



LEARNING MODULE 5

AIS 314

INFLIGHT SERVICING PROCEDURE

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TIME COMMITMENT FOR THIS MODULE

Video Materials	Time
Philippine Airlines safety demonstration https://www.youtube.com/watch?v=BzgLyO2TxfQ https://www.youtube.com/watch?v=pZ4wVWrh3q4	20 Minutes
Reading Materials	
Philippine Civil Aviation Regulation Part 8 Civil aviation Authority of the Philippines, Department of Transportation	60 Minutes



Inflight Servicing Procedures Manual	
Activities Per Week	
Activity 1 (Mastery Check)	30 Minutes
Activity 2 (Role Playing)	15 Minutes
Activity 2 (Quiz)	30 Minutes

Table of References

References	No.
Basic Aerodynamics	1
Philippine Civil Aviation Regulation Part 8 Civil aviation Authority of the Philippines, Department of Transportation	2
Inflight Servicing Procedures Manual	3

Honesty Pledge

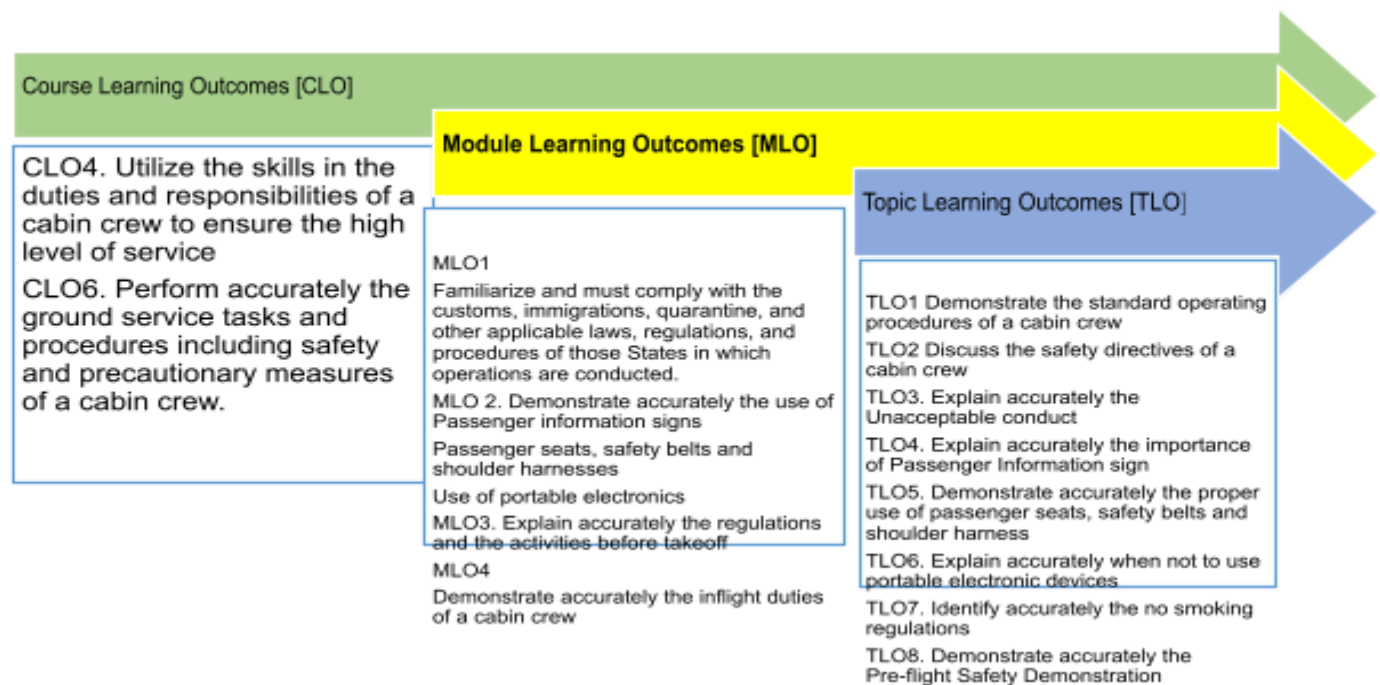
“I affirm that I will not give or receive any unauthorized help on this module activities, and that all work will be my own understanding in each topic content and discussion”

Signature over Printed Name

Learning Module

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

- 1.Familiarize and must comply with the customs, immigrations, quarantine, and other applicable laws, regulations, and procedures of those States in which operations are conducted.
2. Demonstrate accurately the use of Passenger information signs, Passenger seats, safety belts and shoulder harnesses and the use of portable electronics
3. Explain accurately the regulations and the activities before takeoff
- 4Demonstrate accurately the inflight duties and catering reminders of a cabin crew



Flexible Learning Outcomes

COMPLIANCE WITH LOCAL REGULATIONS

The student will be able to understand and be familiarize with the customs, immigrations, quarantine, and other applicable laws, regulations, and procedures.

The PIC shall adhere with the relevant laws, 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.

Examples of a Pre- Flight Procedures of an airline

Cabin Crew Check in Time

	MNL	SUB BASE CEB	SUB BASE CRK
Domestic	1 hour & 30 minutes	1 hour & 15 minutes	
International	1 hour & 40 minutes	1 hour & 30 minutes	1 hour & 30 minutes

Flight Equipment

- 1. Valid Competency Card**
- 2. Valid Company Identification Card**
- 3. Flashlight with sealed spare batteries (2x)**
- 4. Passport (valid within the next 6 months)**
- 5. Wristwatch**
- 6. Valid Entry Visas - International Flights only**
- 7. Other requirements as necessary**

When reporting for duty, the Cabin Crew must bring and present the following to the Lead Cabin Crew. In turn, the next Cabin Crew in command shall check the Lead Cabin Crew's flight equipment.



- a. flashlight is in good working condition
- b. stowed under the jump seat compartment
- c. used during cabin watch/monitoring and during emergency situations such as directing passengers in an evacuation or during bomb search.

SAFETY DIRECTIVES

The cabin crew should stowed under each cabin crew jump seats and available when performing their pre-flight equipment check.

Cabin Crew Briefing

Crew communication and coordination are essential to the safety of the flight. These can be achieved by means of the CREW BRIEFING.

The Lead Cabin Crew will conduct a powerful safety briefing prior the flight. All operating and supernumerary cabin crew must be present during the briefing.

During the briefing, the Lead Cabin Crew shall also emphasize that any unusual observations or incidents must be immediately communicated to the Lead Cabin Crew. Such incidents shall be duly acted upon and coordinated with the Pilot in Command to mitigate any threats that may occur inflight. A detailed report shall also be documented on the Flight Incident Report.

During the briefing, the Lead Cabin Crew shall

- any unusual observations or incidents must be immediately communicated and coordinated with the Pilot in Command a detailed report shall also be documented on the Flight Incident Report (EKP) ensure that Cabin Crew have with them pertinent travel documents

Flight Deck crew briefing shall also be conducted by the PIC, hence, the Lead Cabin Crew must exert reasonable effort to locate the Flight Deck crew.

If the Captain is not available at the Operations Control Center (OCC) or in the event of a crew change, Cabin Crew will report to the Flight Deck crew as soon as they board the aircraft.

It is the responsibility of all Cabin Crew to meet the Flight Deck crew before the flight for proper coordination and for them to be able to identify them in an event of an emergency.

Flight Deck Crew Briefing

The briefing shall include:

1. Formal introduction of crew members.
2. Relevant flight plan items such as estimated
flight time, cruise, altitude.
3. Weather enroute.
4. Sterile Flight Deck Cockpit Concept
Procedures.

The Captain must conduct a pre-flight briefing to enhance working relationship and safety awareness. The briefing shall include:

This serves as a reminder to the Cabin Crew to avoid intrusion into the Flight Deck. The briefing should stress the importance of reporting to the Flight Deck information that can be safely related even during the Sterile Flight Deck Cockpit period.

Communication Procedures

Flight Deck to Cabin Crew Signals

1. Normal Call , Flight Deck to Cabin Crew
 - a. A319/A320 (hi-lo chime)
 - b. ATR 72 - 500 (single chime)
2. Two Chimes
 - a. Signal for Imminent Take - Off /Landing
3. Emergency Call
 - a. Six Chimes
 - b. EMER CALL from the Flight Deck (A319/320)



Review of the use of the interphone, codes and signals in cases of

emergencies and unlawful interference will enable crew members to know exactly what is expected of each one during these

situations. The briefing shall be accomplished in time to allow compliance with the schedule of reporting at the aircraft.

4. Emergency Stations (in an event of an

inoperative PA)

a. Two chimes

5. Brace For Impact (in an event of an

inoperative PA)

a. Three chimes

6. Evacuation Signal (in an event of an

inoperative PA)

a. EVAC SIGNAL (A319/320)

b. Flashing ON and OFF of the seatbelt sign

(ATR 72 - 500)

Sterile Flight Deck Concept

Except in an emergency or other situation affecting the safety of the flight:

1. The flight deck door shall be closed.
2. No flight crew member may perform any duties during a critical phase of flight except those required for the safe operation of the aircraft.
3. No PIC may permit a flight crew member to engage in any activity during a critical phase of flight which could distract or interfere with the performance of their assigned duties.
4. Cabin crew shall not disturb the flight deck crew except during cases of emergency.
5. Active crew member shall keep their conversation to a minimum consistent with good flight management and operating procedures.
6. Sterile cockpit starts from pushback up to 10,000 ft. ascending and at 10,000 ft.

descending up to “on blocks”. (When there is no pushback, sterile cockpit starts at taxi out.)

7. Cabin Crew shall inform the Captain, when practicable, whenever smoke, fire, unusual sounds, smell, or other abnormal conditions are observed. For the A319/320 and ATR 72-500, this shall be communicated to the Flight Deck crew using the EMER CALL.
8. If applicable, the Flight Deck crew will signal Cabin Crew through one chime to indicate the end of sterile cockpit. The Captain may turn off the seatbelt sign before reaching 10,000 ft. (Cabin Crew may begin to accomplish their individual duties but sterile cockpit remains enforced until the cabin crew hear one chime from the cockpit).

Unusual Observations during Sterile Flight Deck Concept

Cabin Crew shall inform the captain whenever smoke, fire, unusual sounds or smell or other abnormal conditions are observed. These observations are as follows.

OBSERVATION DURING	WARNING TO CAPTAIN
Taxiing, climb-out, cruise or descent	- Immediate
Take off	- Immediately after airborne
Final approach and landing	- As soon as the aircraft leaves the runway

Role of the Authority/Access for Inspection

To ensure and monitor compliance of the Operator to the Civil Aviation Regulations CAAP Inspectors are authorized to board any aircraft for checking the aircraft, facilities including the Cabin Crew’s knowledge and proficiency all pertinent documentation shall be made available to the CAAP Inspectors during the inspection

Passenger seat shall be assigned to the CAAP Inspector; however, in an event of a full passenger load, the CAAP Inspector may occupy an extra cabin crew jump seat

Note:

Local Authority of the country of destination is authorized to board the cabin to check aircraft and cabin equipment upon arrival.

Use of Cabin Maintenance Logbook

It is used to transmit and relay information regarding discrepancies in the aircraft's fixtures, features and systems, for corrective action by Maintenance. The Lead Cabin crew LCC shall be responsible in entering this information in the Cabin Maintenance Logbook upon boarding, the LCC must check the Cabin Maintenance Logbook as part of the pre-flight check. Hence, Cabin Maintenance Logbook must be onboard while the aircraft is in operation.

Incident/Accident Reporting

Incidents, accidents or unusual observations, which may create a dangerous situation, must be reported to the Pilot-in-Command immediately. A detailed account of the situation should also be documented on the Flight Incident Report.

Post Incident De-briefing

Captains are encouraged to debrief FD/CC members after an incident if a Cabin Crew has been involved in the handling of an incident, the LCC must submit a detailed report to the VP - Inflight Services. Cabin Crew who experience an emergency during the flight may be relieved to give the Cabin Crew ample time to prepare and submit a comprehensive report. This will also allow the Cabin Crew to recover from the experience when required, the Cabin Crew shall be made available for an investigation.

When practicable, Captains are encouraged to debrief Flight /Cabin Crew members after an incident. In addition, if a Cabin Crew has been involved in the handling of an incident, the Lead Cabin Crew must submit a detailed report to the VP - Inflight Services.

Release of Information to the Media



The official(s) designated by the company shall deal with the media interview of the crew by the media shall be held only after their debriefing by the proper government and/or company official Pilot-In-Command shall be the sole spokesman for the whole crew.

Only the official(s) designated by the company shall deal with the media or coordinate with the National Bureau of Investigation (NBI) and Civil Aviation Authority of the Philippines (CAAP) or other government agencies locally or similar agencies abroad. No other company personnel shall make any statement about the incident.

CABIN CREW MEMBERS AT DUTY STATION

They are assigned specific cabin crew jump seats depending on their cabin crew designations. Hence, they are required to occupy seats at all times during the flight. Non-compliance to these regulations shall be given with the appropriate disciplinary action. During take-off and landing, the Cabin Crew shall be located as near as practicable to required floor level exits and shall uniformly be distributed throughout the aircraft in order to provide the most effective evacuation of passengers in the event of an emergency. The number of Cabin Crew required for a flight must be seated at their assigned duty stations during take-off and landing. One seat for each cabin crew. On a double jump seat two cabin crew are allowed to occupy the seat. Cabin Crew must fasten their seatbelts and shoulder harnesses during taxi, takeoff and landing and whenever the seatbelt sign is "ON". A Cabin Crew should not be folding or holding newspapers, cups, cigarette packs, matches, lighters or any other object during take-off and landing. Each Cabin Crew must ensure that the restraint system (seatbelt/shoulder harness) is properly stowed and secured when the Cabin Crew jump seat is unoccupied. When the aircraft is being towed to the assigned bay with or without passengers on board, the Cabin Crew must occupy assigned seats with the doors in armed position in preparation for any eventualities.

Cabin Crew Jump seat

Inoperative Cabin Crew Jump seat

The cabin crew jump seat is part of the Cabin Crew's equipment checklist and must be checked upon crew boarding to ensure that it is operational:

seat/shoulder harness - can be extended/retracted

seat belts/shoulder harness - can be fastened/unfastened

2. The Cabin Crew jump seat is deemed inoperative if the seat pan cannot be stowed or retracted and may cause obstruction in case of an evacuation.
3. In an event of an inoperative Cabin Crew jump seat, the Flight Deck and ground personnel must be immediately notified for the applicable passenger seat blocking.
4. Cabin Crew Jump Seat assignments in case of an inoperative cabin crew jump seat

AC TYPE	INOPERATIVE JUMPSEAT	CREW SEAT ASSIGNMENT
A320	L1	1C
A320	RI	1D
A320	L2	R2A/SWA
A320	R2	R2A/SWA
A 319	L1	1A
A 319	R1	1D
A 319	L2	27C
A 319	R2	27D
ATR 72 - 500	CC1	20B
ATR72 - 500	CC2	1C

This discrepancy should be immediately coordinated with the Flight Deck crew, Maintenance personnel and noted on the Cabin Maintenance Logbook and Flight Report for rectification.

REFUELING WITH PAX ON BOARD/EMBARKING DISEMBARKING

During refueling, two-way communication shall always be maintained by the aircraft's intercommunication system or other suitable means between the ground crew supervising the refueling and the Flight Deck crew. Communication between the Flight Deck and Cabin Crew must also be open. At least one flight Deck crew must be onboard. All Cabin Crew must remain on board

and position themselves by the exits and stay alert in case of any eventualities. A passenger stair or jetway must be positioned by the forward and/or aft passenger door. Aisles, doors and access to stairs or jetway are kept free from obstruction. An announcement must be made advising passengers that refueling is taking place.

Ensure that the “NO SMOKING” sign is on and no smoking is enforced. The Seatbelt sign is OFF and passenger’s seatbelts are unfastened. Passengers refrain from using portable electronic devices and spark producing equipment. Cabin lights are in FULL BRIGHT. Ensure seatback in upright position. If fumes are detected, immediately notify the Flight Deck crew.

If situation warrants an evacuation, evacuate passengers with instructions from the Captain. Follow evacuation procedures for unplanned terrain emergency. After refueling, the Pilot in Command shall make the necessary announcement to advise passengers and crew that refueling has been completed and seatbelts may now be fastened (simultaneous with the switching on of the seatbelt sign). In the event that only the L1 door is utilized, the following procedures shall apply:

a. Lead Cabin Crew announce “ARM L2 DOOR
FOR REFUELING.”

b. L2 arm L2 door. Move door selector to armed
position. R2 cross check that L2 door is in
armed position.

c. L2 inform the Lead Cabin Crew through the
interphone that the L2 door is armed.

d. Lead Cabin Crew check Door Page on the

Forward Attendant Panel. ENSURE THAT THE L2 DOOR IS NOT LEFT
UNATTENDED.

e. After refueling, Lead Cabin Crew announce

“DISARM L2 DOOR.”

f. L2 disarm L2 door. Move door selector to dis armed position. R2 cross that L2 door is in
disarmed position.

g. L2 inform the Lead Cabin Crew through the interphone that the L2 door is disarmed.

h. Lead Cabin Crew Check Door Page on the Forward Attendant Panel.

13. When additional fuel is required after embarkation, the requirement for passenger stairs may be disregarded if Cabin Crew are in attendance for immediate evacuation via the slide. All Cabin Crew shall stand by their respective doors in armed position.

UNACCEPTABLE CONDUCT

The following conduct such as disorderly, abusive or violent and refuse to obey instructions from any flight crew member are unacceptable conduct that will result to the refusal to transport or remove from the aircraft. No person on board may interfere with a crew member in the performance of his or her duties. Each passenger shall fasten his or her seat belt and keep it fastened while the seat belt sign is lighted. No person on board an aircraft shall recklessly or negligently act or omit to act in such a manner as to endanger the aircraft or persons and property therein. No person may secrete himself or herself nor secrete cargo on board an aircraft. No person may smoke while the no-smoking sign is lighted. No person may smoke in any airplane lavatory. No person may tamper with, disable or destroy any smoke detector installed in any airplane lavatory. Refuses to comply with the instructions regarding exit-row seating restrictions prescribed by the Authority (refer to CAR 8.9.2.11). Continuous use of Portable Electronic Devices on specified flight phases. Each passenger on a commercial air transport flight shall comply with instructions given by a crew member in compliance with Civil Aviation Regulation and company procedures. An operator may deny transportation when these regulations are not adhered to by the passengers, or if a passenger refuses to comply with the regulations, the Lead Cabin Crew shall closely coordinate with the Flight Deck crew for the necessary actions. On Ground, the incident shall be referred to the ground personnel for the necessary action and if applicable, the passenger shall be off-loaded. In-flight, the

Lead Cabin Crew shall get passenger details (name, passport number, address) and shall be duly endorsed to security or ground personnel upon arrival in the destination.



Figure 1 Unacceptable Conduct

PASSENGER INFORMATION SIGN



Figure 2 Passenger Information Sign

It is (PIS or PIDS) an automated display system for supplying users of public transport with information about the nature and state of a public transport service through visual, voice or other media. When illuminated, signs must be legible under all probable conditions of cabin illumination to each person seated in the cabin.

The “FASTEN SEATBELT” sign shall be turned on during any movement on the surface, for each take-off, for each landing, and at any other time considered necessary by the pilot-in-command. Each passenger is to occupy a seat and fasten his or her seatbelt while the “Fasten Seatbelt” sign is lighted. For No Smoking flights the “NO SMOKING” passenger information signs are illuminated during the entire flight. At least one legible sign or placards that read “FASTEN SEATBELT WHILE SEATED” are visible from each passenger seat.

In each lavatory, signs or placards are installed that read ‘PHILIPPINE LAW PROVIDES A PENALTY FOR TAMPERING WITH THE SMOKE DETECTOR INSTALLED IN THIS LAVATORY’.

PASSENGER SEATS, SAFETY BELTS AND SHOULDER HARNESSSES

The PIC shall ensure that each person on board occupies an approved seat or berth with their own individual safety belt and shoulder harness (if installed) properly secured about them during take-off and landing. Note: When Cabin Crew members are required in a commercial air transport operation, the PIC may delegate this responsibility, but shall ascertain the proper briefing has been conducted prior take-off. Each passenger shall have his or her seatbelt securely fastened at any other time the PIC determines it is necessary for safety. A safety belt provided for the occupant seat of a seat may not be used during take-off and landing by more than one person who has reached his or her second birthday. No operator may prohibit a child, if required by a child’s parent, guardian or designated attendant, provided the child holds a ticket for an approved seat berth, or such seat or berth is otherwise made available by the operator for the child’s use, and the requirements contained in paragraph (e) below are met. The section does not prohibit the operator from providing the child restraint system, or consistent with safe operating practices, determining the



most appropriate seat location for the child restraint system. A child may occupy an approved child restraint provided:

- a. The child is accompanied by the child's parent or guardian to attend to the safety of the child during the flight.
- b. The operator complies with the following requirements
 - i. The restraint system must be properly secured to an approved forward-facing seat or berth.
 - ii. The child must be properly secured in the restraint system and must not exceed the specified weight limit for the restraint system; and
 - iii. The restraint system must have the appropriate label.

USE OF PORTABLE ELECTRONIC DEVICES

1. Portable Electronic Devices (PEDs) can interfere with aircraft navigation, communication and electronic systems, if they are operated within the airport area and inflight. Therefore, the use of all PEDs are prohibited upon leaving the terminal building for boarding of the aircraft until reaching the destination terminal building after deplaning.
2. Electronic wrist/pocket watches and medical equipment such as heart pace makers and hearing aids etc. may be used without restriction.

Cell phones, IPODs, laptop computers and other portable electronic devices may be used inside the aircraft under the following conditions:

1. On ground, when the cabin doors are open, EXCEPT when the aircraft is refueling (in this case, LCC must deliver the refueling announcement and ensure that PED's are switched OFF).
2. Before closing of the cabin doors, the Lead Cabin Crew shall announce via the PA system that all portable electronic devices must be switched off.

"Ladies and Gentlemen, We are closing the cabin doors, as a safety compliance may we request all guests to switch off their cell phones and other portable electronic devices. Thank you".

3. After landing when the aircraft has come to a *full stop on its assigned bay*. In this case, The following announcement shall be delivered.

"Ladies and Gentlemen, We are now parked at our assigned gate; guests may use their cell phones and other portable electronic devices. Thank you".



Electronic wrist/pocket watches and medical equipment such as heart pace makers and hearing aids etc. may be used without restriction.

The Cabin Crew must constantly check that all PEDs are off as per procedure. These include, but are not limited to:

1. Radio Transceivers
2. Cellular Telephones
3. Electronic Remote Control Transmitters
4. Compact Disc Players

The following transportable electronic equipment that do not transmit radio signals may be permitted for use EXCEPT while the aircraft is on the ground or during take off, climb, descent, approach or landing. These include but not limited to:

Lap Top Computers
Video Cameras/Players
FM Radios
Calculators
Electric Shavers
Peripheral Devices
Tape Recorders/Players
TV Receivers
Electronic Toys and Electronic Entertainment Devices
IPODS, MP3 players

Note:

As per CAAP, the above-mentioned Portable Electronic Devices may be used after take – off when the seatbelt sign has been switched off. However, they should be switched OFF on ground, prior to landing when the seatbelt sign is turned ON and during refueling. Passengers using Portable Electronic Devices at these times are warned to switch off the device; non – compliance to instructions and continued use on ground shall be coordinated with the Pilot in Command and Ramp Agent and may consequently cause the passenger to be off loaded. If such incident transpires during the flight, it shall be coordinated with the Pilot in Command for proper handling upon arrival in destination.

NO SMOKING REGULATIONS

Smoking is not allowed during the following instances:

B - Boarding and deplaning

R - Refueling of the aircraft

I - Inside lavatories

A - Aircraft on ground

N - No Smoking sign is "ON"

T - Take - Off and landing

O - Oxygen in use

W -Within 50 feet from the aircraft

Use of Electronic Cigarettes (E-CIGARETTES) Inflight (the use of such a device is prohibited in flight)

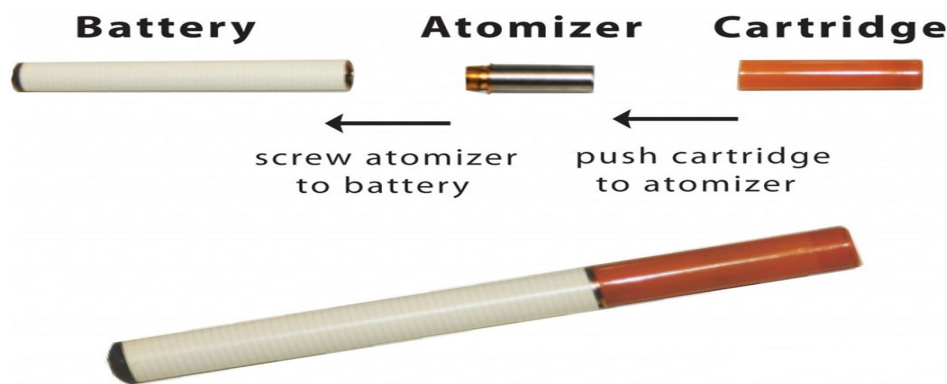


Figure 3. Electronic Cigarette

PROHIBITIONS

As a general rule, the following are not allowed:

- Portable radios, transmitters. TV receivers, cellular phones, laptop computers and remote control toys.
- Refrain from drinking alcoholic beverage for a period of 12 hours prior to reporting for duty.
- On night flights, switch ON reading lights of smoking passengers (if applicable).
- Heavy items in over head bins should be monitored.



- Infants and children below 15 yrs old are not allowed to sit by the emergency exit rows.
- Bulky items near or on top of emergency equipment and by emergency exits not allowed.
- Dry ice should not be placed directly on bottles or inside heated ovens.
- Tampering of doors and exit windows not allowed inflight.
- In the flight deck, care must be taken when serving beverage as this may spill on the instrument
- DO not shake carbonated drinks (can explode)
- No lighters with plastic fuel reservoirs
- Scuba diving must be done at least 24 hours prior the flight

Passenger Briefing

For Passengers Seated By The Exit Rows

The Cabin Crew assigned to conduct the exit row briefing must ensure that passengers seated by the exit rows are able-bodied and capable of following directions from the cabin crew in assessing the outside conditions in opening the nearest exit. The Cabin Crew must establish and confirm the passenger's willingness to assist. An Exit Row Card and Safety Instruction Card must be provided to the guest. Passengers who are not willing to assist or do not meet the requirements below must be resealed, in coordination with the ground personnel.

For Passengers Requiring Assistance

(A person with reduced mobility)

- shall not be allowed to occupy an exit row seat so as not to impede the emergency evacuation of the aircraft
- limited number of unaccompanied passengers with reduced mobility shall be accepted so as not to impede the Cabin Crew in their duties
- Flight Deck Crew and Lead Cabin Crew shall be informed of the presence of passengers with reduced mobility by the Ramp Agent



- The Lead Cabin Crew must ensure that the pertinent documents of these passengers are valid and complete
- Cabin Crew should individually brief the blind passenger and or his attendant on the following. While being briefed, the passenger should be allowed to touch the equipment.
 - a. Seatbelt
 - b. Oxygen mask
 - c. Life vest

Safety Compliance

Safety compliance before take-off and landing must be strictly performed before reporting “Cabin Ready”. In addition, a thorough visual safety compliance check shall be conducted by the cabin crew following an announcement.

Aisles & Exits

Aisles and exits must be kept clear of luggage, blankets, pillows, dangling seatbelts etc. at all times.

Seatbelts (CAR 8.9.1.3)

1. Passenger seatbelts must be properly fastened.
2. Only one passenger must be fastened to a single seatbelt.
3. An infant or child must not be fastened together with the adult.
4. Seatbelts of unoccupied aisle passenger seats are fastened.
5. The row of unoccupied passenger seats by the over wing or window are fastened so as not to hamper evacuation in case of an emergency.

Carry On Baggage

The main passenger door shall not be closed until all hand-carried baggage have been properly stowed and secured. It must be stowed in the overhead compartment or under a passenger seat.

The compartments (placarded for maximum weight) should not to be overload. It also must not be placed near, or in a compartment where, emergency equipment is stowed. Co-mingling with the emergency equipment is prohibited. It must not block access to the emergency exits when the aircraft It is must not be stowed against bulkheads or dividers in passenger compartments that are

incapable of restraining articles against movement. It should be properly secured by a safety belt or other tie-down having enough strength to eliminate the possibility of shifting under all normally anticipated flight and ground conditions. Also, the packaged or covered to avoid possible injury to occupants does not impose any load on seats or in the floor structure that exceeds the load limitation for those components moving on the surface, during take-off or landing, while passengers remain on board.

It does not obstructs the access to, or use of any required emergency or regular exit, or the use of the aisle carry-on baggage including trash bags must not be placed inside the lavatories, galley and flight deck compartment.

Stow carry-on baggage in the following areas:

- under a passenger seat
- on a passenger seat provided baggage is secured with the seatbelt and does not hamper evacuation
 - overhead bin

Carry - on baggage must:

- be stowed in such a manner that it does not block access to safety equipment, exits and aisles and escape path lighting system
- be stowed that such that the “Fasten Seatbelt” and “No Smoking” signs are not obscured
- be placed so as to prevent it from shifting during take-off, landing and turbulence
- be securely stowed for movement on the surface, take-off, landing and turbulence

Musical Instruments/Religious Images

Large musical instruments/religious images are allowed in the cabin positioned horizontally on series of vacant seats and fastened, provided they do not protrude into the aisle.

Personal Equipment/Flexible Travel Canes

Must be stowed under series of connected

passenger seats in the same row, if the cane does not protrude into an aisle and if the cane is flat on the floor; or;



2. Between a non-emergency exit window seat and the fuselage, if the cane is flat on the floor; or

3. Beneath any two non-emergency exit window seats, if the cane is flat on the floor.

Crew Baggage

Each Cabin Crew is allowed to carry one (1) company issued hand baggage for domestic flights. For international flights, Cabin Crew are allowed to carry two (2) pieces of hand baggage and one (1) checked in luggage (if applicable). Crew baggage should be stowed in the overhead bins or coat compartments.

General Safety Compliance for Take-off and Landing

1. Physically check each overhead compartment door to ensure securely closed and latched. This can be accomplished during the cabin walk-through.

2. When conducting the walk through(s) for safety checks, the cabin should be well lighted.

3. Complete all safety-related duties. If you are not prepared for take-off when signal is given, notify the Captain by using the interphone. When the aircraft is secured for take-off, notify the Captain and give "Cabin Ready" report.

a. Passengers are seated and secured.

b. Seatbelts fastened (all passengers and vacant seats along the aisle and by the exit rows).

c. Infant's lifevest distributed.

d. Hand luggage under the seats or in the overhead bins.

e. Over head bins closed.

f. Seat back in upright position.

g. Armrest down

h. Tray tables stowed.

. Proper use of child restraint device (if applicable).

j. Window shades up.

k. Exit row seat passengers briefed and exit rows occupied by able-bodied passengers.

l. Galley items, trolleys stowed and secured, switches off.

m. Curtains stowed.

n. Video monitors stowed (if applicable).

p. Doors in armed position, in the ATR Passenger Door safety pin in holder.

q. Lavatories unoccupied, no loose articles.

r. Exits and aisles free from obstruction.

Passenger Restrictions on Alcohol

No person may permit the boarding or serving of any person who appears to be intoxicated or who demonstrates, by manner or physical indications, that that person is under the influence of drugs (except a medical patient under proper care).

Aerial Photography

The Civil Aviation Regulations do not have provisions regarding Aerial Photography.

Required Announcements

Welcome Announcement

1. Stow hand luggage under the seats or in the over head bins.
2. Do not leave baggage unattended.
3. Passengers seated by the exit row read Exit Row Cards.
4. Compliance to warning lights.
5. Smoking regulations and law against tampering of smoke detectors inside
6. Prohibition regarding use of PEDs (after doors closed)

In compliance with safety regulations, passengers are briefed through the necessary announcements delivered during the following events.

Before Take-Off

Passengers shall be briefed and a demonstration on the following shall be performed:

1. Use and operation of seatbelts. How to:
buckle
unbuckle
tighten
2. The necessity of using life vest in the event of
water landing.
3. Use and location of life vest,



pull over head

take straps around the waist and push ends to

buckle or hook to D-ring (if applicable)

tighten strap around waist

show automatic and manual inflation tags

show water activated battery light

The necessity of using oxygen in the event of cabin
depressurization.

5. The location and demonstration of the use of the
oxygen-dispensing equipment.

6. Use and location of oxygen panels and masks,
show:

Dropping of oxygen masks.

Pulling of oxygen mask activate oxygen flow.

7. Manual opening of oxygen panels, if applicable.

8. Use and location of any required emergency
floatation means.

9. The location of emergency exits/ escape path
lighting system.

10. Use, location and operation of the fire
extinguishers.

11. Use and location of Safety Instruction Cards.

12. Include announcement regarding:

Smoking regulations

Law against tampering of smoke detectors inside lavatories

Hand carried baggage stowed under the seats or inside the overhead bin.

Window shades up.

Seat backs upright and tray tables stowed.

The use of portable electronic devices (PEDs)/terminate its use.

After Take - Off

keep the seatbelts fastened while the seatbelt

sign is switched on

smoking in the lavatories is PROHIBITED.

tampering of smoke detector is PROHIBITED.

Before Landing

terminate the use of Portable Electronic

Devices (PEDs)

seatbelts fastened

seatbacks upright and tray tables stowed

No Smoking

window shades up

After Landing

Passengers to remain seated until the aircraft is parked at the gate and the FASTEN SEATBELT sign is turned off caution in opening the overhead bin to avoid injury.

During Turbulence

When the seatbelt sign is turned on, Cabin Crew should make an announcement, and if conditions (level of turbulence) permit, a visual check of seatbelt compliance should be conducted in the cabin. The announcement should advise passengers that when the seatbelt sign is illuminated, passengers must fasten their seatbelts. An announcement from the flight deck that includes all of the important information, made at the time of the change in the warning lights status, eliminates the need for a Cabin.

Periodic reminders through announcements must be done if the sign remains illuminated for an extended period of time. Additional announcements should be made if passengers stand while the seatbelt sign is illuminated.

Transit

During transit stops, the cabin crew must be evenly distributed in the cabin. An announcement regarding the use of cell phones and smoking provisions must be delivered.

Refueling

“Ladies and Gentlemen,

Please be advised that the aircraft is being refueled, as a safety precaution may we remind passengers to keep their seatbelts unfastened and seatback must be in the upright position. The “NO SMOKING” sign is on. Smoking is strictly prohibited. Refrain from using portable electronic devices such as cell phones, laptop computers or possible sources of ignition such as matches, lighters and other spark-producing equipment.

Thank you”.

Dimming of Cabin Lights

Cabin Lighting for Take - Off and Landing

for All Aircraft Types

	GALLEY LIGHTS	CABIN LIGHTS	WINDOW LIGHTS
DAY FLIGHTS	ON	ON	ON
EARLY AM/ NIGHT FLIGHTS	OFF	DIM	OFF

After Take-Off /Seatbelt Sign Off

Cabin and galley lights should be switched on for food service, safety compliance and when applicable (unusual situations and or emergency

After Landing

As an emergency may still occur while the aircraft is taxiing, cabin lights should be GRADUALLY SWITCHED ON after the seatbelt sign has been switched off.

Red Eye, Early Morning or Night Flights

1. The aircraft should not be completely dark after the food/merchandise sales and fun games.

2. Ceiling, window and cabin may be turned off, but: Galley lights should be adjusted to an appropriate illumination or DIM 2 (A 319/320) but not completely OFF.

3. There should be illumination in the aircraft while en route to ensure that Cabin Crew can monitor the cabin and guests as well.

Crew Communication and Cabin Crew

Activities and other Events

Before Passenger Boarding

According to (CAR 8.9.2.9)

1. Pre-flight emergency check (refer to checklist or quick reference handout), inform Maintenance for any discrepancies.
2. Security Check (for the ATR 72 -500, check FWD and AFT cargo for suspicious-looking items).
3. Check catering supplies, galley equipment.
4. Inventory of sales items.
5. Check for cabin preparedness (seat pockets, lavatories).
6. Coordinate with ground personnel regarding passenger count, special handling, ensure all documents complete.

Passenger Boarding (CAR 8.9.2.9)

1. Cabin Crew assume boarding stations by assigned doors.
2. Cabin Crew must be evenly distributed by their assigned stations.
3. Greet boarding passengers, including any appropriate cautioning words (i.e. step up, watch your head, etc.).
4. Monitor passengers using PEDs, when practicable; deliver appropriate announcement.
5. Cabin Crew must monitor and supervise the boarding process for a smooth flow to avoid bottleneck by the boarding doors or along the aisle.
6. For the ATR, there should be no more than seven (7) people standing by the Passenger Door.



7. Show or assist passengers to assigned seats.

8. Be observant of passengers exchanging seats, leaving baggage unattended by the aisle or galleys.

9. Accomplish individual briefings to passengers with disabilities, special handling (if applicable). If the passenger has pre-boarded, the ideal time to conduct the briefing is prior to general boarding.

9. Deliver Welcome Announcement (when majority of passengers are onboard).

10. Verify that passengers seated in exit rows meet established criteria, conduct exit row briefing and confirm exit row passengers have read and understood the instructions.

11. Check that all carry-on articles are properly stowed. Advise the ground personnel regarding tagging of big bags and all carry – on baggage must be stowed and secured before closing Passenger Door.

12. Distribution of Infant's Life vest.

DEMONSTRATION ANNOUNCEMENT

Passenger shall be briefed on the following:

1. Use and operation of seatbelts. How to:
 - a. Buckle
 - b. Unbuckle
 - c. Tighten
2. The necessity of using life vest in the event of water landing.
3. Use and location of life vest,
 - a. Hold vest up
 - b. Pull over head
 - c. Take straps around the waist and push ends to buckle
 - d. Tighten strap around waist
 - e. Show automatic and manual inflation tags.
 - f. Show water activated battery light.
4. The necessity of using oxygen in the event of cabin depressurization.
5. The location and demonstration of the use of the oxygen-dispensing equipment.
6. Use and location of oxygen panels and masks, show:
 - a. Dropping of oxygen mask



- b. Pulling of oxygen mask activate oxygen flow
- c. Manual opening of oxygen panels, if applicable
- 7. Use and location of any required emergency flotation means.
- 8. The location of emergency exits/escape path lighting system.
- 9. Use, location and operation of the fire extinguishers.
- 10. Use and location of Safety Instruction Cards.
- 11. Include announcement regarding:
 - a. Smoking regulations
 - b. Tampering of smoke detectors inside lavatories
 - c. Hand carried baggage stowed under the seats or inside the overhead bin
 - d. Window shades up
- 12. Seat backs upright and tray tables stowed.
- 13. The use of portable electronic devices (PEDs)/terminate its use

BEFORE TAKE-OFF

Each cabin crew shall conduct thorough safety compliance in their assigned area.

Safety Compliance for Take-off

- a. Passengers are seated and secured
- b. Seatbelts fastened (all paxs and vacant seats along the aisle and by the exit rows)
- c. Infant's life vest distributed
- d. Hand luggage secured under the seats or in the overhead bins
- e. Over head bins closed
- f. Seatback in upright position
- g. Armrests down
- h. Armrests down
- i. Proper use of child restraint device (if applicable)
- j. Window shades up
- k. Exit row seat passengers briefed and exit rows occupied by able bodied passengers
- l. Galley items, service carts stowed and secured, switches off

m. Curtains stowed

n. Video monitors stowed (if applicable)

o. Portable electronic devices off

p. Doors in armed position, in ATR Passenger Door safety pin in holder

q. Lavatories unoccupied, no loose articles

r. Exits and aisles free from obstruction

Cabin Ready Report

Prior to take off-upon entering the runway:

The Flight Deck crew shall announce thru the

PA “CABIN CREW PREPARE FOR DEPARTURE”, signals that take off is imminent thru two (2) chimes.

Lead Cabin Crew ensures:

Thorough safety compliance conducted, Cabin Crew already seated and secured by assigned jump seats.

2. Flight Deck door is closed.

3. Lead Cabin Crew report through the interphone “Cabin Ready” for take-off.

Note: The Flight Deck crew will not commence take-off until the “Cabin Ready” report has been received and acknowledged.

After Take - Off, Aircraft Passing 10,000 feet (climbing)

Flight Deck will signal Cabin Crew through one (1) chime to indicate end of sterile cockpit.

Fasten Seatbelt Sign Off

Passengers must be briefed:

1. To keep seatbelts fastened.
2. Smoking in the lavatories is PROHIBITED.
3. Tampering of smoke detector is PROHIBITED.

Cockpit Entry

1. Entry to the Flight Deck shall be established during the Captain’s briefing. When Cabin Crew need to speak with the Flight Deck Crew or enter the cockpit, crew communication

established during Captain's briefing shall be implemented.

Flight Deck crew

will acknowledge entry.

A 319/320

Lead Cabin Crew use the interphone to call the Flight Deck

ATR 72 - 500

CC2 Crew shall perform agreed signal using the Door Call Panel

2. Cabin Crew should wait for the Flight Deck Crew to acknowledge before entering the Flight Deck.

Aircraft Descent (upon reaching 10,000 FEET)

Flight Deck will signal Cabin Crew through one (1) chime to indicate the start of sterile cockpit.

3. Each cabin crew shall conduct thorough safety compliance in their assigned area. The Lead Cabin Crew shall ensure that all cabin crew duties are accomplished as required.

Inflight Duties

1. Distribution of newspapers (if applicable).
2. Distribution of Customs and Immigration Forms (if applicable).
3. 'On Board Eats'.
4. Fun Games (seek permission from FD before and after).
5. "On Board Buys" /Duty Free sales (if applicable).
6. Passenger service.
7. Collection of disposals.

Cabin Surveillance - Cabin Crew must maintain a regular check for the following, especially at night:

Cabin:

- a. passenger condition
- b. smoking regulations are strictly follow



c. regulations on the use of PEDs observed articles that could

contribute to fire

are kept in proper stowage compartment

d. children are not playing with matches or lighters

e. passengers are not involved in any activity that may affect the safety of the flight.

Galleys:

no loose articles

compartments locked and latched

ovens that are switched on are not left unattended

no empty coffee pots placed on heated

warming pads of coffee makers

Flight Deck compartment:

Monitor the Flight Deck Crew at regular intervals used food and beverage tray are collected.

Lavatories:

- smoke detectors are not tampered
- trash compartments free from any fire producing articles
- ensure waste container door and chute flap is closed
- monitor passengers staying too long in the lavatory

Safety Compliance for Landing

Passengers are seated and secured.

Seatbelts fastened (all paxs and vacant seats along the aisle and by the exit rows).

3. Infant's lifevest with infant and adult companion.

4. Hand luggage secured under the seats or in the overhead bins.

5. Over head bins closed.

6. Seatback in upright position.

7. Armrests down.

8. Tray tables stowed.

9. Proper use of child restraint device (if applicable).

10. Window shades up.

Safety Compliance:



11. Exit rows occupied by able bodied passengers that have been

briefed.

12. Galley items, service carts stowed and secured, switches off.

13. Curtains stowed.

14. Video monitors stowed (if applicable).

15. Portable electronic devices off.

16. Doors in armed position, in ATR Passenger

17. Door safety pin in holder.

18. Lavatories unoccupied, no loose articles.

19. Exits and aisles free from obstruction.

Cabin Ready Report

The Flight Deck crew shall announce thru the PA “CABIN CREW PREPARE FOR ARRIVAL”, signals that take off is imminent thru two (2) chimes.

2. Lead Cabin Crew ensures:

- a. Thorough safety compliance conducted, Cabin Crew already seated and secured by assigned jumpseats.
- b. Lead Cabin Crew ensures Flight Deck door is closed.
- c. Lead Cabin Crew report through the interphone “Cabin Ready” for landing.

After Landing

1. Passengers must be briefed to remain seated until the aircraft is parked at the gate and the FASTEN SEATBELT sign is turned off and to keep cellular phones off until they reach the terminal building.
2. Advise passengers to exercise caution when opening the overhead bins as the items inside might have dislodged or shifted during aircraft movement.

Upon Arrival at the Gate

Disarming of Doors - A 319/320

Lead Cabin Crew announce “DISARM DOORS

FOR ARRIVAL AND CROSS CHECK”.

2. Each Cabin Crew disarm assigned door/s. Move door selector to disarmed position and cross check opposite door if disarmed.

3. L1 disarms L1 door, cross check with R1 and check FAP that AFT

doors are

disarmed.

4. L1 calls L2.

5. L2 confirms that both AFT doors are disarmed and cross checked.

Insert Safety Pin – ATR 72 – 500

Lead Cabin Crew remove Passenger Door's safety pin from the safety pin holder and puts in handrail slot.

Door Opening

When the aircraft is fully parked at the gate, the seatbelt sign will be turned off to indicate that it is safe for passengers to leave their seats and for the doors to be opened.

a. The FD crew gives the command "Cabin Crew, doors may be opened" or, if prior announcement is not given, the Lead Cabin Crew calls the Capt through the interphone and seeks permission if doors may be opened.

b. Lead Cabin Crew opens Passenger Door (A319/320).

c. L2 seeks permission from L1 if L2 door may be opened (A319/320).

ATR 72 – 500 – The Lead Cabin Crew may now open both the Passenger Door and SVC Door (except when engine number 2 is in "Hotel Mode").

Lead Cabin Crew shall advise the passengers on the regulations on deplaning and precautions to avoid the aircraft restricted areas (to stay clear of the wings, propellers and engines)

d. Inform ground personnel of passengers needing special assistance

For domestic flights prior door opening, Cabin Crew must perform necessary precautions before giving the thumbs up signal to the ground personnel signifying that the doors may already be opened from the outside. For regional flights, the Cabin Crew perform the necessary precautions prior door opening.

Before Passenger Deplaning

A319/320

Before passenger deplaning, Cabin Crew should ensure that
tube/jetway or the
airstairs is properly attached

ATR 72 - 500

Lead Cabin Crew must wait for the ground/ramp personnel to give the thumbs
up signal to indicate that the Tail Stand has been installed .When the right engine is in 'Hotel
Mode", passenger deplaning may still be carried out.

Passenger Deplaning (CAR 8.9.2.9)

- Assume deplaning stations by assigned door must be evenly distributed by their assigned stations
- Bid good bye, include appropriate cautioning words
- monitor and supervise the deplaning process for a smooth flow
- For the ATR, there should be no more than seven (7) people standing by the Passenger Door

Passenger Deplaning (CAR 8.9.2.9)

For regional destinations, passengers are not allowed to disembark until the pertinent documents are endorsed to an Immigration Official

Upon arrival of the flight from a regional destination, the Lead Cabin Crew must not allow any person to board the aircraft or any of the cabin doors to be opened until the Customs Official has checked the cabin and has "cleared" the aircraft.

After Passenger Deplaning

- Collection of the infant's lifevest
- Check cabin for left behind items and endorse to ground personnel
- Perform visual check for security surveillance and cabin preparedness
- Ensure ground personnel boarding the aircraft are properly identified
- Replenish lavatory supplies
- On a thru flight in which thru passengers remain onboard, inform ground personnel of
- headcount of transit passengers
- ensure Cabin Crew are visible and evenly

- distributed to ensure cabin coverage
- If there is crew change, inform new Cabin Crew of any thru passenger who is disabled and have already been briefed, including how best to assist them
- also inform crew of any supply shortages, etc.

Flight Limitation

Cabin Crew shall not be assigned duty in excess of 6 consecutive days.

Cabin Crew are allotted twelve (12) hours rest between duty assignments. However, in cases

of exigency, a minimum rest of 9.5 hours is given if coming from flight duty - based from on blocks; from reserve duty - based from sign out.

Cabin Crew shall not be assigned duty in excess of : 1,000 hours in any calendar year; or 100 hours in any calendar month.

A cabin crew member is not considered to be scheduled for duty in excess of duty period requirements if the flight to which the cabin crew member is assigned are scheduled and normally terminate within the requirements but due to the circumstances beyond the control

of the operator conducting domestic or international operations (such as adverse weather conditions, diversions, air traffic control delays, aircraft mechanic delay, or other unforeseen operational circumstances) are not at that time of departure expected to reach their destination within the scheduled time.

DUTY TIME CREW	COMPLEMENT	REST PERIOD
14 hours	Minimum crew complement	9.5 hrs
More than 14 hours but not more than 16 hrs	Minimum crew complement + 1	12 hours
More than 16 hours but not more than 18 hours	*Minimum crew complement+ 2 *flight relief facility seat is on board the aircraft	14 hours



Events leading to UNPLANNED OUTSTATION CANCELLATION resulting to extra-section of flight/s at outlying station require the immediate and succinct coordination and execution of all operational departments to contain the situation.

IOCC shall coordinate with the concerned departments to establish the NETD; they shall be tasked to advise the crew's family as well.

The Station Manager shall coordinate with IOCC and give the relevant information to the Pilot

in Command. Including the NETD and hotel information.

Rest Period requirements, an 8 (eight) hour rest, commencing from time at the hotel to reporting time at the airport shall be implemented.

The subsequent (succeeding) crew rest requirements shall be completed upon arrival at the Cabin Crew's assigned base and must be fulfilled prior the Cabin Crew's next assigned duty.

Additional Resources

Philippine Airlines safety demonstration

<https://www.youtube.com/watch?v=BzgLyO2TxfQ>

<https://www.youtube.com/watch?v=pZ4wVWrh3q4>

Enrichment Activity

Role Playing

Safety Demonstration

Explain the following in your own words (30 minutes)

1. UNACCEPTABLE CONDUCT
2. NO SMOKING REGULATIONS



The following are the inflight duties of cabin crew:

1. Distribution of newspapers (if applicable).
2. Distribution of Customs and Immigration Forms (if applicable).
3. 'On Board Eats'.
4. Fun Games (seek permission from FD before and after).
5. "On Board Buys" /Duty Free sales (if applicable).
6. Passenger service.
7. Collection of disposals.

Cabin Surveillance – Cabin crew must maintain a regular check for the following especially at night:

Cabin:

- a. passenger condition
- b. smoking regulations are strictly followed.
- c. regulations on the use of PED's observed articles that contribute to fire are kept in proper stowage compartment.
- d. children are not playing with matches or lighters.
- e. passengers are not involved in any activity that may affect the safety of flight.

Galleys

- a. no loose articles.
- b. compartments locked and latched.
- c. ovens that are switched on are not left unattended.
- d. no empty coffee pots placed on heated warming pads of coffee makers.

Flight Deck Compartment

- a. monitor Flight Deck Crew at regular intervals
- b. used food and beverage tray are collected

Lavatories

- a. smoke detectors are not tampered
- b. trash compartments free from any fire producing articles
- c. ensure waste container door and chute flap is closed
- d. monitor passengers staying too long in the lavatory



Acceptance of Passenger with Medical Conditions

Please be advised that all Cabin Crew must practice vigilance in observing passenger with medical conditions. This is to avert a medical situation that may transpire inflight.

- a. ensure accompanying SHF is completely filled-out or with the appropriate medical certificate,
- b. through communication and coordination must be made with the Pilot in Command and ground personnel in case of the passenger's apparent deteriorating physical condition while on ground.

CATERING REMINDERS

Refrain from leaving consumed/unconsumed crew meals, inside the trolleys, dispose of the properly. All galley equipment (ice box and servers) should be emptied and returned to the proper location. Corrugated cups loaded for the ON Board Eats are specifically for the specialty chocolate drinks only. If the styropor cups are damaged, these should be indicated on the Flight Report.

Cabin Crew no longer give complimentary hot water to passengers, except during:

1. medical situations
2. requests for milk formula

Paper Assignment

Research about the handling of passenger with medical conditions

Summing up

This module has dealt with the duties and responsibilities of a cabin crew. These includes the cabin briefing ,maintenance logbook entries, cabin and lavatory preparation, procedures in the following cabin duties: PA announcement on board Auto boarding, Boarding while refueling and the procedures and compliances by the cabin crew before and after the flight.

Enrichment Activity:

Role playing

Inflight Duties (Day and Night)

	Explain in your own words (30 minutes)
1. Inflight Duties (Day and Night) 2. Catering Reminders.	



Rubrics for Essay

Category	EXCELLENT (96-100)	VERY Satisfactory (91-95)	Satisfactory (86-90)	Needs Improvement (81-85)	Unsatisfactory (76-80)	Total
Subject Content	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	
Awareness of the topic	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	
Critical Thinking	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	

Rubrics in Role Playing

Category	EXCELLENT (96-100)	VERY Satisfactory (91-95)	Satisfactory (86-90)	Unsatisfactory (76-80)	Total
Understanding of topic	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	
Cooperation	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	
Presentation	Shows confidence Informative	Shows some confidence Presents some Information	Unsure of the presentation Somewhat informative	Portrayal fails Lack of information	

