

Brittany Cook
CS 325 – Fall 2014
December 5, 2014
Humboldt Redwood Airlines

Business Rules

- Our home airport is Arcata/Eureka Airport (ACV).
- A flight must have a pilot and a co-pilot.
- We have three planes. Two are smaller and for more local airports. One is larger and for longer flights.
- Two smaller planes:
 - Type: Embraer 120 Brasilia
 - Will only have one flight attendant.
 - Seats thirty.
 - Can only fly to ACV, SFO, SMF, CEC, PDX.
 - These planes can hold about 35 checked on bags (at maximum weight).
- Larger plane:
 - Type: Embraer E-170
 - Will have at least two flight attendants.
 - Will have at the most four flight attendants.
 - Seats seventy.
 - Can fly nonstop to LAX, SEA, as well as airports smaller planes can fly to, except CEC.
 - These planes can hold about 178 checked on bags (at maximum weight).
- Seating priority is always: customers who need assistance getting onto the plane, veterans, then is numbered based on when the ticket was purchased. A month or more in advanced is 1, up to two weeks before is 2, up to the week before is 3, and the week of is 4.
- Baggage
 - One carry one + one personal item allowed (both thirty pounds at the most).
 - Checked on baggage – two bag max at seventy pounds each. (This is variable and can change depending on how many people have already checked in two bags.)
- We have many on ground employees. They unload and load baggage, quickly inspect the outside of the plane after landing and before takeoff, set up the stairs.
- Our office employees sell tickets, check in customers, weigh and tag bags, scan tickets.
- The flight attendants are in charge of helping customers on the plane, selling alcohol, gathering trash during and after customers are on the plane, reseating people, safety during the flight.
- Flight crew work a maximum of sixteen hours (\pm two hours for delays) with eight hours off duty and one twenty four period given off every seven days as per FAA regulations.
- All workers are paid a salary. Yearly, pilots make \$70,000, co-pilots make \$60,000, office and ground crew make \$55,000.
- Items are labeled categorically as drinks, food, magazines, paper bags, plastic bags, ice, cups, napkins.
 - Drinks can be alcohol, soda, juice, or water.
 - We charge customers 5 times for alcohol what we pay.
 - We charge customers 3 times for soda after the first can for what we pay.

- Food can be nuts, pretzels, crackers, dried fruit.
 - We charge customers 3 times for food what we pay.
- Magazines are our Humboldt Redwood Airlines Newsletter which is released biyearly and Sky Mall. Both are free to customers. Sky Mall is free for us.
- Paper bags are free to customers if they need it.
- Plastic bags are for trash.
- Extra ice, cups, napkins are all free to customers.
- Frequent flyer miles can pay for a ticket or give a discount for a ticket.
 - 25,000 miles = free ticket
 - 10,000 miles = 50% off price
 - 1,000 miles = 10% off price
 - Other discounts may be offered at other mile numbers at the discretion of the agent handling the order.
- Discounts are given to online orders at 5% off. This isn't directly advertised.
- Time is always recorded in military time.