



# **LEARNING MODULE 3**

## **AIS 314**

### **INFLIGHT SERVICING PROCEDURE**

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## TIME COMMITMENT FOR THIS MODULE

Video Materials	Time
Pre flight Brief <a href="https://www.youtube.com/watch?v=OuzAAaKSut4">https://www.youtube.com/watch?v=OuzAAaKSut4</a> <a href="https://www.youtube.com/watch?v=70FUyggYMGg">https://www.youtube.com/watch?v=70FUyggYMGg</a> Flying time schedules <a href="https://www.youtube.com/watch?v=rkekNmPhcjM">https://www.youtube.com/watch?v=rkekNmPhcjM</a>	20 Minutes
Reading Materials	
Inflight Servicing Instructional Manual	
Philippine Civil Aviation Regulation Part 8 Civil aviation Authority of the Philippines, Department of Transportation	60 Minutes
Activities	
Activity 1 (Mastery Check)	30 Minutes
Activity 2 (Crossword puzzle)	15 Minutes
Activity 2 (Quiz)	30 Minutes

**Table of References**

References	No.
Gary A. Flandro, Howard M. McMahon, Robert L. Roach. Basic Aerodynamics. Cambridge University Press: Cambridge, 2012	1
Philippine Civil Aviation Regulation Part 8 Civil aviation Authority of the Philippines, Department of Transportation	2
Inflight Servicing Instructional Manual	3

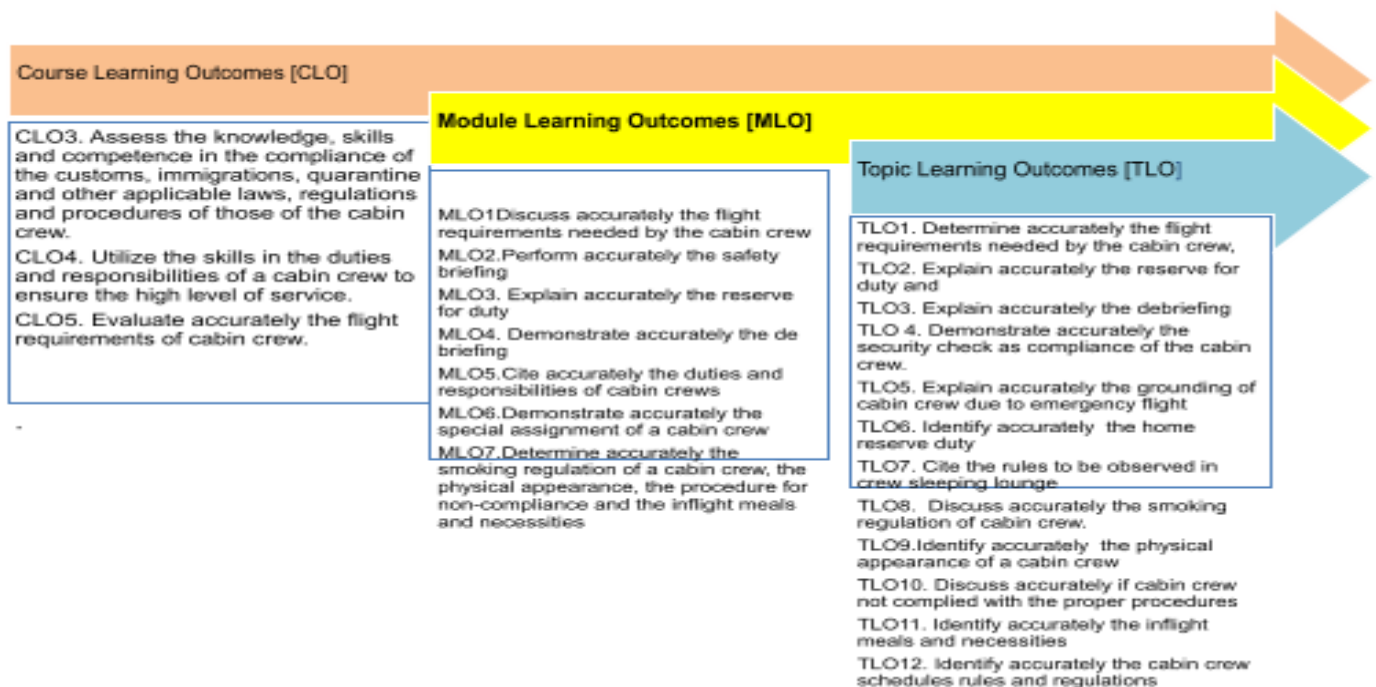
### Honesty Pledge

**“I affirm that I will not give or receive any unauthorized help on this module activities, and that all work will be my own understanding in each topic content and discussion”**

## Learning Module

At the end of the Module a student will be able to:

1. Discuss accurately the flight requirements needed by the cabin crew
2. Perform accurately the safety briefing
3. Explain accurately the reserve for duty
4. Demonstrate accurately the de briefing
5. Cite accurately the duties and responsibilities of cabin crews
6. Demonstrate accurately the special assignment of a cabin crew
7. Determine accurately the smoking regulation of a cabin crew, the physical appearance, the procedure for non-compliance and the inflight meals and necessities



## Flexible Learning Outcomes

### INFLIGHT SERVICES POLICIES AND PROCEDURES

The students will be able to identify the flight requirements, duties and responsibilities of cabin crew.



The Pilot in command shall comply with the relevant law's regulations and procedures of the States in which the aircraft is operated.

The Cabin crew when aboard must be familiar and must comply with the customs, immigrations, quarantine. and other applicable laws, regulations, and procedures of those states in which operations are conducted.

## I. FLIGHT REQUIREMENT

Cabin Crew who is qualified to be physically or mentally incapable of assuming an assignment will be relieved from flight assignment and the appropriate disciplinary action will be taken if necessary.

A cabin crew is required to report for duty in complete uniform and must be knowledgeable in safety procedures and have possession the flight equipment.

The Cabin Crew must replace the items such as Company Id and competency card and flashlight when he/she loses/misplace these items. Failure to do so may mean removal from flight duty.

If Cabin Crew loses/misplaces her nameplate he/ she will be responsible for securing a new nameplate.

## II. SAFETY BRIEFING

The Cabin Crew must conduct /attend safety briefing before the flight.

A Cabin Crew who has already signed-in for flight duty but is not present for the Cabin Crew briefing will be RELIEVED from flight duty and will be charged with MISSED ASSIGNMENT.

Also, a Cabin Crew who is found non- proficient in safety during the briefing he/she will be **REMOVED** from the flight and charged with **FAILURE TO ADHERE TO SAFETY STANDARDS**.

## III. REPORTING FOR FLIGHT /RESERVE DUTY

The most Senior Cabin Crew will check the following:

1. Flight documents ( Company Id, valid competency card, passport (valid within the next six months/valid entry visas (if applicable), inflight announcement.
2. Equipment (flashlight, two separate batteries).
3. Grooming (hair and make-up standards, wristwatch).

## IV. DE BRIEFING

A de briefing maybe conducted, at the discretion of the Lead Cabin Crew/Cabin Crew Supervisor to discuss the positive aspects noted during the flight as well as areas for improvement to further enhance safety and service standards.

### Additional Resources

Pre flight Brief

<https://www.youtube.com/watch?v=OuzAAaKSut4>

### Enrichment Activity

Role playing

Safety Briefing

Explain the following in your own words (30 minutes)

1. INFLIGHT SERVICES POLICIES AND PROCEDURES
2. FLIGHT REQUIREMENT
3. REPORTING FOR FLIGHT /RESERVE DUTY
4. DE BRIEFING

The online quiz is posted within the week 5 duration

## V. SECURITY CHECK

The Cabin Crew should adhere security checks at all times.

To ensure strict compliance all personal and official bags will be subjected for inspection also with the security policies and to prevent the unauthorized removal of company equipment, materials, supplies etc., from company premises.

## VI. GROUNDING DUE TO EMERGENCY FLIGHT

Cabin Crew who experience an emergency in flight, maybe relieved from their connecting flight if any, as well as the next day's duty, to give them ample time to prepare and submit a comprehensive report, be available for investigation if required, and allow them the opportunity to recover from the experience.

## VII. HOME RESERVE DUTY (HR)

A Cabin Crew who is reserved duty must remain at her official residence and must be easily contactable for an upgrade from the reporting time of the first flight of the day until 30 mins. after take-off of the last flight of the day.

As the Cabin Crew sign the Field Reserve or Flight Duty the duty of HR starts.

A Cabin Crew may leave her official residence while on HR duty with prior approval from the In- flight services office, must be easily contracted for an upgrade. Cabin Crew may call the office every hour on the hour to check on her status.

Upon being informed on an upgrade, the Cabin Crew on HR duty must endeavor to report to the office not later than one and a half after being notified. If reports, later than one and a half hour he/ she will be charged with reporting late for an upgrade. If reports 2 hours after the call was made, the Cabin Crew will be charged with MISSED ASSIGNMENT.

## **VIII. SPECIAL ASSIGNMENT**

A Cabin Crew must sign in and out the check-in sheet to record her actual duty.

If SA duty is far from the office area or in another station, Cabin Crew may sign in and out the day after the duty day but must do so on the appropriate check-in sheet.

SA duty is actual time of duty from the start to the end of the actual SA. It does not include travel time or entire days spent at outstation.

## **IX. CREW SLEEPING LOUNGE**

It is the section of an airliner dedicated for breaks and sleeping by crew members usually located above or adjacent to the passenger compartment. Crew rest compartment are normally segregated compartments for the flight crew and the cabin crew.

It is used when a Cabin Crew is:

1. On Duty such as is field reserve or flight duty on the same day.
2. On official duty the next day may sleep in the lounge the night prior to duty.
3. Cabin crew are not allowed permanently live in the lounge. Female Cabin Crew should not enter the Male lounge and vice versa.
4. The left items in the lounge will be confiscated and will be given to charitable institutions.
5. Cleanliness and neatness of the Sleeping Lounge must be maintained at all times.
6. Rules and regulations in the Sleeping lounge must be adhered to at all times.



**Figure 20 Crew Sleeping Lounge**



## V. CREW LOUNGE

A. Trolley Deposit Room – It is an area for Cabin Crew who wish to leave their trolley.

The following are the things to be observed by the Cabin Crew:

1. Keep the room clean and tidy with the trolleys neatly positioned.
2. To avoid any losses trolley must be locked at all times.
3. Keep the deposit are/room locked at all times.
4. Two keys are provided (male/female). Key is located in a designated location (dresser).



Figure 21 **Crew Lounge**

### Additional resources

<https://www.youtube.com/watch?v=70FUyggYMGg>

	(15 minutes)
1. Explain what is crew lounge and enumerate the guidelines to use this The online quiz is posted within the week 7 duration .	

## SMOKING REGULATION

Cabin Crews are allowed to smoke, only in designated areas in the office. Smoking inside the Sleeping Lounge is not allowed. During flight, Cabin Crew may only smoke during ground stop, away from the aircraft and pax view (with Captain's permission). When smoking Cabin Crew must remain stationary and not moving or walking.

Aq

## PHYSICAL APPEARANCE



The weight body mass/index (Female) which is waistline of not more than 30 inches and a hip measurement of not more than 38 inches must be maintained (2<sup>nd</sup> hip).

### **PROCEDURE FOR NON- COMPLIANCE**

Compliance to the appearance and grooming standards will be strictly monitored and measurements and weight will be recorded as needed. If a Cabin Crew is overweight by 5% desired weight or body measurement over by 2 inches she will be informed in writing and allowed to continue flying while losing weight. Cabin Crew progress will be monitored/recorded monthly. Cabin Crew must continue to lose needed weight/inches, otherwise Cabin Crew will once again be removed from active flying duty. In the case of complexion, Cabin Crew may not be reinstated to flying status until such time that the complexion is clear. If the Cabin Crew fails to meet the standards on weight, body measurement and complexion and as a result has been on off schedule for a total of 6 months not necessarily in succession, Cabin Crew will be transferred to any available ground position retaining his basic salary.

### **INFLIGHT MEALS AND NECESSITIES**

Cabin Crew is provided free meals/beverage whenever on duty during meal times. They can take home a maximum of only 2 meals and if crew did not partake of her share during the flight.

The Inflight Services Seniority Listing is the equivalent seniority status of the cabin crew based on her performance.

A Cabin Crew loses her original seniority standing whenever she is suspended goes on LWOP (more than 2 days) and Maternity leave.

It is also the basis when there is a retrenchment and basis for determining Cabin Crew's position in-flight.

### **CABIN CREW SCHEDULE RULES AND REGULATIONS**

The checking of schedule must be done before/after each flight duty. Advisories/changes schedule maybe disseminated through SMS.

- A. Cabin Crew may not be assigned duty in excess of 6 consecutive days.
- B. Scheduled must not be more than 3 consecutive days of early morning duty (whether it be flight, reserve or HR assignment), if possible.
- C. HR duty must be flexible.
- D. Cabin Crew may not be scheduled on 2 consecutive HR duty.
- E. A crew complement on a flight should compose of both male and female Cabin crew or all female Cabin crew. An all-male crew may not be assigned on a flight except during RON flights or extreme exigency.
- F. Three (3) Cabin Crew on probation/contract may not be scheduled on the same flight. At least one regular Cabin crew must comprise the crew complement.
- G. Cabin Crew are allotted twelve(12) hours rest in between duty assignments.



H. The Total flying time for the month must be evenly distributed among the crew. Cabin Crew may not exceed 100 flying hours /month or 1000 flying hours/year.

I. Cabin Crew may be assigned to fly any type of aircraft or combination thereof in any one-day.

J. Recurrent training schedule should be on consecutive days in compliance with CAAP regulations.

K. Vacation Leave and LWOP are not granted during peak months.

L. The VP-Inflight Services must approve all special request.

M. Scheduled of the Cabin Crew maybe changed /altered or revised as needed to meet operational requirements and to fully optimize manpower.

N. Cabin Crew whose original flight was cancelled is assigned first priority HR.

O. If the Cabin Crew has printed off the day after recheck/release from Sick leave, Cabin Crew should be assigned HR, FR, Flight duty on the off.

P. Cabin Crew on HR Duty will be upgraded to FR duty/ other assignments (by priority), except during exigencies wherein HR maybe immediately upgraded to Flight Duty.

Q. Cabin Crew on FR duty will be upgraded to Flight duty Assignments (by priority), except when most senior Cabin Crew is needed to man the flight and in all male Cabin Crew.

R. Cabin Crew who come in from a delayed flight/extended duty are removed from the next day's assignment if the prescribed rest period is not satisfied and assigned HR duty instead.

S. A Cabin Crew on OFF duty my be upgraded to Home Reserve, Special Assignment, Flight Duty or given other assignments during exigencies.

Off Duty is categorized as follows:

1. Earned- Day off allotted after a series of assignment.

2. Unearned – Day Off after sick leave , suspension, or vacation leave, additional day off as a result of an exchange which resulted to a reduction in the number of duty days.

## 2. Exchanges

The Cabin Crew has the privilege to exchange their printed schedule provided both Cabin Crew accomplishing the exchange are in agreement and provided the following rules are adhered to:

A. Exchange must be filed at least 3 days prior to the effectively of the exchange.

B. No double exchanges be allowed.

C. Both Cabin Crew must complete 12 hrs. rest in between duty.

D. HR must be flexible.

E. NO schedule for exchange when the Cabin Crew is scheduled for performance evaluation, meeting, seminar, recurrent training, other training, special assignment, vacation leave and the like.



## Additional Resources

Flying time schedules

<https://www.youtube.com/watch?v=rkekNmPhcjM>

**Explain the following in your own words (30 minutes)**

1. CABIN CREW SCHEDULE RULES AND REGULATIONS

The online quiz is posted within the week 8 duration

## Paper Assignment

Research about the cabin crew schedules rules and regulations

## Summing up

This module has dealt with the Inflight Services and procedures. These includes flight requirements needed by the cabin crew, safety briefing, reserve for duty, de brief duties and responsibilities of cabin crews, the special assignment of a cabin crew and smoking regulation of a cabin crew, the physical appearance, the procedure for non-compliance and the inflight meals and necessities

**Rubrics for Essay**

Category	EXCELLENT (96-100)	VERY Satisfactory (91-95)	Satisfactory (86-90)	Needs Improvement (81-85)	Unsatisfactory (76-80)	Total
<b>Subject Content</b>	A Comprehensive grasp of the subject matter is demonstrated including an in-depth understanding of the relevant concepts, theories and related issues of the topic	A thorough grasp of the subject matter is demonstrated	A basic grasp of the subject matter is demonstrated	Subject Content show some misunderstanding of major points, is missing elements.	Major issues with articulating the key elements of the issues	
<b>Awareness of the topic</b>	An awareness of differing viewpoints is demonstrated and a rigorous assessment of the undertaken where relevant	An awareness of differing viewpoints is demonstrated and an assessment of these attempted where relevant	Asserts viewpoints without acknowledging alternative viewpoints	The topic is lack of supporting ideas	The topic is unsupported and it is not completely articulated	



<b>Critical Thinking</b>	An ability to think critically is demonstrated in the problem of the relevant information	The answers go beyond description to interpretation, analysis and evaluation	Accurate information incorporating relevant answers is conveyed	The information needs more supporting details that is relevant to the topic	Answers do not align with the description to interpretation, analysis and evaluation	
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**Rubrics in Role Playing**

Category	<b>EXCELLENT (96-100)</b>	<b>VERY Satisfactory (91-95)</b>	<b>Satisfactory (86-90)</b>	<b>Unsatisfactory (76-80)</b>	Total
<b>Understanding of topic</b>	Factual information is accurate Indicates clear understanding of topic	Factual information is mostly Accurate Good understanding of topic	Factual information is somewhat Accurate Fair understanding of topic	information is inaccurate Presentation is off topic	
<b>Cooperation</b>	Accepts ideas of others. All members contribute	Accepts most ideas without negative comments Some members contribute	Unwilling to compromise Few members contribute	Group does not work together One person does all the work	
<b>Presentation</b>	Shows confidence Informative	Shows some confidence Presents some Information	Unsure of the presentation Somewhat informative	Portrayal fails Lack of information	