

**CABIN CREW TRAINING FOR
FLIGHT ATTENDANTS**

**THE ROLES AND
RESPONSIBILITIES OF A
CABIN CREW**

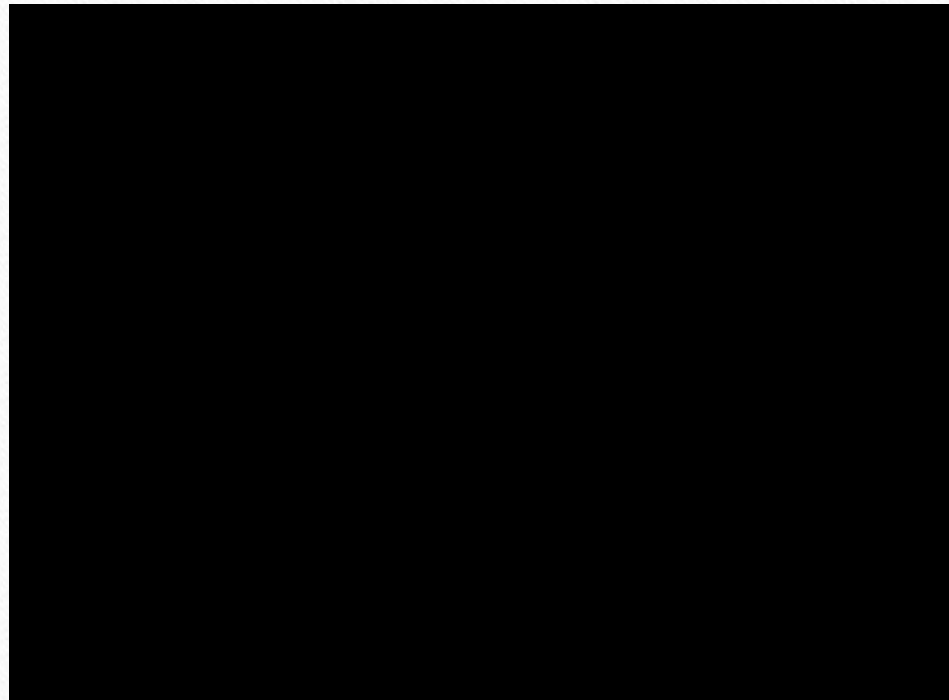
WHO IS A FLIGHT ATTENDANT?

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- **FLIGHT ATTENDANTS OR CABIN CREW (ALSO KNOWN AS STEWARDESSES/ STEWARD, AIR HOSTESSES / HOSTS AND CABIN ATTENDANTS) ARE TRAINED MEMBERS OF AN AIR CREW EMPLOYED BY AIRLINES PRIMARILY TO:**

RESPONSIBILITIES / FUNCTIONS:

- ENSURE THE SAFETY AND COMFORT OF PASSENGERS ABOARD AN AIRCRAFT. THEY MUST ENSURE THAT THE SAFETY REGULATIONS ARE OBEYED AND PASSENGERS KNOW WHAT TO DO IN CASE OF AN EMERGENCY.

VIEW THE VIDEO BELOW:
WHO IS A FLIGHT ATTENDANT



ROLES OF THE FLIGHT ATTENDANT

THE FLIGHT ATTENDANT ROLE IS DIVIDED INTO TWO PARTS.

PRIMARY ROLES AND SECONDARY ROLES

THE PRIMARY AND MOST IMPORTANT ROLE OF A FLIGHT ATTENDANT IS **SAFETY, EMERGENCY, AND FIRST AID**. SAFETY AND WELFARE OF PASSENGERS. IT IS A LEGAL REQUIREMENT THAT THERE BE A MINIMUM PRESENCE OF CABIN CREW FOR SAFETY.

THE SECONDARY ROLE IS THE COMFORT OF THE PASSENGER . CABIN CREW MEMBERS ARE THE FACE OF THE AIRLINE. EXPECTED TO EXCEL IN CUSTOMER SERVICE AND ALWAYS REMAIN FRIENDLY.

REQUIREMENTS

WHAT DO YOU REQUIRE TO BE A FLIGHT ATTENDANT?

COMPLETE A MANDATORY 4-6 WEEK TRAINING COURSE, WHICH
IS GOVERNED BY THE CIVIL AVIATION AUTHORITY

THE TRAINING COURSE IS CALLED SEP
(SAFETY & EMERGENCY PROCEDURES)

SEP TRAINING IS USUALLY PAID FOR BY THE AIRLINE. DURING THIS TIME YOU WILL BE TRAINED ON:

DITCHING (LANDING ON WATER)

DECOMPRESSION

FIRE FIGHTING

PASSENGER MANAGEMENT

SECURITY RELATED ISSUES

EXTRAORDINARY SITUATIONS

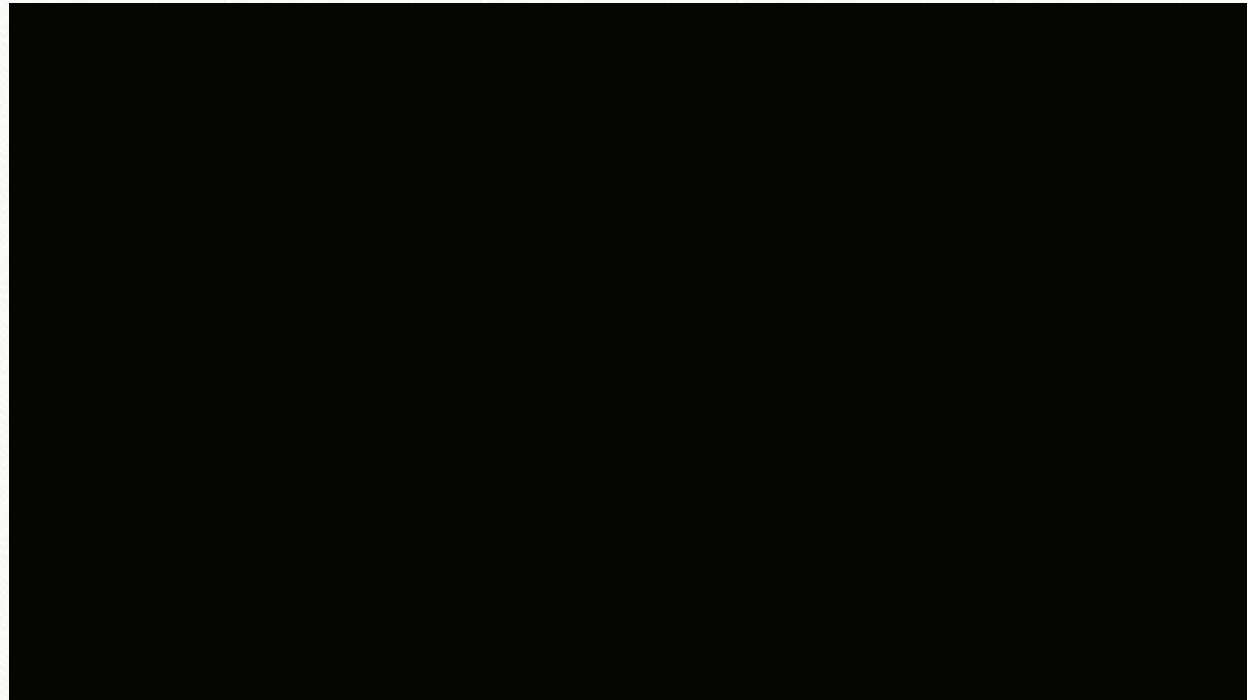
FIRST AID

SURVIVAL

TRAINING CAN BE CONDUCTED WITHIN DIFFERENT
SIMULATORS TO PRACTICE THE DRILLS AND PROCEDURES
NEEDED TO DEAL WITH DIFFERENT TYPES OF EMERGENCIES.

EVERY CABIN CREW MEMBER HAS TO UNDERGO RECURRENT
TRAINING EVERY 12 MONTHS AND BE RE-TESTED.

VIDEO OF AIR CRASH DRILL JAL



Main Responsibilities

CABIN CREW THEN HAS TO GREET THE PASSENGERS AS THEY BOARD THE AIRCRAFT

DIRECT THEM TO THEIR SEATS AND ENSURE THAT THE ENTIRE LUGGAGE IS SAFELY STORED AWAY IN THE OVERHEAD CABINS.

DEMONSTRATE THE EMERGENCY PROCEDURES WHILST THE PLANE IS PREPARING FOR TAKE-OFF.

DURING A FLIGHT THE CREW MEMBERS ASSIST PASSENGERS, MAKE CALLS ON BEHALF OF THE CAPTAIN AND SERVE FOOD, DRINKS AND SELL DUTY FREE GOODS.

Main responsibilities

In case of emergencies, cabin crews are there to reassure passengers so that they follow the correct emergency procedures. The crew may have to deal with several emergencies such as cabin fires or first aid situations.

Ensure that passengers disembark the aircraft safely when flight ends.

Crew members **MUST** complete a written report that records all details of the flight. For instance; duty free sales, food and drinks sales, any unusual incidents and customs and immigration documentation

Typical work activities

TASKS MAY VARY DEPENDING ON WHETHER IT IS A SHORT OR LONG HAUL FLIGHT AND THE SIZE OF THE TEAM YOU ARE WORKING IN.

THESE INCLUDE:

PRE-FLIGHT BRIEFING - CABIN CREW ARE ASSIGNED THEIR WORKING POSITIONS FOR THE UPCOMING FLIGHT (CREW ARE ALSO INFORMED OF FLIGHT DETAILS, THE SCHEDULE AND IF THERE ARE PASSENGERS WITH ANY SPECIAL REQUIREMENTS, SUCH AS DIABETIC PASSENGERS, PASSENGERS IN WHEELCHAIRS OR THE NUMBER OF INFANTS ON BOARD)

PRE-FLIGHT DUTIES, SUCH AS CHECKING THE SAFETY EQUIPMENT, ENSURING THE AIRCRAFT IS CLEAN AND TIDY, ENSURING THAT INFORMATION IN THE SEAT POCKETS IS UP TO DATE AND THAT ALL MEALS AND STOCK ARE ON BOARD

Typical work activities

- WELCOMING PASSENGERS ON BOARD AND DIRECTING THEM TO THEIR SEATS
- INFORMING PASSENGERS OF THE AIRCRAFT SAFETY PROCEDURES AND ENSURING THAT ALL HAND LUGGAGE IS SECURELY STORED AWAY
- CHECKING ALL PASSENGER SEAT BELTS AND GALLEYS ARE SECURE PRIOR TO TAKE-OFF

Typical work activities

- MAKING ANNOUNCEMENTS ON BEHALF OF THE PILOT AND ANSWERING PASSENGER QUESTIONS DURING THE FLIGHT
- SERVING MEALS AND REFRESHMENTS TO PASSENGERS
- SELLING DUTY-FREE GOODS AND ADVISING PASSENGERS OF ANY ALLOWANCE RESTRICTIONS IN FORCE AT THEIR DESTINATION
- REASSURING PASSENGERS AND ENSURING THAT THEY FOLLOW SAFETY PROCEDURES CORRECTLY IN EMERGENCY SITUATIONS

Typical work activities

- GIVING FIRST AID TO PASSENGERS WHERE NECESSARY
- ENSURING PASSENGERS DISEMBARK SAFELY AT THE END OF A FLIGHT AND CHECKING THAT THERE IS NO LUGGAGE LEFT IN THE OVERHEAD LOCKERS
- COMPLETING PAPERWORK, INCLUDING WRITING A FLIGHT REPORT.

Responsibilities in details

FLIGHT ATTENDANT BRIEFING

- GO OVER SAFETY AND EMERGENCY CHECKLISTS, THE LOCATIONS AND AMOUNTS OF EMERGENCY EQUIPMENT AND OTHER FEATURES SPECIFIC TO THAT AIRCRAFT TYPE.
- BOARDING PARTICULARS ARE VERIFIED, SUCH AS SPECIAL NEEDS PASSENGERS, SMALL CHILDREN TRAVELING AS UNACCOMPANIED OR VIPS.
- WEATHER CONDITIONS ARE DISCUSSED INCLUDING ANTICIPATED TURBULENCE.

ON BOARD SAFETY CHECKS BEFORE **AND AFTER TAKE-OFF**

PRIOR TO EACH FLIGHT A SAFETY CHECK IS CONDUCTED TO ENSURE ALL EQUIPMENT SUCH AS LIFE VEST, TORCHES (FLASH LIGHT) AND FIREFIGHTING EQUIPMENT ARE ON BOARD, IN THE RIGHT QUANTITY, AND IN PROPER CONDITION AND LOCATION.

ANY UNSERVICEABLE OR MISSING ITEMS MUST BE REPORTED AND RECTIFIED PRIOR TO TAKE OFF.

CABIN MUST BE MONITORED FOR ANY UNUSUAL SMELLS OR SITUATIONS.

ASSIST WITH THE LOADING OF CARRY-ON BAGGAGE, CHECKING FOR WEIGHT, SIZE AND DANGEROUS GOODS.

ENSURE THOSE SITTING IN EMERGENCY EXIT ROWS ARE WILLING AND ABLE TO ASSIST IN AN EVACUATION AND MOVE THOSE WHO ARE NOT WILLING OR ABLE OUT OF THE ROW INTO ANOTHER SEAT.

CARRY OUT A SAFETY DEMONSTRATION OR MONITOR PASSENGERS AS THEY WATCH A SAFETY VIDEO.

“SECURE THE CABIN” ENSURING TRAY TABLES ARE STOWED, SEATS ARE IN THEIR UPRIGHT POSITIONS, ARMRESTS DOWN AND CARRY-ONS STOWED CORRECTLY AND SEAT BELTS ARE FASTENED PRIOR TO TAKE-OFF.

ALL THE SERVICE BETWEEN BOARDING AND TAKE-OFF IS CALLED PRE TAKE OFF SERVICE.

ONCE UP IN THE AIR, FLIGHT ATTENDANTS WILL USUALLY :

PERFORM SERVICE DUTIES SUCH AS SERVE DRINKS AND/OR FOOD TO PASSENGERS. STOCK LEVELS MUST BE CHECKED AND MAINTAINED.

DURING SERVICE DUTIES AND WHEN FREE, FLIGHT ATTENDANTS MUST PERIODICALLY CONDUCT CABIN CHECKS AND LISTEN FOR ANY UNUSUAL NOISES OR SITUATIONS.

CHECKS MUST ALSO BE DONE ON THE LAVATORY TO ENSURE THE SMOKE DETECTOR HASN'T BEEN DEACTIVATED.

REGULAR COCKPIT CHECKS MUST BE DONE TO ENSURE THE PILOT'S HEALTH AND SAFETY.

THEY MUST ALSO RESPOND TO CALL LIGHTS DEALING WITH SPECIAL REQUESTS.

DURING TURBULENCE, FLIGHT ATTENDANTS MUST ENSURE THE CABIN IS SECURE. PRIOR TO LANDING ALL LOOSE ITEMS, TRAYS AND RUBBISH MUST BE COLLECTED AND SECURED ALONG WITH SERVICE AND GALLEY EQUIPMENT. ALL HOT LIQUIDS MUST BE DISPOSED OF.

A FINAL CABIN CHECK MUST THEN BE COMPLETED PRIOR TO LANDING. IT IS VITAL THAT FLIGHT ATTENDANTS REMAIN AWARE AS THE MAJORITY OF EMERGENCIES OCCUR DURING TAKE-OFF.

UPON LANDING, FLIGHT ATTENDANTS MUST REMAIN STATIONED AT EXITS AND MONITOR THE AIRPLANE AND CABIN AS PASSENGERS DISEMBARK THE PLANE.

THEY ALSO ASSIST ANY SPECIAL NEEDS PASSENGERS AND SMALL CHILDREN OFF THE AIRPLANE AND ESCORT CHILDREN, WHILE FOLLOWING THE PROPER PAPERWORK AND ID PROCESS TO ESCORT THEM TO THE DESIGNATED PERSON PICKING THEM UP.

FLIGHT ATTENDANTS ARE TRAINED TO DEAL WITH A WIDE
VARIETY OF EMERGENCIES, AND ARE TRAINED IN FIRST AID.

Emergency training includes:

- REJECTED TAKE OFFS
- EMERGENCY LANDINGS
- CARDIAC AND IN-FLIGHT MEDICAL SITUATIONS
- SMOKE IN THE CABIN
- FIRES
- DEPRESSURIZATION

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- ON-BOARD BIRTHS AND DEATHS
 - DANGEROUS GOODS AND SPILLS IN THE CABIN
 - EMERGENCY EVACUATIONS
 - HIJACKINGS
 - WATER LANDINGS
 - SEA, FOREST, ARCTIC, AND DESERT SURVIVAL SKILLS

Flight Attendant Titles

CHIEF PURSER

THE **CHIEF PURSER (CP)**, **INFLIGHT SERVICE MANAGER (ISM)**, **CABIN SERVICE MANAGER (CSM)**. THE TITLE ASSOCIATING WITH THIS CREW MEMBER DIFFERS FROM AIRLINE TO AIRLINE. THEY ARE IN CHARGE OF THE RUNNING OF THE CABIN. THEY REPORT WHEN THE CABIN IS:

- SECURE FOR TAKE-OFF AND LANDING DELIVER ON-BOARD ANNOUNCEMENTS
- ANY BROKEN OR MISSING EMERGENCY EQUIPMENT ITEMS TO THE PILOTS AFTER THE PRE-FLIGHT CHECK.
- GENERALLY OPERATE THE DOORS DURING ROUTINE FLIGHTS
- HOLD THE MANIFEST AND ACCOUNT FOR ALL MONEY AND REQUIRED PAPERWORK AND REPORTS FOR EACH FLIGHT.

CHIEF PURSER CONT'D

2-4 SENIOR CREW MEMBERS MAY ALSO BE ON BOARD THE LARGER AIRCRAFT TYPES. CHIEF PURSERS ARE FLIGHT ATTENDANTS WHO HAVE BEEN PROMOTED THROUGH THE RANKS OF FLIGHT ATTENDANT → SENIOR CREW MEMBER → PURSER → CHIEF PURSER.

TO REACH THIS POSITION THE CREW MEMBER MUST HAVE HAD A MANDATORY AMOUNT OF SERVICE YEARS WITHIN THE AIRLINE OR AIRLINES PRIOR TO CHANGING AIRLINE.

FURTHER TRAINING IS MANDATORY, AND CHIEF PURSERS TYPICALLY EARN A HIGHER SALARY THAN FLIGHT ATTENDANTS BECAUSE OF THE ADDED RESPONSIBILITY.

THE PURSER

PURSERS WILL, ON BOARD LARGER AIRCRAFT WITH MULTIPLE FLIGHT ATTENDANTS, ASSIST THE CHIEF PURSER AND HAVE SIMILAR ROLES AND RESPONSIBILITIES. 2-4 SENIOR CREW MEMBERS MAY ALSO BE ON BOARD THE LARGER AIRCRAFT TYPES.

PURSERS ARE FLIGHT ATTENDANTS OR WITH SIMILAR JOB PROFILE, TYPICALLY WITH AN AIRLINE FOR SEVERAL YEARS PRIOR TO APPLICATION, AND UNDERGOES FURTHER TRAINING TO BECOME A PURSER, AND NORMALLY EARN A HIGHER SALARY THAN FLIGHT ATTENDANTS BECAUSE OF THE ADDED RESPONSIBILITY

First Aider

AS A JOB RESPONSIBILITY, A CABIN CREW SHOULD ALSO BE THOROUGH IN MEDICAL EMERGENCY, WHICH MIGHT ARISE ONCE AIRBORNE. EG.:

PHYSIOLOGY OF FLIGHT INCLUDING OXYGEN REQUIREMENTS AND HYPOXIA

MEDICAL EMERGENCIES IN AVIATION:

- ASTHMA
 - HEART ATTACKS
 - SHOCK
 - EPILEPSY
 - AIR SICKNESS
 - EMERGENCY CHILDBIRTH
- CHOCKING
STRESS REACTIONS AND ALLERGIC REACTIONS
STROKE
DIABETES
HYPERVENTILATION
GASTRO-INTESTINAL DISTURBANCES;

First Aid Skills

PRACTICAL CARDIO – PULMONARY RESUSCITATION BY EACH CABIN CREWMEMBER HAVING REGARD TO THE AERO PLANE ENVIRONMENT AND USING A SPECIFICALLY DESIGNED DUMMY

BASIC FIRST AID AND SURVIVAL TRAINING INCLUDING CARE OF:

- THE UNCONSCIOUS;
- BURNS;
- WOUNDS; AND
- FRACTURES AND SOFT TISSUE INJURIES

TRAVEL HEALTH AND HYGIENE INCLUDING:

- ALERTNESS MANAGEMENT, PHYSIOLOGICAL EFFECTS OF FATIGUE, SLEEP PHYSIOLOGY, CIRCADIAN RHYTHM AND TIME ZONE CHANGES; THE RISK OF CONTACT WITH INFECTIOUS DISEASES ESPECIALLY WHEN OPERATING INTO TROPICAL AND SUB-TROPICAL AREAS. REPORTING OF INFECTIOUS DISEASES PROTECTION FROM INFECTION AND AVOIDANCE OF WATER-BORNE AND FOOD-BORNE ILLNESS. TRAINING SHALL INCLUDE THE MEANS TO REDUCE SUCH RISKS;
- HYGIENE ON BOARD;
- DEATH ON BOARD;
- HANDLING OF CLINICAL WASTE

THE USE OF APPROPRIATE AIRCRAFTS EQUIPMENT INCLUDING
FIRST AID KITS, EMERGENCY MEDICAL KITS, FIRST AID OXYGEN
AND EMERGENCY MEDICAL EQUIPMENT.