
Pillow protective liner	Cabin tidy bag. Tie handles in knot when full. Place in a trash compactor box in the galley
Bunk liner	

### CSA

A CSA is provided on the A380 for shower spa service and to help maintain the cleanliness of common use areas i.e. lavatories and aisles. Refer to CSA guide for details

CSA Kit	Loading location
A380 – 3 class	Shower Spa cupboard
A380 – 2 class	YC upper deck – forward cupboard on RHS
B777	FC – forward cupboard

CSA Container	Loading location	Items
A380 (2 containers)	Main deck: YC forward galley	<ul style="list-style-type: none"> <li>Crew face mask (white)</li> <li>Gloves</li> <li>Fresh + Clean 3-in-1 disinfectant surface spray</li> <li>Biohazard bags</li> </ul>
	Upper deck: JC galley	
B777 (1 container)	YC aft galley	



## CMT Messages

New safety and hygiene messages have been added to the CMT:

Title	Message	To be played
Mask and PPE	Please wear your mask and any other personal protective equipment PPE at all times. This is a regulatory requirement	As needed
Mask and PPE	We can all help each other to travel safely by wearing face masks at all times during this flight. This is also a regulatory requirement, so please remind others in case anyone forgets. Thank you	As needed
Remain seated	For your safety and the safety of others, please remain seated, do not change your seat and do not move around the cabin unless it's necessary	After final clearance – all services
Cleaning procedures	For your safety and protection, we're conducting thorough cleaning and sanitisation procedures after every flight	As needed
No congregation	Please do not stand in the aisles and do not pass through the crew galley areas. Please avoid lavatory queues and check the occupancy signs	As needed
Digital menu	View today's menu on The Emirates App or the Wi-Fi portal. Simply select today's trip in the app or connect your device to the OnAir Wi-Fi network and open your browser	After take-off
Masks and gloves disposal	Please dispose of used masks and gloves in the waste bag in your seat pocket	- After take-off - Before starting used PPE collection (refer to SSQ)
Social distancing	Please keep a safe distance when talking to people on the flight	As needed
Hand hygiene	Please maintain hand hygiene. Frequently wash your hands and use sanitiser	As needed
PCR test	Depending on your point of origin you may need to take a COVID-19 PCR test at the airport	Before landing into Dubai

Note: Purser may use their discretion to play the above and any other pre-set messages in relevant cabins, if needed.

# Food Hygiene Guidelines and Return Sector Catering

## Gloves

- To be worn at all times
- Wash hands thoroughly before and after wearing gloves
- Change frequently

## On ground:

- Complete a thorough catering check to ensure all items are available for outbound and return sector flights
- Seal onward or return sector catering to avoid cross contamination
- Remember, it will not be possible to uplift any missing items at outstations if the flight is 'return sector catered'
- Check all chillers are working effectively
  - Request engineering assistance if required

## Crew meals on return catered flights (B777)

- Due to restricted loading space, 1 crew meal cart will be loaded in JC and YC galleys
- When FC is empty, crew meals will be loaded in FC galley for easy access

## Temperature loggers

- Temperature loggers may be on your flight to monitor the food temperatures in specific meal carts loaded in chilled areas
- For safety and security reasons, do not touch/remove
- Inform the flight crew if a temperature logger is on board



## Inflight:

- Throughout the flight, check chillers are still operating normally
  - If you have concerns that chillers are not working effectively, inform the purser to contact engineering/catering
  - If possible, move food items for the return sector to chilled stowages that are working effectively
- Make sure all carts containing perishable food items are stowed in chilled stowages at all times
- To avoid cross contamination, make sure 'used or contaminated food items or equipment' are not placed back in carts with 'clean food' or return sector catering
- Do not use any catering items intended for the 'return sector' on the 'outbound sector'
- On turnaround flights, do not load casseroles for the return sector until after landing at the outstation
- Complete a handover form for the return sector crew (if applicable)

# Food Heating Guidelines

- Follow staggered heating guideline
- Heat food in ovens (except soup and toddler meals). Oven temperature – 150°C/300°F.

## Do not:

- Heat meal items too early (to prevent food from becoming dry and tough)
- Load meals too early before the next service
- Manually alter power settings of the microwaves

Item	Heating Time	Notes
Soup garnish	8 – 10 min	Only heat garnish if loaded in foils with foil lids
Soup (glass jug)	30 seconds in microwave	<ul style="list-style-type: none"> <li>• <b>Do not heat soup on ground</b></li> <li>• <b>Do not heat soup and put back in flask</b></li> <li>• Press the pressure release button before opening the soup flask lid</li> <li>• Use microwaveable glass jug to heat</li> <li>• After heating for 30 seconds, stir and check if soup is hot. If not, heat for another 30 seconds</li> </ul> <p><i>Do not heat soup garnish or breakfast sauce that is cling wrapped or has a clear plastic lid e.g. sour cream and chopped dill</i></p>
	On A380 4 class IPECO: 90 seconds in microwave	Heat for 60 seconds, stir and check if soup is hot. If not, heat for another 30 seconds
Main course	26 – 30 min	Check after 20 min <ul style="list-style-type: none"> <li>• Main course to be presented as per the plating guides (i.e. vegetables are moved to avoid spaces and sauce poured over protein)</li> <li>• Wipe casserole rims</li> <li>• Add appropriate garnish</li> </ul>
Breakfast main course	20 – 25 min	Check after 15 min
Hot Snack/Light Bites	20 – 25 min	Check after 15 min
Bread/pastry	5 – 8 min	<ul style="list-style-type: none"> <li>• Do not heat bread on ground unless stated on SSQ</li> <li>• Heat, check after 5 min</li> <li>• Heat bread in stages, when possible</li> <li>• Arabic bread should not be heated</li> </ul> <p><b>Note:</b> Some bread will remain wrapped, e.g. Arabic bread. Serve them wrapped.</p>
Mixed nuts	8 – 10 min	Do not cover during heating
Asian style hot box	60 seconds in microwave	Heat for 30 seconds then stir (to remove hot spots) and heat for another 30 seconds. Use temperature probe to check snack is hot. 2 boxes can be heated at a time
	On A380 4 class IPECO: 90 seconds in microwave	Heat for 60 seconds, stir (to remove hot spots) and heat for another 30 seconds. Use a temperature probe to check the snack is hot. 2 boxes can be heated at a time
Toddler meals	30 seconds in microwave	<ul style="list-style-type: none"> <li>• Remove cardboard cover</li> <li>• Use a cocktail stick/fork to pierce the film</li> </ul>
	On A380 4 class IPECO: 45 seconds in microwave	
Chinaware (mugs, plates, bowls, etc.)	5-8 minutes	<ul style="list-style-type: none"> <li>• Do not over stack as middle crockery will not heat</li> <li>• Leave the crockery in the oven if space available</li> <li>• Place in warmer bags after heating and place warmer bag in un-chilled location</li> </ul>

# Galley Management

Efficient galley management by galley operators is integral to achieve onboard service standards and to maintain good safety and hygiene practice. Galley operators must control and coordinate the flow and speed of service, in collaboration with the seniors, to ensure smooth inflight experience

## Expectations from galley operators:

- Keep the galley tidy at all times
- Prepare all required items ahead of the service
- Always use open bottles of wines first
- Use temperature probes regularly to ensure food is hot
- When on crew rest, designate another crew to prepare in advance
- Keep crew out of the galley when not required
- 'Prepare and keep ready' items for crew to 'Collect and Deliver'
- Direct crew to go out to the cabin for clearance/canvass the cabin if needed, while galley is being set up
- Follow service guide steps of the service
- Create and put together special requests e.g. SPML for customers who haven't ordered i.e. VGML – salad, fruit etc. Liaise with other cabins and check for alternatives
- Fully in charge of the heating of food at required times following the heating guidelines
  - Make sure food and/or bread is not heated too early, stagger heating of meals (heat meals in stages to avoid meals sitting in ovens too long and drying)
  - Rotate and stagger heating of bread items, to ensure last customer are served warm bread
  - Heat some of the meals only after order taking is completed
  - Keep items in chiller for customers requesting to eat later
  - Set aside and label food items/tray, to accommodate customer requests
  - For customers requesting to eat at a later stage, every effort must be taken to accommodate their requests

## Staggered heating of meals

Meals and bread heated too early and left in the hot oven for too long deteriorates quality and visual appeal. Galley operators must stagger the heating of meals and bread to ensure customers seated in forward and aft of the cabin receive their meals and bread freshly heated.

*Staggered heating will help in accommodating customer's requests to eat later.*

Follow the below guidelines on a full load. Adjust the heating phases according to number of customers eating and speed of crew e.g. if less customers are eating, heat all meals and bread together to avoid customers waiting.

### Hot Breakfast

When	What needs to be done
At the start of order taking	Switch on 1 oven (mix of all meal choices + bread) <ul style="list-style-type: none"> <li>• Heat 50% of bread – only heat bread in the last 8-10 min               <ul style="list-style-type: none"> <li>○ So bread are freshly heated closest to delivery</li> </ul> </li> </ul>
After order taking is completed	If any customer have requested to eat later – accommodate their request by removing hot meal from oven 2
	Start to heat oven 2 <ul style="list-style-type: none"> <li>• Heat remaining bread – straightaway               <ul style="list-style-type: none"> <li>○ So bread can be used for replenishment/tray delivery</li> </ul> </li> </ul>
5-10 min after starting oven 2	Start to heat oven 3 (A380)

### Lunch/Dinner

When	What needs to be done
After order taking is completed	Switch on 1 oven (mix of all meal choices + bread) <ul style="list-style-type: none"> <li>• Heat 50% of bread – only heat bread in the last 8-10 min               <ul style="list-style-type: none"> <li>○ So bread are freshly heated closest to delivery</li> </ul> </li> </ul>
5-10 min after starting oven 1	If any customers have requested to eat later – accommodate their request by removing hot meals from oven 2
	Start to heat oven 2 <ul style="list-style-type: none"> <li>• Heat remaining bread – straightaway               <ul style="list-style-type: none"> <li>○ So bread can be used for replenishment/tray delivery</li> </ul> </li> </ul>
5-10 min after starting oven 2	Start to heat oven 3 (A380)

## Meal Presentation

To ensure our meals are always well presented, follow the below procedure during meal preparation:

- Neatly open plastic/foil covers
- Remove any plastic rings/tubs, pour sauce if required, e.g. appetiser, main course or dessert
- Reposition pre-plated dishes, if applicable
- Presentation should be consistent and correct garnish to be used, if applicable
- Wipe plates and casserole dishes to ensure presentation is immaculate
- Clean away any spillages and fingerprints from plate using a clean paper napkin

## Communication with seniors and crew

- Conduct mini-briefs before meal services to set expectations
- Any expected delays, e.g. meal needs to be heated longer as it is not hot enough
- Guide crew on next steps of the service and allocations of duty e.g. linen delivery
- Let seniors know of catering shortfalls so reports can be raised to catering, e.g.
  - Meal shortage – catering/food/choice unavailable
  - Meal wastage – catering/food/incorrect food
  - Customer negative feedback – catering/food/quality/presentation
  - Menu missing or incorrect on MOD – catering/food/MOD menu incorrect
  - Equipment not enough or missing - catering/loading/equipment shortage or not loaded
  - Drinks incorrect/shortage/missing – catering/loading/shortage drinks

Handover must be left for the next crew when applicable with below emphasised

- Replenishments done as per RTL duties
- If return catered
- Top up bars and leave them neat and tidy
- Items left untouched and in forward locations
- Ovens emptied
- Galley, microwave and chillers left neat and tidy
- Wash and return ROB items to original stowage

### Galley operators

- ML3A continues to be fully responsible for catering checks, initial ground preparations and the galley
  - MR4A/UR3 will act as the support galley operator during meal services

A380 3 class	A380 2 class	B777 3 class	B777 2 class
ML3A MR4A (support)	ML3A UR3 (support)	L2A	L1A

## Crew Resource Management

### Designated service areas

Cabin supervisor to assign crew work in their designated service areas. Crew should work in their area and on their side of the cabin, when possible. Following these guidelines will help to:

- Maintain consistency on both sides of the cabin
- Manage your service efficiently
- Evenly distribute workload

Effective team talks are vital for the success of the service

### Reduced crew complement/VCM

Purser and cabin supervisor must manage and delegate crew to help in busier cabins especially when VCM has been applied, e.g.

- If FC/JC loads are nil/light FG1 and/or GR1 should be assigned to work in YC
- If FC loads are light FG1 can assist in JC

Purser and cabin supervisor should take part in We Care

## Designated Service Areas

A380 3 Class		A380 2 Class		B777	
Red: UL2 Green: UL3	Pink: UR2 Blue: UR3	Green: UL2	Blue: UR2	Green: L1/L2	Blue: R1/R2
<i>Positions and designated service areas used in the following tables are for reference. The cabin supervisor/purser may change these based on the experience of crew, customer load and number of customers eating to ensure the workload is fairly shared.</i>					
Service Flow					
The direction of the Service Flow (working towards the galley) applies to all steps of the service on all categories of flights including welcome service, order taking, delivery of trays/meals, clearance, etc.					
A380 3 Class and 2 Class		B777 3 Class		B777 2 Class	
Forward to aft		Forward to row 7 Row 11 to row 8		Aft to forward	



## Ready to Board (RTB)

Caterers in Dubai and some outstations provide a RTB service

- **Dubai:** caterers will prepare the cabin, lavatories and RTB trolley
- **Select outstations:** caterers will prepare the cabin (excluding magazine racks).
  - If RTB service is not available, inbound crew will prepare the below items in the cabin.

### Cabin preparation: B777 seats

#### Flight categories 1-2

- **On seat**
  - Headphones
- **Inside seat pocket**
  - Small water bottle
- **Falcon seat**
  - Small water bottle inside stowage under TV screen (except bulkhead seats)
  - Mini bar – drinks and wrapped tumbler
    - Replace occupied seats with new sets

#### Flight category 3

- **On seat**
  - Headphones and blankets
- **Inside seat pocket**
  - Small water bottle
- **Falcon seat**
  - Small water bottle inside stowage under TV screen (except bulkhead seats)
  - Mini bar – drinks and wrapped tumbler
    - Replace occupied seats with new sets

#### Flight categories 4-8

- **On seat**
  - Duvet and headphones
- **Inside seat pocket**
  - Small water bottle
  - Socks and eyes shades packet
- **Falcon seat**
  - Small water bottles inside stowage under TV screen (except bulkhead seats)
  - Mini bar – drinks and wrapped tumbler
    - Replace occupied seats with new sets
- **Mattresses**
  - Loaded in overhead stowage bins



Falcon seat mini bar



Flight categories 4 – 8

### Cabin preparation: A380 seats

#### Flight categories 1-2

- **On seat**
  - Headphones (logo facing customer)
- **Mini bar**
  - Drinks and wrapped tumbler
    - Replace occupied seats with new sets

#### Flight category 3


- **On seat**
  - Headphones and blankets
- **Mini bar**
  - Drinks and wrapped tumbler inside
    - Replace occupied seats with new sets

#### Flight categories 4-8

- **On seat**
  - Duvet and headphones (logo facing customer)
- **Mini bar**
  - Drinks and wrapped tumbler
    - Replace occupied seats with new sets



A380 mini bar – flight categories 4-8

<ul style="list-style-type: none"> <li>○ Socks and eyeshade packet on top shelf</li> <li>• <b>Window seats (A, B, J and K)</b> <ul style="list-style-type: none"> <li>○ Mattress in side stowage (do not move mattress to overhead stowage bin)</li> </ul> </li> <li>• <b>Centre seats</b> <ul style="list-style-type: none"> <li>○ Mattresses loaded in overhead stowage bins</li> </ul> </li> </ul>	
<b>Magazines and newspapers</b> <ul style="list-style-type: none"> <li>• Not offered</li> </ul>	
<b>Lavatory preparation</b> <ul style="list-style-type: none"> <li>• Ensure all lavatories have sanitising liquid soap in the dispenser</li> <li>• Products placed with logos/brand names facing customer <ul style="list-style-type: none"> <li>○ Male and female fragrances</li> <li>○ Combs</li> <li>○ Dental kits</li> <li>○ Hand creams</li> </ul> </li> </ul>	
<b>Pre-departure kit</b> <ul style="list-style-type: none"> <li>• Ex-DXB: provided by caterers</li> <li>• Outstations: inbound crew to prepare the following items: <ul style="list-style-type: none"> <li>○ Small plates/teaspoons/sugar holders/napkins/small tongs</li> </ul> </li> </ul>	
<b>Onboard Lounge and social areas (flight categories 3–8)</b> <ul style="list-style-type: none"> <li>• Onboard Lounge open with limited capacity, refer to Onboard Lounge section</li> <li>• B777 social areas open with snacks, refer to B777 social areas section</li> </ul> <b>Note:</b> Onboard Lounge/social areas will remain closed on flight categories 1-2	

# Welcome Service

## Expectations

Customers including our high valued customers are greeted at the door by the purser and cabin supervisor. Purser/cabin supervisor to personally meet and greet the high valued customers at their seat preferably on ground, time permitting or after take-off at an appropriate time. As the team that welcomes our customers on board it is important that you are always ready to provide an enriched inflight experience.

## Before boarding

- Check galley
  - Cleanliness
  - Catering
  - Electrical equipment
- Check cleanliness of lavatories and cabin
- Check seat and cabin preparation
- Check if customers are frequent flyers using MOD/KiS tablet/PIL
- CSV must allocate welcome service duties amongst the team for consistent delivery and fair share of duties

## Boarding

Boarding and welcoming our customers on board is a key part of the customer experience. It allows you the opportunity to build a connection with your customers and sets the tone for the flight. A genuine warm welcome creates a strong and memorable first impression.

- Be visible in the cabin when customers board
  - Stand in your designated boarding position (refer to boarding positions chart below)
  - Move towards customers in aisles and warmly welcome them
  - Make eye contact, smile, be attentive and considerate
  - Use name and engage with them
    - Discretely check meal ordering device
- Adjust baggage in overhead stowages to make space
- Be situationally aware;
  - Take care when opening/moving baggage to ensure items do not fall out
  - Monitor customers as they place items in overhead stowages so that items are placed safely and stowages are not overfilled
- Assist customers especially special category customers e.g. elderly parents with infants etc.
- Pay special attention and introduce yourself to:
  - UMs and YPs
  - Customers with infants/children
  - Customers with reduced mobility
  - Elderly customers
- Offer to hang customer's jacket/suit carrier
  - Ask customer to remove valuable items from inside
  - Hang item in wardrobe
  - Put boarding card/jacket label in jacket pouch attached to hanger
- Once customer is settled in, introduce yourself
- Explain to customers, if time available and not aware:
  - Location of lavatories and/or lounge
  - The seat and IFE functions
  - Where not to stow items e.g. mobile phone at side of seat
  - Meal services and when they are offered on the flight
  - Tell customer that you will be back shortly with a welcome drink
  - Note down any useful customer information and advice colleagues of any customer requirements

## Purser and cabin supervisors to:

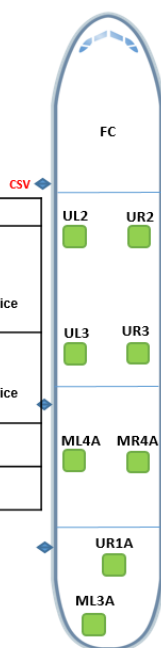
- Welcome iO customers by name and escort them to their seat
- Introduce them to crew working in the area where they are seated
- Meet and greet High Valued customers at their seat at the beginning, or at an appropriate time during the flight
- Monitor that crew maintain their boarding positions and stand in the aisle and are not leaning on seats, chatting to each other etc.
- VCM or flights with light load: re-allocate crew to board in busier cabins when necessary e.g. if VCM, or light load in FC or JC, send crew to assist in YC

## Boarding Positions Chart

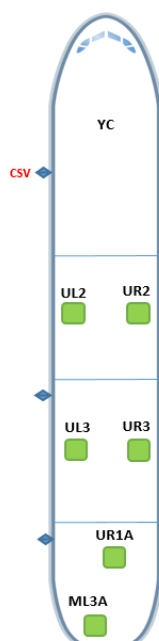
Aircraft Type	Rows
A380 3 class	ULR2: 6-12 ULR3: 14-19 MLR4A: 20-26 ML3A: In the galley UR1A: Lounge & welcome service preps
A380 2 class	ULR2: 6-12 ULR3: 14-23 ML3A: In the galley UR1A: Lounge & welcome service preps
B777 3 class	L2A 6-7 LR2 8-11
B777 2 class	LR1 1-6 L1A In the galley

■ Crew in cabin

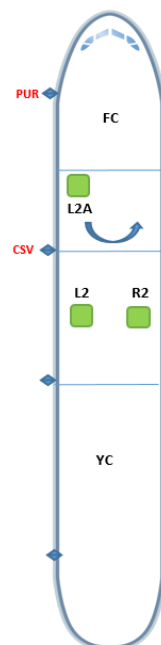
◆ Cabin door



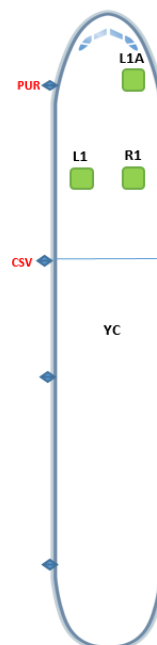
A380 3 class



A380 2 class



B777 3 class



B777 2 class

## Welcome drinks

### Preparation

- Check if bar cart/containers can be opened before departure
  - Check Service Sequence
    - Extra champagne may be loaded when bars cannot be opened on ground
  - Check vitality boost drink description on the bottle label
- On a trolley, put racks of
  - Champagne glasses, if applicable
  - Water glasses
  - Coasters
  - Service trays
- On the service tray, prepare:
  - Water glasses with fresh orange juice
  - Water glasses with 'Vitality Boost' drink – out of DXB only
  - Champagne glasses with chilled champagne

Note: If vitality juice is not available, use apple juice

### Delivery

- Offered during trickle boarding
- Offer the full selection of welcome drinks
  - Describe the selection
  - State the champagne name
- If welcome drink declined:
  - Offer an alternative non-alcoholic drink
  - Champagne is the only alcohol that can be served as a welcome drink
- When required, return to galley to replenish service tray



## Menus and wine lists

- Offer menus and wine lists - on ground if time is available
  - Using a large service tray

- Familiarise yourself with all menu and wine list items
- Customers have the option to view a digital menu on their personal device using the OnAir Wi-Fi network [www.portal.inflight.onair.aero](http://www.portal.inflight.onair.aero). They can also view using the Emirates app.

### Menu mismatch

If the loaded food/wine items do not match the printed menu, follow the below procedures:

- Make the change in the MOD using Exception Handling
- Purser/cabin supervisor to decide if menus should be distributed or not depending on how many items/services in the printed menu are affected
- Apologise and advise customers of the change

### KiS reports for menu mismatch

- For food and fresh juice related mismatches raise a KiS report to Catering/Food/Business Class/Incorrect Food explaining the change and message received
- For drink/wine mismatches raise a KiS report to Catering/Loading/Business Class/Shortage Drinks – chose item and mention details in the report on MOD mismatch

## Individual face masks and hand sanitisers

### Preparation

- Take items from the PPE red bag
- Place face masks and hand sanitisers neatly on 2 large lined silver trays

### Delivery

- 1 crew on each side (towards the galley)
- Present and offer items to customers
- If accepted, hand a face mask and hand sanitiser to the customer



## Kit bags

### Flight categories 1-3

- Not offered

### Flight categories 4-6

- Offered on select flights (refer to SSQ)

### Flight categories 7-8

- Offered on all flights

### Preparation

- Place kit bags on large service trays
- Deliver to ladies first
- If requested (and possible), exchange 1 type of kit bag for another
  - E.g. male kit bag for a female kit bag
- When giving a kit bag to a male child, inform the customer travelling with the child there is a razor in the kit bag
- Unaccompanied minor (male):
  - Remove razor from kit bag



## Infant and children's products

- Check if an infant/child is travelling in JC
- Collect appropriate infant/children's products and offer using large service tray
  - Toys
  - Baby bit
  - Children's headphones

**Note:** Colouring books, pencils and polaroid camera not loaded

## Hot towels (unscented) – refer to service sequence notes

- **Flight categories 1-7** – Offer hot towels for:
  - Welcome Service
  - Before landing
- **Flight category 8** – Offer hot towels for:
  - Welcome Service
  - Before the second main meal service (Lunch/Dinner or Breakfast)
    - Check SSQ
  - Before landing

### Preparation

- Prepare just before delivery
- Fill plastic jug with 400ml of hot water (do not add any scent)
- Pour hot water evenly over towels
  - Make sure towels are not too wet/dry



- Always take care when pouring hot water
- Place prepared towels and steel tongs on large, lined silver tray (up to 4 packs)

#### **Delivery**

- Offer customer a towel using the towel tongs
  - Gently shake the towel before delivering to customer
  - Service flow – towards the galley

#### **Collection**

- Clear using cabin tidy bags
- Ask customers to place towels directly into the bag

#### **After collection**

- Tie the cabin tidy bag handles and place in the waste bin/waste cart/~~linen bag~~
  - Do not place towels inside trash compactor
- Rinse and wipe towel tongs and return in zip lock bag

#### **Mattress offering – after take-off (refer to SSQ)**

- Offer mattresses
  - Ask customers if they wish for the wrapping to be removed
  - Place the mattress on the seat (narrow end towards the feet)

### **Allocation of duties**

(Welcome Services)

<b>Welcome service</b>	<b>A380 3 class</b>	<b>A380 2 class</b>	<b>B777 3 class</b>	<b>B777 2 class</b>
Welcome drinks	ULR2 and ULR3	ULR2 and ULR3	LR2	LR1
Menus and wine lists (landing card if applicable)	MLR4A	ULR2	LR2	LR1
Hot towels	UR1A and ML3A	UR1A and ML3A	L2A and CSV	L1A and Purser
Toys/Baby amenities	UR1A	UR1A	L2A	L1A
Individual PPE items	ULR2 and ULR3	ULR3	LR2	LR1
Kit bags (if applicable)	ULR2 and ULR3	ULR2 and ULR3	LR2	LR1

#### **Note:**

- **UR1A** helps in preparing the Onboard Lounge, welcome drinks, kit bags and towels
- **ML3A** prepares everything required for the services in the galley



# Flight Category 1: Short Haul Snack - Breakfast/Lunch/Dinner

*Prepare hot beverage flasks before take-off, if time permits*

## Expectations

- Cabin supervisor to assign crew work in their designated service areas ✓
- Crew should work in their area and on their side of the cabin, when possible ✓
- Always be polite and considerate towards customers ✓
- Use eye contact and positive body language to communicate ✓

## On ground

- Fully heat bread. Before switching on ovens, ask purser if a delay is expected
- Take meal order (MOD)



## Linen

- Not offered

## Meal tray delivery

- On meal tray, place:
  - Sugar holder with sugar and sweetener
  - Warm mug
  - Warm 'initial' bread
  - Add cold wrapped Arabic bread if applicable
- Follow presentation guidelines listed in galley management
- Pour water in water glass

## Deliver meal tray/s

- If customer requests a drink e.g. gin and tonic, prepare and deliver from the galley



Breakfast meal tray



Lunch meal tray

## Once all trays delivered

- Offer hot beverages
- Additional bread offered on request
  - Serve on a bread plate



## Meal tray clearance

- Clear meal trays
- Place the sugar holders back in the JC sugar holders Hollowware container
- Collect unused preserves from used and unused meal trays, check tamper seal and place in preserves - dressings container

## Final clearance

## Allocation of duties

(Short Haul Snack)




Service steps	A380 3 class		B777 3 class	
	LHS	RHS	LHS	RHS
Galley operator/s (prepare/keep ready)	ML3A	MR4A	L2A	
Meal order	UL2, UL3	UR2, UR3	L2	R2
Meal tray delivery by hand (collect and deliver) <ul style="list-style-type: none"> <li>Including all SPMLs</li> <li>ML4A and cabin supervisor to deliver sweetheart seats</li> </ul>	UL2, UL3, ML4A	UR2, UR3, CSV	L2, CSV	R2, L2A
Hot beverages by hand	UL2, UL3, ML4A	UR2, UR3, CSV	L2, CSV	R2, L2A
Clearance	UL2, UL3, ML4A	UR2, UR3, CSV	L2, CSV	R2, L2A
Final clearance	UL2, UL3, ML4A	UR2, UR3, CSV	L2, CSV	R2, L2A

Service steps	A380 2 class		B777 2 class	
	LHS	RHS	LHS	RHS
Galley operator/s (prepare/keep ready)	ML3A	UR3	L1A	
Meal order	UL2, UL3	UR2, UR3	L1	R1
Meal tray delivery by hand (collect and deliver) <ul style="list-style-type: none"> <li>Including all SPMLs</li> <li>UL3 and CSV to deliver inboard seats</li> </ul>	UL2, UL3	UR2, CSV	L1, PUR	R1, L1A
Hot beverages by hand	UL2, UL3	UR2, CSV	L1, PUR	R1, L1A
Clearance	UL2, UL3	UR2, CSV	L1, PUR	R1, L1A
Final clearance	UL2, UL3	UR2, CSV	L1, PUR	R1, L1A




**Note:**

- Purser/cabin supervisor may modify the allocated tasks or service flow to distribute workload depending on customer load, adhoc situation, medical incident, etc.
- Crew must assist in other areas once their tasks are complete

## Flight Category 2: Short Haul Breakfast

<b>Expectations</b> <ul style="list-style-type: none"> <li>Cabin supervisor to assign crew work in their designated service areas ✓</li> <li>Crew should work in their area and on their side of the cabin, when possible ✓</li> <li>Always be polite and considerate towards customers ✓</li> <li>Use eye contact and positive body language to communicate ✓</li> </ul>	
<b>On ground</b> <ul style="list-style-type: none"> <li>Fully heat bread and meals. Before switching on ovens, ask purser if a delay is expected</li> <li>Take drink and meal order (MOD)</li> </ul>	
<b>Linen</b> <ul style="list-style-type: none"> <li>Not offered</li> </ul>	
<b>Bread loading</b> <ul style="list-style-type: none"> <li>Initial bread – to be placed on all trays from the galley</li> <li>Route specific/other bread selection - to be offered in the cabin using a bread basket</li> </ul> <p>Note: Bread boxes will have appropriate stickers, e.g. 'Initial' or 'Basket'</p>	
<b>Meal tray delivery</b> <ul style="list-style-type: none"> <li>To prepare meal trays – select '<b>All Services</b>' on MOD</li> <li>On meal tray, place: <ul style="list-style-type: none"> <li>Sugar holder with sugar and sweetener</li> <li>Warm mug</li> <li>Place initial bread</li> <li>Choice of casserole</li> </ul> </li> <li>Follow presentation guidelines listed in galley management</li> <li>Prepare all cold drinks in the galley and add to the meal tray</li> <li>For wine/champagne, add appropriate glass</li> <li>Pour water in water glass</li> </ul> <p>Deliver meal tray/s</p> <ul style="list-style-type: none"> <li>If wine/champagne was requested, deliver immediately</li> </ul>	 <p>Breakfast meal tray</p>
<b>Bread Basket</b> <ul style="list-style-type: none"> <li>Prepare bread basket/s with available choice of bread</li> <li>Offer 2 rows at a time while trays are being delivered</li> </ul>	
<b>Once trays/drinks are delivered</b> <ul style="list-style-type: none"> <li>Offer hot beverages by hand</li> <li>Additional bread offered on request <ul style="list-style-type: none"> <li>Serve on a bread plate</li> </ul> </li> </ul>	
<b>Hot beverage replenishments and meal tray clearance</b> <ul style="list-style-type: none"> <li>Offer hot beverage replenishment, place the order on the MOD then clear the meal tray</li> <li>Deliver hot beverage requests immediately from the galley</li> <li>Continue clearance</li> <li>Place the sugar holders back in the JC sugar holders Hollowware container</li> <li>Collect unused preserves from used and unused meal trays , check tamper seal and place in preserves - dressings container</li> </ul>	
<b>Final clearance</b>	

## Flight Category 2: Short Haul Meal - Lunch/Dinner

<b>Expectations</b> <ul style="list-style-type: none"> <li>Cabin supervisor to assign crew work in their designated service areas ✓</li> <li>Crew should work in their area and on their side of the cabin, when possible ✓</li> <li>Always be polite and considerate towards customers ✓</li> <li>Use eye contact and positive body language to communicate ✓</li> </ul>	
<b>On ground</b> <ul style="list-style-type: none"> <li>Fully heat meals and bread. Before switching on ovens, ask purser if a delay is expected</li> <li>Take the drink and meal orders (MOD)</li> </ul>	
<b>Linen</b> <ul style="list-style-type: none"> <li>Not offered</li> </ul>	
<b>Bread loading</b> <ul style="list-style-type: none"> <li>Initial bread – to be placed on all trays from the galley</li> <li>Route specific/other bread selection - to be offered in the cabin using a bread basket</li> </ul> <p>Note: Bread boxes will have appropriate stickers, e.g. 'Initial' or 'Basket'</p>	
<b>Meal tray delivery</b> <ul style="list-style-type: none"> <li>To prepare meal trays – select '<b>All Services</b>' on MOD</li> <li>On meal tray, place: <ul style="list-style-type: none"> <li>Sugar holder with sugar and sweetener</li> <li>Warm mug</li> <li>Place initial bread</li> <li>Choice of casserole</li> </ul> </li> <li>Follow presentation guidelines listed in galley management</li> <li>Prepare all cold drinks in the galley and add to the meal tray</li> <li>For wine/champagne, add appropriate glass</li> <li>Pour water in water glass</li> </ul>	 <p>Lunch meal tray</p>
<b>Deliver meal tray/s</b> <ul style="list-style-type: none"> <li>If wine/champagne was ordered, deliver immediately</li> </ul>	
<b>Bread Basket</b> <ul style="list-style-type: none"> <li>Prepare bread basket/s with available choice of bread</li> <li>Offer 2 rows at a time while trays are being delivered</li> </ul>	
<b>Once trays/drinks delivered</b> <ul style="list-style-type: none"> <li>Offer hot beverages by hand</li> <li>Additional bread is on request <ul style="list-style-type: none"> <li>Served on a bread plate</li> </ul> </li> </ul>	
<b>Meal tray clearance</b> <ul style="list-style-type: none"> <li>Clear meal trays</li> <li>Place the sugar holders back in the JC sugar holders Hollowware container</li> <li>Collect unused preserves from used and unused meal trays , check tamper seal and place in preserves - dressings container</li> </ul>	
<b>Final clearance</b>	

## Allocation of duties

(Short Haul Breakfast/ Short Haul Meal)



Service steps	A380 3 class		B777 3 class	
	LHS	RHS	LHS	RHS
Galley operator/s (prepare/keep ready)	ML3A	MR4A	L2A	
Drink and meal order	UL2, UL3	UR2, UR3	L2	R2
Meal tray delivery by hand (collect and deliver)	UL2, UL3	UR2, UR3	L2	R2
<ul style="list-style-type: none"> <li>Including all SPMLs</li> <li>ML4A and cabin supervisor to deliver sweetheart seats</li> </ul>				
• Bread basket	ML4A	CSV	CSV	PUR
Hot beverages by hand	UL2, UL3, ML4A	UR2, UR3, CSV	L2, CSV	R2, L2A
Hot beverage replenishment (breakfast) and clearance	UL2, UL3, ML4A	UR2, UR3, CSV	L2, CSV	R2, L2A
• Clear 2, deliver 2				
Final clearance	UL2, UL3, ML4A	UR2, UR3, CSV	L2, CSV	R2, L2A

Service steps	A380 2 class		B777 2 class	
	LHS	RHS	LHS	RHS
Galley operator/s (prepare/keep ready)	ML3A	UR3	L1A	
Drink and meal order	UL2, UL3	UR2, UR3	L1	R1
Meal tray delivery by hand (collect and deliver)	UL2	UR2	L1	R1
• Including all SPMLs				
• Bread basket followed by drinks basket	UL3	CSV	PUR	L1A
Hot beverages by hand	UL2, UL3	UR2, CSV	L1, PUR	R1, L1A
Hot beverage replenishment (breakfast) and clearance	UL2, UL3	UR2, CSV	L1, PUR	R1, L1A
• Clear 2, deliver 2				
Final clearance	UL2, UL3	UR2, CSV	L1, PUR	R1, L1A



**Note:**

- Purser/cabin supervisor modify the allocated tasks or service flow to distribute workload depending on customer load, adhoc situation, medical incident, etc.
- Crew must assist in other areas once their tasks are completed

## Flight Category 3: Light Breakfast

<b>Expectations</b> <ul style="list-style-type: none"> <li>• Cabin supervisor to assign crew work in their designated service areas ✓</li> <li>• Crew should work in their area and on their side of the cabin, when possible ✓</li> <li>• Always be polite and considerate towards customers ✓</li> <li>• Use eye contact and positive body language to communicate ✓</li> </ul>	
<b>On ground</b> <ul style="list-style-type: none"> <li>• Take meal order (MOD) if time is available <ul style="list-style-type: none"> <li>◦ Advice customer, orange juice, champagne and hot beverages will be offered as per of breakfast</li> <li>◦ For any other drink requests, place order on MOD</li> </ul> </li> </ul>	
<b>Linen delivery by hand</b> <ul style="list-style-type: none"> <li>• 2 crew on each side will face each other</li> <li>• 1 crew to hold the linen with their fingertips</li> <li>• Other crew to assist customers with their tray table <ul style="list-style-type: none"> <li>◦ Hold the linen by the corners</li> <li>◦ Place linen on the tray table</li> </ul> </li> </ul>	
<b>Deliver CHML by hand first</b> – all other special meals will be delivered with the regular meal trays	
<b>Bread loading</b> <ul style="list-style-type: none"> <li>• Initial bread – to be placed on all trays from the galley</li> <li>• Route specific/other bread selection - to be offered in the cabin using a bread basket</li> </ul> <p>Note: Bread boxes will have appropriate stickers, e.g. 'Initial' or 'Basket'</p>	
<b>Meal tray delivery</b> <ul style="list-style-type: none"> <li>• To prepare meal trays - select '<b>All Services</b>' on MOD</li> <li>• On meal tray, place: <ul style="list-style-type: none"> <li>◦ Sugar holder with sugar and sweetener</li> <li>◦ Warm mug</li> <li>◦ Place 'initial' bread</li> <li>◦ Choice of casserole</li> </ul> </li> <li>• Follow presentation guidelines listed in galley management</li> <li>• If condiment is available: <ul style="list-style-type: none"> <li>◦ Pour condiment in multi-purpose dish and place on the tray</li> </ul> </li> <li>• Prepare additional drinks in the galley and add to the meal tray</li> <li>• For wine/champagne, add appropriate glass</li> <li>• Do not pour water in water glass</li> </ul>	 <p style="text-align: center;">Light Breakfast</p>
<b>Deliver meal tray/s</b> <ul style="list-style-type: none"> <li>• Inform customer the availability of sealed water bottle in their seat area</li> <li>• If wine was ordered, deliver immediately</li> </ul>	
<b>Bread basket followed by drink basket while meals are being delivered</b> <ul style="list-style-type: none"> <li>• Prepare bread basket with all available choice of bread</li> <li>• Offer drink basket after bread basket 2 rows at a time <ul style="list-style-type: none"> <li>◦ Champagne</li> <li>◦ Orange juice</li> <li>◦ Water</li> </ul> </li> </ul> <p>Note: On A380, prepared bread and drinks baskets may be placed in FC galley for easy access</p>	



<b>Once trays/drinks are delivered</b> <ul style="list-style-type: none"> <li>Offer hot beverages by hand</li> <li>Additional bread available on request <ul style="list-style-type: none"> <li>Served on a bread plate</li> </ul> </li> </ul>	
<b>Replenish hot beverages and meal tray clearance</b> <ul style="list-style-type: none"> <li>Offer hot beverage replenishment, place the order on the MOD then clear the meal tray <ul style="list-style-type: none"> <li>If you are clearing 1 tray, clear the linen by folding the 4 corners</li> <li>If you are clearing 2 trays, any available crew will clear the linen</li> </ul> </li> <li>Deliver hot beverage requests immediately from the galley</li> <li>Continue clearance</li> <li>Place the sugar holders back in the JC sugar holders Hollowware container</li> <li>Collect unused preserves from used and unused meal trays, check tamper seal and place in preserves - dressings container</li> </ul>	
<b>Final clearance</b>	

## Allocation of duties

(Light Breakfast)

Service steps	A380 3 class		B777 3 class	
	LHS	RHS	LHS	RHS
Galley operator/s (prepare/keep ready)	ML3A	MR4A	L2A	
Drink and meal order <ul style="list-style-type: none"> <li>Orange juice, champagne and hot beverages will be offered using drink basket</li> <li>For any other drink, place order on MOD</li> </ul>	UL2, UL3	UR2, UR3	L2	R2
Linen delivery	UL2, UL3	UR2, UR3	L2, CSV	R2, L2A
CHML delivery	UL2, UL3	UR2, UR3	L2	R2
Meal tray delivery by hand (collect and deliver) <ul style="list-style-type: none"> <li>Including all other SPMLs</li> </ul>	UL2, UL3	UR2, UR3	L2	R2
Bread basket followed by drinks basket <ul style="list-style-type: none"> <li>A380 only – place prepared bread basket in FC</li> <li>Offer bread basket to 2 rows followed by drinks basket while crew deliver trays to the next 2 rows</li> </ul>	ML4A	CSV	CSV	PUR
Hot beverage by hand	UL2, UL3	UR2, UR3	L2	R2
Hot beverage replenishments and clearance <ul style="list-style-type: none"> <li>ML4A and cabin supervisor to clear and deliver for sweetheart seats</li> <li>Clear 2, deliver 2</li> </ul>	UL2, UL3, ML4A	UR2, UR3, CSV	L2, CSV	R2, L2A
Final clearance	UL2, UL3, ML4A	UR2, UR3, CSV	L2, CSV	R2, L2A

Service steps	A380 2 class		B777 2 class	
	LHS	RHS	LHS	RHS
Galley operator/s (prepare/keep ready)	ML3A	UR3	L1A	
Drink and meal order <ul style="list-style-type: none"> <li>UL3, UR3 to take orders for inboard seats</li> <li>Orange juice, champagne and hot beverages will be offered using drink basket</li> <li>For any other drink, place order on MOD</li> </ul>	UL2, UL3	UR2, UR3	L1	R1
Linen delivery	UL2, UL3	UR2, CSV	L1, PUR	R1, L1A
CHML delivery	UL2	UR2	L1	R1
Meal tray delivery by hand (collect and deliver) <ul style="list-style-type: none"> <li>Including all other SPMLs</li> <li>UL3 and cabin supervisor to assist in delivering meal trays for the first 4 rows before starting drinks basket</li> </ul>	UL2	UR2	L1	R1
Bread basket followed by drinks basket <ul style="list-style-type: none"> <li>Offer bread basket to 2 rows followed by drinks basket while crew deliver trays to the next 2 rows</li> </ul>	UL3	CSV	PUR	L1A
Hot beverage by hand	UL2, UL3	UR2, CSV	L1, PUR	R1, L1A
Hot beverage replenishments and clearance <ul style="list-style-type: none"> <li>Clear 2, deliver 2</li> </ul>	UL2, UL3	UR2, CSV	L1, PUR	R1, L1A
Final clearance	UL2, UL3	UR2, CSV	L1, PUR	R1, L1A

Note:

- Purser/cabin supervisor may modify the allocated tasks or service flow to distribute workload depending on customer load, adhoc situation, medical incident, etc.
- Crew must assist in other areas once their tasks are completed
- B777 2 class:**
  - Follow the below procedure:
    - LR1 to deliver 4 rows with meal trays (galley operator and purser to prepare and keep ready)
    - Galley operator and purser to start bread basket and drinks basket
    - L1 and R1 to prepare and deliver the remaining meal trays

## Flight Category 3: Light Meal - Lunch/Dinner

### Expectations

- Cabin supervisor to assign crew work in their designated service areas ✓
- Crew should work in their area and on their side of the cabin, when possible ✓
- Always be polite and considerate towards customers ✓
- Use eye contact and positive body language to communicate ✓

### On ground

- Heat mixed nuts in foil containers (1 packet serves 6 customers)
- Take initial drink, appetiser, main course and dessert/cheese/fruit orders (MOD)
  - Ask customer if they prefer another drink with their appetiser/main course. Select on MOD appropriately



### Drink delivery with warm mixed nuts

- Deliver drinks with mixed nuts
  - Place mixed nuts in nut bowl using an espresso cup
  - Hold cup using the handle, avoid touching the mixed nuts
- Deliver drink and mixed nuts with napkin and coaster using service tray
  - If customer declines mixed nuts, offer crisps or olives
    - Olives to be delivered in a nut bowl with a lid. Add cocktail stick for olives
    - Crisps packet and empty nut bowl to be delivered in a nut bowl with a napkin



Note: Once order taking is completed, crew must assist in drinks delivery

### Drink clearance

- Clear drinks in your designated area using a large service tray
  - Offer replenishments

### Linen delivery by hand

- 2 crew on each side will face each other
- 1 crew to hold the linen with their fingertips
- Other crew to assist customers with their tray table
  - Hold the linen by the corners
- Place linen on the tray table

**Deliver CHML by hand first** – all other special meals will be delivered with the regular meal trays

### Bread loading

- Initial bread loaded as per starters – to be placed on all trays from the galley
  - Example:
    - Arabic bread loaded for Arabic Mezze
    - Pav/bread roll loaded for second starter
- Route specific/other bread selection - to be offered in the cabin using a bread basket

Note: Bread boxes will have appropriate stickers, e.g. 'Initial' or 'Basket'

### Meal tray delivery

- To prepare meal trays – select '**All Services**' on MOD
- On meal tray, place:
  - Choice of appetiser
  - Choice of dessert/cheese/fruit
  - Choice of main course
  - Place initial bread:
    - Cold wrapped Arabic bread for Arabic mezze
    - Warm bread for western/other starter
- Note: All other bread selection will be offered in a bread basket.
- Follow presentation guidelines listed in galley management
- If condiment is available:
  - Pour condiment in multi-purpose dish and place on the tray



Lunch/Dinner meal tray with Arabic Mezze

- Crackers on bread plate for cheese (4 pcs)
- For wine/champagne, add appropriate glass
- Prepare all other drinks in the galley and add to the meal tray
- Pour water in water glass

#### **Deliver meal tray/s**

**Note:** Teaspoon is placed inside cutlery roll

#### **Exceptions - meal tray delivery**

If a customer selects **cheese only**

- Remove appetiser
- Add crackers on bread plate (4 pcs)
  - Offer selection of bread
- Place a chocolate box on the meal tray
- Offer Port or red wine

If a customer selects **fruit only**

- Remove appetiser, bread plate, salt, pepper and butter
- Place a chocolate box on the meal tray
- Offer
  - Hot beverage and liqueurs
  - Champagne

If a customer selects **dessert only**

- Remove appetiser, bread plate, salt, pepper and butter
- Place a chocolate box on the meal tray
- Offer
  - Hot beverage and liqueurs



Lunch/Dinner with starter



Meal tray with cheese



Meal tray with just fruit

#### **Bread basket followed by wine basket while meals are being delivered**

- Prepare bread basket with all available choice of bread
- Offer wine basket after bread basket 2 rows at a time
  - Red wine and water
  - White wine and champagne
  - Champagne or wine glasses
- Offer 2 rows with bread basket followed by wine basket while trays are being delivered
- Offer other drink replenishments

**Note:**

- On A380, prepared bread and wine baskets may be placed in FC galley for easy access



#### **Hot beverage and liqueur (HBL) orders and meal tray clearance**

- Identify 2 customers who have finished their meal
- Take HBL order on MOD
- Clear meal trays
- Return meal tray/s to the galley
- Collect unused preserves from used and unused meal trays , check tamper seal and place in preserves - dressings container

#### **Prepare and deliver requested HBL orders**

- Deliver HBL orders with a chocolate
- If customer has declined HBL, deliver chocolate
- Repeat above steps until all customers are served/cleared
- Place the sugar holders back in the JC sugar holders Hollowware container

## Allocation of duties

(Light Meal)

Service steps	A380 3 class		B777 3 class	
	LHS	RHS	LHS	RHS
Galley operator/s (prepare/keep ready)	ML3A	MR4A	L2A	
Drink and meal order	UL2, UL3	UR2, UR3	L2	R2
Deliver drinks with mixed nuts <ul style="list-style-type: none"> <li>Once order taking is completed, crew must assist in drinks delivery</li> </ul>	ML4A (UL2, UL3)	CSV (UR2, UR3)	CSV (L2)	L2A (R2)
Drink clearance	UL2, UL3	UR2, UR3	L2	R2
Linen delivery	UL2, UL3	UR2, UR3	L2, CSV	R2, L2A
CHML delivery	UL2, UL3	UR2, UR3	L2	R2
Meal tray delivery by hand (collect and deliver) <ul style="list-style-type: none"> <li>Including all other SPMLs</li> </ul>	UL2, UL3	UR2, UR3	L2	R2
Bread basket followed by wine basket <ul style="list-style-type: none"> <li>A380 only – place prepared bread basket in FC</li> <li>Offer bread basket to 2 rows followed by wine basket while crew deliver trays to the next 2 rows</li> </ul>	ML4A	CSV	CSV	PUR
Hot beverage orders and clearance <ul style="list-style-type: none"> <li>ML4A and cabin supervisor to clear and deliver for sweetheart seats</li> <li>Clear 2, deliver 2</li> </ul>	UL2, UL3, ML4A	UR2, UR3, CSV	L2, CSV	R2, L2A
Final clearance	UL2, UL3, ML4A	UR2, UR3, CSV	L2, CSV	R2, L2A
Service steps	A380 2 class		B777 2 class	
	LHS	RHS	LHS	RHS
Galley operator/s (prepare/keep ready)	ML3A	UR3	L1A	
Drink and meal order	UL2	UR2	L1	R1
Deliver drinks with mixed nuts <ul style="list-style-type: none"> <li>Once order taking is completed, crew must assist in drinks delivery</li> </ul>	UL3 (UL2)	CSV (UR2)	PUR (L1)	L1A (R1)
Drink clearance	UL2	UR2	L1	R1
Linen delivery	UL2, UL3	UR2, CSV	L1, PUR	R1, L1A
CHML delivery	UL2	UR2	L1	R1
Meal tray delivery by hand (collect and deliver) <ul style="list-style-type: none"> <li>Including all other SPMLs</li> <li>UL3 and cabin supervisor to assist in delivering meal trays for the first 4 rows before starting drinks basket</li> </ul>	UL2	UR2	L1	R1
Bread basket followed by wine basket <ul style="list-style-type: none"> <li>Offer bread basket to 2 rows followed by wine basket while crew deliver trays to the next 2 rows</li> </ul>	UL3	CSV	PUR	L1A
Hot beverage orders and clearance <ul style="list-style-type: none"> <li>Clear 2, deliver 2</li> </ul>	UL2, UL3	UR2, CSV	L1, PUR	R1, L1A
Final clearance	UL2, UL3	UR2, CSV	L1, PUR	R1, L1A

Note:

- Purser/cabin supervisor may modify the allocated tasks or service flow to distribute workload depending on customer load, adhoc situation, medical incident, etc.
- Crew must assist in other areas once their tasks are completed

**B777 2 class:**

- Follow the below procedures:
  - LR1 to deliver 4 rows with meal trays (galley operator and purser to prepare and keep ready)
  - Galley operator and purser to start offering bread basket and wine basket
  - L1 and R1 to prepare and deliver the remaining meal trays on both sides



# Flight Categories 4-8 – Safe Working Practices

## Extension tops

- Before placing the extension top, check which cart it is being fitted to and apply the correct procedures
- Ensure there is an even weight distribution of items placed on the extension top

## Cart handling


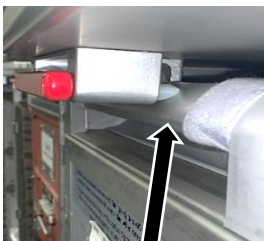

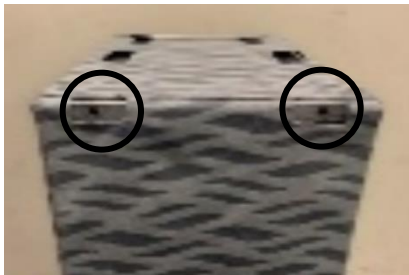

- When moving the cart always push or pull by holding onto the cart itself not the extension top
- Take care when moving the cart over uneven surfaces
- Always apply the brakes and check they are applied each time you stop to serve a customer
- Remember not to apply brakes while cart is still in motion, as this could cause cart to become unstable
- When preparing carts in the galley area, you must position them securely and safely next to each other with brakes applied and checked, against a bulkhead/galley structure
- Avoid placing carts in front of staircase barrier and avoid blocking any stowages which may have safety equipment inside
- A380: Maximum of 11 carts out in the galley
- B777: Maximum of 6 carts out in the galley

## Defective carts:

- If the brakes are unserviceable
  - Cart must be stowed
  - Place a defective sticker on the cart
  - Do not use the cart in-flight

## Fitting Extension Tops

Extension tops are designed for both the heavy weight and light weight carts. Follow the steps below to ensure extension tops are fitted securely.

Light weight cart (Newer type cart - no pin holes at the back of cart)	Heavy weight cart (Older type cart - pin holes at the back of cart)
<b>Cart cover</b> <ul style="list-style-type: none"> <li>• Ensure that the Velcro straps are attached at the top and bottom of the cart</li> <li>• Pull cart cover down on both sides of the cart, ensure the 2 holes of the cart cover is fully open</li> <li>• This allows extension top locking mechanism to latch securely (refer to the 2 arrows in the image)</li> </ul> <div data-bbox="268 1285 472 1547">  </div> <p style="text-align: center;">Top view</p>	
<b>How to fit the extension top</b> <ol style="list-style-type: none"> <li>1. Align extension top with side rails on the outer part of the cart</li> <li>2. <b>Align</b> the extension top <b>safety stopper</b> with the <b>front handle</b> of the cart</li> </ol> <div data-bbox="162 1756 427 1995">  </div> <p style="text-align: center;">Cart Handle</p> <div data-bbox="488 1749 724 1995">  </div> <p style="text-align: center;">Safety stopper</p>	
<ol style="list-style-type: none"> <li>1. Align extension top with side rails on the outer part of the cart</li> <li>2. The pins at the back of the extension top must fit into the holes at the back of the cart</li> </ol> <div data-bbox="895 1274 1305 1547">  </div> <p style="text-align: center;">Back view</p> <div data-bbox="956 1749 1305 1995">  </div> <p style="text-align: center;">Extension top pins fitted properly on aft of cart</p>	

<p>3. Lock the safety stopper to the front handle of the cart by firmly pushing down on the front part of the extension top. Plastic stoppers will no longer be visible</p> <p>4. Then push firmly down on the extension top in the middle part while squeezing the levers</p> <div data-bbox="132 266 335 497"> </div> <p>Locked in place</p> <div data-bbox="405 284 691 427"> </div> <p>Squeezing Levers</p>	<p>3. Push the extension top down fully by pulling the red handle till it is completely locked in and you can see the plastic stopper in place</p> <div data-bbox="948 244 1230 497"> </div> <p>Locked in</p>
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### Cart covers location

- Loaded with table linen in closet or overhead stowage
  - If unused
    - Hang in coat closet using hangers
    - Into Dubai, take it out and place on seats
  - If used
    - Hang in coat closet using hangers
    - Do not offload at outstations (cart covers are ROB item)
    - Into Dubai only, put used cart covers in linen bag

### Defective cart covers

- Discard cart cover immediately, use carts without covers
- Place a defective sticker on the unusable cart cover
- Outstation
  - Return to original stowage
  - Leave a note for next crew
- Into Dubai
  - Place in linen bag

## Categories 4 - 8: Express/Continental/Full Breakfast

### Expectations

- Cabin supervisor to assign crew work in their designated service areas ✓
- Crew should work in their area and on their side of the cabin, when possible ✓
- Always be polite and considerate towards customers ✓
- Use eye contact and positive body language to communicate ✓

### Preparation

- Heat mugs
- Heat meals and bread
- Brew hot beverages and pour in flasks
- Pour juices in jugs
- Prepare lemon slices in a nut bowl with tongs

Note: Prepare in advance if time available.

### Beverage and bakery cart set up

- Use mugs cart, place cart cover, attach an extension top and place an extension top liner

#### Inside the cart, place:

- Drawer of sugar holder with sugar and sweetener
- Add a drawer of additional items if required
- Lemon slices and tongs in a nut bowl
- Drawer of additional water and juice if needed
- Water glass rack
- Warm mugs rack and add 2 to 3 champagne glasses

#### On the aft of the extension top, place a plastic drawer with:

- Tea and coffee flasks
- Milk jug with milk
- Teaspoons in holder
- Orange and apple juice in jugs
  - Fill juice jugs as per customer profile/load to minimize wastage, eg. orange and mango juice for Indian routes
- Champagne and water bottle
  - Do not open new bottle of champagne before going in the cabin
  - If champagne is requested, walk to any galley and open
- Add a small service tray on the side



#### On the forward of the extension top, place:

- Bread basket with selection of warm bread and bread tongs

Note: Add bread and chilled drinks before going in the cabin



In the cabin	In the galley
<b>Meal order</b> <ul style="list-style-type: none"> <li>• Take meal order (MOD)               <ul style="list-style-type: none"> <li>○ <b>Offer yoghurt</b></li> <li>○ If requested, place order on MOD under 'comments' section</li> </ul> </li> <li>• Hot beverages and juice will be collectively offered in the cabin</li> <li>• Place alternative drink requests under breakfast – 'other drinks' on MOD</li> </ul>	<ul style="list-style-type: none"> <li>• Prepare 2 beverage and bakery carts (1 for each side)</li> <li>• Always set up 2 beverage and bakery carts to ensure service is provided consistently on both sides of the cabin</li> </ul>

In the cabin	In the galley
<p><b>Deliver Express Breakfast (while orders are being taken)</b>  <b>MOD:</b> XB orders will appear under the 'Drinks' in galley view</p> <p><u>If breakfast is after take-off</u></p> <ul style="list-style-type: none"> <li>Deliver packaged warm bread with choice of drink before delivering meal trays to other customers</li> </ul> <p><u>If breakfast is before landing</u></p> <ul style="list-style-type: none"> <li>Deliver Express Breakfast if customers are awake, if not deliver 20 min before top of descent</li> </ul>	
<p><b>Linen delivery by hand</b></p> <ul style="list-style-type: none"> <li>2 crew on each side will face each other</li> <li>1 crew to hold the linen with their fingertips</li> <li>Other crew to assist customers with their tray table <ul style="list-style-type: none"> <li>Hold the linen by the corners</li> <li>Place linen on the tray table</li> </ul> </li> </ul>	
<p><b>Deliver CHML by hand first</b> – All other special meals will be delivered with the regular meal trays</p>	
<p><b>Beverage and bakery carts following meal tray delivery by hand</b></p> <ul style="list-style-type: none"> <li>Do not pour water in the water glass</li> <li>Deliver 2 rows of meal trays before starting beverage carts</li> <li>Start beverage carts <ul style="list-style-type: none"> <li>Offer bread selection</li> <li>Offer hot beverage, juice or water <ul style="list-style-type: none"> <li>Pour juice/water in glass on tray table</li> <li>Add water glass if both requested</li> </ul> </li> <li>Place mug on tray table</li> <li>Pour tea/coffee/milk</li> <li>Offer sugar holder</li> <li>Teaspoon is available in the cutlery roll</li> </ul> </li> </ul> <p>Note: Prepare hot beverages fully on the cart and deliver using small service tray to customers seated in window/middle seats on B777.</p> <p><b>Continue meal tray delivery</b></p> <ul style="list-style-type: none"> <li>Don't serve more than 2 rows beyond beverage cart</li> <li>If the beverage cart is slower, double end and deliver bread</li> <li>This will avoid customers waiting too long between meal and drink</li> <li>Continue to deliver meal trays until all customers have been served</li> <li>Replenish hot beverages and bread when needed</li> </ul>	<p><b>Meal tray preparation</b></p> <ul style="list-style-type: none"> <li>Select 'Breakfast' on tablet/MOD</li> <li>Prepare meal trays with selected hot meal casserole (on each side) <ul style="list-style-type: none"> <li>Follow presentation guidelines listed in galley management</li> <li>Do <b>not</b> place initial bread (except SPML bread)</li> <li>Do <b>not</b> pour water</li> <li>Prepare all other drinks in the galley and add to the meal tray e.g. espresso</li> </ul> </li> <li>If condiment is available: <ul style="list-style-type: none"> <li>Pour condiment in multi-purpose dish</li> </ul> </li> </ul> <p>Note: Meal trays must be prepared in time for crew to collect and deliver.</p> <ul style="list-style-type: none"> <li>Prepare for replenishments: <ul style="list-style-type: none"> <li>Bread baskets</li> <li>Tea/coffee flasks</li> </ul> </li> </ul> 
In the cabin	In the galley
<p><b>Hot beverage replenishment and meal tray clearance</b></p> <ul style="list-style-type: none"> <li>Offer hot beverage replenishments <ul style="list-style-type: none"> <li>Place order on the MOD</li> </ul> </li> <li>Clear meal tray <ul style="list-style-type: none"> <li>1 tray at a time – clear linen</li> <li>2 trays at a time – clear only trays – linen will be cleared by any other available crew</li> </ul> </li> <li>Deliver hot beverage requests immediately from the galley</li> <li>Continue to clear meal trays and replenish hot beverages until all customers have been served</li> </ul>	<p><b>Dismantle beverage carts</b></p> <ul style="list-style-type: none"> <li>Check KiS tablet for hot beverage replenishment orders</li> <li>Prepare hot beverages</li> <li>Keep empty meal carts ready</li> <li>Place the sugar holders back in the JC sugar holders Hollowware container</li> <li>Collect unused preserves from used and unused meal trays, check tamper seal and place in preserves - dressings container</li> </ul>
<p><b>Final clearance</b></p>	

## Allocation of duties

(Full Breakfast)

Service steps	A380 3 class		B777 3 class	
	LHS	RHS	LHS	RHS
Galley operator/s (prepare/keep ready)	ML3A	MR4A	L2A	
Drink and meal order	UL2, UL3	UR2, UR3	L2	R2
Express breakfast delivery	ML4A	CSV	CSV	
Linen delivery by hand	UL2, UL3	UR2, UR3	L2, CSV	R2, L2A
CHML delivery by hand	UL2, UL3	UR2, UR3	L2	R2
Meal tray delivery by hand (collect and deliver) • Including all other SPMLs Note: double end beverage carts once meal tray delivery is completed	UL2, UL3	UR2, UR3	L2	R2
Beverage and bakery cart	ML4A	CSV	CSV	PUR
Hot beverage replenishment order and meal tray clearance • Clear 2, deliver 2	UL2, UL3, ML4A	UR2, UR3, CSV	L2, CSV	R2, L2A
Hot beverage replenishment delivery	UL2, UL3, ML4A	UR2, UR3, CSV	L2, CSV	R2, L2A
Final clearance	ML4A	CSV	CSV	L2A
Service steps	A380 2 class		B777 2 class	
	LHS	RHS	LHS	RHS
Galley operator/s (prepare/keep ready)	ML3A	UR3	L1A	
Drink and meal order	UL2	UR2	L1	R1
Express breakfast delivery	UL3	CSV	PUR	
Linen layup by hand (full cabin)	UL2, UL3	UR2, CSV	PUR, L1	R1, L1A
CHML delivery by hand	UL2	UR2	L1	R1
Meal tray delivery by hand (collect and deliver) • Including all other SPMLs • UL3 and cabin supervisor to assist in delivering meal trays for the first 4 rows before starting beverage carts Note: double end beverage carts once meal tray delivery is completed	UL2	UR3	L1	R1

Service step	A380 2 class		B777 2 class	
Beverage and bakery cart	UL3	CSV	PUR	L1A
Hot beverage replenishment order and meal tray clearance • Clear 2, deliver 2	UL2, UL3	UR2, CSV	L1, PUR	R1, L1A
Hot beverage replenishment delivery	UL2, UL3	UR2, CSV	L1, PUR	R1, L1A
Final clearance	UL3	CSV	PUR	L1A

### Note:

- To ensure purser's time is managed efficiently follow the below:
  - Set up beverage and bakery carts fully
  - Deliver meal trays for the first 2 rows
  - Call the purser and start the beverage and bakery carts
  - Deliver bread from the beverage and bakery cart and replenish items for a speedier delivery
  - Once the purser has delivered the beverage and bakery cart, replenish drinks for customers in your area
- If the purser is unavailable, purser/cabin supervisor to continue using their discretion to modify allocated tasks:
  - Utilise crew resources effectively based on customer loads in other cabins

- Purser to allocate themselves relevant crew rest to ensure they are available during JC main meal services or designate another crew member

**B777 2 class:**

- Follow the below procedure:
  - LR1 to deliver 4 rows with meal trays (galley operator and purser to prepare and keep ready)
  - LR1 will deliver bread to the 4 rows using the bread basket then give it to the galley operator and purser to place on the beverage and bakery carts.
  - Galley operator and purser to start beverage and bakery cart
  - L1 and R1 to prepare and deliver the remaining meal trays on both sides
- If the total number of customers **eating** are less than below table, deliver all steps of the service by hand
  - Purser/cabin supervisor to ensure customers receive all service steps promptly
  - During order taking crew to establish drinks required by customers, e.g. tea with milk
  - Put full details on the MOD along with the meal order
  - Place the requested drink on the tray and deliver
  - Bread basket must follow immediately, do not wait for all trays to be delivered

Aircraft type	Customer eating
A380 3 Class	20
A380 2 Class	18
B777 2 and 3 Class	15



## Flight Categories 4 - 8: Full Meal - Lunch/Dinner

### Expectations

- Cabin supervisor to assign crew work in their designated service areas ✓
- Crew should work in their area and on their side of the cabin, when possible ✓
- Always be polite and considerate towards customers ✓
- Use eye contact and positive body language to communicate ✓

### On-ground

- Offer menus

### Preparation

- Heat mixed nuts in foil container (1 packet serves 6 customers)
- Heat nut bowls
- Prepare drink station

Note: Place in warmer bags.

### Bar and bakery cart set up

- Use bar carts, place cart cover, attach an extension top and place an extension top liner

#### Inside the cart, place:

- Remove prep and champagne drawers (swap with glasses on ground or prior to service)
- Add a drawer with sparkling water and other additional items required
- A tumbler rack, wine glass rack and add 2 to 3 champagne glasses in the wine glasses rack
- Keep the drawer of beers, mixed minerals and miniatures

#### On the aft of the extension top, place a plastic drawer with:

- Red and white wine, champagne and water bottle
  - Do not open new bottles before going in the cabin
  - Open wine as required while in the cabin
  - If champagne is requested, walk to any galley and open
- Ice bucket with ice and tongs
- Tumbler glass with wrapped straws and wine opener
- Napkins, coasters and orange and lemon slices in a nut bowl with tongs
- Add a small service tray on the side

Note: Set up carts as per customer demand/profile e.g. if required add juice jug, port wine, etc.

#### On the forward of the extension top, place:

- Bread basket with selection of warm bread and bread tongs

Note: Add bread, chilled drinks and ice just before going in the cabin



### In the cabin

#### Meal order

- Take drink and meal order (MOD)
- Offer drink before meal
  - Drink will be served with mixed nuts
  - Take appetiser and main course order



Note: Once order taking is completed, crew must assist in drinks delivery



### In the galley

#### Prepare drink station (on each side)

- Prepare bars carts
  - Fit with cart covers
  - Add extension top
- Ice, lemon/orange slices
- Glasses
- Juices
- Service trays with napkins and coasters
- Bar waste bags
- Warmer bag with mixed nuts and nut bowls
- Nut bowl lids

**Note: On B777 start taking orders after the drink stations are prepared in order to speed up drink delivery**

In the cabin	In the galley
<p><b>Deliver drinks with mixed nuts (while orders are being taken)</b></p> <ul style="list-style-type: none"> <li>• Deliver selected drinks and mixed nuts <ul style="list-style-type: none"> <li>○ Use a service tray with napkins and coasters</li> <li>○ Deliver 2-4 drink orders at a time</li> <li>○ Do not wait for multiple orders to start delivery</li> </ul> </li> <li>• If customer declines mixed nuts, offer crisps or olives <ul style="list-style-type: none"> <li>○ Olives to be delivered in a nut bowl. Add cocktail stick for olives</li> <li>○ Crisps to be delivered in a nut bowl with a napkin</li> </ul> </li> </ul> <p><b>Note: B777 galley operator and purser/cabin supervisor to start delivering drinks and mixed nuts while orders are being taken</b></p>	<ul style="list-style-type: none"> <li>• Place mixed nuts in nut bowl using an espresso cup</li> <li>• Hold cup using the handle, avoid touching the mixed nuts</li> </ul> 
<p><b>Clear drinks and offer replenishments</b></p> <ul style="list-style-type: none"> <li>• Linen delivery by hand</li> <li>• 2 crew on each side will face each other</li> <li>• 1 crew to hold the linen with their fingertips</li> <li>• Other crew to assist customers with their tray table <ul style="list-style-type: none"> <li>○ Hold the linen by the corners</li> </ul> </li> <li>• Place linen on the tray table</li> </ul>	<p><b>Prepare 2 bar and bakery carts (1 for each side)</b></p> <ul style="list-style-type: none"> <li>• Always set up 2 bar and bakery carts to ensure service is provided consistently on both sides of the cabin</li> </ul>
<p><b>Deliver CHML by hand</b> – All other special meals will be delivered with the regular meal trays</p>	
<p><b>Bar and bakery carts following meal tray delivery by hand</b></p> <ul style="list-style-type: none"> <li>• Pour water in water glass</li> <li>• Deliver 2 rows of meal trays before starting beverage carts</li> </ul> <p><b>Note:</b> when delivering meal trays with soup, ensure trays are delivered carefully to avoid spillage or to avoid soup splashing.</p> <ul style="list-style-type: none"> <li>• Start bar carts <ul style="list-style-type: none"> <li>○ Offer bread selection</li> <li>○ Offer drink selection <ul style="list-style-type: none"> <li>▪ Wine/champagne <ul style="list-style-type: none"> <li>• Place glass on tray table</li> <li>• Present and pour</li> </ul> </li> <li>▪ Fully prepare all other drinks on bar cart and deliver to customer using small service tray</li> </ul> </li> <li>○ If a cocktail is ordered, place order on the MOD for crew to prepare in the galley/lounge and deliver</li> </ul> </li> </ul>	<p><b>Soup preparation</b></p> <ul style="list-style-type: none"> <li>• Press the pressure release button on the soup flask before opening the lid</li> <li>• Heat soup in microwave using glass jug as per heating guideline <ul style="list-style-type: none"> <li>○ Heat soup garnish in oven if loaded in foil with foil lids</li> </ul> </li> <li>• Pour soup from the glass jug directly into soup bowl and add garnish <ul style="list-style-type: none"> <li>○ Do not pour too high to avoid soup spilling or touching the plastic cover</li> <li>○ <b>Add a coaster under the soup bowl to avoid slipping</b></li> </ul> </li> </ul> <p><b>Note: Do not heat soup and put back in the flask.</b> Always pour freshly heated soup from microwave directly into the soup bowl</p> 

In the cabin	In the galley
	<p><b>Meal tray preparation</b></p> <ul style="list-style-type: none"> <li>• Select 'Appetiser' on tablet/MOD</li> <li>• Prepare meal trays with selected food items (on each side) <ul style="list-style-type: none"> <li>◦ Follow presentation guidelines listed in galley management</li> <li>◦ <b>Do not</b> place initial bread (except for SPML bread)</li> <li>◦ Pour water in water glass</li> <li>◦ Prepare all other drinks in the galley and add to the meal tray e.g. espresso</li> </ul> </li> </ul> 
<p><b>Continue meal tray delivery</b></p> <ul style="list-style-type: none"> <li>• Do not serve more than 2 rows beyond the bar cart</li> <li>• If the bar cart is slower, double end and deliver bread</li> <li>• This will avoid customers waiting too long between meal and drink</li> <li>• Continue to deliver meal trays until all customers have been served</li> <li>• Replenish drinks and bread when needed</li> </ul>	<ul style="list-style-type: none"> <li>• Prepare cocktails in the galley/lounge and add to the meal tray if ordered</li> <li>• Add chocolate for light option</li> </ul> <p>Note: Meal trays must be prepared in time for crew to collect and deliver</p> <ul style="list-style-type: none"> <li>• Prepare for replenishments: <ul style="list-style-type: none"> <li>◦ Bread baskets</li> <li>◦ Drink, ice, etc.</li> </ul> </li> </ul>
<p><b>Appetiser clearance and main course delivery with drink replenishment</b></p> <ul style="list-style-type: none"> <li>• Clear appetiser for 3-4 customers</li> <li>• Deliver main course of these customers</li> <li>• <b>Replenish drinks immediately</b> <ul style="list-style-type: none"> <li>◦ You may use a wine baskets for multiple wine and water replenishments</li> </ul> </li> <li>• Continue above steps until all customers have been served</li> </ul>  <p>Note: Add appropriate garnish.</p>	<p><b>Clearance station</b></p> <ul style="list-style-type: none"> <li>• Place empty drawer on meal carts</li> <li>• Place bar waste bags</li> </ul> <p><b>Dismantle bar carts</b></p> <ul style="list-style-type: none"> <li>• Before dismantling bar carts, send crew for appetiser clearance</li> <li>• Place chilled drinks in the chiller</li> <li>• Remove extension tops</li> <li>• Place bar cart on each side of the galley for drink replenishment</li> </ul> <p><b>Prepare for main course delivery</b></p> <ul style="list-style-type: none"> <li>• Prepare condiments in multi-purpose dish if available</li> <li>• Keep base plates ready</li> <li>• Give ordered casseroles to crew <ul style="list-style-type: none"> <li>◦ Use oven gloves</li> <li>◦ Provide condiments in multi-purpose dish, if needed</li> <li>◦ Add appropriate garnish</li> </ul> </li> <li>• Make sure the casserole rim is clean and presentable <ul style="list-style-type: none"> <li>◦ Use napkin to wipe if needed</li> </ul> </li> <li>• If condiment is available: <ul style="list-style-type: none"> <li>◦ Pour condiment in multi-purpose dish</li> </ul> </li> </ul>

In the cabin	In the galley
<b>DCF-HBL orders and meal tray clearance</b> <ul style="list-style-type: none"> <li>Identify 2 customers who have finished their main course</li> <li>Take order for DCF-HBL on MOD</li> <li>Clear meal trays</li> <li>If customer declines DCF-HBL <ul style="list-style-type: none"> <li>Collect meal tray and linen</li> <li>1 tray at a time</li> </ul> </li> <li>Deliver DCF-HBL order <ul style="list-style-type: none"> <li>With cutlery roll and chocolate</li> <li>Teaspoon included in cutlery roll</li> <li>Add teaspoon on a napkin for only hot beverage orders</li> </ul> </li> </ul> <p><b>Note: Deliver chocolate to customers not having DCF-HBL immediately</b></p>	<b>Clearance, DCF-HBL station</b> <ul style="list-style-type: none"> <li>Place empty meal carts, wine/tumbler rack and drawers</li> <li>Brew hot beverages and pour in flasks</li> <li>Prepare DCF food for both sides <ul style="list-style-type: none"> <li>Dessert, fruit, hot beverages</li> <li>Cheese on slate with crackers (4 pcs)</li> </ul> </li> <li>Prepare HBL station with: <ul style="list-style-type: none"> <li>Tea/coffee flasks</li> <li>Milk in milk jug</li> <li>Sugar holders</li> <li>Teaspoons</li> <li>Lemon slices</li> </ul> </li> <li>Collect unused dressings from used and unused meal trays, check tamper seal and place in preserves - dressings container</li> </ul> <p><b>Prepare hot beverages and liqueurs</b></p> <ul style="list-style-type: none"> <li>Prepare hot beverage orders for crew to collect and deliver</li> </ul>
<b>Final clearance</b> <ul style="list-style-type: none"> <li>Place the sugar holders back in the JC sugar holders Hollowware container</li> </ul>	

### Allocation of duties

(Full Meal)

Service steps	A380 3 class		B777 3 class	
	LHS	RHS	LHS	RHS
Galley operator/s (prepare/keep ready)	ML3A	MR4A	L2A	
Drink and meal order	UL2, UL3	UR2, UR3	L2	R2
Deliver drinks with mixed nuts <ul style="list-style-type: none"> <li>Once order taking is completed, crew must assist in drinks delivery</li> </ul>	ML4A (UL2, UL3)	CSV (UR2, UR3)	CSV (L2)	L2A (R2)
Drink clearance	UL2, UL3	UR2, UR3	L2	R2
Linen delivery	UL2, UL3	UR2, UR3	L2, CSV	R2, L2A
CHML delivery	UL2, UL3	UR2, UR3	L2	R2
Meal tray delivery by hand (collect and deliver) <ul style="list-style-type: none"> <li>Including all other SPMLs</li> </ul>	UL2, UL3	UR2, UR3	L2	R2
Bar and bakery cart	ML4A	CSV	CSV	PUR
Appetiser clearance and main course delivery with drink replenishment <ul style="list-style-type: none"> <li>Clear 3/4, deliver 3/4</li> </ul>	UL2, UL3, ML4A	UR2, UR3, CSV	L2, R2, CSV	
DCF-HBL orders, meal tray clearance and DCF-HBL delivery <ul style="list-style-type: none"> <li>Clear 2, deliver 2</li> </ul>	UL2, UL3, ML4A	UR2, UR3, CSV	L2, R2, CSV	
Final clearance	ML4A	CSV	CSV	L2A

Service steps	A380 2 class		B777 2 class	
	LHS	RHS	LHS	RHS
Galley operator/s (prepare/keep ready)	ML3A	UR3	L1A	
Drink and meal order	UL2	UR2	L1	R1
Deliver drinks with mixed nuts • Once order taking is completed, crew must assist in drinks delivery	UL3 (UL2)	CSV (UR2)	PUR (L1)	L1A (R1)
Drink clearance	UL2, UL3	UR2, CSV	L1	R1
Linen delivery	UL2, UL3	UR2, CSV	PUR, L1	R1, L1A
CHML delivery	UL2, UL3	UR2, CSV	L1	R1
Meal tray delivery by hand (collect and deliver) • Including all other SPMLs • UL3 and cabin supervisor to assist in delivering meal trays for the first 4 rows before starting bar cart	UL2	UR2	L1	R1
Bar and bakery cart	UL3	CSV	PUR	L1A
Appetiser clearance and main course delivery with drink replenishment • Clear 3/4, deliver 3/4	UL2, UL3	UR2, CSV	L1, R1, PUR	
DCF-HBL orders, meal tray clearance and DCF-HBL delivery • Clear 2, deliver 2	UL2, UL3	UR2, CSV	L1, R1, PUR	
Final clearance	UL3	CSV	PUR	

**Note:**

- To ensure purser's time is managed efficiently follow the below:
  - Set up beverage and bakery carts fully
  - Deliver meal trays for the first 2 rows
  - Call the purser and start the beverage and bakery carts
  - Deliver bread from the beverage and bakery cart and replenish items for a speedier delivery
  - Once the purser has delivered the beverage and bakery cart, replenish drinks for customers in your area
- If the purser is unavailable, purser/cabin supervisor to continue using their discretion to modify allocated tasks:
  - Utilise crew resources effectively based on customer loads in other cabins
- Purser to allocate themselves relevant crew rest to ensure they are available during JC main meal services or designate another crew member

**B777 2 class:**

- Follow the below procedure:
  - LR1 to deliver 4 rows with meal trays (galley operator and purser to prepare and keep ready)
  - LR1 will deliver bread to the 4 rows using the bread basket then give it to the galley operator and purser to place on the bar and bakery carts.
  - Galley operator and purser to start bar and bakery cart
  - L1 and R1 to prepare and deliver the remaining meal trays on both sides
- If the total number of customers **eating** are less than below table, deliver all steps of the service by hand
  - Purser/cabin supervisor to ensure customers receive all service steps promptly
  - During order taking crew to establish drinks required by customers with their meal, e.g. gin and tonic or glass of pinot noir
  - Put full details on MOD along with meal order
  - Place the requested drink/wine/champagne glass on the tray and deliver
  - Pour wine/champagne in front of the customer
  - Bread basket must follow immediately, do not wait for all trays to be delivered

Aircraft type	Customers eating
A380 3 Class	20
A380 2 Class	18
B777 2 and 3 Class	15

## Express Continental Breakfast (CBX)

### Expectations

- Cabin supervisor to assign crew work in their designated service areas ✓
- Crew should work in their area and on their side of the cabin, when possible ✓
- Always be polite and considerate towards customers ✓
- Use eye contact and positive body language to communicate ✓

### Service flow

- As per drinks and mixed nuts procedure

### Drink and meal orders

- Take the CBX orders (MOD)
  - Choice of sweet or savoury pastry, juice and hot beverage



### Preparation and delivery

- Heat pastry (follow heating guidelines)
- Place pastry on a small plate
- Prepare ordered drink
- Roll beverage mat

### Deliver:

- Beverage mat
- Pastry and ordered drink
- Deliver 2 customers at a time



Sweet pastry

Savoury



Continental Breakfast Express

### Clearance

- Clear using large service tray
- Place the sugar holders back in the JC sugar holders Hollowware container
- Collect unused preserves from used and unused meal trays, check tamper seal and place in preserves - dressings container



## Light Bites

Heat ordered Light Bites only. Keep remaining for Individual Light Bites during We Care. **Lights bites are available for customers to order throughout the flight.**

### Drink and meal orders

- Take light bites and drink orders (MOD)
  - Offer chopstick for Asian style snack

### Drink with mixed nuts (if hot meal is ordered)

- Deliver drinks with mixed nuts while snack is being heated
- Deliver selected drink, nut bowl and napkin using service tray

### Preparation and delivery

- Place snack (hot/cold) on a medium plate
- Hot snacks may come in casseroles
  - Use base plate
- Prepare ordered drink and water in water glass
- Rolled beverage mat
- Chopsticks (if ordered)
- Cutlery roll

### Deliver:

- Beverage mat
- Snack and selected drink with water
- Salt and pepper on request

### Asian style hot boxes – plating not required

Follow heating guidelines

- Once heated in the microwave, place the box on a medium plate

### Poke bowl – plating not required

- Place poke bowl directly on a medium plate
- Pour the dressing into a multi-purpose dish OR
- Place dressing tub on a multi-purpose dish



Warm Light Bites option - pie



Hot snack option - casserole



Warm Light Bites option - Asian style hot box



Cold Light Bites option - poke bowl

### Afternoon tea

- 2 types of scones and dessert on a large oval plate
- Sandwich on a large oval plate
- Clotted cream, butter and jam
- Keep all food items wrapped
- Deliver with choice of drink and water in water glass



### Clearance

- Take hot beverage order
- Clear food items along with linen

### Hot beverage delivery

- Prepare and deliver hot beverage request

### Final clearance

- Place the sugar holders back in the JC sugar holders Hollowware container

## Allocation of duties

(CBX and Light Bites)

Service steps	A380 3 class		B777 3 class	
	LHS	RHS	LHS	RHS
Galley operator/s (prepare/keep ready)	ML3A	MR4A	L2A	
Drink and meal order	UL2, UL3	UR2, UR3	L2	R2
Deliver and clear <ul style="list-style-type: none"> <li>Once order taking is completed, crew must assist in drinks delivery</li> <li>B777: cabin supervisor, L2A to start delivery</li> </ul>	ML4A	CSV	L2	R2
Service steps	A380 2 class		B777 2 class	
	LHS	RHS	LHS	RHS
Galley operator/s (prepare/keep ready)	ML3A	UR3	L1A	
Drink and meal order	UL2	UR2	L1	R1
Deliver and clear <ul style="list-style-type: none"> <li>Once order taking is completed, crew must assist in drinks delivery</li> <li>B777: purser, L1A to start delivery</li> </ul>	UL3	CSV	L1	R1

Note: Light Bites during We Care must be delivered by all available crew

## Route Specific Differences

### India, Bangladesh, Pakistan and Afghanistan

#### Masala cashews

Masala cashew loading:

- Mixed nuts container

Masala cashew preparation:

- Do **not** heat
- Place masala cashews in nut bowl

Note:

- Limited quantity of mixed nuts will be loaded in route specific container
- Heat 1 foil of mixed nuts
- If customer declines masala cashews, offer warm mixed nuts



### India, Bangladesh and Pakistan

#### After meal digestives

Loading:

- Route specific container

Preparation:

- Place a few sachets in a nut bowl

Delivery:

- On flight categories 1-2:
  - Place nut bowl with sachet on small service tray
  - After meal tray clearance
    - Offer the nut bowl to customer
    - Customer may pick up from the nut bowl
- On flight categories 3-8:
  - Carry the nut bowl with sachets on the service tray together with DCF or HBL orders
  - While delivering DCF or HBL
    - Offer the nut bowl to customer
    - Customer may pick up from the nut bowl



### Saudi Arabia

#### Welcome drink

- On the service tray, prepare:
  - Water glasses with fresh orange juice
  - Water glasses with 'Vitality Boost' drink – ex-DXB only
  - Champagne glasses with chilled sparkling white grape juice

Note: If vitality juice is not available, use apple juice

#### Drinks basket

- Flight category 3 Light Breakfast
- Offer drinks basket as soon as possible when meal trays are being delivered
  - Sparkling white grape juice
  - Orange juice
  - Water
  - Champagne and water glasses

#### Wine basket

- Flight category 3 Light Meal
- Offer wine basket as soon as possible when meal trays are being delivered
  - Sparkling white grape juice
  - Sparkling red grape juice
  - Water
  - Wine glasses

## China, Hong Kong and Taiwan

### Chopsticks

Loading:

- Route specific container

Delivery:

- Place on meal tray when regional appetiser or main course is selected

### Oolong tea

Loading:

- Individual tea bags loaded in route specific container

Order taking:

- Promote availability of oolong tea
- Place order on MOD

Delivery:

- Prepare in the galley and deliver

### Noodles

Preparation:

- Wear gloves
- Check instructions on the instant cup noodle pot
  - Pull lid back fully
  - Add flavourings
  - Fill to the line with hot water
  - Close the lid and wait 3-5 min

Delivery:

- Deliver from a service tray:
  - Rolled beverage mat
  - Selected drink and water in water glass
  - Chopstick with paper napkin
  - Regional condiment, if applicable
  - Prepared cup noodle pot



Including Far East

## Japan

### Chopsticks

Loading:

- Route specific container

Delivery:

- Place on meal tray when regional appetiser or main course is selected

### Sencha green tea

Loading:

- Individual tea bags loaded in route specific container

Order taking:

- Promote availability of Sencha green tea
- Place order on MOD

Delivery:

- Prepare in the galley and deliver

### Noodles

Preparation:

- Wear gloves
- Check instructions on the instant cup noodle pot
  - Pull lid back fully
  - Add flavourings
  - Fill to the line with hot water
  - Close the lid and wait 3-5 min

Delivery:

- Deliver from a service tray:
  - Rolled beverage mat
  - Selected drink and water in water glass
  - Chopstick placed horizontally with paper napkin
  - Regional condiment, if applicable
  - Prepared cup noodle pot



### **Cold sake**

Loading:

- Bar cart

Delivery:

- Deliver a wine glass
- Pour chilled sake in the cabin

### **Asahi beer**

Loading:

- Bar cart

Delivery:

- Deliver in a tumbler

## **Korea**

### **Chopsticks**

Loading:

- Route specific container

Delivery:

- Place on meal tray when regional appetiser or main course is selected

### **Chili paste**

Loading:

- Route specific container

Delivery:

- Carry tubes of chili paste together with main course casseroles
- Offer individually to customer when regional main course is selected

### **Noodles**

Preparation:

- Wear gloves
- Check instructions on the instant cup noodle pot
  - Pull lid back fully
  - Add flavourings
  - Fill to the line with hot water
  - Close the lid and wait 3-5 min

**Delivery**

- Deliver from a service tray:
  - Rolled beverage mat
  - Selected drink and water in water glass
  - Chopstick with paper napkin
  - Regional condiment, if applicable
  - Prepared cup noodle pot



### **Sencha green tea**

Loading:

- Individual tea bags loaded in route specific container

Order taking:

- Promote availability of Sencha green tea
- Place order on MOD

Delivery:

- Prepare in the galley and deliver

# Special Procedures

This section contains procedures that may apply across various regions and services

## Jewish etiquette and meal services - Kosher meal (KSML)

As we welcome more Jewish customers to travel with us, it is important to ensure all products and services are delivered seamlessly, whilst being mindful of appropriate customs and etiquette

### Interaction

- Any gesture that displays an extended thumb is considered offensive
- No physical contact – do not shake hands
- Do not engage in any political/religious discussions
- Pointing the soles of one's shoes at another person is considered an insult
- Do not stare at customers especially during service/dining
- Chinaware is not considered Kosher

### Kosher meal (KSML)

A Kosher meal is prepared to comply with Jewish dietary requirements. It is loaded in a sealed box/tray and only the customer can break the seal.

### Preparation

- If the KSML is frozen:
  - 1 hr before starting the meal service, take the KSML out of the chiller, if possible
- Do **NOT** break the seal on the disposable box/tray/casserole
- Collect paper cups from YC as required

### Loading

- Hot meal service – disposable casserole is loaded either:
  - Inside the box
  - Separately in oven/carts
- If needed, YC beverage pack is loaded



Ex-DXB FC and JC KSML box and casserole loaded separately

### Note:

- On some flights a sealed KSML tray may be provided instead of a box
- Paper cups are loaded in YC only, for use in all cabins

### Delivery

#### Cold meal service

- Deliver the sealed box/tray to the customer (during SPML delivery)
- Use customer name to confirm KSML has been ordered

#### Hot meal service

- When casseroles are loaded inside the box, 30 min before starting the meal service, deliver the sealed box to the customer. Carry a lined silver tray
- Ask the customer to break the box/tray seal and hand over the casserole
- Ask if the customer would like to keep the box/tray while the casserole is heating
- Inform customer of the approximate heating time
- If customer wants crew to take box/tray, keep in the galley in a chilled cart
- Casserole is in an oven proof bag
  - Do NOT break the seal
  - Heat with its oven proof bag
  - Ex-DXB heat for 35 min
    - Place casseroles in a separate oven, if possible
    - Due to the height of the casserole, leave a space between each skid/tray to accommodate the size of the casseroles
    - Note: As the KSML casserole is well insulated with the outer wrap around cover, it may not feel extra hot to touch after heating for 35 min, however food within the casserole will be heated
  - After heating KSML casseroles - all flights
    - Do not use a temperature probe to check casseroles, as this will break the seal
- Once heated, deliver the casserole to the customer with box/tray/lined silver tray with napkin



Ex-DXB FC and JC KSML box sealed - cold meal








Ex-DXB FC and JC KSML box and casserole is placed inside



Ex-DXB KSML casserole



## Ex-DXB KSML box contents

<ul style="list-style-type: none"> <li>Grissini (bread sticks)</li> </ul>		<ul style="list-style-type: none"> <li>Cutlery with napkin</li> </ul>	
<p>Condiments</p> <ul style="list-style-type: none"> <li>Salt &amp; pepper</li> <li>Creamer sachet</li> <li>Sugar sachet</li> <li>Tea bag</li> <li>Coffee sachet</li> </ul>		<ul style="list-style-type: none"> <li>Wet wipe</li> </ul>	
<ul style="list-style-type: none"> <li>Prayer book and kosher information*</li> </ul>		<p><b>*Note:</b> When clearing customer's tray table, <b>do not</b> clear the Prayer book/kosher information leaflet, unless requested to do so. Handle with care and respect.</p>	
<p>Hot/cold snack boxes will contain a cutlery pack and wet wipe</p>			

Inform the customer that the following items are located inside the box

### Other services and products

As chinaware is not considered Kosher, extra paper cups, plastic cutlery and beverage packs will be loaded for use in all cabins

- For customer use if they request for these items

When offering hot beverage service:

- Make a note of customers who have ordered KSML in your section
- Inform customer of the availability of disposable paper cups and beverage packs to allow them to choose

## A380 Lounge Set-up

### Lounge capacity

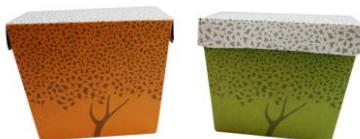
- Standing – maximum 6 customers (no more than 3 customers at the bar counter at one time)
- Sitting – as per the number of seat belts available
- Customers must keep their mask on, except when eating or drinking
- Crew to manage customers sitting in the lounge for an extended period of time
  - Politely inform long staying customers that other customers would like to access the lounge, if required

### Hand sanitisers

- Loaded in container in JC galley
  - A380
    - Place hand sanitiser on the bar top – centre
  - A380 with newer lounge
    - Place hand sanitiser on each table

### Snacks

- Pre-packed snacks and drinks displayed
  - Snacks must remain fully wrapped
  - Cake on stand with dome cover (display when loaded)
  - On flight categories 7 - 8, hot snacks will also feature on the menu



### Drinks

- Cocktails
  - Fully prepare cocktails and deliver
- Spirits:
  - Offer customers a drink:
    - Poured from a large bottle, OR
    - A miniature and mixer to prepare themselves
- Wine
  - Present and pour
- 'Vitality Boost' drink
  - Loaded ex-Dubai only
  - Promote and deliver in tumbler glass out of Dubai
- **A selection of drinks and snacks can be enjoyed at the bar counter/shelve area or when seated in the lounge**
  - If maximum lounge capacity is reached, offer drinks/snacks that can be enjoyed in the comfort of the customer's seat

### After take-off – Onboard Lounge set-up duties

- Glassware - UR1A
- Bottles - UR3
- Lounge shelves to be placed at ULR3 doors on flight categories 4-8
- Display napkins
- Small plates to be kept under the bar counter

- To be offered by lounge operator for customers wishing to take snacks from the bar counter
- Cake slices must be plated by lounge operator/crew member to maintain hygiene
- Purser/cabin supervisor to adjust mood lighting to create a suitable ambience for time of day

#### **During cruise, lounge operator to:**

- Remain vigilant
  - Manage and control customer flow
- Remove used items and replenish items where needed
- Keep Lounge tidy and replenished at all times

#### **30 min before landing**

- Dismantle Lounge and lounge shelves when applicable
- When dismantling:
  - Throw away used/unused fruit and sandwiches
  - Return unused pre-packaged snacks e.g. crisps, jelly beans, popcorn etc. to original container

### **Standard bar cabinet display**

#### **Outer shelves**

- Upper
  - 2 rows of champagne glasses
    - Include 1 martini glass on each upper shelf
- Middle
  - 2 rows of wine glasses
- Lower
  - 2 rows of tumblers
  - 2 brandy/liqueur glasses (1 each side)

**Note:** on flight category 3 sectors, display 1 row of glasses instead of 2

#### **Centre display**

- In no particular order, place a selection of:
  - Whiskies - upper shelf
  - Spirits - lower shelf



#### **Bar top display**

- 2 tier stand with mini pastries - left
- Cake dome
  - Small plate with cake slicer
  - Small plates under the bar counter
  - Display when loaded

#### **Bar corner right side**

- Ice bucket with:
  - Ice
  - White wine
  - Champagne

#### **Front of bar cabinet display**

- Red wine
- Port wine



#### **LCD display**

- Large oval baskets
  - Sandwiches
  - Fresh fruit
  - Snack packets (loaded in a container)
- A few small plates and napkins

**Note:** Lounge LCD screen to display the Airshow channel



## Flights to/from Saudi Arabia

### Flight categories 3-8

- Non-alcoholic beverages feature in the Lounge

### Bar counter top

- Food display as standard
- Ice bucket with:
  - Ice
  - Selection of sparkling juices

### Centre display

- Upper shelf
  - Selection of non-alcoholic beverages (small bottles)
- Lower shelf
  - Selection of sparkling beverages (large bottles)



## B777 Social Area Set-up

### General duties

#### After take-off

- Galley operator to set up social area immediately

#### During cruise

- Remain vigilant
  - Manage and control customer flow
- Remove used items and replenish items where needed
- Keep social area tidy at all times

#### 30 min before landing

- Dismantle social area
- When dismantling the social area:
  - Throw away used/unused fruit and sandwiches
  - Return unused pre-packaged snacks e.g. crisps, jelly beans etc. to original container

## B777-200LR 2 class

### Flight category 3

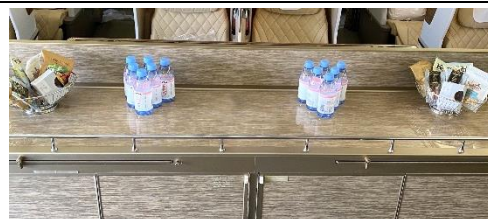
On each side place:

- Large oval basket with pre-packed snacks e.g. crisps, jelly beans, popcorn
- Water bottles

### Flight categories 4-8

On each side place:

- Large oval basket with sandwiches and snacks
- Water bottles
- Large oval basket of fruits





**B777-300ER 2 class**  
(Social area with or without console tower)

**Flight category 3**

On each side place:

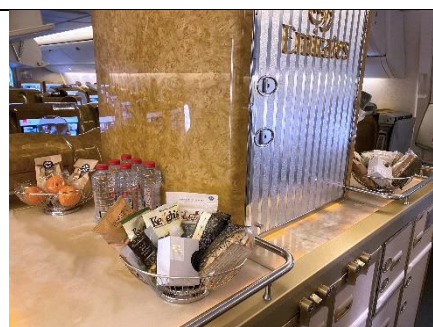
- Large oval basket with snacks
- Water bottle



**Flight categories 4-8**

On each side place:

- Large oval basket with
  - Sandwiches and snacks
- Water bottles
- Large oval basket of fruit



**B777-300 3 class**

**Flight category 8 only**

- Place linen to cover surface
- If shelves not available, use a trolley

**Set up**

- Large oval basket with
  - Sandwiches and snacks
- Water bottles – in centre
- Large oval basket of fruit



# We Care

## Expectations

- Start We Care immediately after the meal service ✓
- Purser/cabin supervisor to delegate crew to carry out We Care cycles every 30 min ✓
- Make sure customers in your designated service area are cared for ✓
- Use eye contact and positive body language to communicate ✓
- Always be polite and considerate towards customers ✓



## Cleanliness

- Keep aisles, galleys and lavatories clean
- Collect any headphone/blanket/duvet/mattress wrappers or any other items that customers may want to discard
  - Using a cabin tidy bag
- CSA or designated crew (if no CSA) will keep the lavatories clean and replenished and maintain the cleanliness of the common use areas e.g. aisles
- Refer to CSA guide for details

## Customer care

- Monitor customer welfare
- Check if customers are comfortable in your area
- Monitor customers with special requirements e.g. UMs
- Use the polaroid camera

## Refreshments (offer to customers who are awake)

- Actively offer refreshments every 30 min
- Offer Social Area snacks or Light Bites, if available.
  - Let customer know the approx. waiting time if meals require heating

Refer to the Cabin Crew Service Training Manual for full details of We Care cycles



# Ready to Land (RTL) Reference Guide

- Carry out your RTL duties by following this guide
- If completing any RTL duties after landing:
  - Start once customers are no longer disembarking through your designated area
  - Do not collect items in view of customers
- Purser/JC cabin supervisor is responsible to check that all RTL duties are completed in JC
- Ensure all unused seals are returned to the amenities container

## Glossary

### Flight

Turnaround  
Transit (with/without a crew change)  
Terminating  
Into DXB

### Example

DXB-BOM-DXB  
DXB-SIN-MEL  
DXB-LHR  
JFK-DXB

## Aircraft equipment

### All flights

- Return all aircraft equipment to original stowage e.g. Onboard wheelchair, Easy glide and belt, infant/extension seat belts, baby bassinets, KiS printer etc.

## A380 - overhead stowage bins and window shades

### Into DXB

#### After landing - once customers have disembarked

- Close all overhead stowage bins
- Lower all window shades

## Bar / wine and beer / backup bars

### All flights

- Check SSQs/Destination Page and complete ABC and Customs paperwork where required
- Return all bar carts, wine and beer, backup bars and containers to original stowage locations
- Return all items to bar carts and containers e.g. used bar paperwork and bar waste bags etc.
- Seal all carts and containers with alcohol items

### Terminating flights – no bar exchange

- Make sure all items are returned and bars are replenished from the backup bars/containers
- Do not place any empty bottles in the non-exchange bars to ensure it is neat and tidy for the next crew

**Note:** Some outstations require bars/wine and alcohol containers to be padlocked

## Bassinet liners (disposable) and PPE collection

### All flights

#### 30 min before landing

- Dispose of the bassinet liner in a cabin tidy bag during PPE collection
- PPE collection - collect waste bags with used masks and gloves from customers using cabin tidy bags (unless it's specified that biohazard bags are to be used)

## Blankets / duvets and mattresses

### All flights

#### 30 min before landing

- Check SSQs/Destination Page regarding transit information
- Collect used and unused blankets/duvets and mattresses. This is to ensure a 100% equal exchange for Caterers
- Allow customers to keep blanket/duvet, if requested
- Put used and unused blankets/duvets and mattresses in separate blanket collection bags
- Maximum of 3 filled blanket bags to be placed in a lavatory
- Make sure the toilet seats are down

## Turnaround flights

### After landing

- Put used blanket/duvet and mattress bags in overhead stowages

### \*\*Select turnaround flights

#### After landing at outstation

- Leave linen, blanket/duvet and mattress bags filled with used blankets/duvets and mattresses between rows of seats for cleaners to offload (refer to flight instructions for specific information and applicable sectors)

## Transit flights (customers not disembarking)

- Collect blankets from disembarking customers only

## Terminating and flights into DXB

### After landing

- Remove any opened bundle(s) of blankets/duvets and mattresses, from overhead stowages /closets and place in appropriate blanket collection bags
- Remove any closed bundles of blankets/duvets and mattresses from overhead stowages /closets
- Make sure all blanket bags are removed from lavatories and overhead stowages
- Place filled blanket bags and closed bundles between rows of seats
- Do not block any aircraft doors with bags

## Carts / containers and bags

Check SSQs to see if bar carts/containers are exchanged

## Transit with a change of crew, terminating and flights into DXB

Seal all carts, containers, and bags except:

- Clearance, equipment, glass and bulk food carts
- ROB hollowware containers and
- Headphone bags

**Note:** Some outstations require containers to be padlocked e.g. toiletries container

## Return/onward sector catering

If catering is loaded for return or onward sector and there is a change of crew:

- Seal meal carts and containers
- Leave ovens empty for the next crew
- Do not load return sector meals
- Make a note for the next crew of container/cart locations

## Chilled compartments / fridges / cupboards and closets

### Before landing

#### All flights

#### Food items

- Remove food items from chillers/fridges, if there is a crew/catering exchange

## Turnaround and transit flights

### Tetra Pak juices

- Keep opened and unopened Tetra Pak juices inside fridge

### Tetra Pak milk

- Keep opened and unopened Tetra Pak milk inside the fridge

## Terminating flights

### Tetra Pak juices

- Keep unopened Tetra Pak juices inside the fridge
- Dispose of opened Tetra Pak juices

### Tetra milk

- Keep unopened Tetra Pak milk inside the fridge
- Dispose of opened Tetra Pak milk

**Note:** Route specific exceptions may apply. Check SSQ/flight instructions/Destination Page

## Flights into DXB

### Tetra Pak juices/milk

- Return unopened Tetra Pak juices/milk to any empty container
  - No space available: Leave unopened Tetra Pak juices/milk neatly on the galley top after landing

### Disposal of opened Tetra Pak juices/milk

- Discreetly dispose of opened Tetra Pak juices/milk
- Not enough time for disposal of Tetra Pak juice/milk:
  - Close Tetra Pak juice/milk lids and place in a plastic drawer
  - Don't overfill the drawer
  - Put drawer in bulk food/meal clearance carts

### Wine

- Return open and closed bottles to containers/bar carts
  - Do not leave wine in chilled compartments/fridges

## Terminating flights

### Wine

- Return open and closed bottles to containers/bar carts
  - Do not leave wine in chilled compartments/fridges

### Water bottles in cupboards/closets

- Keep neatly inside

## Flights into DXB

### Wine

- Return any unopened wine and beer to the bar/beer and wine carts
- Place open/partly used ( $\frac{1}{3}$  or more) wine in the wine container

### Water bottles in cupboards/closets

- Remove water bottles and place in a mineral water container
  - If no container available, leave neatly on galley top

**Note:** When required, discreetly empty liquids in a lavatory (toilet bowl only)  
Make sure the lavatory is left clean after disposing liquids

## CRC (bunk liners/duvets/pillow liners/pillow covers)

### 30 min before landing

#### Crew rest compartments

- Place used and unused duvets and pillowcases in separate blanket collection bags and leave in the CRC
- Place all used pillow and bunk liners in a cabin tidy bag and tie knot when full, before placing in a trash compactor box, in the galley

## Crew handover

### Transit with crew change and terminating flights

- Make a note of any important information relevant to the next crew e.g. return/onward sector catering loaded, customer info, defects and location of cart covers etc.

## Customer medical items, jackets/suit carriers

### Transit with crew change and terminating flights

#### 20 min before landing

##### Customers remaining on board:

- Keep item inside fridge/chilled compartment/cupboard/closet/wardrobe
- Write down on handover note

##### Customer disembarking:

- Return item

### Turnaround, terminating and flights into DXB

#### 20 min before landing

- Return item to the customer

## Flower displays

Check SSQs to see if flower displays collected

### Terminating flights

- Check Destination Page

### After landing, if required

- Collect all flower displays from the bulkhead/ lavatories
- Place flowers inside an EK plastic bag
- Leave the bag on the First Class galley top for disposal by catering staff

## Giveaways – socks, eyeshades and kit bags

### Terminating and flights into DXB

#### After landing

- Collect unused giveaways such as socks and eyeshades and kit bags (including aircrafts fitted with Falcon seats)
- You are not required collect used kitbags
- Place them in a cabin tidy/blanket collection bag

## Headphones

- If giveaways cart/bag or container is full, place in a cabin tidy bag

### Transit

#### After landing

- Check SSQ notes, if required - collect headphones
- Follow guidelines for terminating and DXB

### Terminating and flights into DXB

#### After landing

- Collect used and unused headphones
- Place used and unused headphones in separate bags/containers

### Into Dubai

- Before leaving the aircraft, remove headphone bags from stowages and place on floor between rows of seats, or leave neatly in galley areas
- Do not block any aircraft doors

### Defective headphones

- Do not throw defective headphones away
- Put defective headphones in an cabin tidy bag
- Place a defective equipment sticker on the plastic bag
- Put the plastic bag in a used headphone container/bag

### Children's headphones

- Collect used children's headphones in a cabin tidy bag and place bag in the children's headphone container

### Defective children's headphones

- Put defective children's headphones in a cabin tidy bag
- Place a defective equipment sticker on the plastic bag
- Put the plastic bag in the children's headphone container in YC

## Ice drawers

### All flights

- Remove any items placed in the ice drawer and return to its original stowage
  - E.g. Ice buckets and tongs

## Landing cards / fast track cards / health forms / delayed baggage forms

### All flights

- Return unused cards/forms to the Cabin Dress Materials stowage

## Lavatory Products – Fragrances, Combs, Dental Kits and Hand Creams

### Turnaround and transit flights with crew change

- Place lavatory products in a galley stowage
- Once cleaning is completed, place products back in lavatory

### Terminating flights

- Return fragrances to Toiletries container

- Return other products to Amenities/Toiletries container
- Seal containers/carts

#### **Into DXB**

- Keep fragrances in lavatory
  - RTB team will check and replenish as needed
- Return other products to Amenities/Toiletries container
- Seal containers/cart

## **Linen**

### **All flights**

#### **Opened linen packs**

- Place in linen bag

#### **Unopened linen packs**

- Place in a cart/container
  - If linen packs are placed in a closet, remove after landing and leave neatly in the galley

## **Locked stowages**

### **Into DXB**

#### **After landing**

- Leave all lockable stowages open (unlocked) for the security search teams

## **Menus and wine lists**

### **Turnaround, terminating and flights into DXB**

#### **Unwrapped/open menus and wine lists**

- Throw away

#### **Unopened/closed menu packs and wine lists**

- Return to menu bag

**Note:** Do not prepare menus for next crew and only open required amount of menus needed as per customer load

## **Mineral water (small bottles) B777**

Aircrafts fitted with **Falcon seats** – do not collect small water bottles

### **Terminating and flights into DXB**

#### **After landing**

- Collect all unused water bottles from seat pockets

#### **Terminating**

- Leave bottles neatly inside the wardrobe/cupboard

#### **Into DXB**

- Place unused small water bottles in a mineral water containers
  - If no container available, leave neatly on the galley top

## **Polaroid camera**

### **All flights**

- Return polaroid camera and unused films, picture frames and batteries to the facilities container

#### **Defective camera**

- Place a 'defective equipment' sticker on the camera and leave in the facilities container

## **PPE red bags and PPE black spares bag**

### **All flights**

- Return unused face masks and hand sanitisers to the appropriate box in the red bags
- Close bags and return to original loading location
- Seal bags (red and black PPE spares bags)

**Note:** Do not collect or recycle unused items from customer seats

#### **Into DXB**

#### **After landing**

- Before leaving the aircraft, remove PPE bags from stowages and place on floor between rows of seats, or leave neatly in galley areas

## Pre-departure kit – hot beverage preparation drawer

### All flights (with change of crew)

- Replenish and tidy pre-departure kit and leave in galley stowage/chilled compartment
  - Return all recyclable items to appropriate stowages e.g. Amenities/Dry Stores container/bars (tea bags, biscuits etc.)
- Leave a note for next crew, if applicable, to inform them of the location

### Flights into DXB

- Dismantle pre-departure
  - Return all recyclable items to appropriate stowages e.g. Amenities/Dry Stores container/bars (tea bags, biscuits etc.)
  - Place crockery in equipment cart e.g. small plates, napkins

## Recycling

### All flights

#### Plastic bottles separation (large and small)

- Return empty plastic bottles (water, juice and smoothies) to the bulk food cart
- To avoid leaking, ensure lids are fully closed
- Avoid placing empty bottles in any other cart or container
- If the bulk food cart is full, you may then use the trash compactors or waste bins

### Flights into DXB only

#### Large glass bottles

- Place empty large glass bottles back in their respective bar carts/wine containers, when possible
- Make sure the lids/wine stoppers are placed on the bottles to avoid any leaks

All service equipment must be returned to original loading locations e.g. hot beverage flasks

## R.O.B. – remain on board items – service equipment

- Return R.O.B. sugar holders (including sugar/sweetener sachets) to original loading location
- Return unused blanket collection, cabin tidy bags and compactor boxes to original locations

### Transit and terminating flights

- Clean service trays for the next crew
- Make sure beverage makers and Espresso machines are left clean
  - Remove used milk spout from Espresso machine
- Ensure all R.O.B. items are washed thoroughly e.g. soup jugs, bread tongs, beverage flasks etc.

### Flights into DXB

- Ensure R.O.B. items are rinsed

### After landing

- Remove all silver and service trays from stowages and place on the galley top

## Salt and pepper shakers

### All flights

- Do not remove salt and pepper shakers from meal trays