

IAC3306 Cabin Crew Management

Unit 1 History

Introduction to cabin crew



History of Cabin Crew

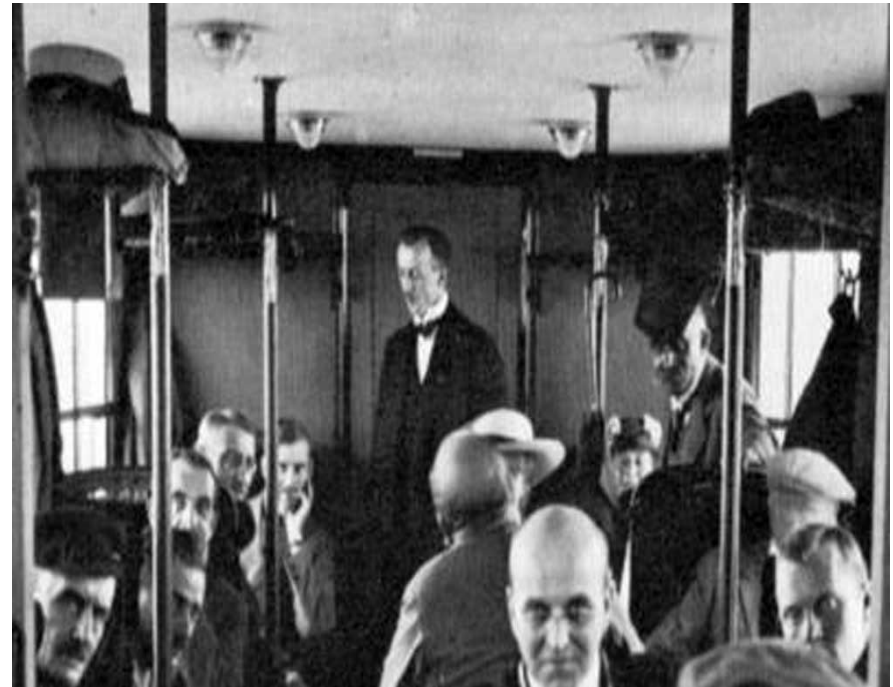
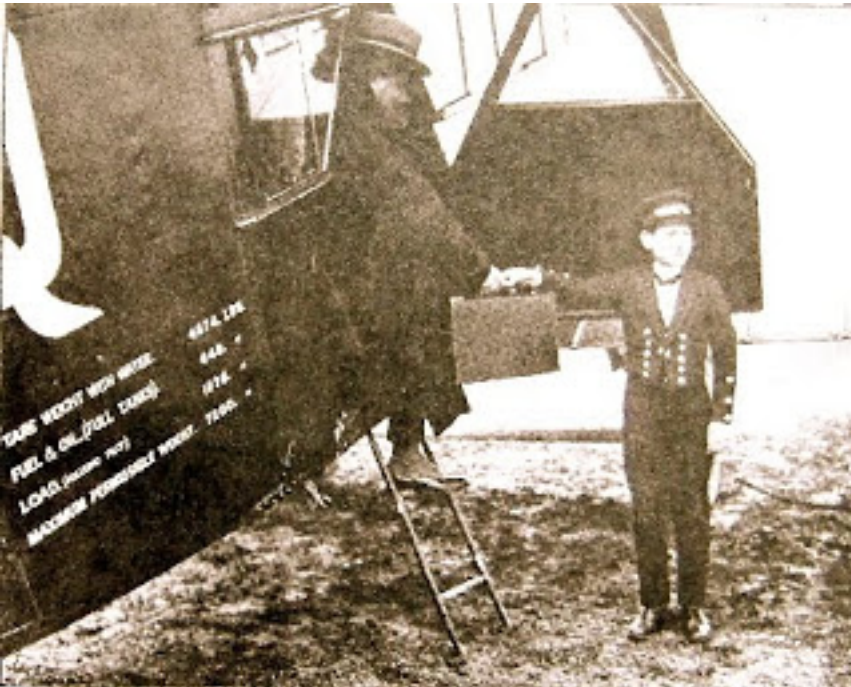


► Mail planes





- ▶ The first cabin crew name Heinrich Kubis was a reportedly a man working on a German Zeppelin in 1912.



- ▶ Origins of the word "steward" in transportation are in the term "chief steward" as used in maritime transport terminology.
- ▶ The term purser and chief steward are often used describing personnel with similar duties among seafaring occupations.



FLY THERE

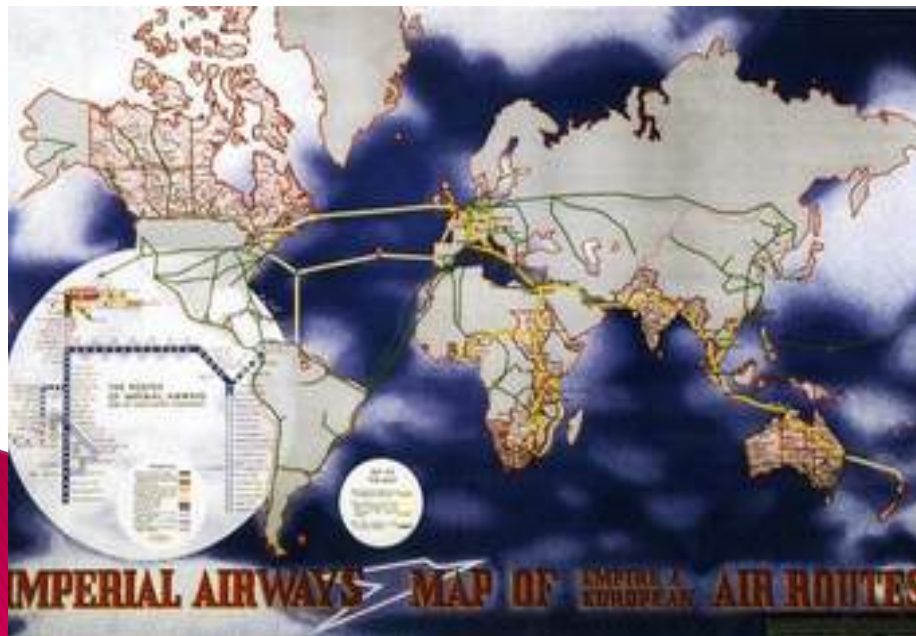


EUROPE - EGYPT - INDIA
IMPERIAL AIRWAYS
THE MODERN WAY



- **UK: Imperial Airways started recruiting cabin boys or steward in the 1920's.**

These crew members were usually teenagers or small men and were mainly on board to load luggage, reassure nervous passengers and help people get around the plane.

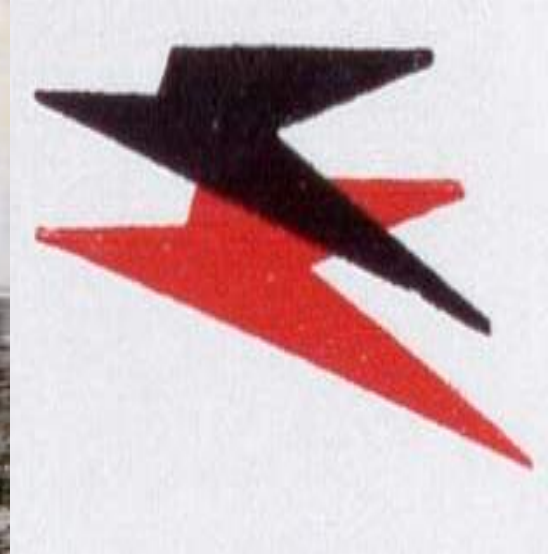


- **USA, Stout Airways was the first to employ stewards in 1926, working on Ford Trimotor planes between Detroit and Grand Rapid, Michigan.**
- **Western Airlines (1928) and Pan American World Airways (Pan Am) (1929) were the first US carriers to employ stewards to serve food.**





AN IMPERIAL AIRWAYS PASSENGER AIRROPLANE





► Nurses



- ▶ In 1930 United Airlines hired the first female ,a 25 year old registered nurse named **Ellen Church** ,
- ▶ Church proposed that all cabin crew should be registeredas they can then take care of any passengers that may fall sick.
- ▶ Other airlines followed suit, hiring nurses to serve as flight attendants, then called "stewardesses" or "air hostesses".



- ▶ The girls who qualify for hostesses must be petite; weight 100 to 118 pounds; height 5 feet to 5 feet 4 inches; age 20 to 26 years.





KEITH LOVEGROVE/LAURENCE KING PUBLISHING



- ▶ Cabin crew were under strict control. They were not allowed to be married and there was strict restraints on their weight and features.
- ▶ Their clothing was similarly restrictive, the majority of airlines required their cabin crew to wear form-fitting uniforms with white gloves and high heels throughout most of the flight.



Responsibilities 3's

- ▶ **Safety**
- ▶ **Security**
- ▶ **Service**




The primary role of a flight attendant is to ensure passenger safety. In addition to this, flight attendants are often tasked with customer service duties such as serving meals and drinks, as a secondary responsibility.

Pre-flight Briefing



Cockpit crew briefing

- ▶ Prior to each flight, flight attendants attend a safety briefing with the pilots and lead flight attendant. This briefing goes over these important topics as follows;
 - ▶ safety and emergency checklists
 - ▶ – the locations and amounts of emergency equipment specific to that aircraft type
 - ▶ special requirements during boarding, such as unaccompanied or VIPs
 - ▶ weather conditions and turbulence
- 

Cabin Crew Pre- Flight Briefing

you will Flight Details which includes

- ▶ **flight number, aircraft type, passenger numbers and type, destination, aircraft stand, individual duties e.g.**
- ▶ **allocation of seat rows, galley areas, in-flight service duties and emergency position(s) and equipment etc.**
- ▶ **Special Requirements – this will include passenger requirements ; vegetarian food etc., passenger needs i.e. physical, sensory, special needs passengers, pregnant mothers or Unaccompanied Minors**

New items included in the Pre-flight safety equipment checklist

| ITEMS TO BE CHECKED | OK |
|--|----|
| AEROPLANE SEARCH CHECKLIST ← | |
| CABIN CREW DUTIES LISTS ← | |
| CABIN CREW SEATS HARNESSSES | |
| CABIN CREW SEATS SELF STORE MECHANISMS | |
| EMERGENCY CHECKLISTS | |
| EMERGENCY EQUIPMENT PLACARDS | |
| EMERGENCY LIGHTS | |
| EMERGENCY WINDOWS SHIELDS | |
| ESCAPE SLIDE 2L | |
| ESCAPE SLIDE 2R | |
| FLIGHT DECK CALL BUTTON | |
| GALLEY MIRROR ← | |
| INTERPHONE | |
| PASSENGER LIFE JACKETS (UNDER SEATS) | |
| PASSENGER SAFETY CARDS | |
| POTABLE WATER INDICATOR (FULL) | |
| PUBLIC ADDRESS | |
| TOILET FLUSHES | |
| TOILETS "RETURN TO YOUR SEAT" SIGN ← | |
| TOILETS CALL BUTTON | |
| TOILETS FIRE EXTINGUISHER (FREON) | |
| TOILETS SMOKE DETECTOR | |
| WASTE LEVER INDICATOR (EMPTY) | |

B747-200/300

AIRCRAFT GENERAL



Baltia Air Lines Emergency Equipment Location N706BL

LEGEND

| | | | | | | | |
|---|------------------|--|------------------------------|---|----------------------|--|-----------------------------|
|  | ADULT LIFE VEST |  | FIRE AXE |  | MEGAPHONE |  | Door Strap |
|  | CREW LIFE VEST |  | HALON FIRE EXTINGUISHER |  | RESTRAINT DEVICES |  | AED with Ready Kit |
|  | ELT |  | PBE |  | DEMO KIT |  | EMK |
|  | ESCAPE ROPE |  | FLIGHT DECK O2 SMOKE GOGGLES |  | SEAT BELT EXTENSIONS |  | BIOHAZARD KIT |
|  | DOUBLE JUMPSEAT |  | INERTIA REELS |  | EXIT'S |  | FAK |
|  | 46 MAN LIFE RAFT |  | ONBOARD FOLDING WHEELCHAIR |  | FLASHLIGHT |  | POB with 2 Disposable Masks |
| | | | |  | O2 PANEL TOOL |  | Water Extinguisher |

OTHER EQUIPMENT

Slide Rafts/Survival Kits

-80 Man - L1/R1/L2/R2/L4/R4

-50 Man - L5/R5

Ramp Slides - L5/R5

Slides - CSO

Passenger Safety Cards - In Each Seat Pocket

Disabled Accessible Seats: All Voyager class seats except bulkhead rows/exit seats

Disabled Accessible Lavs: Lavs H&J

20 Spare Passenger Safety Cards in Traffic Kit

Emergency Lighting - Floor Mounted Illuminescent

Water Shut Off Valves - Each Wet Galley Unit

Circuit Breakers - Each Galley Unit

Door Barrier Strap - L/R 1,2,3,4,5 Steward Stations

Life Vest - Under Each Passenger Seat



Severe Weather Conditions

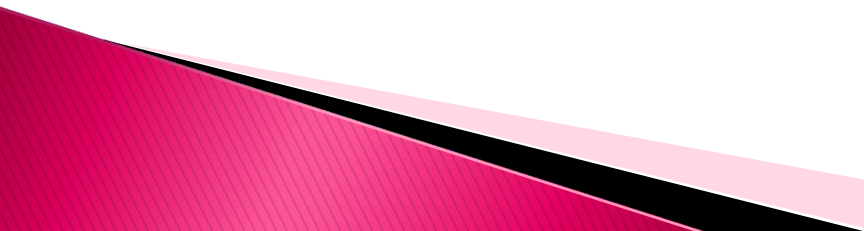
| Sites | Condition 3 | Condition 2 | Condition 1 |
|-----------------------|-------------|-----------------|--------------|
| McMurdo | Green | Yellow with 'X' | Red with 'X' |
| T-Site | Green | Yellow | Red with 'X' |
| Scott Base | Green | Yellow | Red with 'X' |
| Road to Scott Base | Green | Yellow | Red with 'X' |
| Ice Runway | Green | Yellow | Red with 'X' |
| Road to Ice Runway | Green | Yellow | Red with 'X' |
| Pegasus Field | Green | Yellow | Red with 'X' |
| Road to Pegasus Field | Green | Yellow | Red with 'X' |
| Shortcut to Pegasus | Green | Yellow | Red with 'X' |
| LDB Site/Road | Green | Yellow | Red with 'X' |

McMurdo Weather: Forecaster x2524 Observer x2523

On Ground Preparation



Before boarding passengers, flight attendants will perform these following duties.

- ▶ **a safety check to ensure all equipment such as life-vests, torches (flashlights) and firefighting equipment are on board.**
 - ▶ **a safety check to ensure the right quantity, proper condition of safety equipment**
 - ▶ **a safety check for unserviceable or missing safety equipment must be reported and rectified prior to takeoff**
 - ▶ **a safety check in the cabin for any unusual smells or situations**
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Emergency equipments



Asbestos gloves



Fire axe



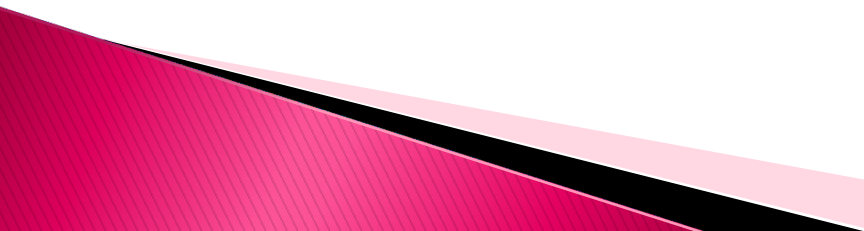
Slide

Pre-flight check.

- In correct location.
- In correct location.
- Secured with strapes.
- Needle on the pressure cage should be in
- The green go band.

Welcome Services



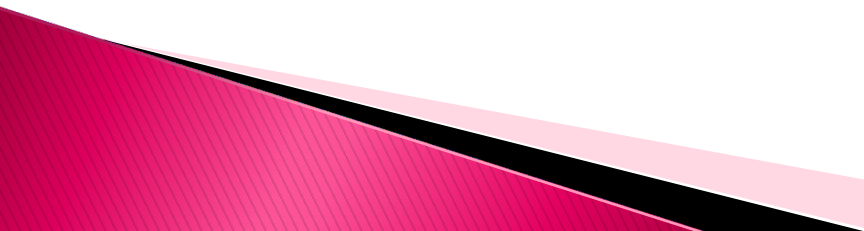
- ▶ **Assist with the loading of carry-on baggage**
 - ▶ **Check for weight, size and dangerous goods which may be packed in the passengers' carry-on baggage**
 - ▶ **Make sure passengers who sit in emergency exit rows are willing and able to assist in an evacuation and move those who are not willing or able out of the row into another seat.**
 - ▶ **Perform a safety demonstration or monitor passengers as they watch a safety video.**
 - ▶ **Perform "secure the cabin" to ensure tray tables are stowed, seats are in their upright positions, armrests down and carry-on stowed correctly and seat belts are fastened prior to takeoff.**
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After Take-off Services



Once up in the air, flight attendants will usually serve drinks and/or food to passengers. When not performing customer service duties, flight attendants will perform these following duties.

- ▶ Periodically conduct cabin checks and listen for any unusual noises or situations.**
 - ▶ Check lavatories to ensure the smoke detector hasn't been deactivated and to restock supplies as needed.**
 - ▶ Regular cockpit checks must be done to ensure the pilot's health and safety.**
 - ▶ Respond to call lights dealing with special requests.**
 - ▶ Ensure the cabin is secure during turbulence.**
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Pre-landing Duties

- ▶ **Collect and secured all loose items**
- ▶ **Final cabin check**
- ▶ **Aware of emergencies**



Post Landing Duties



- ▶ **Flight attendants must remain stationed at exits and monitor the airplane and cabin as passengers disembark the plane.**
 - ▶ **Assist any special needs passengers and small children off the airplane and escort children.**
 - ▶ **The proper paperwork and ID process to escort them to the designated person picking them up.**
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Flight non-attendant

