FLIGHT ATTENDANT JOB TASK LIST (JTL)

1.0 GROUND DUTIES
1.1 Review all company issued memorandums and/or orders (I)
1.2 Verify currency of emergency manual (I), (S)
1.3 Ensure presence of company required items {cockpit key, flashlight, etc.} (Pr)
1.4 Attend and/or provide crew briefing (B)
1.5 Stow crew baggage properly (Pr)
1.6 Stow emergency manual properly (Pr)
1.7 Check emergency equipment as assigned
   CHECK OF EMERGENCY EQUIPMENT IS (Pr), (P)
   1.7.1 Check flight attendant jump seat and restraint system
      1.7.1.1 Automatic seat retraction
      1.7.1.2 Properly operating restraint system
      1.7.1.3 No missing or broken components
      1.7.1.4 Jumpseat headrest
      1.7.1.5 Identify passenger seat to be used if jump seat is inoperative
      1.7.1.6 Check F/A panel to ensure switches, controls and indicators are working
   1.7.2 Check portable oxygen equipment
   1.7.3 Check fire extinguishers
   1.7.4 Check first aid kits
   1.7.5 Check EMK {if part of carrier’s procedure}
   1.7.6 Check defibrillator {if applicable}
   1.7.7 Check megaphones
   1.7.8 Check PBE’s
   1.7.9 Check ELT’s {if part of carrier’s procedure}
   1.7.10 Check communication systems
      1.7.10.1 Check PA system and interphone
         1.7.10.1.1 Check volume control {if applicable}
         1.7.10.1.2 Identify call light switches
         1.7.10.1.3 Locate handset controls and indicators
         1.7.10.1.4 Identify any precautions regarding hanging up of handset
         1.7.10.1.5 Ensure chimes and chime indicator lights are working
         1.7.10.1.6 Check reset system
      1.7.11 Check each exit to ensure it can be readied for evacuation
      1.7.12 Check each slide housing to ensure slide can be readied for evacuation
      1.7.13 Check assist handles
      1.7.14 Check lavatory smoke alarm, flapper doors, and placards
      1.7.15 Check for flotation equipment, as required
      1.7.16 Check passenger seats for complete restraint systems
      1.7.17 Check passengers service units to ensure they are closed
      1.7.18 Ensure proper precautions for passenger seats and stowage on combi aircraft
      1.7.19 Check that class B cargo compartments are clear for crew fire fighting
      1.7.20 Check stowage areas for unapproved items and proper restraints
   1.8 Check safety equipment
      CHECK OF SAFETY EQUIPMENT IS (Pr), (P)
      1.8.1 Check presence of and prepare demonstration equipment
      1.8.2 Check audio/visual safety demonstration equipment {if applicable}
      1.8.3 Check presence of universal precaution kits
1.8.4 Check presence of CPR masks
1.8.5 Check for required placards
1.8.6 Check to see that no smoking signs are illuminated or posted
1.8.7 Check to see that fasten seat belt sign is properly illuminated (once turned on in cockpit) or signs are posted
1.8.8 Ensure location of seat belt extensions
1.8.9 Verify that passenger information cards are appropriate for type and model of aircraft

1.9 Complete required company documents (Wd)

1.10 Check galley equipment/components

CHECK OF GALLEY IS (Pr), (P)
1.10.1 Ensure all latches/locks and flapper doors work properly
1.10.2 Ensure electrical appliances (such as ovens) work
1.10.3 Ensure only approved items are stowed in ovens
1.10.4 Ensure circuit breakers are functioning properly
1.10.5 Check lower lobe galleys for proper restraints, safety equipment and working circuit breakers
1.10.6 Ensure lower lobe galley lift works properly

1.11 Check cabin systems

CHECK OF CABIN SYSTEMS IS (Pr), (P), (Wd)
1.11.1 Check circuit breakers located in the cabin
1.11.2 Check temperature and ventilation controls {if applicable}
1.11.3 Check lighting systems to ensure proper working condition
1.11.4 Ensure locking mechanism on lavatory doors works properly

1.12 Identify seats with movable aisle armrests for seating of passengers with disabilities
1.13 Identify areas for placement of assist animals
1.14 Adjust cabin lighting in accordance with carrier’s procedures
1.15 Report safety discrepancies to the PIC (C), (D)

2.0 BOARDING DUTIES

2.1 Assume proper station during passenger boarding (WD)
2.2 Identify possible helper passengers (V)
2.3 Implement security measures (WD), (Pr), (P), (V)
2.4 Screen passengers for acceptance according to regulation and carrier policy (Wd), (V)
2.4.1 Screen carry-on baggage for excessive size, quantity, or evidence of containing hazardous materials
2.4.2 Monitor exit seat occupants according to carrier procedure regarding stipulated criteria for seating in that seat and also evaluate occupant to determine ability to perform functions
2.4.3 Monitor unusual passenger behavior
2.4.3.1 Report passengers who appear to be intoxicated or are otherwise disruptive immediately to the PIC and customer service personnel
2.4.4 Ensure carrier procedures are followed regarding child restraint systems
2.4.4.1 Screen to ensure child restraint systems have a hard back, hard seat, and proper labels
2.4.4.2 Ensure child restraint systems are properly secured in appropriate seats (according to carrier procedure)
2.4.5 Ensure carrier procedures are followed regarding lap held children
2.4.5.1 Ensure lap held children are distributed with regard to oxygen availability
2.4.5.2 Comply with carrier procedure for child flotation equipment (if applicable)
2.4.5.3 Ensure disapproved child restraint devices are not in use

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2.4.6 Provide all required announcements to passengers

3.0 PRIOR TO MOVEMENT ON THE SURFACE DUTIES

3.1 Ensure company procedures are followed regarding passenger count (V)
3.2 Conduct compliance check to ensure carry-on baggage is properly stowed
   COMPLIANCE CHECK IS (V), (Wd), (Da), (Ct)
   3.2.1 Ensure proper closure of overhead compartments/closets
   3.2.2 Ensure compartment restraints are secured for compliance with carry-on baggage regulation
   3.2.3 Ensure items which may have been excluded from carry-on baggage count are stowed (e.g. purses and assistive devices)
   3.2.4 Ensure canes are stowed properly
   3.2.5 Ensure unusual items are stowed in accordance with air carrier’s approved carry-on baggage program
   3.2.6 Verify that all carry-on baggage is stowed, by assigned required crewmember
   3.2.7 Follow approved method for removing carry-on baggage which cannot be stowed
3.3 Conduct appropriate passenger briefing for exit seat occupants/passengers requiring special assistance (Wd), (Ct)
3.4 Apply weight and balance procedures as directed by the PIC (C), (Ct)
3.5 Ensure doors are closed in accordance with carrier’s procedures (V), (Ct)
3.6 Ensure timely arming of exits, including positioning of warning devices if part of carrier procedure, and cross check requirements, if applicable (V), (Ct), (Wd), (Da), (C)
3.7 Ensure passengers are seated (V)
3.8 Perform lavatory vacancy check and lock if part of carrier’s procedure (V), (Wd)
3.9 Check galley security {compartments and carts}
   GALLEY SECURITY CHECK IS VIGILENCE (V)
   3.9.1 Ensure all catering and galley supplies are stowed properly
   3.9.2 Achieve compliance with compartment weight restrictions
   3.9.3 Ensure latches/locks are positioned properly
   3.9.4 Ensure secondary locking mechanisms are functioning properly
   3.9.5 Ensure carts are secured on permanent tie downs for surface movement and take-off
   3.9.6 Ensure curtains/doors are properly secured
3.10 Ensure proper stowage/security of movie/video screens (V)
3.11 Assume proper assignment position for safety briefing announcement or demonstration (V), (Wd)
3.12 Ensure use of electronic devices is in compliance with air carrier’s procedures (V)
3.13 Signal/communicate with flight crew regarding cabin readiness for aircraft taxi (C), (D)

4.0 PRIOR TO TAKE-OFF DUTIES

4.1 Deliver safety information
   DELIVERY OF SAFETY INFORMATION IS (C), (Wd), (Ct)
   4.1.1 Use public address system properly
4.1.2 Provide appropriate information
   4.1.2.1 Compliance with Fasten Seat Belt signs
   4.1.2.2 Stowage of tray tables
   4.1.2.3 Positioning seat backs in the upright position {leg rests retracted}
   4.1.2.4 Location of emergency exits
   4.1.2.5 Proper use of portable electronic devices
   4.1.2.6 Stowage of carry-on baggage
4.1.2.7 Smoking restrictions
4.1.2.8 Use of oxygen {if applicable}
4.1.2.9 Availability of flotation devices
4.1.2.10 Announcement that shades must be open {in accordance with air carrier’s procedure}
4.1.3 Use safety video correctly, if part of carrier’s procedures
4.1.4 Ensure safety demonstration is coordinated with announcement {if applicable}
4.1.5 Give safety demonstration from approved location
4.1.6 Give safety demonstration at individual seats if passengers’ view is obstructed
4.1.7 Ensure additional information regarding extended over water flights is provided {if applicable}
4.2 Perform only safety related duties during movement on the surface (V), (Wd), (Pr), (P), (D)
4.3 Perform prior to take-off compliance check
COMPLIANCE CHECK IS (V), (Wd)
4.3.1 Ensure carry-on baggage is stowed
4.3.2 Ensure infant carrying devices that are not in use are stowed properly
4.3.3 Ensure tray tables are closed and secured
4.3.4 Ensure seat backs are in the upright position {leg rests retracted}
4.3.5 Ensure seat belts are fastened
4.3.6 Ensure lap seated infants are held properly or secured in a seat
4.3.7 Ensure all galley service items have been picked up and stowed
4.3.8 Ensure galley equipment is secured
4.4 Adjust cabin lighting in accordance with carrier’s procedure
4.5 Return to flight attendant jump seat (V), (Da)
4.5.1 Secure restraint strap {if applicable} (V)
4.5.2 Don seat belt and shoulder harness (V)
4.5.3 Assume brace position {if part of company procedures} (V)
4.6 Signal/communicate with Flight Crew regarding cabin readiness for take-off (C)
4.7 Perform silent review {if part of company procedures} (V)
4.8 Comply with sterile cockpit procedures (V), (Ct), (D)

5.0 INFLIGHT DUTIES
5.1 Secure flight attendant restraint system upon leaving seat (Pr)
5.2 Provide after take-off announcement {as applicable} (Wd)
5.3 Provide seat belt announcement immediately after seat belt sign is turned off (Wd)
5.4 Provide seat belt announcement immediately whenever seat belt sign is turned on {if not performed by flight crew} (Wd), (Ct), (Lf)
5.4.1 Perform seat belt compliance check (unless turbulence is experienced) (V)
5.4.2 Communicate with flight crew regarding potential turbulence {if carrier procedure} (Lf), (C)
5.5 Follow turbulent air penetration procedures {as applicable} (V)
5.6 Ensure proper use of service carts and service equipment (V), (Wd)
5.6.1 Secure unattended carts properly
5.6.2 Engage permanent/pop up tie downs correctly
5.6.3 Secure galley compartments when not in use
5.6.4 Secure food and beverage items when not in use
5.6.5 Comply with galley lift restrictions
5.7 Follow proper alcohol service procedures (V), (Lf)
5.8 Check flight crew periodically (Wd), (Ir)
5.9 Check cabin/passengers periodically (V), (Wd)
5.10 Check lavatories periodically for potential fire hazards (V), (Wd)
  5.10.1 Check for overly filled trash receptacles
  5.10.2 Check for evidence of smoking
  5.10.3 Ensure non-tampering of smoke detectors
5.11 Respond to passenger calls in timely manner (V)
5.12 Collect and stow service items properly (V), (Ct), (Ir), (C)
5.13 Stow service carts properly
  5.13.1 Ensure carts are secured on permanent tie downs for landing and surface movement
  5.13.2 Set brakes properly
  5.13.3 Latch cart doors and utilize secondary locks {if installed}

6.0 PRIOR TO LANDING DUTIES
6.1 Secure galley compartments properly (C), (V), (Wd)
  6.1.1 Close and latch all galley compartment doors
  6.1.2 Set primary and secondary locks
  6.1.3 Ensure curtains/doors are properly secured
6.2 Turn off electrical appliances not in use
6.3 Provide appropriate pre-landing announcements (C), (Wd)
  6.3.1 Comply with Fasten Seat Belt signs
  6.3.2 Stow tray tables
  6.3.3 Place seat backs in the upright position {leg rests retracted}
  6.3.4 Discontinue use of portable electronic devices
  6.3.5 Stow carry-on baggage
6.4 Comply with sterile cockpit procedures (V), (D), (C)
6.5 Perform pre-landing compliance check (V), (Wd), (Da)
  6.5.1 Ensure carry-on baggage stowed
  6.5.2 Ensure tray tables closed and secured
  6.5.3 Ensure seat backs in the upright position {leg rests retracted}
  6.5.4 Ensure seat belts fastened
  6.5.5 Ensure lap seated infants held or secured in a seat
  6.5.6 Ensure all child restraint systems not in use are properly stowed
  6.5.7 Ensure all overhead bins and other baggage compartments are properly closed
  6.5.8 Ensure movie and video screens which extend into the aisle are secured
6.6 Perform lavatory vacancy check and lock if part of carrier’s procedure (V), (Wd)
6.7 Perform check of exits and evacuation equipment to confirm “armed” status (V), (Wd), (Da)
  6.8 Adjust cabin lighting in accordance with carrier’s procedure
6.9 Return to flight attendant jump seat (V), (C), (Da)
  6.9.1 Secure restraint strap {if applicable} (V)
  6.9.2 Don seat belt and shoulder harness
  6.9.3 Assume brace position {if part of company procedures}
6.10 Signal/communicate with Flight Crew to indicate cabin readiness for aircraft landing {if part of carrier procedure} (C), (D)
6.11 Perform silent review {if part of company procedures} (V)

7.0 MOVEMENT ON THE SURFACE DUTIES
7.1 Provide appropriate pre-arrival announcements (Wd), (C)
  7.1.1 Direct passengers to remain seated during surface movement
  7.1.2 Direct non-removal of carry-on baggage until arrival at the gate
  7.1.3 Include other announcements required by carrier
7.1.4 Address any instances of non-compliance and inform flight deck crew
7.2 Perform only safety related duties during movement on the surface (V), (Da)

8.0 POST ARRIVAL DUTIES
8.1 Ensure timely disarming of exits and cross check requirements, if applicable (V), (D)
8.2 Ensure doors are opened in accordance with carrier’s procedures (D), (V)
    8.2.1 Disarm girt bar manually or automatically after jetway or stairs are positioned at aircraft
    8.2.2 Verify girt bar disengagement
    8.2.3 Open door and operate stairs {if part of equipment} in accordance with operator’s procedures
    8.2.4 Verify doors and airstairs are opened properly and securely latched
8.3 Adjust cabin lighting in accordance with carrier’s procedures
8.4 Monitor passenger deplaning to ensure adherence to all regulatory and company requirements (V), (Da), (Wd), (C)
8.5 Implement security procedures (Pr), (P)
8.6 Assume proper station during passenger de-planing {even distribution of flight attendants}
8.7 Turn off/check all electrical appliances {including coffee makers, ovens, video players, and all other appliances} that could pose fire hazards (V), (Da)
8.8 Ensure all passengers have left the airplane at flight termination by checking the aircraft, including lavatories (V), (Da)
8.9 Complete company required forms, including required flight reports (Wd)
    8.8.1 Report problem passengers, especially if alcohol was involved (C), (Ir)
8.10 Report maintenance discrepancies {airworthiness and non-airworthiness} (C), (Ir)

9.0 INTERMEDIATE STOP DUTIES
9.1 Follow duty assignments for flight attendants at intermediate stops (Wd), (P), (Ir), (C)
    9.1.1 Comply with required complement and position assignments
    9.1.2 Complete duties for conducting the fueling process with passengers on board {if applicable}

10.0 FIRE CONTROL DUTIES
10.1 Recognize the problem (V)
    10.1.1 Identify smoke in cabin, galleys/lower-lobe galleys, or lavatory
    10.1.2 Respond to smoke detector in lavatory
    10.1.3 Identify odor of fire
10.2 Locate the source of the fire (V), (Da)
    10.2.1 Identify location /source in ovens; volatile fuel vapors; light ballast; cabin furnishings; stowage bins/hat racks; trash containers; clothing; APU; jetway; ramp fires
    10.2.2 Identify class of fire {if possible}
    10.2.3 Assess the intensity of the fire {if possible}
10.3 Communicate with other crew members and initiate response coordination (C)
    10.3.1 Call flight crew to inform of fire
    10.3.2 Obtain assistance of other flight attendants {if applicable} (C), (Gc), (D), (Wd)
        10.3.2.1 Call via interphone
        10.3.2.2 Call via PA system
        10.3.2.3 Assign a passenger to locate and inform another flight attendant
    10.4 Locate and retrieve the nearest PBE (Wd), (C)
10.4.1 Remove PBE from stowage including pouch
10.4.2 Don PBE
10.4.3 Activate oxygen
10.5 Locate and retrieve the nearest appropriate fire extinguisher (Wd)
10.6 Approach source of fire (Wd), (Ct), (V)
   10.6.1 Use protective techniques to approach fire/smoke
   10.6.2 Maintain safe distance from fire with PBE on
10.7 Operate hand fire extinguisher (Wd), (V)
   10.7.1 Break tamper seal
   10.7.2 Remove pin (if applicable)
   10.7.3 Operate extinguisher mechanism properly
   10.7.4 Aim extinguisher and maintain it’s proper attitude
10.8 Use aircraft communication system with PBE on {as necessary} (C)
10.9 Ascertain ongoing communication with flight crew (C), (Wd), (Ct)
10.10 Direct passengers to relocate away from fire location if necessary and possible
    10.10.1 Instruct passengers to breathe through clothing
    10.10.2 Distribute wet towels if possible
10.11 Relocate nearby portable oxygen units if necessary (C), (V)
10.12 Utilize additional fire extinguishers {if necessary} (C), (Wd), (Ct)
10.13 Coordinate ongoing fire control activity with other flight attendants (Wd), (Lf)
    10.13.1 Accept replacement by another FA with PBE and extinguisher {as necessary} (Wd), (Lf), (C)
10.14 Use follow-up procedures once fire appears extinguished (Wd), (Ct)
10.15 Monitor indications that PBE is reaching time limits of operation (V)
10.16 Remove PBE as usefulness expires or need is eliminated
10.17 Position used PBE and extinguishers according to carrier procedure
10.18 Complete required reports

11.0 DECOMPRESSION DUTIES
11.1 Identify the symptoms associated with hypoxia (V)
11.2 Communicate observations to other crewmembers (C)
   11.2.1 Use interphone to communicate with flight crew (C)
   11.2.2 Communicate with other flight attendants (C)
11.3 Identify signs that decompression is or has occurred (V), (D), (Da)
   11.3.1 Don the nearest oxygen mask (Da)
   11.3.2 Fasten seat belt or hold on to something solid (Da)
   11.3.3 Wait for word from the cockpit crewmembers before moving around the cabin (Wd), (D)
11.4 Follow post decompression duties (Wd)
   11.4.1 Obtain and carry portable oxygen bottle (Pr)
   11.4.2 Monitor condition of passengers (V), (D)
   11.4.3 Open passenger oxygen compartments that have not deployed if supplemental oxygen is needed (Pr)
   11.4.4 Administer first aid/first aid oxygen if necessary (D), (V), (Wd)
11.5 Communicate with fellow crewmembers (C)
11.6 Complete required carrier forms (Wd)

12.0 FIRST AID DUTIES
12.1 Respond to request for assistance or identify ill or injured individual in need of first aid (V), (D)

12.2 Communicate/coordinate information with other crew members (C)
   12.2.1 Use interphone to communicate with flight crew
   12.2.2 Use interphone, PA system or a passenger to locate and inform other flight attendants

12.3 Use proper techniques to move person to specified place on that configuration of airplane, if needed (D), (Wd), (Pr), (Ct)
   12.3.1 Request assistance, if needed, from other flight attendants, passengers, or flight crew (Wd), (Ct)

12.4 Retrieve and use components of universal precaution equipment, as needed (Pr), (Wd)
   12.4.1 Comply with procedures for taking universal precautions against bloodborne pathogens (V), (Da)
      12.4.1.1 Use gloves, mask, eye shield and other protective gear as needed
      12.4.1.2 Dispose of possibly contaminated agents
   12.4.2 Report possible exposure to bloodborne pathogens (V), (Da), (C)

12.5 Retrieve and use contents of first aid kit, as needed (Pr)

12.6 Retrieve portable oxygen bottle, if needed (Pr), (Wd)

12.7 Request help from persons qualified to use medical kit (D), (C)

12.8 Retrieve medical kit according to carrier procedure (Pr)

12.9 Request help from ground {airline contact with medical professionals on the ground}, according to carrier procedure (D), (Wd), (C), (Ct), (Pr)

12.10 Assess condition of person who is ill or injured
   12.10.1 Check for open airway
      12.10.1.1 Reposition head/airway of individual, if trained and repositioning is necessary
      12.10.1.2 Perform counter-choking procedure if trained and person is choking
   12.10.2 Check for breathing (V), (Pr), (D)
      12.10.2.1 Perform assistive breathing if trained and individual is not breathing
      12.10.2.1.1 Use CPR equipment, if available
   12.10.3 Check for pulse (V), (Pr), (D)
      12.10.3.1 Perform CPR if trained and individual has no pulse
      12.10.3.2 Use defibrillator, if trained and equipment is available

12.11 Conduct interview to obtain medical history of person who is ill or injured (C), (D), (Wd)

12.12 Perform primary survey; recognize and treat person for the following (V), (D), (Wd), (Ct)
   12.12.1 Profuse bleeding {including nosebleed}
   12.12.2 Chest pain
   12.12.3 Burns
   12.12.4 Injuries to the extremities
   12.12.5 Shock
   12.12.6 Unconsciousness
   12.12.7 Major allergic reaction
   12.12.8 Hyperventilation
   12.12.9 Stroke
   12.12.10 Seizures
   12.12.11 Diabetic emergencies
   12.12.12 Childbirth
   12.12.13 Abdominal distress
   12.12.14 Airsickness
12.12.15 Injuries to the skull, spine, and chest
12.12.16 Eye injury
12.12.17 Ear distress
12.12.18 Alcohol or drug abuse
12.12.19 Infectious diseases/conditions
12.12.20 Any other identifiable illness/injury, according to carrier policy
12.13 Interview the stabilized passenger or companion to obtain personal information required for reports (C), (D).
12.14 Communicate to the flight crew the condition of ill/injured passenger periodically (D), (C), (Wd).
12.15 Re-position used equipment according to carrier procedure (Pr), (Ct), (Da)
12.16 Inform flight deck crew of equipment used (C)
12.17 Complete required carrier forms (Pr), (Wd).

13.0 PROBLEM PASSENGER DUTIES
13.1 Perform duties to prevent passengers appearing to be intoxicated from traveling (V), (C), (Wd), (Ct)
13.1.1 Screen and identify passengers appearing to be intoxicated
13.1.1.1 Screen passengers during boarding
13.1.1.2 Monitor passenger conduct during flight
13.1.1.2.1 Inform passenger of regulatory requirements and carrier policies as needed
13.1.1.2.2 Communicate with flight crew immediately to report non-compliant passengers
13.1.2 Provide alcohol service according to carrier procedures
13.2 Perform duties to identify and manage potential problem passengers who could threaten safety of the flight/passengers/crew (V), (D), (C), (Wd), (Ct)
13.2.1 Screen and identify potential problem passengers during boarding
13.2.2 Question passengers regarding suspect baggage on board an aircraft
13.2.2.1 Recognize hazardous materials labels
13.2.2.2 Report hazardous materials to the flight crew (C)
13.2.3 Monitor lavatories periodically (V), (Wd), (Ct)
13.2.4 Perform cabin checks periodically (V), (Wd), (Ct)
13.2.4.1 Monitor passenger conduct
13.2.5 Address incidents of non-compliance immediately with potential problem passenger (C), (D), (Wd)
13.2.5.1 Inform passenger of regulatory requirements and carrier policies
13.2.6 Manage disruptive or problem passengers by using a team approach or specific carrier techniques designed to defuse such situations (D), (Gc), (Wd)
13.2.6.1 Communicate with flight crew immediately to report non-compliant passengers (V), (D), (C), (Da)
13.2.6.2 Coordinate with other flight attendants regarding team concept problem management (C), (Llf), (Wd)
13.2.6.3 Communicate with PIC; comply with carrier procedures regarding involvement of law enforcement officials, if necessary (C), (Wd), (Ir)
13.2.6.4 Restrain violent passengers as indicated in carrier procedures (V), (D), (Gc)
13.2.6.4.1 Obtain assistance from other crewmembers and/or passengers
13.2.6.4.2 Use appropriate equipment provided by the carrier
13.3 Complete all required carrier forms (Pr)
14.0 EVACUATION AND DITCHING DUTIES

Conduct A Forewarned Evacuation

14.1 Communicate with PIC when called to flight deck to obtain essential information (C)
14.1.1 Find out how much time there will be until landing
14.1.2 Find out what type of landing is anticipated (i.e. on runway, gear down, gear up, windy, which doors can be used)
14.1.3 Establish signal to assume brace for impact position
14.1.4 Confirm signal to evacuate

14.2 Coordinate with flight attendants {if applicable} (C), (Wd), (Gc), (D), (B)

14.3 Prepare passengers (C), (Wd), (Gc), (D)
14.3.1 Adjust cabin lighting to full setting
14.3.2 Instruct passengers on brace for impact position
14.3.3 Instruct passengers regarding release of seat belt
14.3.4 Conduct passenger review of passenger information card
14.3.5 Instruct passengers on location of exits
14.3.6 Brief helper passengers on tasks
14.3.6.1 Open door/window exit
14.3.6.2 Assist crewmembers
14.3.6.3 Hold passengers back until exit is open and readied
14.3.6.4 Help at bottom of slide
14.3.6.5 Evacuate crewmember at your door, if crewmember is incapacitated
14.3.6.6 Assist passengers who may need help
14.3.6.6.1 Unaccompanied minors
14.3.6.6.2 Mothers with small children
14.3.6.6.3 Disabled passengers
14.3.6.6.4 Passengers exhibiting great fear
14.3.6.6.5 Passengers who may be hurt because of impact
14.3.6.6.6 Other passengers who may need help

14.4 Prepare cabin (Da), (Wd), (Ct)
14.4.1 Stow galley supplies
14.4.2 Ensure all galley components are properly restrained
14.4.3 Stow all carry-on baggage
14.4.4 Stow loose items
14.4.5 Lock lavatories

14.5 Prepare for landing (V), (Da), (Wd), (C)
14.5.1 Complete compliance check for passenger seat belts fastened and everything stowed
14.5.2 Provide last minute instructions to passengers
14.5.3 Check exits to ensure they are ready for evacuation
14.5.4 Adjust cabin lighting to dim setting
14.5.5 Secure restraint strap {if applicable}
14.5.6 Use proper techniques to fasten flight attendant restraint system
14.5.7 Inform PIC of cabin readiness
14.5.8 Assume flight attendant protective brace position
14.5.9 Instruct passengers to assume protective brace position

14.6 Perform assigned duties following impact (C), (D), (Gc), (V)
14.6.1 Coordinate with other crewmembers
14.6.2 Open seat belts
14.6.3 Assess conditions
14.6.4 Activate emergency lights
14.6.5 Initiate evacuation using communication protocols and noting that decision may be made not to evacuate
14.6.6 Activate evacuation signal
14.6.7 Shout commands to passengers (e.g. “Open seat belts” “Come this way”)
14.6.8 Release restraint strap {if appropriate}
14.6.9 Conduct evacuation at floor level exits (V), (D)
  14.6.9.1 Apply forces necessary to open door in emergency mode and under possible adverse conditions
  14.6.9.2 Take appropriate precautions for door hazard conditions
  14.6.9.3 Hold onto assist handle
  14.6.9.4 Open the exit in the armed mode
  14.6.9.5 Use manual operation if pneumatic operations fail
  14.6.9.6 Secure the exit in the fully open position
  14.6.9.7 Pull the manual inflation handle{s} and verify deployment, inflation {e.g. ramp, slide}
  14.6.9.8 {in the case of stairs, ensure they are positioned for evacuation}
  14.6.9.9 Maintain appropriate protective body and hand positions
  14.6.9.10 Use evacuation signal {could be evacuation alarm, chime signal or other}
  14.6.9.11 Shout door commands to passengers {e.g. “Come this way” “Jump”}
  14.6.9.12 Use passenger flow management control
    14.6.9.12.1 Direct passengers to most useable doors
  14.6.9.13 Give commands to helpers
14.6.10 Conduct evacuation at over wing exits. (V), (D), (Wd)
  14.6.10.1 Go to exit (if part of assigned duties)
  14.6.10.2 Remove hatch
  14.6.10.3 Dispose of hatch in approved manner
  14.6.10.4 Maintain appropriate protective body and hand positions
  14.6.10.5 Give commands to passengers on how to egress through exit {e.g. “Leg, body, leg”}
  14.6.10.6 Control passenger flow at over wing area
  14.6.10.7 Use escape ropes {if aircraft so equipped}
  14.6.10.8 Ensure evacuation of passengers needing assistance
  14.6.10.9 Shout commands to helpers at the bottom of the slides {if aircraft so equipped}
  14.6.10.10 Remove emergency equipment {if part of carrier procedure}
14.7 Perform assigned duties following evacuation (C), (Wd), (Gc)
  14.7.1 Take care of surviving passengers
  14.7.2 Gather passengers in a group, if possible
  14.7.3 Render first aid
  14.7.4 Stay with passengers until ground service personnel arrive
  14.7.5 Practice survival techniques in accordance with terrain on which landing occurred {i.e. desert, jungle, water, arctic}

**Conduct An Unforewarned Evacuation**

14.8 Perform assigned duties following impact
  14.8.1 Coordinate with other crewmembers (C), (D), (V).
  14.8.2 Open seat belts
  14.8.3 Assess conditions (V), (D)
  14.8.4 Activate emergency lights
  14.8.5 Initiate evacuation using communication protocols and noting that decision may be made not to evacuate
14.8.6 Activate evacuation signal
14.8.7 Shout commands to passengers {e.g. “Open seat belts” “Come this way”} (Gc), (C), (Da)
14.8.8 Release restraint strap {if appropriate}
14.8.9 Conduct evacuation at floor level exits (V), (D)
   14.8.9.1 Apply forces necessary to open door in emergency mode and under possible adverse conditions
   14.8.9.2 Take appropriate precautions for door hazard conditions
   14.8.9.3 Hold onto assist handle
   14.8.9.4 Open the exit in the armed mode
   14.8.9.5 Use manual operation if pneumatic operations fail
   14.8.9.6 Secure the exit in the fully open position
   14.8.9.7 Pull the manual inflation handle{s} and verify deployment, inflation {e.g. ramp, slide}
   14.8.9.8 {in the case of stairs, ensure they are positioned for evacuation}
   14.8.9.9 Maintain appropriate protective body and hand positions
   14.8.9.10 Use evacuation signal {could be evacuation alarm, chime signal or other}
   14.8.9.11 Shout door commands to passengers {e.g. “Come this way” “Jump”}
   14.8.9.12 Use passenger flow management control
      14.8.9.12.1 Direct passengers to most useable doors
   14.8.9.13 Give commands to helpers
14.8.10 Conduct evacuation at over wing exit (V), (D), (Wd)
   14.8.10.1 Go to exit (if part of assigned duties)
   14.8.10.2 Remove hatch
   14.8.10.3 Dispose of hatch in approved manner
   14.8.10.4 Maintain appropriate protective body and hand positions
   14.8.10.5 Give commands to passengers on how to egress through exit {i.e. leg, body, leg}
   14.8.10.6 Control passenger flow at over wing area
   14.8.10.7 Use escape ropes {if aircraft so equipped}
   14.8.10.8 Ensure evacuation of passengers needing assistance
   14.8.10.9 Shout commands to helpers at the bottom of the slides {if aircraft so equipped}
   14.8.10.10 Remove emergency equipment {if part of carrier procedure}
14.9 Perform assigned duties following evacuation (C), (Wd), (Gc)
   14.9.1 Take care of surviving passengers
   14.9.2 Gather passengers in a group, if possible
   14.9.3 Render first aid
   14.9.4 Stay with passengers until ground service personnel arrive
   14.9.5 Practice survival techniques in accordance with terrain on which landing occurred {i.e. desert, jungle, water, arctic}

**Conduct A Forewarned Water Landing (Ditching)**

14.10 Communicate with PIC when called to flight deck to obtain essential information (C)
   14.10.1 Find out how much time there will be until landing
   14.10.2 Find out what type of landing is anticipated {i.e. water conditions, weather conditions, which doors can be used}
   14.10.3 Establish signal to assume brace for impact position
14.11 Coordinate with flight attendants {if applicable} (C), (Wd), (Gc), (D), (B)
14.12 Prepare passengers (C), (Wd), (Gc), (D)
   14.12.1 Adjust cabin lighting to full setting
14.12.2 Have passengers don life vest and instruct them on use
14.12.3 Don a crew life vest
14.12.4 Instruct passengers on brace for impact position
14.12.5 Instruct passengers regarding release of seat belt
14.12.6 Conduct passenger review of passenger information card
14.12.7 Instruct passengers on location of exits
14.12.8 Brief helper passengers on tasks
  14.12.8.1 Assist crewmembers
  14.12.8.2 Hold passengers back until exit is open and readied
  14.12.8.3 Open door/window exit
  14.12.8.4 Help in raft or slide/raft as directed
  14.12.8.5 Evacuate crewmember at your door, if crewmember is incapacitated
14.12.8.6 Assist passengers who may need help
  14.12.8.6.1 Unaccompanied minors
  14.12.8.6.2 Mothers with small children
  14.12.8.6.3 Disabled passengers
  14.12.8.6.4 Passengers exhibiting great fear
  14.12.8.6.5 Passengers who may be hurt because of impact
  14.12.8.6.6 Other passengers who may need help
4.12.9 Have passengers put on clothes as outside conditions warrant
4.12.10 Instruct passengers to inflate life vests if air carrier’s procedure
14.13 Prepare cabin (V), (Da), (Wd), (C)
  14.13.1 Stow galley supplies
  14.13.2 Ensure all galley components are properly restrained
  14.13.3 Stow all carry-on baggage
  14.13.4 Stow loose items
  14.13.5 Lock lavatories
  14.13.6 Prepare raft or brief helpers on positioning raft according to carrier procedures
  14.13.7 Transfer slide/raft from one door to another if needed
  14.13.8 Brief helpers on use of slide/raft as raft
  14.13.9 Brief helpers on launching raft or slide/raft
    14.13.9.1 Include information on launching and other actions necessary to prepare
    it for use as a raft
  14.13.10 Brief helpers on use of location devices and survival kit and other actions as
    directed by company procedures
14.14 Prepare for landing (V), (Da), (Wd), (C)
  14.14.1 Complete compliance check for passenger seat belts fastened and everything
    stowed
  14.14.2 Provide last minute instructions to passengers
  14.14.3 Check exits to ensure they are ready for evacuation
  14.14.4 Adjust cabin lighting to dim setting
  14.14.5 Use proper techniques to fasten flight attendant restraint system
  14.14.6 Assume flight attendant protective brace position
  14.14.7 Command passengers to assume protective brace position
14.15 Perform assigned duties following impact (C), (Wd), (Gc)
  14.15.1 Coordinate with other crewmembers
  14.15.2 Open seat belts
  14.15.3 Assess conditions {watch for water line}
  14.15.4 Activate emergency lights
  14.15.5 Initiate evacuation using communication protocols and noting that decision may
    be made not to evacuate
14.15.6 Activate evacuation signal
14.15.7 Shout commands to passengers {e.g., "Open seat belts; come this way."}
14.15.8 Secure safety strap if appropriate
14.15.9 Conduct evacuation at floor level exits (V), (D)
   14.15.9.1 Apply forces necessary to open door in emergency mode and under possible adverse conditions
   14.15.9.2 Take appropriate precautions for door hazard conditions
   14.15.9.3 Hold onto assist handle
   14.15.9.4 Open the exit in the armed mode
   14.15.9.5 Use manual operation if pneumatic operations fail
   14.15.9.6 Secure the exit in the fully open position
   14.15.9.7 Pull the manual inflation handle{s} and verify deployment, inflation
   14.15.9.8 Deploy inflated slide and launch rafts if aircraft equipped with life rafts
   14.15.9.9 Evacuate passengers into raft, slide/raft, or water
   14.15.9.10 Maintain appropriate protective body and hand positions
   14.15.9.11 Use evacuation signal {could be evacuation alarm, chime signal or other}
   14.15.9.12 Shout door commands to passengers {e.g. "Step into raft", "Stay low", and "Inflate vest"}
   14.15.9.13 Use passenger flow management control
      14.15.9.13.1 Direct passengers to most useable doors
   14.15.9.14 Give commands to helpers
   14.15.9.15 Ensure evacuation of passengers needing assistance
   14.15.9.16 Inflate crew life vest
14.15.10 Conduct evacuation at over wing exit (V), (D), (Wd)
   14.15.10.1 Go to exit (if part of assigned duties)
   14.15.10.2 Remove hatch
   14.15.10.3 Dispose of hatch in approved manner
   14.15.10.4 Launch rafts in over wing area (Wd), (Ir), (C)
   14.15.10.5 Use life lines
   14.15.10.6 Give commands to passengers on how to egress through exit {e.g. "Leg, body, leg"}
   14.15.10.7 Control passenger flow at over wing area
   14.15.10.8 Ensure evacuation of passengers needing assistance
   14.15.10.9 Shout commands to helpers in raft
   14.15.10.10 Retrieve additional equipment if part of carrier procedure
14.15.11 Use water survival techniques in rafts (C), (D), (V), (Lf)
   14.15.11.1 Distribute the load
   14.15.11.2 Retrieve, inventory and secure survival kit
   14.15.11.3 Try to find other survivors
   14.15.11.4 Get clear of fuel-covered water in case the fuel ignites
   14.15.11.5 Remain tethered to a/c as long as practical
   14.15.11.6 Get clear and upwind of aircraft as soon as practical, but stay in vicinity until aircraft sinks
   14.15.11.7 Deploy sea anchor once you are released from aircraft {or rig a sea anchor}
   14.15.11.8 Check raft inflation
   14.15.11.9 Repair leaks
   14.15.11.10 Decontaminate the raft of all fuel
   14.15.11.11 Avoid jagged or sharp debris, surface oil, burning surface oil in water
14.15.12 Use water survival techniques without rafts (C), (D), (V), (Lf)
   14.15.12.1 Use slide as a flotation device
14.15.12.2 Place injured on top {do not overload}
14.15.12.3 Assist survivors with seat cushion or life vest as flotation device
14.15.12.4 Instruct survivors in use of HELP and/or HUDDLE positions

Conduct An Inadvertent Water Landing Evacuation
14.16 Coordinate with other crewmembers (C), (D), (V)
14.17 Open seat belts
14.18 Assess conditions {watch for water line} (V), (D)
14.19 Activate emergency lights
14.20 Initiate evacuation using communication protocols and noting that decision may be made not to evacuate
14.21 Activate evacuation signal
14.22 Don crew life vest
14.23 Shout commands to passengers {e.g. “Open seat belts” “Come this way” “Grab life vest” or “Grab seat cushion”, as applicable}
14.24 Release restraint strap {if appropriate}
14.25 Conduct evacuation at floor level exit (V), (D)
   14.25.1 Apply forces necessary to open door in emergency mode and under possible adverse conditions
   14.25.2 Take appropriate precautions for door hazard conditions
   14.25.3 Hold onto assist handle
   14.25.4 Open the exit in the armed mode
   14.25.5 Use manual operation if pneumatic operations fail
   14.25.6 Secure the exit in the fully open position
   14.25.7 Pull the manual inflation handle{s} and verify deployment, inflation
   14.25.8 Deploy inflated slide and launch rafts if aircraft equipped with life rafts
   14.25.9 Evacuate passengers into raft, slide/raft, or water
   14.25.10 Maintain appropriate protective body and hand positions
   14.25.11 Use evacuation signal {could be evacuation alarm, chime signal or other}
   14.25.12 Shout door commands to passengers {e.g. “Step into raft”, “Inflate vest”, or “Swim to raft”}
   14.25.13 Use passenger flow management control
      14.25.13.1 Direct passengers to most useable doors
   14.25.14 Ensure evacuation of passengers needing assistance
   14.25.15 Give commands to helpers
14.26 Conduct evacuation at over wing exit (V), (D), (Wd)
   14.26.1 Go to exit {if part of assigned duties}
   14.26.2 Remove hatch
   14.26.3 Dispose of hatch in approved manner
   14.26.4 Launch rafts in over wing area (Wd), (Ir), (C)
   14.26.5 Use life lines
   14.26.6 Give commands to passengers on how to egress through exit {e.g. “Leg, body, leg”}
   14.26.7 Control passenger flow at over wing area
   14.26.8 Ensure evacuation of passengers needing assistance
   14.26.9 Shout commands to helpers in raft
   14.26.10 Retrieve additional equipment if part of carrier procedure
14.27 Use water survival techniques in rafts (C), (D), (V), (Lf)
   14.27.1 Distribute the load
   14.27.2 Retrieve, inventory and secure survival kit
   14.27.3 Try to find other survivors
14.27.4 Get clear of fuel-covered water in case the fuel ignites
14.27.5 Remain tethered to a/c as long as practical
14.27.6 Get clear and upwind of aircraft as soon as practical, but stay in vicinity until aircraft sinks
14.27.7 Deploy sea anchor once you are released from aircraft {or rig a sea anchor}
14.27.8 Check raft inflation
14.27.9 Repair leaks
14.27.10 Decontaminate the raft of all fuel
14.27.11 Avoid jagged or sharp debris, surface oil, burning surface oil in water
14.28 Use water survival techniques without rafts (C), (D), (V), (Lf)
  14.28.1 Slide as a flotation device.
  14.28.2 Place injured on top {do not overload}
  14.28.3 Assist survivors with seat cushion or life vest as flotation device
  14.28.4 Instruct survivors in use of HELP and/or HUDDLE positions

Control An Unwarranted (Unneeded) Evacuation
  14.29 Take protective position if at door (V), (D)
  14.30 Crew coordination (C)
  14.31 Stop evacuation; use strong commands {e.g. “Stop” “Remain seated”} (Lf)
  14.32 Care for passengers following the evacuation (C), (Wd), (Gc)

15.0 AIR CARRIER CULTURE DUTIES
  15.1 Comply with carrier’s policy regarding authority of the pilot-in-command (Lf), (D)
  15.2 Comply with carrier’s policy regarding chain of command as it may be specific to each aircraft (Lf), (D)
  15.3 Manage exposure to radiation risks by taking appropriate action in accordance with air carrier’s procedures (Pr), (V)
  15.4 Comply with regulations and carrier procedures regarding passengers needing special assistance (Pr)
    15.4.1 Follow procedures for handling of onboard wheelchairs
    15.4.2 Use proper methods for moving passengers with physical limitations, including stretcher patients and infants in incubators
    15.4.3 Follow procedures for special aircraft accommodations
      15.4.3.1 Accessible lavatories
      15.4.3.2 Moveable armrests
  15.5 Comply with carrier procedures for handling each type of passenger requiring focused attention or special safety briefings (V), (C), (Ct), (Pr)
    15.5.1 Passengers with communication difficulties such as those not proficient in speaking the language of the carrier
    15.5.2 Passengers with a vision or hearing disability
    15.5.3 Passengers with service animals
    15.5.4 Passengers who appear to be mentally retarded
    15.5.5 Armed passengers
    15.5.6 Escorts
    15.5.7 Prisoners
    15.5.8 Couriers
    15.5.9 VIP’s
    15.5.10 Deportees
    15.5.11 Runaways
    15.5.12 Persons Traveling Without Visas
    15.5.13 Other designated unescorted individuals including unaccompanied minors
15.6 Comply with FAR’s pertinent to flight attendant duty restrictions and rest provisions (Pr)
15.7 Comply with FAR’s and company policy regarding use of drugs and alcohol (Pr)
15.8 Comply with FAR’s and company policy regarding drug and alcohol testing (Pr)
15.9 Comply with FAR’s and company policy regarding admission to the flight deck (Pr)
15.10 Comply with FAR’s and company policy regarding manipulation of controls (Pr)
15.11 Comply with FAR’s and company policy regarding carriage of cargo in passenger compartment (Pr)
15.12 Comply with air carrier procedures for interaction with officers/agents of various governmental agencies (Pr)

NOTE 1:
Flight attendants open exits during emergency evacuation/ditching for which they are assigned responsibility by the carrier’s procedures or for which they become responsible as a result of conditions of the occurrence. Proper preparation for these duties includes opening each type of exit, in emergency mode, of each aircraft on which the flight attendant is qualified, during initial, recurrent, and transition training.

NOTE 2:
- Crew Resource Management {CRM} markers are noted in abbreviation within parenthesis ( ) after each applicable task.
- Where tasks have a list of sub-components, each of which requires or demonstrates the same CRM marker{s}, the markers are noted after the task, above the list of sub-components.
- The Abbreviations Key is:
  (B) Briefing
  (Ct) Concern for Tasks
  (Da) Distractions Avoided
  (I) Inquiry
  (Lf) Leadership Followership
  (Pr) Preparation
  (V) Vigilance
  (C) Communication
  (D) Decisions
  (Gc) Group Climate
  (Ir) Interpersonal Relationships
  (P) Planning
  (S) Self Critique
  (Wd) Work Distribution