

213. AIR CARRIER OPERATIONS BULLETIN NO. 1-94-12

POTENTIAL PROBLEMS ASSOCIATED WITH FOOD AND BEVERAGE SERVICE

(Formerly Air Carrier Operations Bulletin Nos. 1-75-15, Food and Beverage, Serving Carts, and 1-76-16, Passenger/Flight Attendant Injuries Sustained from the Spillage of Hot Liquids).

There have been several in-flight incidents involving service of food or beverages and the use of serving carts.

- a. We receive many reports of passengers and flight attendants who are burned because of spillage of hot liquids. Air carriers should have procedures discontinuing service of hot liquids when turbulent air is encountered, but may not be severe enough for the flight attendants to discontinue all service. In addition, containers for hot liquids should have lids which can be securely closed. Additional service items and areas of concern that could cause injuries are:
 - (1) Carts with sharp corners or projections which may cause injury;
 - (2) Brakes on the carts that are hard to operate, inadequate or nonexistent; and
 - (3) Food and beverage containers (bottles, glasses, trays, hot water and coffee containers, etc.) are generally carried loosely on the cart and in turbulence may become dislodged striking or scalding passengers and crewmembers.
- b. Carts should not be left unattended. Certificate holders should have procedures which ensure that flight attendants are no more than three rows away from the carts left in the aisles. Flight attendants should not park carts out of their normal galley takeoff/landing positions unless they can be properly restrained. Some aircraft are equipped with restraint devices such as mushrooms which will properly hold carts in other areas. When this is the case, they may be left unattended; however, most items should be cleared from the top of the carts. Items left unrestrained on the top of the carts can become dislodged and cause injuries should there be a sudden directional change of the aircraft.
- c. Principal operations inspectors (POI) should assure that their assigned certificate holders are apprised of the information in this bulletin. Certificate holders should have procedures for reporting cart and cart restraint deficiencies. Flight attendant manuals should contain information about the procedure for cart stowage and restraint.