



LEARNING MODULE 4

AIS 314

INFLIGHT SERVICING PROCEDURE

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TIME COMMITMENT FOR THIS MODULE

Video Materials	Time
Qatar Airways Cabin Crew - What do we do before a flight? https://www.youtube.com/watch?v=3LTx2ltwiZU https://www.youtube.com/watch?v=wn4R2yJ-5Og	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 (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

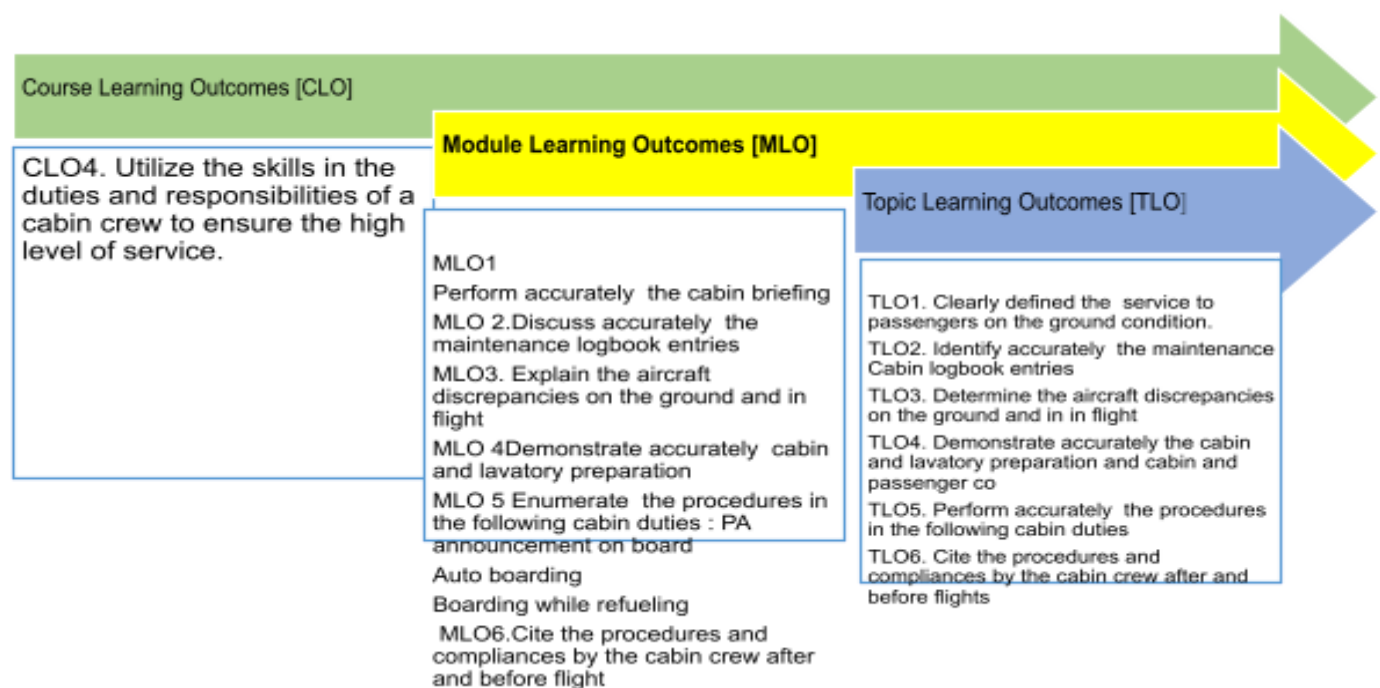
“I affirm that I will not give or receive any unauthorized help on this module activities, and that all work will be my own understanding in each topic content and discussion”

Signature over Printed Name

Learning Module

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

1. Perform accurately the cabin briefing
2. Discuss accurately the maintenance logbook entries
3. Demonstrate accurately cabin and lavatory preparation
4. Enumerate the procedures in the following cabin duties: PA announcement on board Auto boarding, boarding while refueling
5. Cite the procedures and compliances by the cabin crew after and before flight



Flexible Learning Outcomes

DUTIES AND RESPONSIBILITIES OF CABIN CREW

The Cabin crew members provide excellent customer service to passengers while ensuring their comfort throughout the flight. Hence, they are trained to deal with security and emergency situations which may arise and can administer first aid to passengers.

CABIN CREW BRIEFING

It is the crew communication and coordination which is essential to the safety of the flight.

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.

Briefing details includes:

1. Set Objectives for the flight
 - a. To give safety topmost priority
 - b. To render quality customer service
 - c. To meet the target sales per flight sector
2. General Information
 - a. Flt. Deck Crew
 - b. A/c Type/Registry No./Bay/Gate Number
 - c. Cabin Crew Designation
 - d. Route / Guest Load
3. Safety
 - a. Discuss latest Safety Bulletin/Manual Revision/
Cabin Crew Memo
 - b. Q & A on safety
 - c. Discuss acceptance on Special Handling Cases
 - d. Ensure FD crew entry procedures implemented
4. Flight Routine
 - a. Security Check
 - b. Pre-flight Emergency Check (note discrepancy)
 - c. Inventory of BOB Items
 - d. A319, R1 shall assist at the pre departure (for on time flights)
 - e. L1 & L2 (checking of boarding passes is a must)



f. Headcount

g. Infant's Life vest

h. Opening/Closing of doors

i. Exit Row briefing

j. Thorough safety compliance

k. CIQ forms (for Regional)

l. Cabin, lavatory, cockpit (on Red Eye flights, check on the FD crew at least once every 30 minutes)

m. For Red Eye, Early Morning or Night Flts., cabin & galley lights should be switched on for food service & safety compliance. For the remainder of the flight, ceiling, window & cabin may be turned off but galley/entry lights should be adjusted to DIM 2

n. Partaking of meals must be done in turns (aft galley)

o. Avoid noise in the galley

p. Customer Service (render personalized service to at least 5 passengers per flight)

q. Checking for left behind / prepare for auto boarding

5. Service Method

a. Implement standard service method

b. Fun flights

c. On Board Buys (same as On Board Eats)/ Duty Free Sales

d. Collection Crew Meals (partake by turns)

6. Product Update

7. Feedback/ Suggestion/ Questions

8. Heighten Situational Awareness, Crew Communication and Coordination

Endeavor to look for the Flight Deck Crew and ensure that the Cabin Crew complement is complete and available for the Flight Deck Crew briefing.

1. Attend Captain's Briefing

Introduce self

Submit cabin crew names w/ ID number to F/O (AFL)

Proceed to Terminal Building

Pass through Airport Security check

2. In the aircraft

Change to cabin shoes (female)

Stow flashlight under jumpseat

Stow crew bag in the OHB

Perform equipment check

Check FAP (AC/DC Systems must always be ON for ATR)

Water & waste page (for Airbus only)

Lights page (for Airbus only)

PA/Interphone (must be checked at all times)

Ensure all equipment serviceable otherwise report any discrepancy to Captain



Figure 22 Duty



Figure 23 FLIGHT ATTENDANT PANEL

3. Check cabin (cabin features & fixtures functioning, interior in good condition) at random.
4. Check Cabin Maintenance Logbook. Ensure previous discrepancies acted upon. Log in new discrepancies if any & reflect in the Flight Report.
5. Ensure R1 and R2 count and receive BOB items from Catering and receive checklist
6. Ensure L2 count and receive Merchandise items from Catering (for Airbus) and (CC2 for (ATR)
7. Prepare FWD Lavatory- for Airbus AFT Lavatory- for ATR



8. Ensure cabin is clean, seat pocket provisions is complete

9. Check cabin presentation before guest boarding

10. Ensure all duties accomplished (cabin/lavatories and supplies complete)

11. Before boarding, ensure to alert cabin crew boarding time and any special handling

12. Ensure flight deck door closed but unlocked during passenger boarding or Captain's discretion

13. Ensure cabin lights in full illumination. Switch on boarding music

14. Assume boarding position

MAINTENANCE CABIN LOGBOOK ENTRIES

RECORDING TACH TIME	TODAYS FLIGHT	TOTAL TIME IN SERVICE	DESCRIPTION OF INSPECTIONS, TESTS, REPAIRS AND ALTERATIONS ENTRIES MUST BE ENDORSED WITH NAME, RATING AND CERTIFICATE NUMBER OF MECHANIC OR REPAIR FACILITY. (SEE BACK PAGES FOR OTHER SPECIFIC ENTRIES.)
4305.5			REMOVED LYCOMING IO-360 A3B6D S/N L-23469-51A FROM THIS AIRCRAFT. TOTAL TIME 3471.9 TSMOH 1583.1 <i>[Signature]</i> AIP 247-52-4576
4305.5			INSTALLED LYCOMING IO-360-A3B6D S/N L-20713-51A IN THIS ACFT THIS DATE, USING NEW ENG MOUNTS, T.T. 1492.0 TSMOH 0.0 NEW FUEL HOSES : NEW OIL HOSES, CONTROLS RIGGED : GROUND RUN OPS. CK'D SATISF <i>[Signature]</i> AIP 247-52-4576

Figure 24 Maintenance Logbook Entries

It is used to transmit and relay information regarding discrepancies in the aircrafts fixtures, features and systems for corrective action by Maintenance.

Lead Cabin Crew shall be responsible in entering information in the Cabin Maintenance Logbook.

Upon boarding the LCC must check the Cabin Maintenance Logbook as part of pre- flight check.

The Cabin Maintenance Logbook must be onboard while the aircraft is in operation.

In this record the cabin crew must maintain and fill up the entries required such as follows;

LCCD's complete name



Aircraft RPC # and Aircraft type

Date

Flight number where the entry happened

Entry/Subject

Complete details of the complaint

Signature of LCCD over printed name

Note: PLEASE TAKE NOTE OF THE *SEQUENCE NUMBER* OF THE ENTRY AND LOG IT IN THE FLIGHT REPORT

AIRCRAFT DISCREPANCIES

DISCREPANCIES NOTED ON GROUND:

The LCC must immediately inform the Flight Deck Crew. The Flight Deck Crew in turn shall coordinate with IOCC who shall dispatch the maintenance personnel to check on the aircraft.

DISCREPANCIES NOTED INFLIGHT:

The LCC must immediately inform the Flight Deck Crew and provide him with the Cabin Maintenance Logbook (with discrepancy already documented) NLT 30 mins before ETA for the Flight Deck Crew to radio IOCC to dispatch the maintenance personnel who shall meet the aircraft u
The Cabin Maintenance Logbook shall no longer be brought down by the maintenance personnel except during night stops when the 36 hrs. check is done. To avoid recurring delays due to “missing” Cabin Maintenance Logbook, the outgoing and incoming LCC must ensure that the aircraft’s Cabin Maintenance Logbook is in its designated location:

A319/A320 - 1st OVERHEAD BIN RIGHT

ATR - 1st OVERHEAD BIN RIGHT

Aircraft discrepancies **MUST** be duly documented on the Cabin Logbook Entries on the Flight Report and Cabin Safety Report Form upon arrival.



READING LIGHTS

Row 1C, 16B and 24F - Busted

Additional Resources

Qatar Airways Cabin Crew - What do we do before a flight?

<https://www.youtube.com/watch?v=3LTx2ltwiZU>

Paper Assignment

Research about the services of cabin crew during day and night flights

Enrichment Activity

Role Playing
Cabin Crew Briefing

Explain the following in your own words (30 minutes)

1. Cabin Crew Briefing
 2. Flight Deck Crew Briefing
 3. Maintenance Logbook Entries
- The online quiz is posted within the week 9 duration .

CABIN PREPARATION

In the cabin preparation there are preparations that should be completed to secure the cabin prior to aircraft movement on the surface, take-off and landing and identify crew responsibilities to do so. Hence, the cabin crew had the communication procedure prior to aircraft movement advising the pilot in command that all passengers are seated. It also stated that there are procedures in place to ensure that the cabin of the aircraft is secure prior door closing, and commencement of the aircraft movement on the surface, take-off and landing.

Here are the requirements and procedures for stowing equipment and securing galleys:

1. Open overhead bins
2. Open window shades
3. Seatbelts crossed
4. Seatbacks in upright position
5. Open air vents
6. Stow tray tables

7. Ensure all seat pockets have “Safety Instruction Cards” & exit rows with “Exit Row Cards”
8. Place airsickness bags on all seat pockets
9. Randomly check attendant call button and reading lights
10. Spray air freshener

LAVATORY PREPARATION

Here are the requirements in securing the lavatory:

1. Ensure mirror clean & dry
2. Dry lavatory sink
3. Open tissue box/paper towel & place in the holder
4. Place three pieces of airsickness bags in the holder
5. Ensure liquid soap available
6. Spray disinfectant

Paper assignment

Research about the inflight catering

Additional resources:

<https://www.youtube.com/watch?v=wn4R2yJ-5Og>

Enrichment Activity: Role playing

	(30 minutes)
1. Requirements and procedures for stowing equipment and securing galleys: 2. Requirements in securing the lavatory. The online quiz is posted within the week 10 duration .	

PA ANNOUNCEMENT ON GROUND

The Lead Cabin Crew must be the one to make the necessary announcements over the PA system.



When the flight is on schedule auto boarding is 20mins/10 mins. BETD.

When the flight is delayed auto boarding is 2 minutes after the last passenger deplanes.

When the flight is early, auto boarding can start ahead of the 20/10mins only with Capt.'s permission.

They should not auto board when the crew are not yet in the aircraft for safety reasons.

BOARDING WHILE REFUELING AUTOBOARDING

The following are the procedures that should observed by the Cabin Crew:

1. Presence of either a pilot or a mechanic in the flight deck.
2. Radio contact (headset required) between the flight deck and mechanic on the ramp.
3. Presence of fire extinguisher.
4. Cabin crew manning two exits which are not blocked (catering etc...)

If the headcount is done:

- a. Receive flight documents from RA
- b. Passenger Manifest
- c. Load Sheet
- d. COMAIL
- e. Special Handling

f. Check back with Captain, final guest load as per PNL/Load she ensure documents are complete.

- g. Seek permission to close main cabin door.

"Captain, we have _____ (pax load), documents are complete. Permission to close the main cabin door"

Before closing of the main cabin door LCC/CC1 must announce via the PA system that all portable electronic devices must be switched off. (This announcement will delivered before playing the IPRAM announcement on " Closing Doors for Departure" All ground personnel disembark, Cabin Crew standby.

"Ladies and Gentlemen we are now closing cabin doors, as a safety compliance may we request all guests to switch off their cell phones and other portable electronic devices. All ground personnel please Disembark now, Cabin Crew Standby".

CABIN CREW1DUTIES (ATR)

The following are the duties of cabin crew 1:

1. Ensure “tail stand” removed by ground personnel
2. Seek permission from Captain to close pax door

“ Capt. We have _____(pax load) passengers, tail stand stowed and secured, permission to close the main cabin door”

3. Deliver “Closing of Door Announcement”
4. Close PAX DOOR, remove safety pin and stow
5. Check Door Locking Indicator

AFTER CLOSING THE PASSENGER DOOR

1. Pull door lever down, check door locking indicators that says “LOCKED”.
2. Remove safety pin from handrail slot (injectable type) and stow in the safety pin holder.

CABIN AND PASSENGER COMPLIANCE

Comply the following to ensure the safety operations in the aircraft:

- a. Close overhead bins (1)
- b. Open window shades (5)
- c. Fasten seatbelts(4)
- d. Seatbacks in upright position (3)
- e. Stow tray tables (8)
- f. Ensure Infant’s life vest distributed & in place (9)
- g. No hard objects inside seat pockets (6)
- h. Bags must be placed in the overhead bin or secured properly under the seat (2)
- i. Aisles and exits must be free from obstruction (11)
- j. No children and less agile pax by the exit rows (10)
- k. PEDS must be off (7)

LAVATORY COMPLIANCE

Comply the following in lavatory:

- a. Stow loose articles
- b. Honey-pot cover closed
- c. Lavatory unoccupied

GALLEY COMPLIANCE

Comply the following in the galley:

- a. Stow loose articles

- b. compartment latched & locked switches off
- c. trolley secured

REPORT "CABIN READY" TO CAPTAIN via interphone...."Capt..This is L1, "Cabin Ready"
"Ensure all the cabin crew already seated in their respective jumpseat before reporting CABIN
READY". Assume landing station and stay ALERT.

CABIN ILLUMINATION ON EARLY MORNING/NIGHT FLIGHTS

As part of the safety measure , during EARLY MORNING/NIGHT FLIGHTS, THE
AIRCRAFT SHOULD NOT BE COMPLETELY DARK.

Cabin and window lights may be turned off, but; Galley lights may be adjusted to DIM 2 but
not completely OFF

During the SERVICE and SAFETY COMPLIANCE, cabin lighting should be in FULL
ILLUMINATION/BRIGHT MODE (BRT). For take-off and landing, standard illumination is
maintained.

For long flights, cabin should be manned at all times. Delegate cabin crew to take turns in
manning the cabin.

On Board Buys and On Board Eats trolleys must be rolled out TWICE for flights more than
50 minutes. Check personal appearance. Lavatories should be checked at all times. Partake meals
(take turns in partaking meals preferably in the AFT galley and ensure all areas are manned.
Remind your crew regarding conversing loudly in the galley and stowing of trolleys and STC's
especially early morning and night flights. Check flight deck crew every 20 minutes for their needs.

TOP OF DESCENT

The cabin crew should deliver "TOP OF DESCENT" announcement. Perform final collection
of food service items/ disposals in the cabin/ ft. Deck. Collect survey forms, if applicable and inform
Captain any guest needing wheelchair on ground.

FINAL DESCENT – SEATBELT SIGN ON

The cabin crew should deliver "FINAL DESCENT" announcement. Conduct final compliance
(cabin, pax, lavatory and galley). Deliver applicable announcement. Dim cabin lights, if applicable.
Ensure all cabin crew are seated in their respective jump seats. Report "Cabin Ready" to Captain
thru interphone "Captain, Cabin Ready". Assume landing station and remain ALERT.

AFTER LANDING

Deliver "After Landing Announcement" and play IPRAM on Arrival
Announcement in local dialect

IF EARLY ARRIVAL : "Cebu Pacific welcomes you _____, _____ minutes ahead of
schedule. Ladies and Gentlemen, we have just landed at (NAME OF AIRPORT....)(continue with the
standard announcement)

AIRCRAFT FULL STOP – FASTEN SEATBELT SIGN OFF

When the aircraft is in its full stop cabin crew should:

- a. Switch ON cabin lights, if applicable
- b. Deliver applicable announcement *"IT IS NOW SAFE TO STAND TO GET YOUR BAGS FROM THE OVERHEAD BINS"*
- c. Command *"Cabin Crew, DISARM doors for arrival and CROSSCHECK"* for AIRBUS ONLY
- d. Disarm L1 door and crosscheck R1 door
- e. Confirm disarming of doors with L2 thru interphone and check FAP
- f. Seek permission to open door from CAPTAIN or wait for Captain's announcement...*"Cabin Crew, you may open the door/s"*
- g. WAIT FOR GROUND PERSONNEL TO SIGNAL then give thumbs up sign to the ground personnel...Ground Personnel will open the door from the outside (Ensure all documents ready) such as PNL (Passenger name List), Loadsheets and Special Handling.

AFTER DOORS OPEN

The cabin crew should:

- a. Endorse Flight Documents & Special Instruction to ground personnel
- b. Bid goodbye to guests
- c. Endorse Special Handling to ground personnel
- d. Check for left behind items

AFTER LANDING- ATR

- a. Deliver "Landing Announcement" Upon entering the Ramp, announce the A/C's weight and Balance
- b. Remain seated until the fasten seatbelt sign has been switched off
- c. Adjust cabin lights, if applicable
- d. When aircraft comes to full stop, seatbelt sign off, advise guest to get their things
- e. Wait for captain's announcement "Door may be opened when ready"
- f. Open passenger door (ensure pin inserted)

OPENING OF PASSENGER DOOR

The cabin crew should do the following:

1. Remove safety pin from holder and insert it (injectable type) in the handrail slot.
2. Pull door lever up
3. Hold the rail handle to assist gradual door opening until the stairs reach the ground



The SHF form comes in three (3) copies:

- a.) Origin Station
- b.) Passenger Copy
- c.) Destination Station

Hence, we are no longer required to attach a copy to the flight Incident Report Form

Enrichment Activity

Role Playing Each Group will present the different scenarios

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.

	Enumerate and explain in your own words (30 minutes) The online quiz is posted within the week 11 duration .
1. Cabin and passenger compliance (5 points)	
2. Boarding while refuelling (2 points)	
3. CABIN CREW MEMBERS AT DUTY STATION (3 points)	

Rubrics for Essay

Category	EXCELLENT (96-100)	VERY Satisfactory	Satisfactory (86-90)	Needs Improvement	Unsatisfactory (76-80)	Total
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		(91-95)		(81-85)		
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	