

 A TATA SIA JV	Service Notification – SN / 2022		Date of Issue	Nov'2022
	Issued By	Cabin Crew Service Excellence – Flight Ops	Date of Implementation	Nov'2022
	Subject	Domestic Meal Service Procedure		

1. CCL Service Flow – Domestic Flights

Crew to conduct onboard service in CCL cabin as per SOP outlined below:

On Ground	
Self-Introduction, Welcome Drink and Menu Distribution	<ul style="list-style-type: none"> • Greet the customer and introduce yourself. • Place 02 cold pressed juice, 02 orange juice and 01 water on QA tray to be offered. Carry 04 menu cards at the same time • Offer drinks to 02 customers (address one customer at a time), followed by menu cards. Replenish items from galley • Conduct Towel Service by placing tray with towels on QA tray using metal tongs • Crew to ascertain with customers if they would like to be woken up if asleep for order taking or during the meal service <i>Suggested verbiage: Good Morning Mr./Ms. XYZ, I am XXX and I will be serving you along with my colleagues. May I please offer you the menu card for the day. I will come back shortly to take your order for breakfast/appropriate meal. May I also confirm if I should wake you up for taking orders and for service in case you fall asleep?</i> • Record Meal Preferences along with preferred dining time of the customer • Replenish drinks if time permits
Clearance	<ul style="list-style-type: none"> • Glasses and towels to be cleared using large melamine tray (crew to pick-up towels using plastic tongs) <i>Always seek customer's permission before picking up the glass from their table</i>
Order Taking	<ul style="list-style-type: none"> • No change in existing process • Use the below verbiage while taking meal preference <i>"Mr./Ms. XYZ, have you had a chance to go through the menu 'OR' May I record your meal preference for today? What may I offer you to drink before*/along with your meal?"</i> Offer all available beverage options • Hot beverage orders are not to be taken on ground unless a customer specifies the same on his own <p><i>Note: IFM/IFS is to take the meal order on ground. If not done on ground due to lack of time, the same must be completed immediately after take-off</i></p>
After Take-Off	
Pre-meal drink (Service 3 & 4 Flights)	<ul style="list-style-type: none"> • Serve drinks (with coaster) as per the menu discussion to all CCL customers prior to dressing the table linen.
Laying of table linen	<ul style="list-style-type: none"> • Dress table for 2 customers at one time.
Main Course	<ul style="list-style-type: none"> • Distribute TSU with meal along with accompaniments and glass of water • Ensure choice of drinks are served along with meal and replenished, if required after the tray distribution

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	<ul style="list-style-type: none"> On HB flights, all bread choices along with marmalade jars to be offered from the bread-basket Offer bakery/bread selection (place on the side plate) and marmalade (HB service), Paratha, western bread and papad (LD service) from the breadbasket after every row of TSU distribution Top up water after the bread round is completed for all customers <p><i>Note: Before serving meal casseroles to customers, crew must ensure that the foil covers are removed</i></p>
HB Bread Basket Presentation	
LD Bread Basket Presentation	
Hot Beverage	<ul style="list-style-type: none"> Clear TSU by hand, take hot beverage orders and serve accordingly
After Mint and Feedback	<ul style="list-style-type: none"> Offer after mints to all customers and simultaneously thank them for flying with Vistara Crew must also check on how their flight experience was and take feedback
Final Clearance	<ul style="list-style-type: none"> Conduct a thorough round of clearance and ensure all used items e.g. empty after mint packets, are cleared before crew are seated for landing
Pre-Landing Clearance	<ul style="list-style-type: none"> Close to Top of Descent

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Note:

- CCL menu cards will be uplifted on domestic service 3 and 4 flights. Crew must ensure that menu cards are collected and returned to the dry stores after the flight
- CCL meals will be uplifted in kit form on Service 4 flights. Meals must be plated in accordance with the plating guidelines
- On the remaining flights, CCL meals will be served in deep dish casseroles
- Some components, such as dal and chole, will be uplifted in a small silver foil (typically gravied items), Crew are to empty the contents into a small bowl and place it on the TSU (refer plating guideline handbook)
- If there is sufficient space in the casserole, place the bowl with the gravied item inside the casserole instead (refer plating guideline handbook)
- Sambar for the South Indian meal option will be bulk uplifted in separate foils in the oven on Service 3 and 4 flights, which the crew must transfer to medium bowls and serve with the option
- Foils must not be presented on the CCL TSU to the customers

2. Cart Set-Up Guidelines & Service Flow – SCL & YCL

Please refer to the tables below for the cart set-up guidelines and the meal service procedure in SCL and YCL on domestic flights:

SCL

ON GROUND	
Water Round	<ul style="list-style-type: none"> • Offer water bottles on request from melamine tray • Offer Menu cards (on Service 3 & 4 flights) • Conduct towel service using tongs followed by clearance
Earphone Distribution	<ul style="list-style-type: none"> • A321*: To be offered from a drawer placed on a cart top/ galley at the entry door/s for customers to pick up at the time of boarding • B787: To be offered from drawers placed on service trolley at the aerobridge entry door/s for customers to pick up at the time of boarding <p><i>*Note: Crew to ensure that the exit is unobstructed during A321 aircraft refueling process, crew may hold a drawer of earphones and offer to customers during boarding instead of removing the cart</i></p>

Service 1 (60 mins & below) and Service 2 Flights (61-94 mins)

	Service 1 (60 mins & below)	Service 2 (61-94 mins)
Meal Type	Hot Meals on TSU (Vegetarian option only)	Hot Meals on TSU (Both Vegetarian and Non-Vegetarian options)
Cart Set-Up	<ul style="list-style-type: none"> • During meal service, place 02 drawers with hot meals on the cart top • Empty drawer for clearance inside the cart with small trash bag 	
Service Procedure	<ul style="list-style-type: none"> • Crew are to distribute TSU from the cart and offer water only on request as a beverage will be included in the TSU 	

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	<ul style="list-style-type: none"> • Clearance of boxes/TSU inside the cart • Only 01 clearance drawer with 01 small trash bag is to be placed on the cart top to collect small trash items like water bottles etc. At no point are the used snack boxes to be cleared in the trash bags. • Final clearance - One trash bag in a plastic drawer • Pre-landing clearance (TOD) - One trash bag in a plastic drawer
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Service 3 Flights (95-120 mins)

Meal Type	Hot Breakfast (HB)	Hot Refreshment, Lunch and Dinner (HR/LH/DR)
	Drawer 1 - Meal drawer on the cart top closest to the crew	<ul style="list-style-type: none"> • 02 Meal drawers on the cart top (01 vegetarian and 01 non-vegetarian)
Service Cart Top Set-Up	Drawer 2 - <ul style="list-style-type: none"> • Tea/Coffee Pots • Ripple cups • Lemon slices • 3-in-1 condiment packs • Sugar, Splenda, Stirrer • Place 1/2 size melamine tray vertically for tea/coffee service 	
	<ul style="list-style-type: none"> • Remaining SCL meals to be placed on TSUs • Carry aerated beverages paper cups on a large melamine tray inside the cart for meal service (beverages to be offered on request) • Carry Paper serviettes, 01 small trash bag, Wet wipes, and extra cutlery packs inside the slider 	
Service Procedure	<ul style="list-style-type: none"> • Announce menu, ask for choice of main course and tea/coffee • Serve TSU with hot meal and hot beverage from window to aisle • Other tea options served from galley, on request • Announce menu, ask for choice of main course. • Serve TSU with hot meal and beverage (if requested) from window to aisle 	
	After all customers are served, take the clearance drawer out and place it on top of the cart.	

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Clearance Cart Top Set-Up	Drawer 1 - <ul style="list-style-type: none"> After Mints and Toothpick Tea/Coffee Pots (to be served on request) Ripple cups Lemon slices 3-in-1 condiment packs Sugar, Splenda, Stirrer Place 1/2 size melamine tray vertically for tea/coffee service Drawer 2 - Empty meal drawer with 1 trash bag away from the crew.	Drawer 1 - <ul style="list-style-type: none"> After Mints and Toothpick Tea/Coffee Pots Ripple cups Lemon slices 3-in-1 condiment packs Sugar, Splenda, Stirrer Place 1/2 size melamine tray vertically for tea/coffee service Drawer 2 - Empty meal drawer with 1 trash bag away from the crew.
	Clearance <ul style="list-style-type: none"> Clear TSU from aisle to window Serve Hot beverages from cart top on request 	<ul style="list-style-type: none"> Serve Tea/Coffee using 1/2 size tray (if rotatable cups are preset on TSU. Ripple cups to be served by hand) Clear TSU from aisle to window
Final Clearance - Once the carts are back in the galley, crew to conduct final clearance with one trash bag in a plastic drawer Pre-landing clearance (TOD) - One trash bag in a plastic drawer		
Note: <ul style="list-style-type: none"> For Service 3 flights, a rotatable cup will be pre-set on the SCL tray. Ripple cups to be used in case rotatable cups are not uplifted. 		

Service 4 Flights (Above 120 mins)

Meal Type	Hot Breakfast (HB)	Hot Refreshment, Lunch and Dinner (HR/LH/DR)
	Drawer 1 - Meal drawer on the cart top closest to the crew	Drawer 1 - Meal drawer on the cart top closest to the crew

Service Cart Top Set-Up

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	<p>Drawer 2 -</p> <ul style="list-style-type: none"> • Juices: Orange & Apple Juice • Tea pot/French Press • Milk Pot • Ripple/Starbucks cups • One stack of Paper cups • Lemon slices • 3-in-1 condiment packs • Sugar, Splenda, Stirrer • Place 1/2 size melamine tray vertically for tea/coffee service 	<p>Drawer 2 -</p> <ul style="list-style-type: none"> • Juices: Orange & Apple Juice • Aerated beverages: Sprite, Coke & Diet Coke • Lemon slices • One stack of Paper cups • Ice Bucket with tong
	<ul style="list-style-type: none"> • Remaining SCL meals to be placed on TSUs (FWD & AFT) • Carry extra juices, aerated beverages and paper cups inside the cart, space permitting else same to replenished from the galley • Carry Paper serviettes, 01 small trash bag, Wet wipes, and extra cutlery packs inside the slider 	
Service Procedure	<ul style="list-style-type: none"> • Announce menu, ask for choice of main course, tea/coffee (SB) and juice order • Serve TSU with hot meal and beverage from window to aisle. • Other tea options served from galley, on request 	<ul style="list-style-type: none"> • Announce menu, ask for choice of main course and beverage order • Serve TSU with hot meal and beverage from window to aisle.
	After all customers are served, take the clearance drawer out and place it on top of the cart.	
Clearance Cart Top Set-Up	<p>Drawer 1 -</p> <ul style="list-style-type: none"> • After Mints and Toothpick • Tea pot/French Press (to be served on request) • Milk Pot • Ripple/Starbucks cups • Lemon slices • 3-in-1 condiment packs • Sugar, Splenda, Stirrer • Place 1/2 size melamine tray vertically for tea/coffee service <p>Drawer 2 - Empty meal drawer with 1 trash bag away from the crew.</p>	<p>Drawer 1 -</p> <ul style="list-style-type: none"> • After Mints and Toothpick • Tea/French Press • Milk Pot • Ripple/Starbucks cups • Lemon slices • 3-in-1 condiment packs • Sugar, Splenda, Stirrer • Place 1/2 size melamine tray vertically for tea/coffee service <p>Drawer 2 - Empty meal drawer with 1 trash bag away from the crew.</p>
Clearance	<ul style="list-style-type: none"> • Clear TSU from aisle to window • Serve Hot beverages from cart top on request 	<ul style="list-style-type: none"> • Serve Tea/Coffee (including Starbucks) using 1/2 size tray (if rotatable cups are preset on TSU. Ripple cups to be served by hand)

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	<ul style="list-style-type: none"> • Clear TSU from aisle to window
Final Clearance - Once the carts are back in the galley, crew to conduct final clearance with one trash bag in a plastic drawer	
Pre-landing clearance (TOD) - One trash bag in a plastic drawer	
<i>Note:</i> • The SCL cart should be stacked at the start of service to ensure that SCL services are completed smoothly without crew or customers having to wait for items to be passed by the AFT crew	

SCL CART TOP – DOMESTIC FLIGHTS				
	During Meal Service	Clearance Cart		
Service 1				
Service 2				

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Service 3 – HB		
Service 3 – LCH/DR/HR		

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Service 4 – HB		
Service 4 – LCH/DR/HR		

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ON GROUND	
Water Round	<ul style="list-style-type: none"> Offer water bottles on request from melamine tray.
Earphone Distribution	<ul style="list-style-type: none"> A321*: To be offered from a drawer placed on a cart top/ galley at the entry door/s for customers to pick up at the time of boarding. B787: To be offered from drawers placed on service trolley at the aerobridge entry door/s for customers to pick up at the time of boarding. <p><i>*Note: Crew to ensure that the exit is unobstructed during A321 aircraft refueling process, crew may hold a drawer of earphones and offer to customers during boarding instead of removing the cart.</i></p>

Service 1 (60 mins & below)

	Service 1 (60 mins & below)
Meal Type	Ambient Temperature Refreshment Box- Vegetarian Option Only
Cart Set-Up	<ul style="list-style-type: none"> During meal service, place 02 water trays on the cart top
Service Procedure	<ul style="list-style-type: none"> Serve children, special handlings & all special meals JNML, FPML, etc. first. Announce menu to inform the customers the menu for the day Crew are to distribute boxes from the cart and offer water only on request as a beverage will be included in the box Clearance of boxes inside the cart Only 01 clearance drawer with 01 small trash bag is to be placed on the cart top to collect small trash items like water bottles etc. At no point are the used snack boxes to be cleared in the trash bags. Final clearance - One trash bag in a drawer Pre-landing clearance (TOD) - One trash bag in a drawer

Service 2 Flights (61-94 mins)

	Service 2 (61-94 mins)
Meal Type	Hot Meals on TSU (Vegetarian option only)
Cart Set-Up	<ul style="list-style-type: none"> During meal service, place 02 drawers with hot meals on the cart top
Service Procedure	<ul style="list-style-type: none"> Serve children, special handling & all special meals JNML, FPML, etc. first. Announce menu to inform the customers the menu for the day Serve TSU with hot meals from window to aisle Only 01 clearance drawer with 01 small trash bag is to be placed on the cart top to collect small trash items like water bottles etc. Final clearance - One trash bag in a drawer Pre-landing clearance (TOD) - One trash bag in a drawer

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Service 3 (95-120 mins) & Service 4 Flights (Above 120 mins)

Meal Type	All Meal Types (HB/LH/DR/HR)
Cart Top Set-Up	<ul style="list-style-type: none"> • 02 meal drawers on cart top during TSU distribution (01 Vegetarian & 01 Non-vegetarian-if applicable) • On flights with 2/3rd trays in YCL, place a few 200ml water bottles in the meal drawers for ad hoc requests during meal service • Remaining meals to be placed on TSUs (FWD & AFT) • Carry Paper serviettes, 01 small trash bag, Wet wipes and extra cutlery packs inside the slider
Service Procedure	<ul style="list-style-type: none"> • Serve children, special handlings & all special meals JNML, FPML, etc. before rolling out the carts • Announce menu and ask customers for their choice of meal • Serve TSU with hot meal from window to aisle
Clearance Cart Set-Up	<p>After all customers are served and the carts are brought back into the galley, set up the clearance cart.</p> <p>Drawer 1 - After Mints and Toothpick Tea/Coffee Pot Ripple cups Lemon slices Sugar, Splenda, Stirrer Place 1/2 size melamine tray vertically *Carry extra 3-in-1 condiment packs inside the slider</p> <p>Drawer 2 - Empty meal drawer with 1 trash bag away from the crew.</p> <ul style="list-style-type: none"> • Serve Tea/Coffee using 1/2 size tray (if rotatable cups are preset on TSU. Ripple cups to be served by hand) • Clear TSU from aisle to window
	<ul style="list-style-type: none"> • Once the carts are back in the galley, crew to conduct final clearance in YCL cabin - One trash bag in a drawer • Pre-landing clearance (TOD) - One trash bag in a drawer

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YCL CART TOP – DOMESTIC FLIGHTS				
	During Meal Service	Clearance Cart		
Service 1				
Service 2				
Service 3				
Service 4				

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Starbucks Service – Cabin Applicability

Current Starbucks coffee uplift and cabin wise service is applicable as per the following table:

Cabin	Service 1	Service 2	Service 3	Service 4	NB INTL	WB INTL
CCL	No	No	Yes	Yes	Yes	Yes
SCL	No	No	On Request	Yes	Yes	Yes

Note :

- Requests made by platinum customers to be met irrespective of the cabin they are seated in (provided product is available and is in enough quantity or else offer an alternate)
- Stainless steel milk pots with lids to be carried on SCL carts (to accompany Starbucks coffee) on Service 4 flights only
- Crew to offer warm milk to customers along with hot beverages specially on A321 & B787 aircrafts where there is provision of frothing the milk
- For aircrafts where frothing is not applicable due to non-availability of the equipment, crew to pour tetra pack milk in a pre-heated milk jug only (pre heat the milk jug by filling the milk jug with hot water and let the water stay in it for approximately 1 minute before disposing)

Work Position Assignment

Service by each crew member on Narrow Body domestic flights with hot beverage service in SCL and YCL (½ size tray) in the YCL cabin is to be conducted as follows:

Work Position	A320 C8/S24/Y132	A320 ALL EY Y180	A321 C12/S24/152	B737 C12/Y156
L1	Rows 1 – 2	Rows 1 – 12	Rows 1 – 3	Rows 1 – 3
L1A	-	-	-	-
R1	Rows 16 – 23	Rows 14 – 22	Assist on L4 cart	Assist on L4 cart
L2	-	-	-	-
R2	-	-	-	-
L3	-	-	-	-

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R3	-	-	Rows 4 – 7	-
L4	Rows 24 – 29	Rows 23 – 31	Rows 25 – 34	Rows 35 – 43
R4	Rows 7 – 15	Assist on L1 cart	Rows 8 – 16	Rows 10 – 23
L4A	-	-	-	Rows 24 – 34
R4C	Rows 3 – 6	-	Rows 17 – 24	-

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Service by each crew member on Wide Body domestic flights with hot beverage service in SCL and YCL (½ size tray) in the YCL cabin is to be conducted as follows:

Work Position	B787-9 C30/S21/Y248	B787-9 C30/S36/Y226
L1	Rows 1 – 8 Horse-Shoe service with L1A	Rows 11 – 20 Horse-Shoe service with L1A
L1A	Rows 1 – 8 Horse-Shoe service with L1	Rows 11-20 Horse-Shoe service with L1
R1	Assist on both the sides	Assist on both the sides
L2	Rows 21 – 23 Horse-Shoe service with R2	Rows 31 – 34 Horse-Shoe service with R2
R2	Rows 21 – 23(TSU distribution) Horse-Shoe service with L2 As per redeployment in criteria: Assist in CCL OR Rows 49-59, Right Aisle with R4	Rows 31 – 34* (TSU distribution) Horse-Shoe service with L2 As per redeployment in criteria: Assist in CCL OR Rows 56 (D,E,G) LHS-57 RHS, Horse-Shoe Service with R2
L3	Rows 31 -39, LHS	Rows 35-45, LHS
R3	Rows 31 -39, RHS	Rows 35-45, RHS
L4 (FWD Facing)	Rows 49-59, Left Aisle with L4A	Rows 56 (D,E,G) LHS-57 RHS, Horse-Shoe Service wth R2
R4 (FWD Facing)	Rows 40-48, Right Aisle Rows 49-59, Right Aisle with R2	Rows 46-56, Right Aisle Rows 49-59, Right Aisle with R2
L4A	Rows 40-48, Left Aisle Rows 49-57, Left Aisle with L4	Rows 46-56 (56 A,B,C), Left Aisle Rows 49-59, Left Aisle with L4
R4C (if available)	Assist on both the sides	Assist on both the sides

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Service by each crew member on Narrow Body domestic flights with hot beverage service in SCL and YCL (2/3 size tray in the YCL cabin is to be conducted as follows:

Work Position	A320 C8/S24/Y132	A320 ALL EY Y180	A321 C12/S24/15 ₂	B737 C12/Y156
L1	Rows 1 – 2	Rows 1 – 10	Rows 1 – 3	Rows 1 – 3
R1	Rows 15 – 21	11 – 20	23–29	29–37
L2	–	–	–	–
R2	–	–	–	–
L3	–	–	–	–
R3	–	–	Rows 4 – 7	–
L4	Rows 22 – 29*	Rows 21 – 31	Rows 30 – 34	Rows 38 – 43
R4	7 – 14	Assist on L1 cart	Rows 8 – 15	Rows 10 – 17
L2A	–	–	–	Rows 22 – 28
R4C	Rows 3 – 6	–	Rows 16 – 22	–

*On A320 last row to be served by hand

Service by each crew member on Wide Body domestic flights with hot beverage service in SCL and YCL (2/3 size tray in the YCL cabin is to be conducted as follows:

Work Position	B787-9 C30/S21/Y248	B787-9 C30/S36/Y226
L1	Rows 1 – 8 Horse-Shoe service with L1A	Rows 11 – 20 Horse-Shoe service with L1A
L1A	Rows 1 – 8 Horse-Shoe service with L1	Rows 11 – 20 Horse-Shoe service with L1
R1	Assist on both the sides	Assist on both the sides
L2	Rows 21 – 23 Horse-Shoe service with R2	Rows 31-34 Horse-Shoe service with R2
R2	Rows 21 – 23(TSU distribution) Horse-Shoe service with L2 As per redeployment in criteria: Assist in CCL	Rows 31-34 Horse-Shoe service with L2 As per redeployment in criteria: Assist in CCL

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	OR Rows 47 – 54 RHS	OR Rows 51-58, Right Aisle with R4 Serve row 59 (A,C,D,E,G,H,K) by hand
L3	Rows 31 – 38 LHS	Rows 35-42, Left Aisle Serve row 61 (D,E,G) by hand
R3	Rows 31 – 38 RHS	Rows 35-42, Right Aisle Serve row 61 (D,E,G) by hand
L4 <i>(FWD Facing)</i>	Rows 47 – 54 LHS	Rows 51-58, Left Aisle with L4A Serve row 59 (A,C,D,E,G,H,K) by hand
R4 <i>(FWD Facing)</i>	Rows 39 – 46 RHS Rows 55 – 59 LHS to RHS, with L4A Horse-shoe service	Rows 43-50, Right Aisle L4A & R4 to serve row 61 (D,E,G) Rows 51-58, Right Aisle with R2
L4A	Rows 39 – 46 LHS Rows 55 – 59 LHS to RHS, with R4 Horse-shoe service	Rows 43-50, Left Aisle L4A & R4 to serve row 60 (D,E,G) Rows 51-58, Left Aisle with L4 Rows 51-58, Left Aisle with L4
R4C <i>(if available)</i>	Assist on both the sides	Assist on both the sides

Note for (2/3rd Size TSU service)

- i) L3 & R3 to serve row 61 D,E,G by hand using the bulk trays from galley before rolling out their carts from G2 galley
- ii) L4A & R4 to serve row 60 D,E,G from their carts before rolling out their carts to row 43 for TSU delivery
- iii) L4 & R2 to serve row 59 A,C,D,E,G,H,K