

## **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

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- 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 VIGILANCE (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

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- 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)

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- 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

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- 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)
  - 8.9.1 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)

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- 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 Check conditions of passengers in immediate area
- 10.19 Report condition of fire and cabin to the flight crew
- 10.20 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**

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- 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

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- 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 ), ( Lf ), ( 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

FOR REFERENCE ONLY

- 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

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- 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

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- 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

FOR REFERENCE ONLY

- 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

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- 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

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- 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

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- 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	(C) Communication
(Ct) Concern for Tasks	(D) Decisions
(Da) Distractions Avoided	(Gc) Group Climate
(I) Inquiry	(Ir) Interpersonal Relationships
(Lf) Leadership Followership	(P) Planning
(Pr) Preparation	(S) Self Critique
(V) Vigilance	(Wd) Work Distribution