

206. AIR CARRIER OPERATIONS BULLETIN NO. 1-94-5

**USE OF SUPERNUMERARY PERSONNEL  
IN AIRCRAFT CABINS**

(Formerly Air carrier Operations Bulletin No. 1-82-1).

- a. United States (U.S.) air carriers either utilize or may periodically utilize company employees in the cabins of its aircraft for the purpose of conducting certain passenger service activities such as serving beverages, conducting customer relations, or selling tickets. These persons are not assigned to flights to perform safety duties.
- b. The company employees (supernumerary) are not acting in the capacity of a flight attendant nor are they, in general, trained or qualified to act as a flight attendant. Nor are they listed on the load manifest as a crewmember/flight attendant.
- c. The Federal Aviation Regulations (FAR) do not prohibit the use of supernumeraries by a certificate holder. However, a supernumerary's presence could conceivably interfere with the flight attendants if they were not properly instructed. In view of that, the following guidance information should be considered when supernumeraries are utilized by a certificate holder.
  - (1) **Supernumeraries' Status:** Supernumeraries may be utilized by a certificate holder to perform activities limited to passenger service. The supernumeraries are, in effect, a third category of cabin personnel and could be defined as persons not trained as a flight attendant. Supernumeraries are not flight attendants but, rather, persons assigned by a certificate holder to conduct cabin service activities such as serving beverages, ticket sales, customer relations, completing U.S. Customs Department Forms, etc.
  - (2) **Applicable Regulations.** Supernumeraries would be subject to the provisions of Part 121 of the Federal Aviation Regulations (FAR). For example, they would have to receive a pretakeoff and landing briefing containing at least the information in FAR Section 121.571, they would have to be seated for movement on the surface, takeoff and landing, as required by FAR Section 121.311, and they would have to stow their carry-on baggage as required by FAR Section 121.589. The supernumeraries should have appropriate parts of the certificate holder's manual as required by FAR Section 121.137. They would have to comply with the seatbelt requirements of FAR Section 121.317. The supernumeraries may not conduct safety related activities during movement on the surface.
  - (3) **Instruction.** Supernumeraries should receive enough instruction so that they know what activities they may perform and equipment they may or may not operate so as not to interfere with the flight attendants.

- (4) Assignment of Activities. The activities assigned to the supernumeraries should be clearly distinguishable from the duties assigned to the flight attendants. They should not be permitted to operate any equipment or systems for which specific training is required by Part 121 of the FAR (e.g., electrical galley equipment heating and ventilation controls for the cabin, and the public address system except to perform language translator duties for passenger briefings).
  - (5) Identification of Supernumeraries. The certificate holder may want to have the supernumeraries distinguishable from the flight attendants. That could be through the use of an identification tag, or different uniform, or some other means.
- d. Each principal operations inspector (POI) should, if his or her certificate holder(s) utilizes supernumeraries, provide it with a copy of these guidelines and encourage the certificate holder to adapt them to suit its particular situation.