

APPROACH & ARRIVAL PROTOCOLS/PROCEDURES

Sleeping Passengers - Intermediate Stop

On flights where passengers will be sleeping and an intermediate stop will be made, the cabin attendant shall brief the passengers that they will be woken up so as to be properly seated for the landing.

Sleeping Passengers - Destination Stop

On flights where passengers will be sleeping and may not be awake prior to landing, the cabin attendant shall brief the passengers that they will be woken up so as to be properly seated for the landing.

Passengers Seated for Landing

Depending on passenger occupancy, the cabin attendant should wake the passengers 20-45 minutes prior to landing. This timeframe will allow the cabin attendant to deflate and/or secure cabin beds allowing all passengers to be seated upright in a cabin seat. Therefore, the proper number of made beds will be required to be secured before landing in order for all passengers to occupy the cabin seats in an approved seated position.

If a passenger objects to sitting up for landing, simply state that you are legally required under federal regulations to wake up the passengers and have them seated with their seatbelt fastened for landing. Should the cabin attendant encounter any problem with this procedure, they will advise the PIC immediately and/or Lead Flight Attendant or Chief Pilot after the trip.

Standard Approach & Decent

At 10,000 feet and/or notification from flight deck, discontinue inflight service and begin preparing for landing.

- Main cabin acoustic door/curtain opened and secured.
- The galley, cabin and lavatory items are to be secured for landing.
- Collect all cabin service items remaining in cabin (glassware, china, flatware, placements, etc.).
- Confirm passengers are seat belted and secured in seats and all personal items are secured in a designated location.
- Verify cabin compartment doors are latched and secured.
- Return coats and jackets to passengers (if not able, once the aircraft has come to a complete stop on the ramp).
- Adjust cabin and galley lighting if necessary.
- Provide verbal communication to flight deck the passengers and cabin are secured.
- Cabin crewmember seated and secured in designated seat for landing.

Taxiing

The cabin attendant and passengers are to remain secured and seated until the aircraft comes to a complete stop on the ramp.

Main Cabin Door

Once the aircraft has come to a complete stop the SIC or PIC will typically open the main cabin door after verification the ramp is clear. The PIC may designate the cabin attendant to open the door. Verbal communication and verification that the “door is clear” is critical prior to opening the door.

Stair lights and overhead entry dome light - ON.

Passengers Deplaning

As passengers deplane using the airstairs, assist with any carry ons. Verbally communicate with passengers to watch their head and step carefully down the steep stairs.

After the last passenger has exited the aircraft, Immediately conduct a ‘cabin sweep’ to confirm no personal items have been left behind (phones, glasses, tote bags, garment bags, etc.).

Overnight Security - Overwing Exit Locking Pins

Overwing exits may be required to be pinned for international overnights. Each aircraft should be equipped with locking pins in a canvas pouch, which are typically stored in the a compartment closest to the window exits (credenza or an aft compartment).



USA ENTRY CUSTOMS FORMS

6059B US Customs & Border Protection Declaration Form

Clients arriving into the United States must complete the CBP Declaration Form 6059B. If they are traveling with other immediate family members, they only have to complete one form per family. You should have a supply of blank declaration forms on the airplane, confirm prior to arriving in the United States. The first airport you land in the U.S. is your port-of-entry.

Cabin crew can either fill out or provide the following information to the clients:

- Date of Arrival
- Arrival City Airport Code
- Tail Number (Vessel Name)

U.S. Customs and Border Protection
Customs Declaration
 19 CFR 122.27, 148.12, 148.13, 148.19, 148.111, 148.8, 31 CFR 53.98
 FORM APPROVED OMB NO. 1651-0009
 Each arriving traveler or responsible family member must provide the following information (only ONE written declaration per family is required):

- Family Name: First (Given), Middle
- Birth date: Day, Month, Year
- Number of Family members traveling with you
- (a) U.S. Street Address (hotel name/destination)
(b) City (c) State
- Passport issued by (country)
- Passport number
- Country of Residence
- Countries visited during the trip prior to this arrival
- Airline/Flight No. or Vessel Name
- The primary purpose of this trip is business: Yes No
- I am (We are) bringing:
 - (a) fruits, vegetables, plants, seeds, and cuttings: Yes No
 - (b) meats, animals, animal/wildlife products: Yes No
 - (c) disease agents, cell cultures, snails: Yes No
 - (d) soil or have been on a farm/ranch/pasture: Yes No
- I have (We have) been in close proximity of (such as touching or handling) livestock: Yes No
- I am (We are) carrying currency or monetary instruments over \$10,000 U.S. or foreign equivalent: Yes No (see definition of monetary instruments on reverse)
- I have (We have) commercial merchandise (articles for sale, samples used for soliciting orders, or goods that are not considered personal effects): Yes No
- Residents — the total value of all goods, including commercial merchandise I/we have purchased or acquired abroad, (including gifts for someone else, but not items mailed to the U.S.) and am/are bringing to the U.S. is: \$
- Visitors — the total value of all articles that will remain in the U.S., including commercial merchandise is: \$

Read the instructions on the back of this form. Space is provided to list all the items you must declare.
 I HAVE READ THE IMPORTANT INFORMATION ON THE REVERSE SIDE OF THIS FORM AND HAVE MADE A TRUTHFUL DECLARATION.
 (Signature) Date (day/month/year)

I-94 Form
Non-US Citizens
This form must be completed by all persons except U.S. Citizens, returning resident aliens, aliens with immigrant visas, and Canadian Citizens visiting or in transit.

U.S. Department of Justice Immigration and Naturalization Service
 OMB 115-0877
 Admission Number: **220390931 09**
Welcome to the United States
I-94 Arrival/Departure Record - Instructions
 This form must be completed by all persons except U.S. Citizens, returning resident aliens, aliens with immigrant visas, and Canadian Citizens visiting or in transit.
 Type or print legibly with pen in ALL CAPITAL LETTERS. Use English. Do not write on the back of this form.
 This form is in two parts. Please complete both the Arrival Record (Items 1 through 13) and the Departure Record (Items 14 through 17).
 When all items are completed, present this form to the U.S. Immigration and Naturalization Service Inspector.
Item 7 - If you are entering the United States by land, enter LAND in this space. If you are entering the United States by ship, enter SEA in this space.
 Form I-94 (04-15-84)Y

Admission Number: **220390931 09**
 Immigration and Naturalization Service
I-94 Arrival Record

- Family Name
- First (Given) Name
- Birth Date (Day/Mo/Yr)
- Country of Citizenship
- Sex (Male or Female)
- Passport Number
- Airline and Flight Number
- Country Where You Live
- City Where You Boarded
- City Where Visa Was Issued
- Date Issued (Day/Mo/Yr)
- Address While in the United States (Number and Street)
- City and State

Departure Number: **220390931 09**
 Immigration and Naturalization Service
I-94 Departure Record

- Family Name
- First (Given) Name
- Birth Date (Day/Mo/Yr)
- Country of Citizenship

See Other Side **STAPLE HERE**

INTERNATIONAL CUSTOMS & IMMIGRATION

Clearing Customs and Immigration

The crew and passengers may clear customs and immigration onboard the aircraft upon arrival or you may have to be cleared at a designated facility. All cities and countries vary. The aircraft entry door is NEVER OPENED until customs agents are present and signal the pilots to open the door.

Crew - required to have a company or CREW ID, valid passport and any Visas if required.

In many locations, they will collect all of the crew passports while on the aircraft before you deplane. They are returned once you have cleared the facility. They will either be stamped or scanned.

Agriculture

(the following is also featured in the international catering section)

You'll be asking yourself ...

What foods will need to be disposed of?

Do I need to dispose of the flowers? Fruits? Vegetables? Dairy products? Meats?

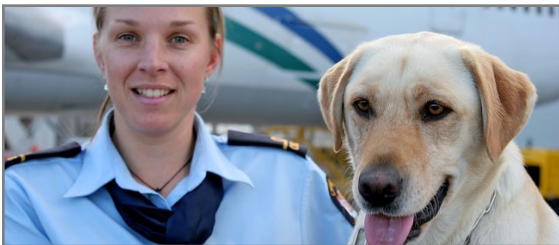
When in doubt as to what items are required to be disposed of - ask the Customs Agent greeting your flight.

Customs agents may inspect your entire aircraft.

Proper trash disposal - some cities or countries you are NOT allowed to dispose of any waste! So plan ahead and have back-up trash bags that seal well as your trash may have to be stored in cargo hold for DAYS!

Any trash items will be properly disposed of by Customs (incinerated)

Liquor stored and locked - some countries you may be required to lock or seal your liquor prior to landing and must stay sealed until after your departure. If this is the case, your flight department will provide you with the proper containers to complete this task.



NUMBER 1 RULE:

Do NOT attempt to hide ANYTHING that is required to be disposed of. If they search your aircraft and find it ... could cause a major fine.

OVERNIGHT: POST ARRIVAL DUTIES

Galley

- Wipe down counter, drawers and glass cabinets and remove all hand prints and marks.
- Inventory all service items used.
- Remove ALL creamers, juices and other perishables from ice bins and chiller compartments.
- Carafes emptied and rinsed (or washed).
- Coffee makers emptied and rinsed (or washed).
- Dirty dishes - Line Service.
- Empty trash can and replace bag.
- FBO cold storage any perishable items to be saved.

Cabin

- Open nesting tables and fixed table - wipe down table tops.
- Straighten pillows and throws.
- Readjust shoulder hardness and arrange seatbelt neatly.
- Vacuum seats, divan and flooring.
- Discard expired magazines and newspapers.
- Restock snack and candy baskets (if backup items are available).
- Remake Divan bed with fresh linens and display pillows (3).

Lavatory

- Wipe down counter, mirrors and toilet area.
- Empty trash can and replace trash bag.
- Flush toilet and clean basin area if required.
- Vacuum floor.
- Replenish standard supplies; toilet tissue, hands cloths, etc.

Entertainment Systems

- If used, eject DVD/BlueRay movies from players before power is turned off.
- if used, return DVD/BlueRay into storage case.
- Gather and store all passenger noise cancelation headsets and make sure they are turned off.

Miscellaneous

- Storage bins empty and stored.
- Umbrellas stored.
- Cold carry bags returned.
- Laundry/dry cleaning bags replenished.

Overnight/International Flights

- Portable beds returned and secured in cargo hold or designated location.
- Bed systems, mattress covers repacked and stored.
- Inventory bedding and linens (arrange for dry cleaning if required).

HOME BASE: POST ARRIVAL DUTIES

Galley

- Wipe down counter, drawers and glass cabinets and remove all hand prints and marks.
- Replenish all service items used.
- Remove ALL creamers, juices and other perishables from ice bins and chiller compartments.
- Remove all extra stock/supplies - don't be a "pack rat."
- Remove additional stored wine, beer and Champagne - if applicable.
- Check expiration dates on all snack foods and replace accordingly.
- Placements wiped down and dinner linens restocked.
- Place dirty dishes and utensils in dishwasher and replenish stock with back up supplies (if available).

Cabin

- Open nesting tables and fixed table - wipe down table tops.
- Straighten pillows and throws.
- Readjust shoulder hardness and arrange seatbelt neatly.
- Vacuum seats, divan and flooring.
- Discard expired magazines and newspapers.
- Restock snack and candy baskets..
- Inventory and replace any wine or alcohol used.

Lavatory

- Wipe down counter, mirrors and toilet area.
- Flush toilet and clean basin area if required.
- Replenish standard supplies; toilet tissue, hands cloths, etc.

Storage Cabinet(s)

- Re-stock any back up supplies, cases bottled water.
- Restock bedding - blankets, pillows, linens.

Entertainment Systems

- If used, eject DVD/BlueRay movies from players before power is turned off.
- if used, return DVD/BlueRay into storage case.
- Gather and store all passenger noise cancelation headsets and make sure they are turned off.

Miscellaneous

- Cleaning supplies.
- Storage bins.
- Umbrellas stored.
- Cold carry bags returned.
- Laundry/dry cleaning bags replenished.

Bedding Supplies

- Portable beds returned to hangar storage cabinet (if applicable).
- Inflation pumps returned to charging station on hangar floor (if applicable).
- Bed systems, mattress covers repacked and stored.
- Inventory bedding and linens restocked.

Leftover Catering

- All sealed or unopened catering supplies returned to storage cabinets.
- Cold storage items are to be placed in refrigerator designated for unused catering.
- Any opened and/or used catering items place on kitchen counter.
- Cold storage items are to be placed in the employee kitchen refrigerator or designated cold storage location.
- Unused additional stocked beer, wine, champagne returned to designated refrigeration storage.
- Unused additional stocked alcohol returned to designated storage compartment.

Laundry

- Bagged used laundry placed in laundry room or designated “drop” location.
- Load washing machine with laundry. (if applicable)

Dry Cleaning

- Place used linens in designated drop area for company to service.

Restocking Service Supplies

- Ultimately, it is the cabin attendant’s responsibility to inventory and restock all required service supplies used during the trip unless told otherwise.
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- Any additional services supplies beyond the required standard inventory stock amounts, should be removed from the aircraft and returned to storage.

CABIN DETAILING



Detailing the aircraft interior can take anywhere from 20 minutes to an hour or more depending on what is required. Detailing after returning to “home base” may take much longer as this is where all of the aircraft supplies are stored and inventoried. Properly detailing the entire aircraft cabin is a very important part of your responsibilities and must be completed after every flight! Having good attention to detail and a “Type A” personality is a tremendous benefit.

Immediately after your passengers have deplaned: Sweep the entire cabin and look for any items your passengers may have left behind i.e. mobile phones, charging cords, pens, eyeglasses, tote bags, bad behaving children, etc.

Make sure the pilots leave the aircraft power on until your duties are completed onboard. You will need power to vacuum and lighting allowing you to see in enclosed parts of the cabin and lavatory areas.

Do NOT use cleaning products that are unfamiliar. If you are in doubt ... ASK!

Have a plan! Start at the one end of the aircraft and work towards the opposite direction to prevent overlooking anything that requires detailing and attention.

Cabin

- Sit in the cabin seats and on the toilet to get the passengers perspective. Many areas that required detailing may not be visible from eye level while standing in the cabin and lavatory.
- Move cabin seats around and away from sidewalls
- Refold seatbelts or tuck into back of cushion, exposing only the heads of the buckle and connector. Polish or clean buckle to remove any fingerprints or smudges.
- Refold all blankets/throws, fluff pillows and arrange on various cabin seats and divan.
- Unfold/open all nesting & fixed conference tables to make sure they are clean.
- Open ALL cabinets and compartments. It's very important not to overlook any items that were "creatively" stored.



Lavatory

- Empty trash in lavatory and replace with new trash bags. NEVER reach into a trash can with your hand. Remove and empty into a trash bag or larger trash can.
- Flush toilet again and wipe down entire area.
- Triangle fold toilet and display folds of facial tissue.
- Wipe down entire sink basin.
- Refold or replace cloth washcloths and hand towels.



Galley

- Empty ice drawer/bin of ice as this prevents water from becoming stagnant. Check with the pilots, some aircraft this is not required.
- Empty coffee containers or coffee makers/Thermos.
- Place all dirty dishes, silverware, glassware, etc. in storage bin.
- Clean and polish galley countertops, cabinets, latches.
- Make sure oven(s) are emptied of food and miscellaneous supplies that may have been stored inside.
- Galley trash pulled out and tied. Never set trash bags on floor in cabin or galley as they may leakage and fluids inside.
- Forward Galley - place bagged trash at bottom on airstairs.
- Aft Galley - place bagged trash outside of cargo door. Never carry or drag the trash through the cabin. The bag or container could have fluid in it and leak all over the cabin seats or carpeting.

Vacuuming

- Vacuum Cabin AFT to FWD or FWD to AFT (work in only one direction to prevent overlooking anything). Vacuum flight deck area, galley, cabin, lavatory, and cargo hold.
- Use attachments (if applicable) to vacuum seats, divan and other misc. areas.
- If aircraft is not equipped with a vacuum, you can receive one from Line Service or FBO personnel.

Line Service (if applicable)

The will assist with:

- Assist with luggage offloading.
- Removal of all trash bags presented for disposal.
- Take all of the provide storage bins or containers filled with dirty service items required to be cleaned and returned or stored until you return (on an overnight). Includes all china, glassware, stemware, coffee pots, etc.
- Coordinate if you require dry cleaning or laundry of linens.
- Handle and coordinate any cold or frozen catering storage required.
- Any specific items you require.



NOTE:

Any quality and food safety leftover catering can be given to Line Service or FBO personnel (if permitted by the client).

It's highly recommended not to give Line Service the "reward" of free food before they have completed their tasks! Otherwise, you will be saying, "where did everyone go?"

#1 RULE:

Leave the aircraft looking better than when you received it!

Remember to "WOW! Factor!"