

THE SHADOW FLIGHT

(what to expect and tips to help you prepare)

Aircraft Specific Survey & Emergency Training w/Lead FA (ASSET)

Trip Planning Preparation / Standard Work

- Review Trip Sheet Details and How to Read/Acknowledge
- Review Passenger Profiles
- Review City Profiles
- Review Menu Planning
- Review Catering / Inflight Services Guidelines

Cabin Setup Expectations

- Go bag vs What is in Standard Stock on a/c
- Galley Organization and Logic
- Cabin Organization and Logic

Safety Responsibilities

- Location of Emergency and Medical Equipment (How to conduct Pre-Flight)
- Review and Practice Safety Briefing

Emergency Procedures

- Expectations for Silent Review
- Evacuation Procedures
- MedAire Support

Crew Communication

- Contact Information for Assigned Flight Crew (Email/Phone)
- Briefing (AWARE) Debriefing (COST)

Welcome and Boarding Procedures / Protocols

- Standing at top of stairs – in galley – how to introduce yourself
- Taking coats, bags, and offering pre-departure drinks
- Small talk and maintaining professionalism

Inflight Cabin Service / Flow Expectations

- Timing of service for meal/snack/beverage
- Replenishing items and anticipating needs
- Clearing items discreetly and efficiently
- Turn-down or Bedding (per trip)
- Privacy protocol for sleeping passengers

Inflight Shadowing Expectations and How to Prepare

- Observe without interfering unless invited to assist
- Assist subtly where appropriate (clearing, replenishing, organizing)
- TAKE NOTES – write down your questions and / or tips
- Take Mental Notes on: Lead's interaction w/clients, flow of service, cabin walk-throughs, culture, etc.

Post-Flight Procedures

- Clean-up and restocking – how to put a/c back to “virgin state”
- Maintenance Issues – how to report
- Post Flight / Trip Reports / Debriefing

Post Shadow Flight Recommendations

- Send thank you to the Lead Flight Attendant – for the opportunity – be specific on what went well, what you learned, etc.
- Email additional questions – show your eagerness to grow and learn
- Stay in touch – providing your availability to Lead AND Flight Operations Support (if applicable)