



LEARNING MODULE 1

AIS 314

INFLIGHT SERVICING PROCEDURE

Prepared by:

Erlyn B. Yongque, MEAM
ICS Instructor



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TIME COMMITMENT FOR THIS MODULE

Video Materials	Time
How do airplanes fly? https://www.youtube.com/watch?v=F077WDnB8P8	20 Minutes
Reading Materials	
Gary A. Flandro, Howard M. McMahon, Robert L. Roach. Basic Aerodynamics. Cambridge University Press: Cambridge, 2012	60 Minutes
Inflight Servicing Procedures Manual	
Activities Per week	
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 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”

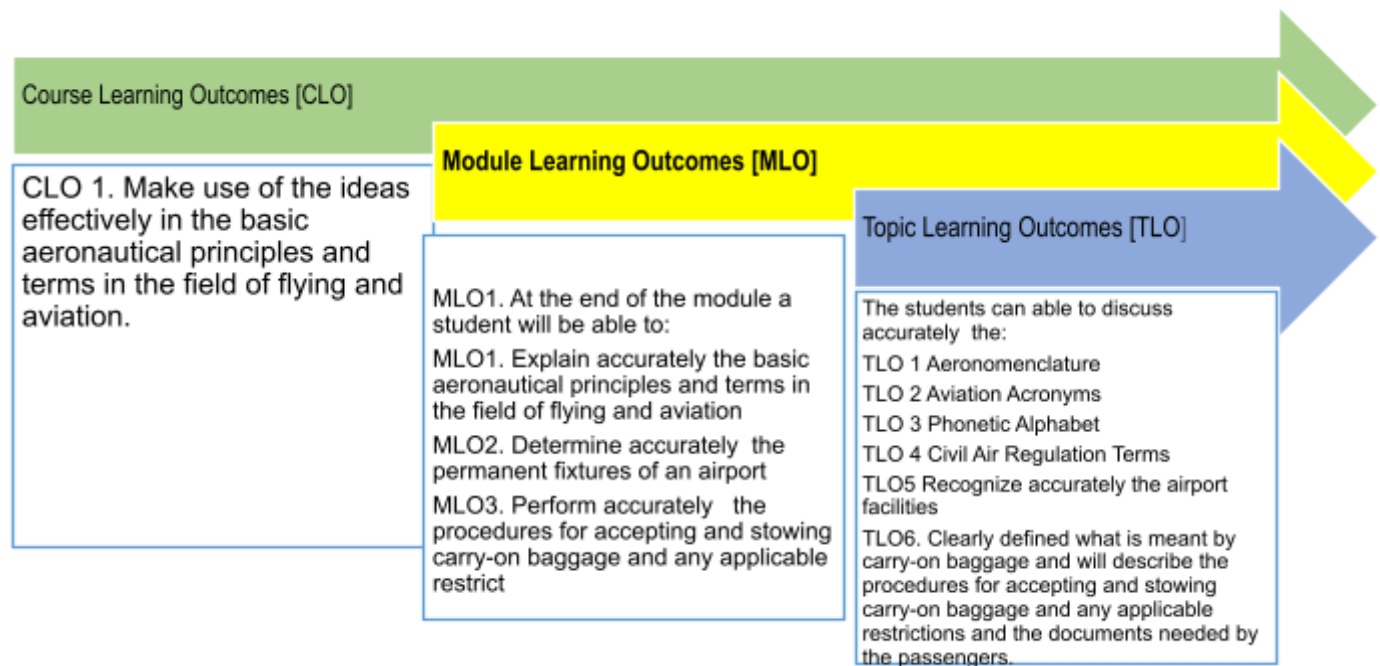
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Learning Module

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

1. Determine accurately the basic aeronautical principles and terms in the field of flying and aviation
2. Clearly defined the aviation terminologies common to the air operator and be able to use them in the appropriate context.



Flexible Learning Outcomes

AERONOMENCLATURE:

The students will be able to define aviation terminologies common to the air operator and be able to use them in the appropriate context.

The Student will be able to describe the importance of flight safety with the correct terminology.

Aircraft. Any machine designed to travel through the air whether heavier or lighter than air.

Aircraft Emergency Situation. When natural calamities such as typhoons, floods, etc. occur, the aircraft equipment will have to be secured and this will necessitate the evacuation of aircraft and equipment to other unaffected stations.

Airplane. An aircraft heavier than air that is kept aloft by the aerodynamic forces of air upon its wings and is driven forward by a propeller or by any other means such as jet propulsion.

Abreast. It is the passenger seat per row.



Figure 01 **Abreast**

Aileron. A hinged or movable portion of the wing through which direction of the flight maybe change to left or right.

Alternate Airport. It is where an airplane can land in case designated airport is not available.

Auto Boarding. The minimum time needed to turn an aircraft around.

Black Box. It record speed, headings, temperature, altitude/altitude of the aircraft, engine performance, position of the controls and flight instruments.



Figure 02 **Black Box**

Block Time. It is the time wherein the aircraft moves under its own power until engine shut down.

Bulkhead. It is the partition inside the cabin.



Figure 03 **Bulk Head**

Bump Off. The person cannot be accommodated in the flight.

Cabin. It is the main compartment that houses the passengers and cabin crew.



Figure 04 **Cabin**

Cabin Crew. The person carried on a flight for the purpose of performing duties in the interest of safety, comfort and convenience of passengers.

Cabin Crew Supervisor (CCS). The administrative personnel tasked with the authority and responsibility of training, monitoring and or evaluating the cabin crew.

Cabin Doors. The main passenger used for crew and passenger boarding and deplaning and galley loading and off loading.



Figure 05 **Cabin Doors**

Cancelled Flight. Flights that do not operate.

Coatroom. The compartment for stowing passenger and crew coat hangers.



Figure 06 **Coat Room**

Connecting Flight. The aircraft crew will turn **around** for another flight after having arrived from a previous flight.

Creeping Delay. Flight that is delayed by the hour due to bad weather or aircraft situation.

Crew Members. The qualified persons designated by the operator to perform specific duties on an aircraft.

Cockpit Voice Recorder. It records all sounds and voice conversations audible in the Recorder cockpit, communications head on the Captain and F/O's headset and public address.



Figure 07 Cockpit Voice Recorder

Deadhead Crew. Non-working crew members travelling for personal or operational purpose.

Delayed Flight. Flight that cannot take-off per scheduled departure time due to numerous reasons (such as maintenance checks, awaiting connecting passengers, etc.)

Doghouse. The compartment for stowing emergency equipment.



Figure 08 Dog House

Decompression. It occurs when cabin pressure is the same as that outside the aircraft.

Domicile. It is the station where crew is based.

Dump Fuel. The fuel tanks are opened during the flight and fuel is released to the atmosphere and ocean because an emergency landing has to be made.

Flag Stop. A flight make a scheduled stop at a certain station prior to proceedings to its destination for purposes of dropping or picking up passengers.

Flight Deck/Flight Crew. The members of the flight crew who are assigned to perform the duties essential to the operation of an aircraft. It is composed of the Captain and First Officer.

Flight Deck Compartment. It is installed with Flight deck crew jump seats and controls.



Figure 09 **Flight Deck Compartment**

Flying Time. The total time from power application for take-off until touchdown.

Full Load. The flight is full.

Galley. The installation that re used to prepare and keep food and beverage.



Figure 10 **Galley**

Greenwich Meridian Time/ Zulu Time (GMT). Universal or standard time followed worldwide to facilitate the telling of time which maybe difficult because of the different time zones.

Jumpseat. The collapsible seat for each crew member. It is provided with a seat plan, shoulder harness and seatbelt.



Figure 11 Jump Seat

Lavatory. It is the term used for the aircraft toilet.

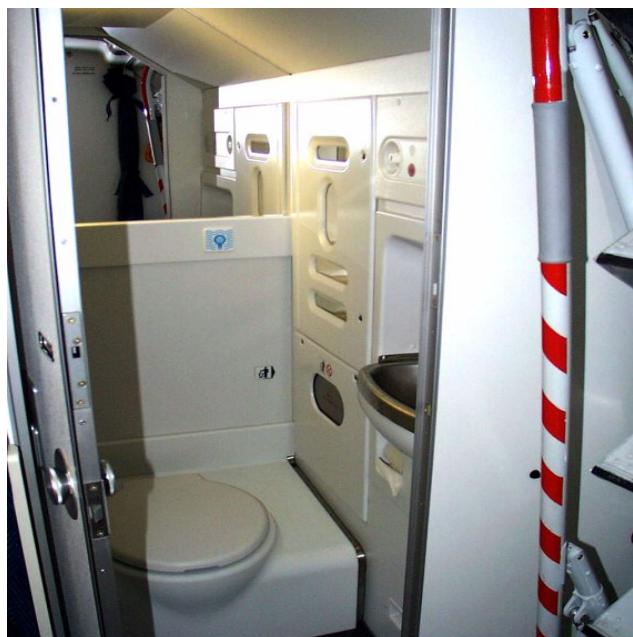


Figure 12 Lavatory

Leg. One portion of a flight from one destination to another.

Honey pot. The toilet bowl

Lead Cabin Crew. The most senior Cabin Crew member assuming the lead position.

Overhead bins. The compartment for stowing passenger and crew carry-on baggage.



Figure 13 **Overhead Bins**

Outlying Station. Stations other than the domicile station.

Passenger exit seats. A set from which a passenger can proceed directly to an exit without entering an aisle or passing through an obstruction.



Figure 14 **Passenger Exit Seats**

Pressurization. The method of maintaining air pressure inside the airplane below that of the actual altitude of the flight to ensure comfort.

RPC Nos. Numbers and letters that appear on airplane wings and rudders. RP stands for Philippine Republic, C stands for commercial and identification number follows.

Technical Stop. A flight will have to make an unscheduled stop at a certain station prior to proceeding to its destination for purpose of safety, refueling, etc.

Transit Passengers. These are passengers who remain on board while passing through a station before proceeding to their final destination.



Turn Around Time. It refers to the ground time given to turn around the aircraft and make it available for the next flight.
Twenty – Hour System. It is the military time, day starts at 0001H and ends at 2400H.

AVIATION ACRONYMS:

The student will be guided and be familiarized with the list of abbreviations and acronyms commonly used in aviation education.

A/C	Aircraft
AFT	Rear
AMO	Approved Maintenance Organization
AOC	Air Operator Certificate
AOG	Aircraft On Ground
APU	Auxiliary Power Unit
ATA	Actual Time of Arrival
ATC	Air Traffic Control
ATD	Actual Time of Departure
BETA	Before Estimated Time Of Arrival
BETD	Before Estimated Time of Departure
BOM	Basic Operations Manual
CAAP	Civil Aviation of the Philippines
CAPT	Captain
CC	Cabin Crew
CCS	Cabin Crew Supervisor
CCSM	Cabin Crew Safety Manual
CXLD	Cancelled
ETA	Estimated Time of Arrival
ETD	Estimated Time of Departure
EXMO	Expectant Mother
F/O	First Officer



FOC	Free of Charge
GPU	Ground Power Unit
ICAO	International Civil Aviation Organization
JAA	Joint Aviation Authorities
LCC	Lead Cabin Crew
LMC	Last Minute Check-in
OHB	Overhead Bins
PAX	Passenger
PIC	Pilot in Command
PNL	Passenger Name List
QTA	Quick Turn Around
RON	Remain Overnight
SMS	Safety Management System
T/A	Turn Around
UM	Unaccompanied Minor
WX	Weather

PHONETIC ALPHABET

It is widely used in radio communications by military, intelligence and airlines (international and air to ground) personnel. Hence, used to spell out words/messages which are difficult to understand and which may come out garbled.

A	Alpha
B	Bravo
C	Charlie
D	Delta
E	Echo
F	Foxtrot
G	Golf
H	Hawk
I	India



J	Juliet
K	Kilo
L	Lima
M	Mike
N	November
O	Oscar
P	Papa
Q	Quebec
R	Romeo
S	Sierra
T	Tango
U	Uniform
V	Victor
W	Whisky
X	X-ray
Y	Yankee
Z	Zulu

CIVIL AVIATION REGULATION (CAR) TERMS AND DEFINITIONS

For the purpose of these manual, the following definitions shall apply:

Accountable Manager. The one who has corporate authority for ensuring that all operations and maintenance activities can be financed and carried out to the standard required by the authority and any additional requirements defined by the operator.

Air Operator Certificate. A certificate authorizing an operator to carry out specified commercial air transport operations.

Airport (Aerodrome). A defined area on land or water including any buildings, installations and equipment intended to be used either wholly or in part for the arrival, departure and surface movement of aircraft.

Aircraft Identification. A group of letters, figures, or combination which is either identical to, or the coded equivalent of, the aircraft call sign to be used in air- ground air traffic services communications.

Air Traffic. All aircraft in flight or operating on the maneuvering aerodrome.

area of an

Air Traffic Control. The vast network of radio communication facilities that promotes the safe, orderly, and expeditious flow of air traffic at aerodromes and during the approach, departure, and en route environment.

Airworthiness Release. A certification signed by the licensed mechanic authorized by the AOC holder indicating that work was performed in accordance with the AOC holders maintenance manual, was inspected by a licensed mechanic , and the aircraft was found satisfactory for safe operation.

Critical Phases of Flight. The portions of the operations involving taxiing, takeoff and landing, and all flight operations below 10,000 except cruise flight.

Cruising level. It a level maintained during significant portion of flight.

Ground Visibility. The visibility at the aerodrome as reported by the authorized observer.

Additional resources

How do airplanes fly?

<https://www.youtube.com/watch?v=F077WDnB8P8>

<p>Explain the following in your own words (30 minutes)</p> <ol style="list-style-type: none"> 1. Aircraft 2. Airplane 3. Cabin Crew 4. Airworthiness Release 5. Air Operator Certificate

<p>Enumerate and explain in your own words (30 minutes)</p> <p>The online quiz is posted within the week 1 duration .</p>
1. Aero nomenclature (4points)
2. Aviation Acronyms (2 points)
3. Phonetic Alphabet (2 points)
4. Civil Air Regulation Terms and Definitions (2 points)

Enrichment Activity

Answer the crossword puzzles (15 minutes)

L	E	A	D	C	R	E	W
Y	V	I	C	T	O	R	U
A	I	R	C	R	A	F	T
H	O	N	E	Y	P	O	T
Z	U	L	U	C	D	Y	D



A	I	R	T	R	A	F	F
I	C	G	H	O	U	S	E
A	I	R	P	O	R	T	P

PERMANENT AIRPORT FIXTURES

The terms cited below are the facilities that are used in the airport where aircraft land and take off likewise the buildings for passengers to wait and for aircraft to be sheltered.

Control Tower. The tower wherein the traffic controllers monitor air traffic in the immediate vicinity of the airport.

Runway. A narrow and comparatively long area which is suitable for landing and takeoff of an airplane.

Taxiway. A defined path on a land aerodrome established for the taxiing of aircraft and intended to provide a link between the runway and the terminal building.

Ramp. A hard surface area in front of the entrance to the terminal building which is used to park the airplane.

Terminal Building. A place for receiving or discharging passengers and cargo.

Hangar. A shelter for aircraft specially during the night time, bad weather condition and used also during maintenance and repair operation of an aircraft.

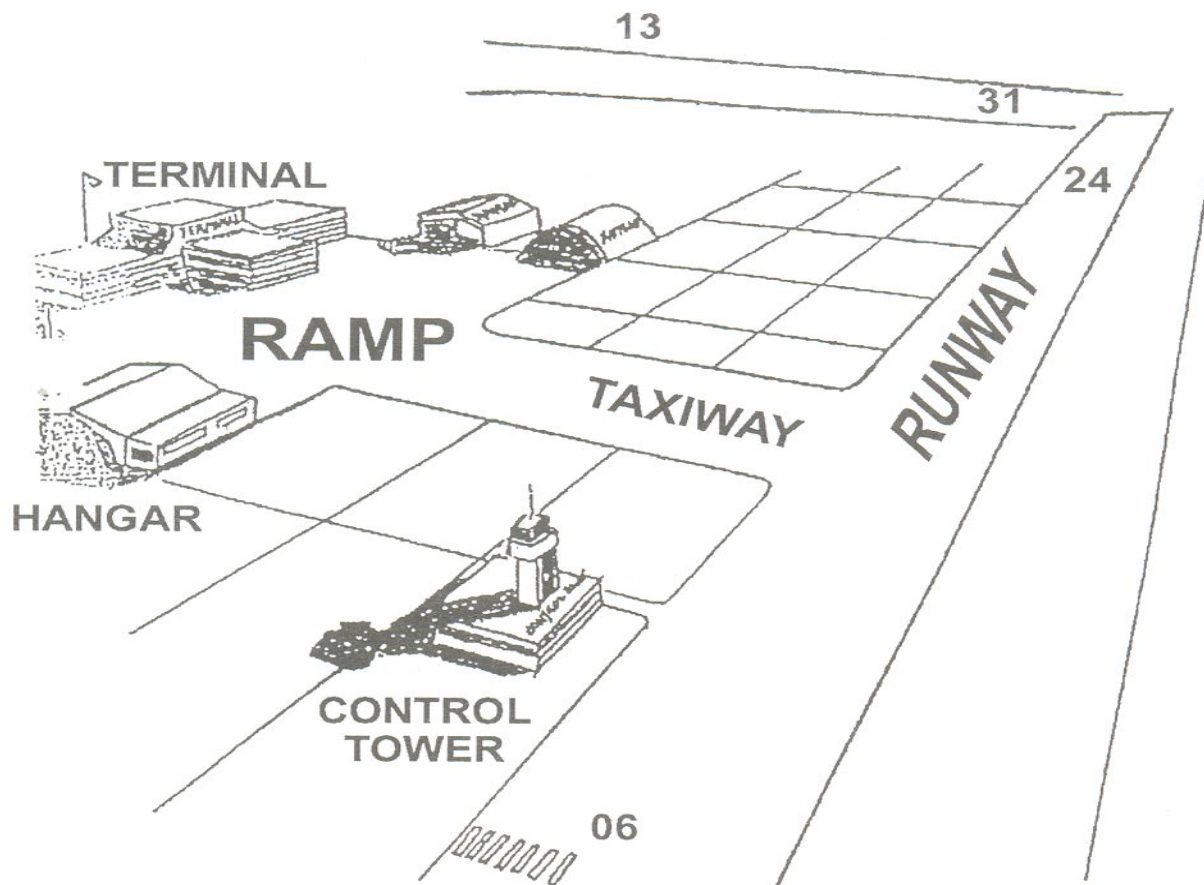


Figure 1 Airport Fixtures

CONDITIONS OF CARRIAGE

The students will be able to define what is meant by carry-on baggage and will describe the procedures for accepting and stowing carry-on baggage and any applicable restrictions.

The binding rules and regulations spelled out in a carrier's contract of carriage (or in the carrier's tariff) and applicable to all shippers and passengers irrespective of the amount of freight or fare paid. These conditions cover the obligations and rights of the carrier and the shipper /passenger from reservation of cargo-space/passenger –seat to the claims procedure as well as the compensation payable in case of damage, loss, injury, or death.

I. BAGGAGE



Figure 2 **Baggage**

What is a baggage?

Such as articles, effects and other personal property of a passenger, which are appropriate or necessary for cloth, comfort or convenience in connection with his trip. Unless otherwise specified, it shall include both Checked and Unchecked baggage of the passenger.

a. Check-in

b. Hand carried baggage

Baggage tag

It identifies a checked baggage

Checked Baggage

It is the baggage which is weighed, checked and loaded in the cargo compartments. As stated it is provided with baggage tag.

Carry-on Baggage/ Hand Carry

It is the baggage brought on board such as personal effects that are retained in the passenger custody. This baggage must be properly stowed and secured.

Standby Baggage

It is the baggage awaiting acceptance due to overbooked flight or excessive checked baggage.

Unchecked Baggage

This is equivalent to hand luggage or cabin baggage which means baggage other than checked baggage.

II. HAND CARRIED BAGGAGE

According to one of the reputable airline in the Philippines there should be a corresponding weight to hand carry baggage.

FBA no longer applicable, instead we offer LITE FARES

		Domestic	International
Small	15 kilos	Php 150	350
Standard	20 kilos	Php 250	500
Medium	25 kilos	Php 450	750
Large	30 kilos	Php 700	1,000



***EXCESS KILOS - Php150/kl (Domestic) and Php250-600/kl for flights depending on the distance of the location**

International

Passengers are allowed to carry one (1) piece of hand carried baggage:
7kgs per passenger except for ATR- Caticlan 5 kgs only

There are items that maybe in passenger's custody during the flight free of charge:

1. ladies handbag, pocketbook, purse
2. overcoat wrap or blanket, small camera and/or a pair of binoculars
3. reasonable amount of reading material, infant's food for consumption inflight
4. infant's carrying basket, crutches, braces
5. medicines and toiletries in limited quantities.

III. EXCESS BAGGAGE

It is the excess baggage weight based on the passenger option shall be accepted only upon space availability the excess baggage rates vary.

Rates of Excess Baggage:

DOMESTIC - P150 per kilo

REGIONAL - P250-600 per kilo
Depending on the distance of location

IV. DAMAGE

According to the policy of the carrier the following are needed to adhere:

1. Carriage of a Person: Liability of carrier for death or injury of persons should not exceed the sum of P250,000.00 per pax.
2. Carriage of Checked Baggage: P40.00 per kg(Domestic) U\$20 kg(Regional)
3. Carriage of Unchecked Baggage: Liability ...P400.00 per pax.

V. Guest

Any person, except crew members, carried or to be carried in an aircraft with the consent of Carrier.

Summing up

This module has dealt with the aviation terminologies common to the air operator and be able to use them in the appropriate context. These include aero nomenclature, aviation acronyms,



	Explain in your own words (30 minutes) The online quiz is posted within the week 2 duration .
<ol style="list-style-type: none"> 1. What are facilities that can be found in an airport? 2. Explain in your own words the procedures for accepting and stowing carry-on baggage and any applicable restrictions. 	

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 on 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	

