



LEARNING MODULE 2

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 to Use an Airline E-Ticket https://www.youtube.com/watch?v=BWX9NDnYwLc Unruly Passengers removed in flights https://www.youtube.com/watch?v=4h36rfX0f84 The main reason why planes get delayed https://www.youtube.com/watch?v=yf2p0DOY498	20 Minutes
Reading Materials	
Gary A. Flandro, Howard M. McMahon, Robert L. Roach Basic Aerodynamics. Cambridge University Press: Cambridge, 2012	60 Minutes
Activities Per Week	
Activity 1 (Mastery Check)	30 Minutes
Activity 2 (Role Playing)	30 Minutes
Activity 2 (Quiz)	30 Minutes

Table of References

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

Honesty Pledge

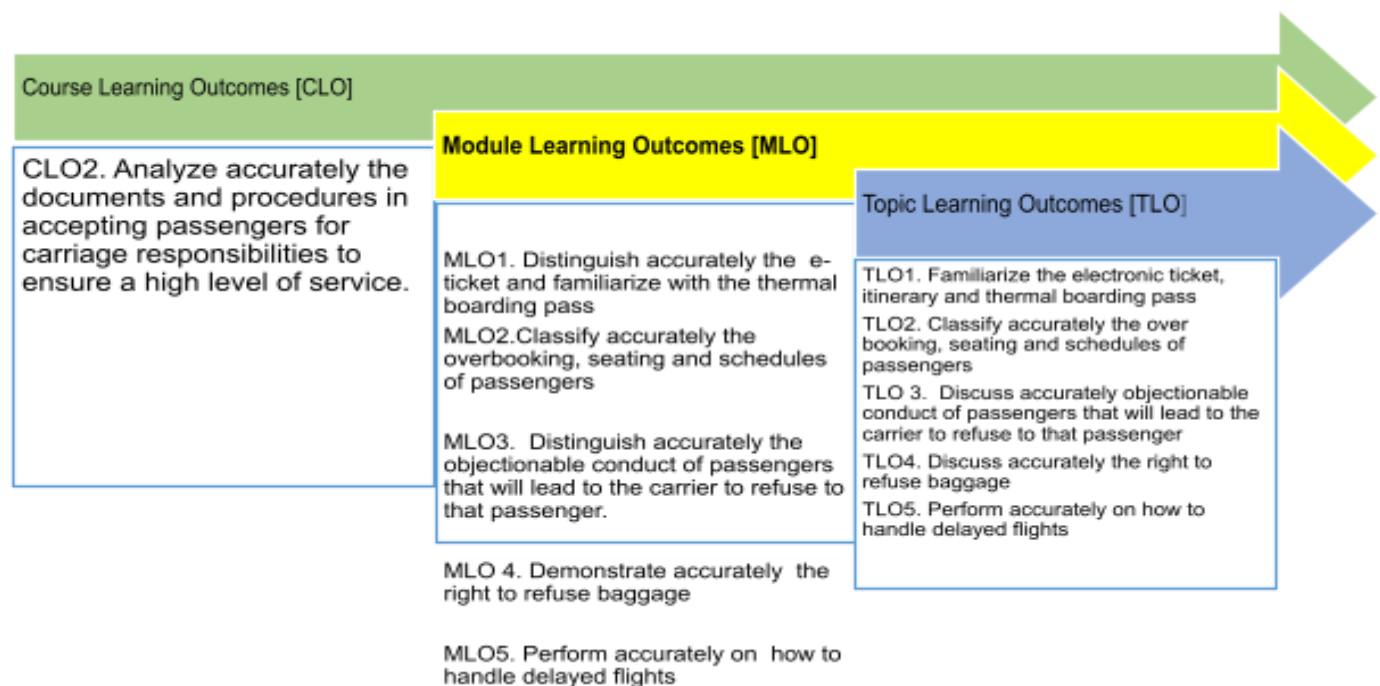
“I affirm that I will not give or receive any unauthorized help on this module activities, and that all work will be my own understanding in each topic content and discussion”

Signature over Printed Name

Learning Module

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

1. Distinguish accurately the electronic ticket and familiarize with the thermal boarding pass
2. Classify accurately the overbooking, seating and schedules of passengers
3. Distinguish accurately the objectionable conduct of passengers that will lead to the carrier to refuse to that passenger.
4. Demonstrate accurately the right to refuse baggage
5. Perform accurately on how to handle delayed flights



Flexible Learning Outcomes

E-TICKET OR ELECTRONIC TICKET

It is the itinerary issued to the guest wherein Conditions of Carriage and notices are printed.

Features of E-ticket

1. Not transferable
2. Refundable (under certain condition)
3. Valid for one year from date of issue
4. Validity can be extended only on certain conditions to be discussed by passenger with the ticket office.

ITINERARY

It is also called as ticket which includes the Passengers name, flight information, booking number, conditions of carriage and notices.

 			
Itinerary Receipt	Confirmation No. R6MIYC	Booking Date Tue Jan 18, 2011	Status CONFIRMED
Flight Details			
MANILA (NAIA Terminal 3) to NAGA (Naga Airport) Departure: Tuesday, Jan 25, 2011 , 1230H Arrival: Tuesday, Jan 25, 2011 , 1325H Flight No.: SJ 523		NAGA (Naga Airport) to MANILA (NAIA Terminal 3) Departure: Tuesday, Jan 25, 2011 , 1345H Arrival: Tuesday, Jan 25, 2011 , 1440H Flight No.: SJ 524	
Guest Details			
Guest Names 1. MS CCS BLKG		Address Contact Numbers 8530212 DES(telephone)	
Payment Details			
Base Fare: PHP 0.02 VAT: PHP 1.80 Aviation Security Fee: PHP 15.00 Total: PHP 16.82		Payment Type: DH (APPROVED) Date: Tuesday, Jan 18, 2011 Transaction ID No.: 68723161 Payment Amount: PHP 16.82 -----	



Fare Rules

- For complete summary of applicable fees, taxes, and surcharges log-on to <http://www.cebupacificair.com/flights-and-fares/fee-summary.html>.
- Flight changes must be made more than 24 hours before departure time with the following options: (1) rebook the flight subject to applicable fees and penalties, (2) cancel and store it in a Travel Fund subject to penalties which may be used within 90 days, or (3) transfer the booking to another for a fee.
- Go Fares are rebookable and may be stored in a Travel Fund subject to applicable fees and fare differences.
- Go Throughfare must be used in sequence, as booked. Flight changes or cancellations are not permitted once any of the segments has been used.
- Promo fares are non-reroutable, non-transferable and may not be stored in a Travel Fund, but in certain cases may be rebookable subject to applicable fees and fare differences.
- Group bookings are subject to specific rules on deposits, payments, rebooking and restrictions.
- Carriage of passenger and baggage is subject to terms and conditions approved by the Civil Aeronautics Board. For the complete General Terms and Conditions of Carriage of Passengers and Baggage, and the Travel Regulations in force, please log on to <http://cebupacificair.com/terms&conditions.html>.

Reminders

- Guests should present a valid photo ID to airport security and upon check-in. Valid IDs for this purpose are Company ID, Driver's License, Passport, School ID, SSS Card, TIN Card. The name in the photo-ID should match the guest name that was entered upon booking. Failure to present a valid photo ID will result in your being refused check-in.
- Guests with international travel must possess a valid passport with at least six (6) months validity from the date of their departure and the applicable valid visas. They must also have a return or an onward ticket and must be able to satisfactorily prove upon request, sufficient means of financial support during their stay in the country of their destination.
- For domestic destinations, check-in counters open two (2) hours before the estimated time of departure (ETD) and for regional destinations, check-in counters open three (3) hours before the estimated time of departure (ETD). A confirmed reservation shall be cancelled and released to waitlisted passengers if the guest failed to check-in at least forty-five (45) minutes before ETD.
- Guests traveling to the Philippines from International Sectors must have a copy or printout of the Itinerary Receipt as proof of onward reservation as required by Philippine Immigration Laws.
- For Web/Online & Call Center transactions, all guests (other than those exempted from paying travel tax) departing from the Philippines to international sectors shall pay the Philippine Travel Tax amounting to Php1620 at the respective airport in the Philippines prior to departure.
- Guests must possess and have available for presentation as required by Cebu Pacific and/or by the relevant authorities all entry and exit, health and other documents required by law, regulations, orders, demands or requirements of the countries guests have flown from, or will fly into or over. Cebu Pacific reserves the right to refuse carriage to any Guest who has not complied with or whose documents do not appear to comply with such applicable laws, regulations, orders, demands or requirements.
- Guests named in this Itinerary Receipt who used as payment the amount in a single Travel Fund arising from a prior Itinerary Receipt with multiple passengers will be presumed to have obtained authority from the other named passengers. In case of dispute, the above-named guest will be liable to the airline for all costs incurred.
- For bookings on 02 September 2008 onwards for flights to/from Catidlan (Boracay), free baggage allowance will be 10kg. For other flights, the free baggage allowance is 15kg. Pooling of baggage is allowed only to guests under the same record.

CEBU AIR, INC. Airline Operations Center Domestic Airport Road Pasay City 1301 Philippines TIN: 000-946-229-000

Figure 1 Itinerary

THERMAL BOARDING PASS

As stated boarding pass is a document provided by an airline during check-in, giving a passenger permission to enter the restricted area of an airport and to board the airplane for a particular flight.

Procedures and Distribution with regards to thermal boarding pass

the upper portion - airline's copy

the lower portion - passenger's copy

terminal fee receipt attached to the airline copy

baggage Claim stub attached to the pax copy

INFT(infant) boarding pass marked with a triangular sign and with the indicator

INFT opposite name of the infant

Free of Charge boarding pass shall be marked with a diagonal line



Figure 2 Boarding Pass (Infant)

Inevitable flights maybe overbooked. There is **NO ABSOLUTE GUARANTEE** that a seat will always be available on a flight for which a passenger has a confirmed reservation.

When a flight is overbooked:

1. Ask for volunteers willing to give up their confirmed reservations in exchange for reward offered by Carrier.
2. In case there are not enough volunteers, passengers denied boarding may be entitled to compensatory payment in accordance with that condition.

SEATING

Carrier does not guarantee any particular seat in the aircraft and the passenger agrees to accept any seat that may be allotted on the flight

If pax avail the seat selector by the overwing or exit row, pax should get the selected seats.



Figure 3 **Seating**

SCHEDULES

The carrier guarantees to use its best efforts to carry the pax and his/her baggage with reasonable dispatch to comply to published schedules in effect on the date of travel. It is subjected to change without notice carrier assumes no responsibility for making connections carrier may without notice, substitute alternative carrier or aircraft.

Additional Resources

How to Use an Airline E-Ticket

<https://www.youtube.com/watch?v=BWX9NDnYwLc>

Enrichment Activity

1. Give Flowchart on How to use an E- Ticket
 (15 mins)

	Enumerate and explain in your own words (30 minutes) The online quiz is posted within the week 3 duration .
1. Electronic ticket	
2. Objectional conduct	
3. Seating	

OBJECTIONAL CONDUCT

The carrier prevents continuation of objectionable conduct if the pax conducts himself so as:

- A. endangers the aircraft or any person or property on board
- B. obstructs the crew in the performance of their duties
- C. fails to comply with any instruction of the crew
- D. behaves in a manner to which other passengers may reasonably object.

RIGHT TO REFUSE BAGGAGE

The carrier may refuse or cancel the reservation of, remove from any flight , any passengers or passenger's baggage for reason of safety, aircraft limitations, or non- compliance to applicable laws and regulations.

If carrier believe that.....

Such action is necessary in order to comply with any applicable laws & regulations being enforced by the government

The conduct, age, mental or physical state of the passenger

- 1. requires special assistance of Carrier during embarkation/disembarkation
- 2. cause discomfort or make himself objectionable to other pox



3. involve risk or hazard to himself/herself or to other persons or property

Such action is necessary because the passenger has failed or refused to observe the instructions of the carrier:

The passenger has refused to submit to a security check

The applicable fare or changes have not been paid

The person presenting the ticket cannot prove when so required that he or she is the person named in the “Name of Passenger” the ticket has been acquired unlawfully, reported lost or stolen, forged or altered

DELAYED FLIGHTS

A flight delay is when an airline flight takes off and or lands later than its scheduled time. Hence, the cabin crew is responsible and will give the needed action for this situation

A. Delayed Departure

The Lead Cabin Crew will coordinate with the Flight Deck and Station Personnel on the following:

- a. reason and length of the delay
- b. announcement must be made
- c. keep passengers informed
- d. be visible, go around and check on passengers' comfort

B. Passengers with Connecting Flights

No commitment should be made by the Cabin Crew that their connecting flight will be held, although assure passenger that steps are being taken to assist him. Also the cabin crew will take note the following information:

Passenger's name

Onward flight number

Destination

Check-in baggage, if any

Advise Captain to radio ahead to alert the Station Personnel of the situation so they can assist passenger upon arrival passenger to deplane first and personally turn him over to Station Personnel.

Unruly Passengers removed in flights
<https://www.youtube.com/watch?v=4h36rfX0f84>

The main reason why planes get delayed
<https://www.youtube.com/watch?v=yf2p0DOY498>

Paper Assignment

Research about the booking methods and types of tickets

Summing up

This module has dealt with familiarization of electronic ticket, boarding pass. It also includes the topic about overbooking, seating and schedules of passengers. Hence, it deals also the objectional conduct , right to refuse baggage and how to handle delayed flights.

Role Playing:

Scenarios

1. objectional conduct ,
2. right to refuse baggage
3. how to handle delayed flights

	Enumerate and explain in your own words (30 minutes) The online quiz is posted within the week 4 duration .
4. Objectionable conduct	
5. Right to refuse baggage	
6. Delayed flights	



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	