

EXCERPT FROM THE NBAA MANAGEMENT GUIDE

Available for download to all NBAA members | NBAA.ORG

LEAD FLIGHT ATTENDANT OR FLIGHT ATTENDANT MANAGER/SUPERVISOR

Under certain circumstances, FAR Part 91.533 requires the presence of a flight attendant (also known as a third crew member) on any aircraft carrying more than 19 passengers, and FAR Parts 125.169 and 135.107 require the presence of a flight attendant on any aircraft carrying more than 19 passenger seats. However, given the complexities and duties involved in order to operate with the utmost safety, some companies routinely utilize a flight attendant even with fewer than 19 passengers. Professional flight attendants should be trained and qualified in cabin safety and equipment specific to the aircraft as well as inflight medical emergencies.

A qualified flight attendant is fully trained under 14 CFR Part 91.1063 (a component of the regulations applicable to fractional aircraft program managers) and 14 CFR Part 135 Subpart H (for on-demand charter operators) and has successfully passed the testing requirements of 14 CFR Part 91.1067 (also for fractional aircraft programs) and 14 CFR Part 135 Subpart G. Training would include but not be limited to:

- Basic indoctrination, which covers all appropriate regulations and the company's standard operating procedures
- Specific initial aircraft training on all the aircraft to which a flight attendant will be assigned
- Emergency scenarios and drills, including inflight medical emergencies
- Security
- OSHA training
- Hazardous material recognition
- Knowledge of drug and alcohol programs
- Food safety

The lead flight attendant or flight attendant manager/supervisor should ensure currency with all training required by the FAA and company flight operations manual, retaining these records for inspection. This role also should ensure compliance with all standard operating procedures (SOPs) set forth in the company's flight operations manual.

The lead flight attendant typically reports to the aviation department manager/director of aviation or chief pilot. Duties include but are not limited to:

- Performing duties as assigned by supervisor
- Maintaining training qualifications for flight operation-applicable regulatory and safety management system requirements, including annual emergency procedures training
- Maintaining proficiency in procedures for handling inflight medical emergencies
- Providing excellent customer service to passengers
- Establishing and maintaining a flight attendant manual to be included in the flight operations manual
- Establishing and maintaining processes and procedures
- Establishing a confidential crew and passenger profile for catering and pre-existing medical conditions
- Facilitating and ensuring clear communication between flight attendants and other members of the flight department
- Establishing vendor relationships for the purpose of training and service
- Establishing guidelines for and facilitating the hiring, managing and training of flight attendants
- Managing a budget for catering and aircraft supplies
- Establishing and maintaining a food safety program
- Maintaining the official training records for all flight attendants for regulatory and audit review
- Establishing relationships with other lead flight attendants to use as benchmarking

FLIGHT ATTENDANT

For flight attendants not serving in a lead or supervisory role, duties include:

- Coordinating with and performing duties as assigned by the pilot in command and lead flight attendant
- Training annually on aircraft-specific emergency training, hazmat recognition, CRM and critical surface wing contamination, as well as other operation- and regulatory-required topics
- Following all company policies and procedures
- Providing emergency medical assistance for passengers when required
- Conducting pre-flight aircraft procedures and ensuring that all emergency equipment, galley and cabin management equipment is ready for flight
- Maintaining order and cleanliness in the cabin at all times
- Ensuring passenger briefing is in compliance
- Ensuring that prior to taxi, all carry-on items are secured and that passengers have fastened their seat belts and shoulder harnesses, if installed
- OSHA training
- Communicating to the pilot in command that the cabin is secured and ready for departure
- Preparing passengers and cabin for arrival in compliance with the flight operations manual
- Cleaning, restocking and maintaining the aircraft and advising the pilot in command of any cabin discrepancies
- Providing excellent customer service to passengers
- Planning menus and ordering catering

Flight attendants should maintain the same flight and duty limitations as the flight deck crew in order to manage fatigue properly.

CABIN AIDE, CABIN ATTENDANT OR CSR

A related function to that of the flight attendant but without safety-related duties is the service-oriented company employee, most often referred to as the cabin aide, cabin attendant or customer service representative (CSR). The service-oriented company employee is not qualified in safety functions, so this employee would NOT provide aid and leadership to passengers in an emergency situation, a distinction that should be made for passengers by the pilot in command. This position's duties include:

- Providing excellent customer service to passengers
- Planning menus and ordering catering
- Cleaning, restocking and maintaining order and cleanliness in the cabin at all times

FLIGHT TECHNICIAN (MECHANIC)

Some companies may wish to operate with a flight technician onboard the aircraft. The flight technician reports to the director of maintenance, director of aviation or chief pilot and should coordinate with the cabin services manager. Duties for this position include but are not limited to:

- Conducting pre/post-flight inspections, supervising or performing any servicing or maintenance, such as refueling operations
- Overseeing performance of aircraft maintenance away from home base
- Performing cabin server functions as required, such as greeting guests, arranging catering and serving owners, customers and guests
- Ensuring aircraft is stocked, clean and prepared for flight
- Preparing passengers and aircraft for landing, following procedures
- Providing inflight cabin service functions and acting as safety coordinator to all passengers and crew
- Baggage handling and complying with aircraft baggage and cargo restrictions
- Assisting the flight crew with ground and airborne duties, as requested
- Performing all tasks associated with aircraft ground movements, such as engine run and taxi, and towing
- Performing aircraft maintenance, as required
- Food safety, allergy and security

If trained and qualified, additional duties may include:

- Assisting passengers during flight
- Receiving and stowing catering materials
- Providing emergency assistance to passengers as necessary (requires training in evacuation procedures, medical procedures)

