



MGM RESORTS AVIATION GUEST SERVICE MANUAL Index

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TASK 01: Greet Guests

PROCEDURE	STANDARD
<ul style="list-style-type: none"> ■ Acknowledge all Guests (internal-external) enthusiastically approaching within 10 feet. Provide a warm greeting within 5 feet. Use Guest name when known. <i>Example: Good Morning/Afternoon/Evening Mr. _____, Welcome on board?</i> <ol style="list-style-type: none"> 1) If a Guest approaches while you are busy with other work not involving a Guest or safety related task, stop what you are doing and greet the Guest, never ignore him/her. 2) If you are busy assisting another Guest, excuse yourself to the party and greet Guest. Inform the Guest you will be with him/her momentarily. <i>Example: Good Morning/Afternoon/Evening, I will be with you momentarily.</i> 3) Assist any Guest before helping employees. ■ Practice a sincere smile, use eye contact and maintain an open/welcoming body posture when communicating with a Guest. ■ Speak first when Guests enter Hospitality Zone (10/5 Rule). ■ Vary greetings when greeting multiple Guests in a row. <i>Example: Hello, welcome on board. Good Morning, nice to have you on board. Hello, thank you for joining us today.</i> 	<ul style="list-style-type: none"> ■ All Guests acknowledged within 10 feet with a smile and eye contact. ■ All Guests greeted verbally within 5 feet. ■ Team Members speak first when greeting Guests. ■ Guest names used as much as possible, unless requested otherwise by Guest. ■ Guest is never ignored. ■ All Guests will be attended to before employees. ■ Greetings varied to avoid repetition.



TASK 02: Personalize the Experience

PROCEDURE	STANDARD
<ul style="list-style-type: none"> ■ Personalize your interactions with each Guest: <ol style="list-style-type: none"> 1) Identify type of Guest in front of you and their possible needs (business traveler, traveling with children, nervous flyer, traveling with pets). 2) Be proactive and anticipate the Guest needs by delivering those needs even before the Guest asks for them. 3) Find out and use Guest's name whenever possible. 4) Offer assistance and your name. Example: Mr. _____, my name is _____. If I may be of any assistance during the flight, please do not hesitate to ask. Have a great flight. 5) Guest asks information, questions whenever appropriate. Example: <ol style="list-style-type: none"> a) How did you enjoy your stay in (departing city)? 6) Engage Guests in polite conversation whenever appropriate. ■ Take opportunities to personalize the Guest's experience by using their name during interactions: <ol style="list-style-type: none"> 1) At touch points during sequence of service 2) When introducing them to another Team Member 3) Upon the conclusion of an interaction ■ Find out the Guest's name: <ol style="list-style-type: none"> 1) Manifest 2) Ask the Guest 3) From Hosts ■ When unable to pronounce Guest's name: <ol style="list-style-type: none"> 1) Ask Guest for correct pronunciation 2) Ask another Team Member 3) Try to pronounce it on your own ■ Acknowledge Lead Guest by name or title. 	<ul style="list-style-type: none"> ■ Cues picked up in conversation used by Team Members to personalize the experience for each Guest. ■ All Guests are addressed by name when known. ■ Guests not acknowledged by first name, instead addressed by title and surname (Mr., Mrs., Dr.) ■ Guests addressed by title and last name unless Guest requests otherwise. ■ Guest name not used more than three times in most interactions. ■ If name is unknown, Guest addressed by Sir or Ma'am. ■ Guest's name is shared with other team members. ■ Guest name use must be sincere not forced or contrived. ■ All Lead Guests acknowledged.



**TASK 03: Make Every Moment and Final
Impression Memorable**

PROCEDURE	STANDARD
<ul style="list-style-type: none"> ■ Understand the MGM Resorts International Mission, Vision Core Values and People Philosophy. ■ Be aware of any promises already made to each Guest through the company’s marketing messages and the importance of keeping those promises at each touch point. ■ Identify Guest preferences and adjust actions to provide memorable moments. Examples: <ol style="list-style-type: none"> 1) Remember beverage preferences 2) Remember how they take their coffee/tea 3) Welcome Guests by name when boarding 4) Proactively providing information or answers to questions before Guest asks. <ul style="list-style-type: none"> Examples: <ol style="list-style-type: none"> a) <i>Mr. _____, I see you reading the seat operation instructions, can I be of assistance?</i> b) <i>Mr. and Mrs. _____, can I assist you with the seat belt?</i> 5) Document preferences from a previous flight 6) Determine how open a Guest is to conversation, menu descriptions and/or being disturbed for service ■ Listen carefully to every request by: <ol style="list-style-type: none"> 1) Keeping eye contact 2) Not allowing interruptions 3) Nodding to acknowledge understanding 4) Ask questions to clarify ■ Understand the impact of a Guest’s perception of Team Members during service. <ol style="list-style-type: none"> 1) Be aware of body language 2) Be aware of verbiage and voice tone 	<ul style="list-style-type: none"> ■ All promises made by advertisement, other departments or individuals are identified and fulfilled to ensure Guest satisfaction. ■ Team Members take opportunities to identify Guest preferences to provide memorable moments. Guest preferences shared with other Team Members. ■ Team Members maintain eye contact to show they are listening to Guests. ■ All Team Members remain aware of their body language, verbiage and voice tones when in sight or earshot of Guests. ■ All Guests are thanked and invited back. ■ Team Members speak first and last when extending parting pleasantries to deplaning Guests.



**TASK 03: Make Every Moment and Final
Impression Memorable**

PROCEDURE	STANDARD
<ul style="list-style-type: none">■ Exercise the three most important points during the Guest departure:<ol style="list-style-type: none">1) Thank them for the support <i>Example: Thank you Mr. _____ for staying with us.</i>2) Wish them well in the future <i>Example: Safe travels back to your home.</i>3) Invite them to come back <i>Example: We are looking forward to seeing you again soon.</i>4) Acknowledge their answer <i>Example: You are welcome</i>■ Speak first and last.	



TASK 04: Own Each Guest Request and Demanding Situation

PROCEDURE	STANDARD
<ul style="list-style-type: none"> ■ Avoid saying “I do not know”. <i>Example: “That is a good question. Allow me a moment to find out the information.”</i> ■ If you cannot satisfy a request, offer an alternative. <i>Example: “I am unable to offer you an extra chicken dish. We do have extra pork or salmon. Can I offer one of those?”</i> ■ Get back to the Guest with the correct information within a committed timeframe. <i>Example: Mr. ____, it will take me about 10 minutes finish meal service, and then I will be able to find the information for you. Would that be ok for you?</i> ■ Acknowledge their answer. <i>Example: Thank you.</i> ■ <u>HANDLING GUEST REQUEST</u> <ol style="list-style-type: none"> 1) Happily take the Guest’s request (own each request). <i>Example: Mr. _____, I will be happy to help you with that.</i> 2) Listen carefully for the instructions. Eye contact, no interruptions, nodding. 3) Provide an accurate & realistic time for the request to be achieved. <i>Example: Mr. _____, we will be finished with meal service in 10 minutes. I will get that information to you then.</i> 4) Provide a second and a third option if the original request cannot be satisfied. 5) Assure them, it will be done. <i>Example: Mr. _____, I will adjust the temperature in the cabin for you.</i> 6) Fulfill each request quickly, show a sense of urgency. 7) Communicate the request to the 	<ul style="list-style-type: none"> ■ Never say “NO.” Options and alternatives are offered every time. Except safety of flight situation. ■ All Guests requests are owned by Team Member until delivered. ■ All promised times for delivery requests are kept or the Guest is advised if the request will require additional time. ■ All Guest requests are followed up on to ensure satisfaction. ■ Sincerity will be displayed through the tone of voice when communicating with a Guest. ■ Team Members look for signs of stressed Guests and proactively deal with the demanding situation.



TASK 04: Own Each Guest Request and Demanding Situation

PROCEDURE	STANDARD
<p>appropriate person/dept when necessary.</p> <p>8) Follow up on every request to ensure satisfaction if a third person must be involved.</p> <ul style="list-style-type: none">■ Control the speed, tone and volume of your voice when speaking to a Guest.■ Project a sincere tone of voice.■ <u>DEALING WITH DEMANDING SITUATIONS</u><ol style="list-style-type: none">1) Look for signs of Guests becoming stressed:<ol style="list-style-type: none">a) Voice:<ol style="list-style-type: none">i) Speeds upii) Volume increasesiii) Change in pitchiv) Crackling/tremblingv) Becomes personal (“You said what!”)b) Body Language:<ol style="list-style-type: none">i) Rapid or agitated movementii) Pacing, drumming pointingiii) Standing taller or moving inc) Facial Expressions:<ol style="list-style-type: none">i) Reddening of face or throatii) “Eyeballing” youiii) Inverted eyebrows or squinted eyes2) Be aware of these potential flash points that a situation may be about to escalate into a complaint3) Proactively own the situation4) Inform the Guest what options we can offer or what we can do to fix it	



TASK 05: Handle Complaints

PROCEDURE	STANDARD
<ul style="list-style-type: none">■ HANDLING COMPLAINTS1) Listen<ul style="list-style-type: none">a) Stop what you are doing if you are not assisting another Guest. If assisting another Guest, acknowledge the Guest with the complaint and indicate you will be with the Guest momentarily.b) Make eye contact; switch off all other thoughtsc) Do not interruptd) Do not smile (only time)e) Do not agree/disagreef) Do not blame othersg) Listen carefullyh) Take notesi) If needed, repeat back to clarify2) Thank the Guest<ul style="list-style-type: none">a) For bringing the situation to your attention3) Apologize<ul style="list-style-type: none">a) Never justify or blame others4) Agree on a course of action<ul style="list-style-type: none">a) Do not ask “What would you like?”b) Provide options to Guestc) Do not make promises you cannot keep5) Take Action<ul style="list-style-type: none">a) Keep your promise6) Report To Pilot7) Follow Up	<ul style="list-style-type: none">■ All complaints addressed & handled in a timely and effective manner, following Complaint Handling Structure.■ All complaints and negative comments will be recorded on Flight Report.



TASK 06: Be a Company Ambassador

PROCEDURE	STANDARD
<ul style="list-style-type: none">■ You are an ambassador for the company; clearly in the eyes of the Guest, you represent the company (in or out of the aircraft).■ Be knowledgeable regarding other department/property's services & hours of operations, and convey the information to the Guest with enthusiasm and passion for the product, or seek the information if necessary.■ Familiarize yourself with attractions, activities and events provided by the properties.■ Be knowledgeable of food and beverage menu offerings, including:<ul style="list-style-type: none">1) Meals2) Specialty Meals3) Desserts4) Snacks5) Wines6) Liquors■ Be knowledgeable of featured business partners (restaurant partners, Hotel Partners, airline partners, etc.).■ Be knowledgeable of amenities and provide Guests information and directions (operations of seats, in-flight entertainment system, music and movie selections).	<ul style="list-style-type: none">■ All Team Members are knowledgeable of the following and seek opportunities to promote and answer questions from Guests.<ul style="list-style-type: none">1) Company2) Other departments/properties3) On board products4) Featured business partners5) Operation of equipment on board



TASK 07: Communicate Professionally

PROCEDURE	STANDARD
<ul style="list-style-type: none"> ■ Practice positive non-verbal, verbal, inflections and impressions. ■ Actively listen to the Guest needs and keep him/her informed in a language the Guest can understand. ■ Use positive language. <i>Examples:</i> <ol style="list-style-type: none"> 1) <i>Good morning, afternoon, evening</i> 2) <i>Welcome to ... / Welcome back</i> 3) <i>Sir, Ma'am, Mr./Mrs./Ms./Dr. (last name)</i> 4) <i>How may I assist you?</i> 5) <i>Is there anything further I can do for you?</i> 6) <i>Yes, Certainly, Absolutely</i> 7) <i>I'd be more than happy to ...</i> 8) <i>It will be my pleasure</i> 9) <i>You are most welcome</i> 10) <i>Thank you for waiting</i> 11) <i>I appreciate your patience</i> 12) <i>That's a good question. Let me check and find out for you right away.</i> 13) <i>Thank you for the suggestion</i> ■ Avoid negative phrases or language that is too casual or familiar. <i>Examples:</i> <ol style="list-style-type: none"> 1) <i>Hi, Hey, What's up?</i> 2) <i>Good to see ya, Hi folks</i> 3) <i>Man, Dude, Dear, Honey (or any terms of endearment)</i> 4) <i>Do you need anything?</i> 5) <i>Yeah, sure</i> 6) <i>No problem, no worries</i> 7) <i>Ok, all right</i> 8) <i>I don't know</i> 9) <i>No (when used at the beginning of any response)</i> 10) <i>We can't do that</i> 11) <i>You'll have to ...</i> 12) <i>Give me a minute</i> 	<ul style="list-style-type: none"> ■ Positive non-verbal facial expressions, gestures and posture maintained at all times. <ol style="list-style-type: none"> 15) Smile 16) Eye contact 17) Upright, open posture, no leaning, no crossed arms 18) Open gestures, no pointing 19) Professional appearance, in compliance with Uniform and Grooming Standards ■ Guests clearly understand Team Members. ■ Team Members use positive language and avoid negative phrases or language that is too casual or familiar. ■ Team Members avoid using industry jargon when communicating with Guests.



TASK 07: Communicate Professionally

PROCEDURE	STANDARD
<p><i>13)Hang on a second; I'll be right back</i> <i>14)It's not my job</i></p> <ul style="list-style-type: none">■ Write notes, ask specific questions, and repeat the information back when communicating with a Guest.■ Keep eye contact and exercise professional body language.■ Stop what you are doing every time a Guest approaches and focus on communication.■ Avoid industry terminology or jargon.	



TASK 08: Project Perfect Grooming

PROCEDURE	STANDARD
<ul style="list-style-type: none"> ■ Maintain good personal hygiene at all times: <ol style="list-style-type: none"> 1) Shower or bathe daily. 2) Use deodorant daily. 3) Brush your teeth regularly and keep them in good repair. 4) Keep your breath fresh. 5) Use perfume/cologne sparingly; never use strong fragrances. 6) Keep your hands clean; wash hands frequently. 7) Keep your nails clean and manicured at all times: <ol style="list-style-type: none"> a) Natural colors are acceptable. b) No chipped nails. c) Use only <u>one</u> color on all your nails. d) Ornaments and decals are not permitted. 8) Maintain regular haircuts and daily cleaning and conditioning of hair: <ol style="list-style-type: none"> a) Keep a hairstyle which compliments your face shape and portrays business-like appearance. b) No extreme hair color, two-tone colors or excessively styled hair. ■ Guidelines for women: <ol style="list-style-type: none"> 1) Keep make-up conservative, no bright shades of lipstick or eye shadow. 2) Touch up your make-up and hair throughout the day. 3) Visible body hair (i.e., underarms, legs) must be clean-shaven at all times. 4) Keep shoulder-length or longer hair tied back, away from face. 5) Hairpins, ribbons, bands are to be of a neutral color (brown, black, navy blue) or color-coordinated with the outfit worn. ■ Guidelines for men: <ol style="list-style-type: none"> 1) Keep hair neatly trimmed; not to extend below the shirt collar. 	<ul style="list-style-type: none"> ■ Team Members must adhere to grooming and uniform at all times while at work. ■ Appearance creates a positive impression to the Guests. ■ Take pride and great care in your personal appearance. ■ Strict adherence to grooming and uniform standards must be maintained. ■ Daily hygiene is followed; Guests and co-workers are not offended by an employee's hygiene. ■ Fragrances are used only to compliment the overall appearance, never offensive to others. ■ Hairstyles are to be attractive to Guests and conservative, portraying a business-like appearance. ■ Tattoos are not to be visible at any time. ■ Nail length not to interfere with daily activities.



TASK 08: Project Perfect Grooming

PROCEDURE	STANDARD
<ul style="list-style-type: none">2) Keep sideburns well trimmed; not to extend below the ear. Keep them uniform in width; no bushy or "mutton-chop" styles.3) Be clean-shaven at all times, no beards or goatees (in-flight crew).4) Mustaches must be neatly trimmed, not of an extreme style and not to extend past the upper lip. Mustaches can only be grown during periods of vacations or extended time off.	



TASK 09: Be in Perfect Uniform

PROCEDURE	STANDARD
<ul style="list-style-type: none"> ■ Allow enough time to change into uniform before shift begins. ■ Wear underclothing at all times; keep it clean and changed daily. ■ For non-flight office duties, it is acceptable to report in normal business casual attire. ■ <u>Flight Attendant Uniforms:</u> <ol style="list-style-type: none"> 1) Wear issued slacks or tailored skirts with blouses/pressed shirt and Jacket. 2) Pay attention to color, style and fabric mixing and coordinating. 3) Hemlines are to reach the knees or below. 4) Necklines are to be discreet. 5) Sleeveless and halter outfits are not permitted. ■ <u>Pilot Uniforms:</u> <ol style="list-style-type: none"> 1) Wear issued slacks with long or short-sleeved shirts, with jacket or coat. 2) Wear a standard business tie: <ol style="list-style-type: none"> a) design and prints are to be subtle ■ <u>Footwear:</u> <ol style="list-style-type: none"> 1) Flight Attendants: Black Pump, not to exceed two inch heel, no ornamentation. 2) Pilots: Black Oxford type shoes or plain, non-ornate boots. 3) Mechanics: Safety Footwear is required. ■ <u>Hosiery/Socks:</u> <ol style="list-style-type: none"> 1) <u>Women</u> wear nylon stockings at all times with a skirt/dress: <ol style="list-style-type: none"> a) color of stocking is to be color-coordinated with the outfit to enhance the total look b) no runs in stockings 	<ul style="list-style-type: none"> ■ Clothing/uniforms are to always be: <ol style="list-style-type: none"> 1) Clean, freshly pressed and coordinated 2) Free of odors and stains 3) Free of rips, holes and tears 4) Properly fitted ■ Clothing projects a business-like image to the guests. ■ <u>Entire</u> uniform must be worn at all times. ■ Uniform worn as determined by the manager (i.e., long sleeves to be worn down and buttoned, not rolled up). ■ Only issued uniform items worn (i.e., sweaters to be approved by manager). ■ Items in pockets must not create a bulge or be visible. ■ Badges must be worn at all times. ■ Uniforms are not to be removed from property. ■ No pins or other jewelry allowed on uniform, unless issued by department.



TASK 09: Be in Perfect Uniform

PROCEDURE	STANDARD
<ul style="list-style-type: none">2) <u>Men or Women</u> wear blue or black color dress socks at all times:<ul style="list-style-type: none">a) coordinated with the dress slacks/uniform wornb) no holes or runs in socks■ <u>Badges:</u> Wear your badge1) Keep your badge....2) If your badge is lost■ <u>Unacceptable jewelry:</u><ul style="list-style-type: none">1) Visible neck chains for men2) Multiple bracelets3) Dangling or flashy earrings4) Earrings on men■ <u>Acceptable jewelry:</u><ul style="list-style-type: none">1) Earrings:<ul style="list-style-type: none">a) gold, silver or pearl dropb) should blend with uniform/clothingc) one earring per ear, in earlobe only2) Not to exceed 1" in diameter3) Simple rings (no more than two)4) Wristwatch (simple and unornamented)5) Women's necklace (one):<ul style="list-style-type: none">a) simple chain of silver or gold tone, or a strand of pearls■ Wear a solid black plain belt with a conservative buckle.■ Avoid slouching with hands in pockets when in uniform or on duty.■ <u>Non-Uniformed Employees</u><ul style="list-style-type: none">1) Use good judgment in selecting your attire for work; be guided by appropriateness.	



TASK 10: Receive and Process a Jet Request

PROCEDURE	STANDARD
<ul style="list-style-type: none">■ Read Jet Request Form.■ If no Jet Request Form provided, complete form for requester.■ Select aircraft by:<ol style="list-style-type: none">1) BBJ required by host2) Route or destination3) Number of Guests4) Potential number of bags5) Airfield limitations■ Enter Jet Request Form data into operating system.<ol style="list-style-type: none">1) Date2) Time3) Airport To4) Airport From5) Guests' names6) Catering, if applicable7) Special requests8) Number of Guests■ Email flight itinerary to requester.<ol style="list-style-type: none">1) Copy authorizer2) Reply all to original Jet Request3) Copy ADN on all international flights■ Enter flight information into national or international marketing log:<ol style="list-style-type: none">1) Date2) Lead Guest's name3) M Life member number4) Departure time5) Location6) Arrival location7) Aircraft type and tail number8) Number of Guests9) Approximate flight cost (national only)	<ul style="list-style-type: none">■ A Jet Request Form must be completed for all Jet Requests.■ All Jet Requests must have authorizer approval.<ol style="list-style-type: none">1) Authorizer must be from approved list2) Authorization must be via email■ All aircraft limitations and Guest requirements taken into consideration when selecting aircraft.■ Jet Request information entered into operating system and logged immediately upon receiving request.■ All flight itineraries emailed to requested and copied to applicable parties within 30 minutes of receiving Jet Request.■ Flight Scheduling form check off for all Jet Requests.



TASK 10: Receive and Process a Jet Request

PROCEDURE	STANDARD
<ul style="list-style-type: none">■ Print out Jet Request Form. ■ Attach Jet Request Form to Flight Scheduling Form and check off that Flight Request steps were completed. ■ Insert Forms into dispatch binder.	



TASK 11: Select an Aircraft and Crew

PROCEDURE	STANDARD
<ul style="list-style-type: none"> ■ Check number of Guests on request: <ol style="list-style-type: none"> 1) Number of seats required 2) Baggage space requirements ■ If requested number of Guests or baggage space requirements exceeds aircraft limitations, coordinate with Marketing. ■ Verify aircraft availability: <ol style="list-style-type: none"> 1) Maintenance 2) Already assigned or on hold ■ Assign specific aircraft requested and check Guests' profile for aircraft preferences to include: <ol style="list-style-type: none"> 1) Direct TV 2) WiFi 3) Bedroom(s) 4) Shower ■ Review aircraft and airport limitations: <ol style="list-style-type: none"> 1) Runway length and width 2) Flight endurance 3) Airport regulations and restrictions 4) Ramp space 5) Stairs ■ If unable to offer requested or suitable aircraft, offer solutions. Example: <ol style="list-style-type: none"> 1) Time change 2) Date change 3) Route/Airport change 4) Off fleet option 5) BBJ upgrade ■ Select and assign current and qualified crew: <ol style="list-style-type: none"> 1) PIC, SIC and Flight Attendant. 2) Ensuring crew rotation and schedule is taken into account for work distribution balance. 	<ul style="list-style-type: none"> ■ Compliance with aircraft specified seating capacities. <ol style="list-style-type: none"> 1) Children "under the age of 2 years old" are considered lap children. ■ Baggage must fit into the designated baggage compartments. ■ Guest capacity greater than 10 people must be prioritized to a 550 or BBJ (baggage capacity). ■ Minimum runway length and width requirements are 4500ft x 90ft for Gulfstream jets & 5500ft x 100ft for BBJ. ■ A current and qualified crew member is assigned.



TASK 11: Select an Aircraft and Crew

PROCEDURE	STANDARD
<p>3) Guest request for specific crew member. 4) In accordance with upcoming flight schedule requirements.</p>	



TASK 12: Send a Flight Itinerary and Gather Missing Information

PROCEDURE	STANDARD
<ul style="list-style-type: none"> ■ Produce a flight itinerary for requestor(s) from scheduling software which will include: <ol style="list-style-type: none"> 1) Aircraft tail number & type scheduled 2) Date of travel 3) All Guests names (if provided) 4) Departure time 5) Airport To 6) Airport From 7) Special Catering requested (if/when applicable) 8) All additional special Guest requests ■ Copy the flight itinerary attachment on to the original email requesting the jet and always include flight approver. ■ Subject line for the flight itinerary email to include the following: <ol style="list-style-type: none"> 1) Flight Itinerary 2) Lead Guest name 3) Date of flight 4) Tail number ■ If the following information was not provided, request to received them once available: <ol style="list-style-type: none"> 1) Flight approval 2) Flight date 3) Lead Guest (if Lead Guest's name is not included on the manifest confirm that the individual will be on board) 4) All missing Guest names 5) Number of Guests 6) Departure time 7) Airport (FBO if there is a preference) 8) Specific ground transportation needed <ol style="list-style-type: none"> a) Type of vehicles b) Amount of vehicles c) Is a luggage van required 9) Special catering requirements 	<ul style="list-style-type: none"> ■ All flight requestors sent must receive a flight itinerary back from Flight Operations in a timely manner. ■ Thorough information is received for the flight to ensure Guest experience is flawless. ■ Flight paperwork printed for viewing in binder. ■ Email body of the flight itinerary to include all known information. ■ Flight itineraries emailed to requester and copied to applicable parties within 30 minutes of receiving Jet Request. ■ Flight itinerary sent is initialed & checked off on front of flight scheduling form once the procedure is complete.



**TASK 12: Send a Flight Itinerary and Gather
Missing Information**

PROCEDURE	STANDARD
<ul style="list-style-type: none">■ For international flights, check to see if complete Guest information is already in flight scheduling software. If Guest information is not included, attach a copy of the Customs information spreadsheet and ask for the form to be filled out completely and returned to the Flight Department OPS team. ■ Print out email sent & attach to the flight scheduling form, then place in the OPS binder in sequence under date of flight.	



**TASK 13: Book Ground Transportation Away
From Home Base**

PROCEDURE	STANDARD
<ul style="list-style-type: none"> ■ Verify transportation information included on the Jet Request: <ol style="list-style-type: none"> 1) Name of Lead Guest 2) M-Life Numbers 3) Number of Guests 4) Amount of baggage 5) Pick up/drop off location 6) Pick up/drop off date and time 7) Type of transportation (Limo, Sedan, Van, SUV) 8) Route (Direct to airport, or stops) ■ Call Limousine Company and provide them with following information: <ol style="list-style-type: none"> 1) Requesters name 2) Trip number 3) Tail number 4) Department (International or specific property if National) 5) Name of Lead Guest 6) M-Life number(s) 7) Pick up/drop off location 8) Pick up/drop off date and time 9) Type of transportation (Limo, Sedan, Van, SUV) 10)Route (Direct to airport, stops, address, etc.) ■ Receive and review confirmation email from the ground transportation company. ■ Email reviewed itinerary to requestor(s). ■ Input into Flight Operation System: <ol style="list-style-type: none"> 1) Time transportation will arrive 2) Transportation reservation number 3) Number and type of vehicles (4 SUV's) 4) Destination if available 	<ul style="list-style-type: none"> ■ All known ground transportation booked 48 hours prior to the flight. ■ Follow up 24 hours prior to flight if ground transportation requests unknown. ■ Ground transportation confirmation is accurate and initial confirming details are correct. ■ Day of flight/ground transportation information requirements: <ol style="list-style-type: none"> 1) Chauffer's name and telephone number will be emailed to us by the ground transportation provider, then forward the email to the requestor. 2) Must follow up with requestor on any pending or unknown ground transportation.



**TASK 13: Book Ground Transportation Away
From Home Base**

PROCEDURE	STANDARD
<ul style="list-style-type: none">■ Print and attach ground transportation confirmation to trip paperwork.■ Ensure confirmation is accurate and insert copies of confirmations with the trip paperwork.■ Indicate on the front of the scheduling form the ground transportation company being used, number of vehicles & type of vehicles (specific) and reservation/confirmation numbers.	



TASK 14: Verify/Closeout 24 Hours Prior

PROCEDURE	STANDARD
<ul style="list-style-type: none">■ Verify the accuracy of the details that have been received by the requester that are on file for the flight the following (or same) day:<ol style="list-style-type: none">1) Date & departure time2) Destination3) Number of Guests4) Names of Guests5) Ground Transportation requirements6) Catering7) Aircraft type■ No later than 24 hours prior to the flight, determine if there are any questions or details required to close out any open items of the flight.■ Email the requestor detailing any information still required.■ If the information is not received back in 30 minutes, follow up via phone call in an attempt to obtain the necessary information.■ If requester still does not have answers for open items, inform the requester that the standard order will be placed for all open items.■ Complete checklist items for flight verification.	<ul style="list-style-type: none">■ All available information is entered into the flight itinerary.■ If Operations is unable to obtain catering information, then standard catering will be ordered.■ If Operations is unable to obtain ground transportation information from requestor, then the following will be reserved:<ol style="list-style-type: none">1) 6 Guests or less 1 x 8 passenger limo2) More than 6 Guests 2 x 8 passenger limo's3) More than 8 Guests 2 x 8 passenger limo's with a luggage van■ Final itinerary sent out at least 24 hours prior to trip, unless trip is within 24 hour window.■ If trip is within 24 hour window trip sheet will be sent out immediately after completing verification checklist.



TASK 15: Send a Trip Sheet

PROCEDURE	STANDARD
<ul style="list-style-type: none">■ Enter all known information into Flight Operations System (to include):<ol style="list-style-type: none">1) Trip Number2) Date3) Times4) Aircraft5) Crew Names6) Route or destination7) Passenger Names8) Catering9) Transportation10) Fuel Release11) FBO Information12) Hotel Information13) International Forms14) Special Request■ Print the completed Trip Sheet to be sent to the Crew:<ol style="list-style-type: none">1) Open trip in Flight Operating System2) Press PRINT (this will create a pdf)3) Press SAVE (this will allow you to EMAIL)4) Email the TRIPSHEET to yourself■ Forward the Trip Sheet to the Crew, Maintenance and be sure that you DIRECT REPLIES to Ops.■ When forwarding Trip Sheet, put the following information in the RE: in this order: DATE OF TRIP > TAIL > CREW & (OVERNIGHT when applicable).	<ul style="list-style-type: none">■ The crew must have the Trip Sheet no later than 1700 the night before the flight.■ The Trip Sheet must contain all necessary information for the crew to conduct a safe and comfortable flight.■ Trip Sheet must contain at least (1 – 9) on the Procedure on Left, before the flight departure.■ Crew must confirm that they received the Trip Sheet within 30 minutes of the email or Ops on duty will call the crew member.



TASK 16: Order Catering

PROCEDURE	STANDARD
<ul style="list-style-type: none"> ■ Receive and confirm Trip Sheet from Operations. ■ Email or call Crewmembers for Crew meal choice. ■ If Trip Sheet says “Special Catering”, advise Operations to email the Guest Special Profile. ■ Fill out Catering Request Form. ■ When filling out Standard AM/PM Catering Form: <ol style="list-style-type: none"> 1) Specify how many total “pieces” of each item that you are ordering. 2) Order extra pieces. ■ When ordering platters ready to serve, order by display platter and indicate how many Guests. Order condiments and accompaniments per Chef’s specifications. ■ When ordering Caviar, specifically ask for “Petrossian Tsar Imperial Ossetra Caviar.” Order condiments and accompaniments per Chef’s specifications. ■ When ordering bulk catering, request specific item, number of servings, type of packaging and note “bulk pack.” Examples: <ol style="list-style-type: none"> 1) 3 – Whole Grilled Boneless Chicken Breast (oven ready tins) Bulk Pack 2) 2 – Filet Mignons (RARE) (oven ready tins) Bulk Pack 3) 5 Servings – Garlic Mashed Potatoes (oven ready tins) Bulk Pack 4) 5 Servings Mixed Green Salad all Carrots, Sliced Cucumbers, Tomatoes packed separate and Bulk Pack 	<ul style="list-style-type: none"> ■ Catering Request Form must include Flight Attendant contact information at bottom of form: <ol style="list-style-type: none"> 1) F/A name 2) Contact number 3) Email address ■ AM/PM Standard Catering Order: <ol style="list-style-type: none"> 1) Orange juice – 1 qt. per 5 Guests 2) 2% milk – 1 qt. per trip 3) Half/Half – 1 pint per trip 4) Fruit skewers – 1 piece per Guest (plus 4 extra) 5) Sandwiches – 1 piece per Guest (plus 4 extra) 6) Dessert – 1 piece per Guest (plus 4 extra) 7) Mini cookies – 3 pieces per Guest ■ Extra pieces ordered for standard catering in the event that more Guests are added at last minute, or any damage in transport or plating. ■ Platters Ready to Serve condiments/ accompaniments to order: <ol style="list-style-type: none"> 1) Seafood Platter: <ol style="list-style-type: none"> a) Cocktail sauce by the pint on the side b) Lemon wedges wrapped in cheese cloth 2) Charcuterie and Crusty Bread – None 3) Imported & Domestic Cheese and Crusty Bread – Crackers on the side 4) Executive Fruit Tray – None 5) Executive Crudités Tray: <ol style="list-style-type: none"> a) Ranch dressing on the side by the pint b) Honey mustard dressing on the side by the pint ■ Caviar: <ol style="list-style-type: none"> 1) Only “Petrossian Tsar Imperial Ossetra Caviar is requested. 2) Blinis and toast points.



TASK 16: Order Catering

PROCEDURE	STANDARD
<ul style="list-style-type: none">■ Send catering request to: AviationCatering@mgmresorts.com. Ensure this email is distributed to MGM Room Service, all staff at Room Service, Aviation F/A's, Aviation Dispatch.■ Ask for confirmation from MGM Room Service when sending catering request.■ If no confirmation received, follow up with phone call (702-891-7419). <i>Example: "Hello Chefs, Please confirm catering for Monday, Jan. 9, 2014, delivery at 12:00 noon. Thank you. Remy."</i>	<p>3) Condiments in glass ramekins ready to serve.</p> <ul style="list-style-type: none">■ Any liquids ordered must be packaged in spill proof containers.■ Confirmation must be received from MGM Room Service for all catering requests.■ Follow up call placed if no confirmation received from MGM Room Service within 1 hour.



TASK 17: Trip Preparation

PROCEDURE	STANDARD
<ul style="list-style-type: none">■ Review NOTAM's to ensure no closures or restrictions for the flight.■ Review weather to determine any issues.■ For domestic overnights communicate hotel and rental car requirements to operations.■ For International Trips contact Jeppesen and begin trip coordination:<ol style="list-style-type: none">1) City Pairs2) Departure date3) Crew Names4) Visa requirements5) Crew accommodations6) Receipt of all required information by Jeppesen■ Upon arrival review trip with Operations, and determine a course of action for any open or TBD items.	<ul style="list-style-type: none">■ NOTAM restrictions are communicated to the requestor prior to the flight departing.■ Weather issues are communicated to the requestor or Guest prior to the flight departing.■ Crew accommodations are confirmed prior to departure.■ International trips are completed without any issue or inconvenience to the Guest.



TASK 18: Receive Catering

PROCEDURE	STANDARD
<ul style="list-style-type: none">■ Buzz the Catering Delivery person in.■ Greet the Catering person and check the sticker on the outside of the red Catering coolers for:<ul style="list-style-type: none">1) Name of Guest2) Date■ Enter the time received on the Flight Scheduling form under Catering.	<ul style="list-style-type: none">■ All Catering must be received two hours prior to flight (normal delivery).



TASK 19: Crew Check-In

PROCEDURE	STANDARD
<ul style="list-style-type: none"> ■ When Crew arrives at Operations or FBO, review Trip Package with Crew: <ol style="list-style-type: none"> 1) NOTAMS 2) Weather 3) Guest Notes 4) Catering 5) Special Requests 6) Transportation 7) Route issues ■ Obtain trip kit from Operations: <ol style="list-style-type: none"> 1) Aircraft iPads (2) 2) T-Mobile HotSpot 3) Customs Forms 4) Plotting Charts 5) EnRoute Charts ■ Assist loading F/A's catering and supplies that go to aircraft. ■ Review NOTAMs to ensure no closures or restrictions affect Guest itinerary by destination. ■ Identify any weather issues that may affect the Guest itinerary. ■ Verify team mates have required information or supplies to complete the Guest mission. ■ Justify all TBD's on trip sheet. 	<ul style="list-style-type: none"> ■ Crew arrives 90 minutes prior for domestic trips and 120 minutes prior for international trips. ■ Trip package is reviewed immediately upon arrival. ■ Crewmembers and Operations are aware of any trip challenges. ■ Trip challenges are mitigated, or a plan to mitigate challenges is established prior to heading out to the aircraft. ■ Trip kit is current and onboard aircraft. ■ NOTAMs reviewed within 10 minutes of arriving in office. ■ Weather issues identified within 10 minutes of arriving in office. ■ NLT 1 hour prior to departure. ■ TBD's on trip sheet justified 30 minutes prior to departure.



TASK 20: Aircraft Power Up

PROCEDURE	STANDARD
<ul style="list-style-type: none">■ Verify aircraft logbook.■ Power up aircraft.■ Verify operation of cabin entertainment system.■ Verify operation of available Guest communications.■ Verify operation of Guest information system.■ Verify operation of all onboard Guest amenities.■ Inform Flight Attendant immediately of any inoperative Guest service items.	<ul style="list-style-type: none">■ All cabin items will be operable 1 hour prior to departure.■ In Las Vegas maintenance team will be onboard aircraft to assist with aircraft power up.■ Pilot will communicate with Maintenance any inoperative items in an attempt to reset.■ Flight Attendant notified immediately of any inoperative Guest service items.



TASK 21: Position Aircraft

PROCEDURE	STANDARD
<ul style="list-style-type: none">■ Ensure aircraft is positioned on the correct spot for departure:<ol style="list-style-type: none">1) In Las Vegas Maintenance will position aircraft2) At outstations pilot will call FBO to position aircraft■ Verify necessary service equipment or personnel are in place prior to departure:<ol style="list-style-type: none">1) Tugs and tow bars2) Firemen or handicap assist equipment■ Verify aircraft is in proper departure position.■ Verify taxi lanes in tight areas.	<ul style="list-style-type: none">■ If weather allows the aircraft will be in position no later than 2 hours prior to departure.■ Aircraft parking area will be free from obstructions.■ Service equipment or personnel will be in position at least 15 minutes prior to departure.■ Aircraft parking area will provide a solid walking surface for Guests.■ Aircraft parking area will be an area that is safe and suites Guests' needs.■ Aircraft parking area will provide enough room for Guests' private vehicles, luggage vans, etc. to provide room to maneuver.■ No vehicle will park closer than 10 feet from MGM aircraft.



TASK 22: Pick Up Catering and Supplies Pre-Flight

PROCEDURE	STANDARD
<ul style="list-style-type: none"> ■ Pick up red catering bag from refrigerator. ■ Check tail number, Guest name and date on bag are correct. ■ Check items in bag match Catering Request Form. ■ Check each individual item by opening the containers. ■ If items are missing or incorrect, call MGM Room Service and ask for the Chef On Duty to correct deficiency. ■ Pick up wine bag for corresponding aircraft from wine cooler and ensure all bottles are present. If needed, pick up wine cooler key from Operations. ■ Retrieve special wines from cooler for any special Guest requests noted on trip sheet or profile. ■ Check magazine shelves and pick up any magazines for corresponding aircraft. ■ Place catering bag, wine bag and magazines on transport cart and transport to golf cart. ■ Check stock room for restock bag for corresponding aircraft and retrieve any special items needed for special Guest requests noted on trip sheet or profile. Examples of items needed for special requests may include: <ol style="list-style-type: none"> 1) Caviar server 2) Extra serving platters 3) Liquor 4) Poker chips 	<ul style="list-style-type: none"> ■ All catering items must match Catering request forms. ■ All catering items checked visually by opening all containers. ■ Wine bag must include: <ol style="list-style-type: none"> 1) 1 house red 2) 1 house white 3) 1 house champagne ■ All items are retrieved that are required for any Guest requests noted on trip sheet or profile. ■ All catering items and supplies retrieved are checked to ensure the corresponding tail number matches the aircraft. ■ Gulfstream air mattress must include air pump when retrieved for a flight. ■ Items on dry erase board are erased after retrieving to ensure items are not duplicated.



TASK 22: Pick Up Catering and Supplies Pre-Flight

PROCEDURE	STANDARD
<p>5) Gulfstream air mattress and pump</p> <ul style="list-style-type: none">■ Check dry erase board in stock room for corresponding aircraft items that may not fit in restock bag and retrieve items.■ After retrieving items noted on dry erase board, erase items on board.■ Transport all items in golf cart to aircraft.	



TASK 23: Follow Up On Any Special Needs

PROCEDURE	STANDARD
<ul style="list-style-type: none">■ Classify Special Needs as any deviation to standard client requests, such as;<ol style="list-style-type: none">1) Disabled Guest assistance2) Pets3) Special luggage request such as storage and high value4) Firearms5) Special catering6) Unaccompanied minor■ Check to see if any flight has a Special Need. Locate this on the:<ol style="list-style-type: none">1) Jet Request2) Host may Call or Email3) Guest Profile■ Make the Special Needs arrangement or make a reminder to complete arrangement in the Flight Operations System for completion.	<ul style="list-style-type: none">■ All Special Needs for our Guests will be communicated and confirmed on the trip sheet for the crew.■ All Guest Profiles checked prior to flight for all Special Needs.



TASK 24: Prepare Galley

PROCEDURE	STANDARD
<ul style="list-style-type: none">■ Turn on the following:<ol style="list-style-type: none">1) Master galley power2) Water switch3) Water heater switch4) Lavatory heater switch5) Galley lights6) Cabin lights■ Check circuit breakers and report to PIC if they are popped.■ Check oven and microwave are functioning.■ Call FBO to request ice, hot water, coffee and newspapers or brew fresh coffee on plane.■ Place red cooler bags on credenza on top of mat.■ Load catering items from red bag into galley chillers.■ Remove stickers from side of red cooler bags and transport bags back to Aviation office and place in pick up location.■ Keep at least one bag on aircraft to transport any leftover catering at end of flight.■ Restock any galley supplies from restock bag.■ Check cleanliness.	<ul style="list-style-type: none">■ All service items are present in Galley and stocked full.■ Oven and microwave is tested pre-flight and turned off for take-off.■ Circuit breakers are not popped.■ Red cooler bags are not placed directly on counter tops. Mats must be used.■ All empty bags with the exception of at least one is removed from aircraft and stickers removed from bags.■ Counters and compartment doors are dry, free of debris and smudges.■ Floors free of spills and debris, dry.



TASK 25: Fold Hot Towels and Hand Towels

PROCEDURE	STANDARD
<ul style="list-style-type: none">■ Fold hot towels and hand towels for storage:<ol style="list-style-type: none">1) Select towel2) Fold over twice3) Fold in half	<ul style="list-style-type: none">■ Towel free of tears, holes and stains.■ Hems, seams and tags face in.



TASK 26: Prepare Cabin

PROCEDURE	STANDARD
<ul style="list-style-type: none">■ Remove service mat from credenza.■ Place the following items on credenza:<ol style="list-style-type: none">1) Newspapers2) Flowers3) Weather report4) Fresh Fruit Bowl■ Turn on entertainment system.■ Play Sizzle Reel marketing video.■ Restock any cabin supplies from restock bag.■ Check pillows and blankets are stocked.■ Check cabin for cleanliness.	<ul style="list-style-type: none">■ Newspapers received from FBO and weather reports received from pilots displayed on all flights.■ Flowers are fresh, not wilted.■ Fresh fruit is free of bruises and blemishes.■ All service items are present in cabin and stocked full.■ Minimum 8 pillows and 8 blankets stocked. On long flights, at least one pillow and blanket for each Guest.■ All pillows are covered with pillow cases, no stains or tears.■ Cabin and seats free of debris, stains and spills.



TASK 27: Prepare Lavatory

PROCEDURE	STANDARD
<ul style="list-style-type: none">■ Turn on lavatory lights.■ Flush toilet.■ Restock lavatory with supplies from restock bag.■ Place amenity tray on lavatory counter and place hand soap and hand lotion on tray.■ Check lavatory for cleanliness.	<ul style="list-style-type: none">■ Toilet is flushed and functioning properly.■ All paper supplies and soap stocked full in assigned dispensers.<ul style="list-style-type: none">1) Roll of toilet paper in dispenser and two extra toilet paper behind mirror on top of sink2) Paper towels3) Soap4) Box of tissue in dispenser and two extra behind sink■ All amenities stocked full in drawer:<ul style="list-style-type: none">1) Sewing kit2) Stain remover wipes3) Feminine hygiene products4) Air sickness bags5) Face spray6) Toothbrushes7) Toothpaste8) Mouthwash9) Bandages10) Anti-bacterial cream11) Hand lotions■ Floor, counters are dry and free of debris. No fingerprints on mirrors. Toilet free of odors and stains.



TASK 28: Guest Related Crew Briefing

PROCEDURE	STANDARD
<ul style="list-style-type: none">■ Assemble crew and coordinate a briefing.■ Include the following items in the briefing:<ol style="list-style-type: none">1) Verification of city pairs2) Flight times between city pairs3) Number of Guests4) Guest requests5) Transportation information6) Catering7) Weather issues8) Turbulence issues9) Estimated taxi times	<ul style="list-style-type: none">■ Trip Captain leads the Guest Related Crew Briefing.■ All Crewmembers will participate in the briefing.■ Any open items will be clarified with Operations prior to heading out to the aircraft.■ Operations will find a solution to any open issues.



TASK 29: Escort Guests To and From Aircraft

PROCEDURE	STANDARD
<ul style="list-style-type: none">■ Verify if ramp access is allowed. If it is not, meet the Guest in the FBO.■ If Guests do not arrive at the same time, ask Guest if they wish to wait in FBO or on plane.<ol style="list-style-type: none">1) If Guests want to wait in FBO, coordinate delivery of bags to the aircraft.2) If Guests wish to go to aircraft, escort to aircraft, hand off to the Crew and then return to the FBO.■ Upon arrival, escort Guests into FBO.■ Escort Guest to their transportation.	<ul style="list-style-type: none">■ Pilots escort Guests to and from aircraft.■ If ramp access is not allowed, Pilot will meet the Guests in the FBO.■ Safety of Guest while on the ramp is paramount:<ol style="list-style-type: none">1) Pilot escorts Guests when able from the rear of the group for best visibility2) Guests must be kept away from fuel trucks, baggage carts, and other ramp vehicles3) Pilot escort will identify ramp hazards to Guests and insure they are directed to aircraft in most expeditious and safe path■ Pilot will maintain positive custody of Guests bags being delivered to aircraft.■ Guests must stay within the “shadow of the aircraft” for safety reasons.■ Pilot escort will seek assistance from FBO personnel as necessary to assist in guiding/transporting Guests to aircraft for boarding.■ Upon arrival, Pilot will establish a positive handoff of the Guest.



TASK 30: Welcome Guests Plan-Side

PROCEDURE	STANDARD
<ul style="list-style-type: none"> ■ Determine which Pilot will load bags and which Pilot will greet Guests. ■ Post in greeting positions. ■ Maintain welcoming posture and facial expression. ■ Acknowledge and greet all boarding Guests by practicing the 10/5 Rule. ■ Provide warm welcome greeting to Guests boarding aircraft. Examples: <ol style="list-style-type: none"> 1) <i>"Hello, welcome onboard."</i> 2) <i>"Good Morning, nice to have you onboard."</i> 3) <i>"Good Afternoon, thank you for joining us today."</i> ■ If known, address Guest by last name and/or title. Example: <i>"Good Morning, Mr. _____, welcome aboard."</i> ■ If a Guest approaches while you are busy, stop what you are doing and greet the Guest. ■ Greeting Pilot: Caution Guest about steps. ■ Flight Attendant: Caution Guest about the low entry way. ■ Baggage Pilot: Load the bags in the cargo compartment. ■ Greeting Pilot: Sweep passenger cabin and trunk of limousine to ensure no items are left in the car. ■ Greeting Pilot: Ensure Guests who want to take pictures outside of the aircraft are kept safe. 	<ul style="list-style-type: none"> ■ Pre-Departure duties are accomplished 30 minutes prior to Guest arrival. ■ Greeting position and baggage position are established prior to the Guest arriving planeside. ■ Greeting positions: <ol style="list-style-type: none"> 1) Greeting Pilot – base of the stairs forward of main entry stairs. 2) Flight Attendant 1 – top of stairs forward of the entryway 3) Flight Attendant 2 (if applicable) – mid cabin ■ Pilot who loads bags, and greet Guests will be the same for departure and arrival. ■ For FBO arrivals, the Pilot greeting position will be established once the first Guest reaches the stairs. ■ Pilots stand up straight, arms not crossed or in pockets, no leaning. ■ Pilots acknowledge Guests non-verbally with eye contact and smile when Guests approach within 10 feet. ■ Pilots acknowledge Guests verbally by speaking first to extend a welcome greeting when Guest approaches within 5 feet. ■ Guest names used when known. ■ All welcome greetings are varied when greeting multiple Guests boarding. ■ Pilots are mindful to not have any employees or Crew in Guest picture unless asked by Guest. ■ Guest is not exposed to any danger while on the ramp area.



TASK 31: Welcome Guests On-board

PROCEDURE	STANDARD
<ul style="list-style-type: none"> ■ Stand in boarding position. ■ Maintain welcoming posture and facial expression. ■ Acknowledge and greet all boarding Guests by practicing the 10/5 Rule. ■ Provide warm welcome greeting to Guests boarding aircraft. Examples: <ol style="list-style-type: none"> 1) <i>“Hello, welcome onboard.”</i> 2) <i>“Good Morning, nice to have you onboard.”</i> 3) <i>“Good Afternoon, thank you for joining us today.”</i> ■ If known, address Guest by last name and/or title. Example: <i>“Good Morning, Mr. _____, welcome aboard.”</i> ■ If a Guest approaches while you are busy, stop what you are doing and greet the Guest. ■ Greet Guest at seat, if unable to personally greet at door. 	<ul style="list-style-type: none"> ■ Flight Attendants posted in boarding positions prior to Guests boarding: <ol style="list-style-type: none"> 1) Flight Attendant 1 posted at forward entry door. 2) Flight Attendant 2 posted at mid-cabin. ■ Flight Attendants stand up straight, arms not crossed or in pockets, no leaning. ■ Flight Attendants acknowledge Guests non-verbally with eye contact and smile when Guests approach within 10 feet. ■ Flight Attendants acknowledge Guests verbally by speaking first to extend a welcome greeting when Guest approaches within 5 feet. ■ Guest names used when known. ■ All welcome greetings are varied when greeting multiple Guests boarding. ■ All Guests are personally welcomed either at door while boarding or before boarding door is closed.



TASK 32: Assist Guests Boarding

PROCEDURE	STANDARD
<ul style="list-style-type: none">■ Be proactive in assisting Guests with placing carry-on items behind seats or in baggage compartment.■ Assist Guests with infant seats, if applicable.■ Be proactive in collecting coats from Guests to hang in baggage area.	<ul style="list-style-type: none">■ Flight attendants proactively assist Guests with stowing carry-on items and collecting coats.■ All carry-on items are placed behind seats or in baggage area for taxi and take-off.■ All coats are hung in baggage area securely on hanger.



TASK 33: Verify Manifest

PROCEDURE	STANDARD
<ul style="list-style-type: none">■ Check Guest name on trip sheet.■ Determine who the Lead Guest is.■ Greet Lead Guest by name and introduce yourself. Example: <i>“Good Morning Mr. _____, my name is _____. I will be assisting you onboard today along with _____. Please let either of us know if we can be of any assistance.”</i>■ If the Guest names are “TBA,” collect each Guest’s name.■ If the number of Guest names on manifest does not match actual number on board, determine who is not on board or determine who is not manifest and adjust names accordingly.■ Send email to Operations with flight information and Guest names onboard.■ Operations will enter flight information and Guest names into flight operating system.	<ul style="list-style-type: none">■ All Lead Guests acknowledged by name and Flight Attendants introduce themselves by name.■ Email must be sent to Operations prior to departure which includes:<ol style="list-style-type: none">1) Tail number2) Flight number3) Date4) Departure city5) Destination city6) If manifest is correct, note “all Guests onboard”7) If manifest is not correct, note names of additional Guest and/or Guests not onboard■ Operations immediately corrects manifest, if needed.



TASK 34: Offer Pre-Departure Service

PROCEDURE	STANDARD
<ul style="list-style-type: none">■ Load silver round tray with bottles of water.■ Walk through cabin and offer bottled water to Guests and asks Guests what beverage they would like after departure. Example: “Mr. _____, may I offer you a bottle of water? What beverage would you like after take-off?”■ Take note of each Guest’s choice of beverage.■ If Guest requests a different beverage other than water pre-departure, prepare and serve the requested beverage (refer to applicable Task page for how to prepare and service beverage types).■ Hand beverage to Guest with linen cocktail napkin from service tray.	<ul style="list-style-type: none">■ Bottled water is placed on service tray with labels facing out towards Guest. Bottles are dry, unopened.■ All Guests are offered bottled water and order is taken for a drink after take-off.■ Mugs and glasses and glasses handled by base. Fingers do not touch rims.■ No spillage and no cracks on mugs or glasses.■ All beverages handed to Guests with linen cocktail napkin. All beverages served from service tray.■ Service trays not overloaded to avoid spillage.■ All requests for beverage other than water are honored.



TASK 35: Clear Pre-Departure Service

PROCEDURE	STANDARD
<ul style="list-style-type: none">■ As Guests finish any pre-departure beverage, collect empty glassware and cocktail napkins.■ Collect empty glassware and napkins using a service tray.■ Place a paper napkin inside dirty glasses and place in glassware cabinet.■ Pour out any non-clear liquids in toilet.■ Wipe counters and surfaces of galley with sanitizing wipes.	<ul style="list-style-type: none">■ Glassware cleared before taxi.■ All beverages cleared onto service tray. Tray not overflowing to cause spills.■ No service items present in galley during airplane movement on surface and take-off.■ Flight attendants are discreet when discarding non-clear liquids in lavatory toilet.■ Galley surfaces sanitized, free of spills and dry.



**TASK 36: Stow Items and Check Safety for
Take Off**

PROCEDURE	STANDARD
<ul style="list-style-type: none">■ Clear items from credenza and stow in baggage area:<ol style="list-style-type: none">1) Newspapers2) Weather report3) Flowers4) Amenity basket5) Fruit bowl ■ Ensure aisle and exits are clear of carry-on bags. ■ Clear amenity tray from lavatory counter and stow in lavatory drawer. ■ Check Guests are seated with seat belts fastened.	<ul style="list-style-type: none">■ No unsecured items present in cabin, galley and lavatory during airplane movement on surface and take-off. ■ All aisles and exits are clear. ■ All Guests' seat belts are fastened.



TASK 37: Conduct Guest Safety Briefing

PROCEDURE	STANDARD
<ul style="list-style-type: none">■ Determine if Guests are familiar with emergency equipment and exits. Example: <i>“Are you familiar and comfortable with the location and operation of the emergency equipment and exits on this aircraft?”</i>■ If Guests are familiar with emergency equipment and exits, no safety briefing is required. Example: <i>“If you have any questions regarding safety procedures, please feel free to ask me. Thank you.”</i>■ If Guests are not familiar with emergency equipment and exits, hand Guests a safety briefing card. Example: <i>“All of our safety procedures are on this card. Please let me know if you have any questions.”</i>■ If a Guest does have questions, they may be a nervous flyer. Proactively take the time to review the procedures in more detail.■ Notify Pilots that manifest is complete and cabin is secure by stating “cabin ready.”	<ul style="list-style-type: none">■ A determination must be made if the Guests are familiar with safety procedures of the aircraft.■ Safety briefing cards are handed out to all Guests that are not familiar with procedures.■ All nervous or first time flyers are made to feel comfortable and are aware of safety procedures.■ Pilots notified “cabin ready” when the following had been completed:<ol style="list-style-type: none">1) Manifest verified2) Guests seated with seat belt secured3) All items stowed4) Exits and aisles clear5) Safety briefing/verification completed



TASK 38: Take Beverage Orders

PROCEDURE	STANDARD
<ul style="list-style-type: none">■ Approach Lead Guest first followed by Guests in his/her seat area.■ Greet Guests by name and offer to take a beverage order. Example: <i>“Excuse me Ms. _____, may I offer you something to drink?”</i>■ Answer any questions Guests have about beverage offerings and/or offer recommendations.■ Based on specific beverage ordered, ask appropriate questions to determine Guest preferences on garnishes, mixers or condiments. Examples: <i>“How do you take your coffee? We have milk or cream.” “Would you like a lime wedge with your rum and Coke?”</i>■ Note beverage orders in galley for refills.	<ul style="list-style-type: none">■ All Flight Attendants approach Guests with a warm smile and eye contact.■ All Flight Attendants must address the Guest by name and approach Lead Guest first.■ All Flight Attendants knowledgeable about beverage offerings and able to answer questions about selections and make recommendations.■ The following condiments or garnishes offered or automatically served with beverage type as noted:<ol style="list-style-type: none">1) Coffee<ol style="list-style-type: none">a) 2% milk or half & half?b) sweetener?2) Hot tea<ol style="list-style-type: none">a) choice of teab) 2% milk or half & half?c) sweetener?3) Cocktail with sodas or water mixer<ol style="list-style-type: none">a) lemon or lime?4) Beer<ol style="list-style-type: none">a) glass or bottle?



TASK 39: Cut Lemon or Lime Wedges

PROCEDURE	STANDARD
<ul style="list-style-type: none">■ Select a lemon/lime.■ Cut lemon/lime in half (you now have 2 pieces).■ Score each lemon/lime half.■ Cut lemon/lime halves in half again (you now have 4 pieces).■ Cut 4 halves in half again (you now have 8 pieces).■ Place lemon/lime wedges in plastic container.	<ul style="list-style-type: none">■ Lemon/lime is free of bruises, mold, is yellow and has no discoloration.■ Lemon/lime feels firm.■ Lemon/lime smells like a fresh lemon/lime.■ Cut to halve the lemon/lime is made lengthwise.■ Lemon/lime halves are equal size■ Cut to score the lemon/lime is made widthwise.■ Score cut is 1/8" deep■ Cut to halve the lemon/lime segments is made lengthwise.■ All lemon/lime segments are equal size.■ Cut to halve the lemon/lime segments is made lengthwise.■ All lemon/lime segments are equal size.■ Lemon/lime wedges are always stored in plastic containers.■ Lemon/lime wedges are never stored in metal containers.



TASK 40: Prepare and Serve Mixed Cocktails

PROCEDURE	STANDARD
<ul style="list-style-type: none">■ Select a glass.■ Fill with ice (per recipe) using ice scoop.■ Pour alcohol into glass (per recipe).■ Pour mixer into glass.■ If applicable, cut lemon or lime garnish.■ Place garnish on rim of glass.■ Place stir stick in glass.■ Place open cans of mixers remaining in sink.■ Place open cartons/bottles of orange juice, bloody mary mix, wine, and champagne into the galley sink.■ Place glass on service tray.■ Switch tray between left and right hands in order to maintain open body posture while serving in seat areas.■ Place linen cocktail napkins next to cup-holder on side-rail or on table.■ Place glass in cup-holder or on top of linen cocktail napkin on table.	<ul style="list-style-type: none">■ Glasses are free of chips, cracks, smudges or residue.■ Ice never scooped with glass.■ Glass filled 80% full to avoid spillage.■ All garnishes appear fresh and free of blemishes.■ Mixers remaining in previously opened cans used before opening new cans.■ All items used to mix cocktails are placed in galley sink to avoid spills.■ All beverage items served with open body posture.■ All beverage items served with a linen cocktail napkin from a service tray.



TASK 41: Prepare and Serve Sodas and Juices

PROCEDURE	STANDARD
<ul style="list-style-type: none">■ Retrieve glass.■ Use ice scoop to fill glass with ice.■ Fill glass with soda or juice.■ Cut and add garnish if requested.■ Place garnish on rim of glass.■ Place glass on service tray.■ Place remaining cans of soda in galley sink.■ Place remaining cartons of juice in ice drawer.■ Switch tray between left and right hands in order to maintain open body posture while serving in seat areas.■ Place linen cocktail napkins next to cup-holder on side-rail or on table.■ Place glass in cup-holder or on top of linen cocktail napkins on table.	<ul style="list-style-type: none">■ Glasses are free of chips, cracks, smudges or residue.■ Ice never scooped with glass.■ Glass filled 80% full to avoid spillage.■ All garnishes appear fresh and free of blemishes.■ Sodas or juices remaining in previously opened cans or cartons used before opening new cans or cartons.■ All items used to mix sodas are placed in galley sink and remaining juice cartons are placed in ice drawer to avoid spills.■ All beverage items served with open body posture.■ All beverage items served with a linen cocktail napkin from a service tray.



TASK 42: Prepare and Serve Beer

PROCEDURE	STANDARD
<ul style="list-style-type: none">■ When taking order, ask Guest if they would prefer beer served in glass or bottle.■ Beer Served in Glass:<ol style="list-style-type: none">1) Retrieve glass from glassware cabinet.2) Retrieve requested beer and open bottle.3) Add lime garnish for Corona.4) Fill glass $\frac{2}{3}$ full with beer.5) Place garnish on rim of glass.■ Beer Served in Bottle:<ol style="list-style-type: none">1) Retrieve requested beer and open bottle.2) Add lime garnish to Corona by inserting wedge into mouth of bottle.■ Place glass or bottle on service tray.■ Switch tray between left and right hands in order to maintain open body posture while serving in seat areas.■ Place linen cocktail napkins next to cup-holder on side-rail or on table.■ Place glass or bottle in cup-holder or on top of linen cocktail napkins on table.	<ul style="list-style-type: none">■ All Guest given option of beer served in glass or bottle.■ Glasses are free of chips, cracks, smudge or residue.■ All garnishes appear fresh and free of blemishes.■ All glasses of beer served $\frac{2}{3}$ filled.■ All Coronas automatically served with lime wedge.■ All beverage items served with open body posture.■ All beverage items served with a linen cocktail napkin from a service tray.



**TASK 43: Prepare and Serve Wine and
Champagne by the Glass**

PROCEDURE	STANDARD
<ul style="list-style-type: none">■ Retrieve glass from glassware cabinet. 1) Wine glass for red and white wine 2) Champagne glass for champagne■ Open bottle of wine or champagne in galley (See Tasks #46 & 47).■ Place glass on service tray.■ Switch tray between left and right hands in order to maintain open body posture while serving in seat areas.■ Place linen cocktail napkins next to cup-holder on side-rail or on table.■ Place glass top of linen cocktail napkins.■ Return to galley to retrieve bottle of wine/champagne.■ Retrieve bottle of wine/champagne and folded linen napkin.■ Cradle bottle in napkin.■ Present bottle to Guest.■ Pour Guest a taste.■ Once approved, pour wine into glass.■ Take wine bottle back to galley or ice bucket displayed on credenza.	<ul style="list-style-type: none">■ Glasses are free of chips, cracks, smudge or residue.■ All beverage items served with open body posture.■ All beverage items served with a linen cocktail napkin from a service tray.■ For all wine-by-the-glass orders, wine glasses are served first followed by a bottle presentation.■ Guests are poured a taste, approximately 1 oz of wine.■ Glasses filled 50% full.■ White wines and champagne served chilled. Red wines served room temperature.



TASK 44: Prepare and Serve Coffee

PROCEDURE	STANDARD
<ul style="list-style-type: none"> ■ <u>Mug Service:</u> <ol style="list-style-type: none"> 1) Select coffee mug. 2) Warm coffee mug by filling with hot water from hot water pot. 3) Warm requested creamer in microwave in glass measuring cup. 4) Fill creamer carafe with requested creamer. 5) Fill mug with coffee. 6) Line small silver tray with linen cocktail napkin. 7) Place sugar caddie, creamer carafe and spoon on small silver tray. 8) Place coffee, small silver tray and linen cocktail napkins on service tray. 9) Serve coffee mug on linen cocktail napkin. 10) Place small silver tray on table. ■ <u>Cup and Saucer Service (Meal Service):</u> <ol style="list-style-type: none"> 1) Select cup, saucer and coffee spoon. 2) Select coffee carafe. 3) Fill coffee carafe with coffee. 4) Warm requested creamer in microwave in glass measuring cup. 5) Fill creamer carafe with requested creamer. 6) Line small silver tray with linen cocktail napkin. 7) Place sugar caddie and creamer carafe on small silver tray. 8) Preset cup and saucer for each Guest having coffee. 9) Preset spoon on right side of place setting. 10) Pour coffee from carafe into coffee cups. 11) Place small silver tray on table. 	<ul style="list-style-type: none"> ■ Mugs, cups and saucers are free of chips, cracks, smudges or residue. ■ All mugs are pre-heated before filling with coffee. ■ Milk/creamer is warmed prior to serving. ■ Sweetener caddie free of chips, cracks and residue. ■ Sweetener caddie full with the following: <ol style="list-style-type: none"> 1) Sugar 2) Equal 3) Splenda 4) Raw Sugar ■ All beverage items served with open body posture. ■ All coffee mugs served with a linen cocktail napkin from a service tray. Cups and saucers served by placing on table cloth with no linen cocktail napkin. ■ Coffee mugs are served for all coffee orders except for meal service where cup and saucer are used. ■ Cup, saucer and coffee spoon preset on table and coffee is served from coffee carafe for meal service.



TASK 45: Prepare and Serve Hot Tea

PROCEDURE	STANDARD
<ul style="list-style-type: none"> ■ Mug Service: <ol style="list-style-type: none"> 1) Select mug. 2) Warm mug by filling with hot water from hot water pot. 3) Warm requested creamer in microwave in glass measuring cup. 4) Fill creamer carafe with requested creamer. 5) Fill mug with hot water. 6) Place requested tea bag in mug. 7) Allow to steep and remove tea bag. 8) Line small tray with linen cocktail napkin. 9) Place sugar caddie, creamer carafe, and spoon on small tray. 10) If requested, place jar of honey and lemon on B&B plate. 11) Place mug, small tray, B&B plate and linen cocktail napkins on service tray. 12) Serve mug on linen cocktail napkin. 13) Place small tray and B&B plate on table. ■ Cup and Saucer Service (Meal Service): <ol style="list-style-type: none"> 1) Select cup, saucer and coffee spoon. 2) Select tea pot. 3) Fill tea pot with hot water. 4) Place tea bags in tea pot. 5) Allow to steep and remove tea bags. 6) Warm requested creamer in microwave in glass measuring cup. 7) Fill creamer carafe with requested creamer. 8) Line small tray with linen cocktail napkin. 9) Place sugar caddie and creamer carafe on small tray. 10) Place jar of honey and lemon on B&B plate. 11) Preset cup and saucer for each Guest having hot tea. 12) Preset spoon on right side of place setting. 13) Pour hot tea from tea pot into cups. 14) Place small tray and B&B plate on table. 	<ul style="list-style-type: none"> ■ Mugs, B&B plates, tea pots, cups and saucers are free of chips, cracks, smudges or residue. ■ All mugs are pre-heated before filling with coffee. ■ For hot tea in mugs, one tea bag is used. For hot tea in tea pot, three tea bags used. ■ Tea bags allowed to steep two minutes. ■ Milk/creamer is warmed prior to serving. ■ Sweetener caddie free of chips, cracks and residue. ■ Sweetener caddie full with the following: <ol style="list-style-type: none"> 1) Sugar 2) Equal 3) Splenda 4) Raw Sugar ■ All beverage items served with open body posture. ■ All mugs served with a linen cocktail napkin from a service tray. Cups and saucers served by placing on table cloth with no linen cocktail napkin. ■ Mugs are served for all hot tea orders except for meal service where cup and saucer are used. ■ Cup, saucer and coffee spoon preset on table and tea is served from tea pot for meal service.



TASK 46: Open Bottle of Wine

PROCEDURE	STANDARD
<ul style="list-style-type: none">■ Check that label of bottle is correct before opening wine.■ Retrieve the corkscrew from drawer.■ STEPS TO OPEN:<ol style="list-style-type: none">1) Place bottle on galley counter.2) Remove foil by using foil cutter and cutting just under second lip at neck of bottle.<ol style="list-style-type: none">a) make sure cut is evenb) put foil in trash compartment3) Wipe lip and top of bottle with a napkin.4) Insert corkscrew into center of cork and turn clockwise, pushing gently.5) Turn corkscrew, not bottle, when opening.6) Anchor lever on rim of bottle and make sure bottle is on firm base.7) Cover anchor lever with one hand.8) Use your other hand to pull lever up, pulling cork out.9) Keep the cork to re-cork the wine bottle.10) Wipe out inner lip of bottle with napkin.	<ul style="list-style-type: none">■ Wine bottle placed on galley counter while opening.■ Foil is cut at second lip on neck of bottle; cut is even.■ Lip and top of bottle are free of dirt and debris.■ No popping noise when cork is pulled from bottle.■ No broken bits of cork insides of bottle.



TASK 47: Open Bottle of Champagne

PROCEDURE	STANDARD
<ul style="list-style-type: none">■ Check that label of bottle is correct before opening.■ STEPS TO OPEN:<ol style="list-style-type: none">1) Place bottle on galley counter.2) Remove foil and place in trash compartment.3) Place left hand around neck of bottle and thumb over cork.4) Point away from all Guests and Flight Attendants.5) Remove wire guard while leaving thumb on the cork.6) Holding cork, slowly turn bottle, allowing cork to come out (avoid pop).7) Put cork in trash compartment.	<ul style="list-style-type: none">■ Bottle always points away from Guests and Flight Attendants.■ Cork is held securely while opening bottle to avoid any potential accidents.■ No popping sound.



TASK 48: Decant Wine

PROCEDURE	STANDARD
<ul style="list-style-type: none">■ Keep bottle of wine standing up prior to decanting to help sediment settle to bottom of bottle.■ Select wine, decanter.■ Present the bottle of wine to the Guest who ordered the bottle.■ Open bottle of wine on table or credenza in view of Guest.■ Present the cork to the Guest.■ Remove the entire foil cap from bottle.■ Pour wine into decanter holding both bottle and decanter at opposite 45° angles.■ If sediment is noticed in neck of bottle, stop pouring the wine.■ Ensure any sediment remains in bottle.■ Present to Guest in wine glass for tasting and approval.	<ul style="list-style-type: none">■ All vintage wines decanted tableside with no sediment.■ All service items polished, free of chips, cracks, fingerprints or tarnish.■ Wine presented to Guest cradled in a linen napkin with label facing the Guest. Flight attendant verbally states the winery, grape varietal/region and vintage.■ Presentation, opening and decanting of wine takes place in Guests view as a presentation.■ Entire foil cap is removed from bottle neck in order to best see sediment during decanting.■ Wine decanted in front of light source to best see sediment.■ Cork to remain with decanter for identification.



TASK 49: Serve Wine and Champagne by the Bottle

PROCEDURE	STANDARD
<ul style="list-style-type: none">■ Retrieve glass from glassware cabinet. 1) Wine glass for red and white wine 2) Champagne glass for champagne■ Open bottle of wine or champagne in galley (See Tasks #46 & 47).■ Place glasses on service tray.■ Switch tray between left and right hands in order to maintain open body posture while serving in seat areas.■ Place linen cocktail napkins next to cup-holder on side-rail or on table (except for meal service).■ Place glasses top of linen cocktail napkins (except for meal service, place on table cloth).■ Return to galley to retrieve bottle of wine/champagne.■ Retrieve bottle of wine/champagne and folded linen napkin.■ Cradle bottle in napkin.■ Present bottle to Guest that ordered the bottle.■ Pour Guest that ordered the bottle a taste.■ Once approved, pour wine to everyone else at the table and pour Guest that ordered the bottle last.■ Take wine bottle back to galley or ice bucket displayed on credenza.	<ul style="list-style-type: none">■ Glasses are free of chips, cracks, smudge or residue.■ All beverage items served with open body posture.■ Wine glasses served with a linen cocktail napkin from a service tray. For meal service, glasses placed on table cloth with no linen napkin.■ Guest who ordered wine bottle is poured a taste, approximately 1 oz of wine.■ All other Guests at table are served and Guest who ordered bottle is served last.■ Glasses filled 30% full and topped off as needed.■ White wines and champagne served chilled. Red wines served room temperature.



TASK 50: Refill Beverages

PROCEDURE	STANDARD
<ul style="list-style-type: none"> ■ Proactively offer beverage refills to Guests throughout the flight. ■ Refer to seating chart posted in galley to recall Guests' beverages for refills. ■ If Guest orders a different beverage, update seating chart and re-post in galley. ■ If refilling sodas, juices, mixed cocktails, coffee in mugs or hot tea in mugs, prepare new beverage in galley and serve to Guest with new linen cocktail napkin(s). ■ Cup and Saucer Coffee Refills: <ol style="list-style-type: none"> 1) If needed, prep service tray with the following: <ol style="list-style-type: none"> a) Creamer b) Sweetener 2) Fill coffee carafe with regular or decaf 3) Approach Guest and refill cup with coffee ■ Cup and Saucer Hot Tea Refills: <ol style="list-style-type: none"> 1) Select tea pot 2) Fill tea pot with hot water 3) Place tea bags in tea pot 4) Allow to steep and remove tea bags 5) If needed, prep service tray with the following: <ol style="list-style-type: none"> a) Creamer b) Sweetener c) Honey d) Lemon 6) Pour hot tea from tea pot into cups ■ Wine/Champagne Refills: <ol style="list-style-type: none"> 1) Retrieve wine/champagne bottle from galley or credenza 2) Approach Guest 3) Hold bottle so label faces Guest 	<ul style="list-style-type: none"> ■ Guests are offered beverage refills when glass is ¼ or less full. ■ Refills offered at any point during flight. ■ Flight Attendants remember Guests' drinks without having to ask Guest what they are drinking. ■ All beverage refills served with a new linen cocktail napkin(s), except for meal service table cloth. ■ New wine glass or coffee cup always used if old glass or cup is soiled or has lipstick on it. ■ Flight Attendants verbally pardon their reach to Guest in aisle when serving/clearing Guest at window seat. ■ All cup and saucer coffee refills served from carafe in aisle. ■ All cup and saucer hot tea refills served from tea pot in aisle. ■ All wine/champagne refills served in aisle. ■ Dirty/empty service items never placed on service tray with food or beverages being served.



TASK 50: Refill Beverages

PROCEDURE	STANDARD
<ul style="list-style-type: none">4) Fill each wine glass 30% full5) Slightly twist bottle after pouring to prevent drips	



TASK 51: Set Tables for AM/PM Snack Service

PROCEDURE	STANDARD
<ul style="list-style-type: none">■ Open tray table:<ol style="list-style-type: none">1) Remove any Guests' personal items from sideboard.2) Open sideboard.3) Grab handle of tray table and pull straight up.4) Fold down and open table.■ Open conference table:<ol style="list-style-type: none">1) Remove any Guests' personal items from table or beverages from cup-holders.2) Open table by folding two sides outward.■ Check condition and cleanliness of linen:<ol style="list-style-type: none">1) Set placemat at center of setting, ½" from table edge.2) Set folded napkin on placemat to the left side.■ Inspect each item for condition and cleanliness before placing on tables.■ Place the following items on a tray and carry to the table to set one for each place setting:<ol style="list-style-type: none">1) dinner knife2) salad fork■ Look over table to make sure each setting lines up with opposite setting, and that all items are uniformly placed on each table.	<ul style="list-style-type: none">■ Table is pulled all the way up in order to fold out correctly.■ Tabletop free of crumbs and debris.■ Linen:<ol style="list-style-type: none">1) Clean and pressed.2) No rips, tears, holes or stains.3) Hems face down.4) Placemats centered to each chair.5) Napkins placed on left side of place setting.■ Silverware handled by its base handle.■ Silverware are polished clean:<ol style="list-style-type: none">1) Free of food particles, stains, chips/cracks, not tarnished or bent.2) Correct type/amount set for specific meal period.3) Set ½" - 1" from table edge.4) Dinner knife placed on right side of place setting.5) Serrated edge of knife face left.6) Salad Forks placed on left of place setting.■ All place settings are consistent and symmetrical; set to photo.■ Place settings line up to opposite setting.



TASK 52: Set Tables for Meal Service

PROCEDURE	STANDARD
<ul style="list-style-type: none"> ■ Open tray table: <ol style="list-style-type: none"> 1) Remove any Guests' personal items from sideboard. 2) Open sideboard. 3) Grab handle of tray table and pull straight up. 4) Fold down and open table. ■ Open conference table: <ol style="list-style-type: none"> 1) Remove any Guests' personal items from table or beverages from cup-holders. 2) Open table by folding two sides outward. 3) Cover cup-holders with placemats. ■ Check condition and cleanliness of linen: <ol style="list-style-type: none"> 1) Lay tablecloth on table. 2) Set folded napkin in center of place setting. ■ Inspect each item for condition and cleanliness before placing on tables. ■ Place the following items on a tray and carry to the table to set at each place setting: <ol style="list-style-type: none"> 1) Breakfast - 1 for each place setting: <ol style="list-style-type: none"> a) dinner knife b) dinner fork c) butter knife d) B&B plate e) salt/pepper shakers 2) Lunch/dinner - 1 for each place setting <ol style="list-style-type: none"> a) dinner knife b) dinner fork c) salad fork d) butter knife e) appetizer fork (if applicable) f) chopsticks (if applicable) g) chopsticks base (if applicable) h) soy sauce ramekins (if applicable) i) wine glass (if applicable) 	<ul style="list-style-type: none"> ■ Table is pulled all the way up in order to fold out correctly. ■ Cup-holders on conference table must be covered with placemats prior to placing tablecloth. ■ Salt/pepper shakers are: <ol style="list-style-type: none"> 1) Clean and polished. 2) Full, and pour freely; salt not lumpy. 3) Set together at top of each place setting with salt on the right, pepper on the left. ■ Linen: <ol style="list-style-type: none"> 1) Clean and pressed. 2) No rips, tears, holes or stains. 3) Hems face down. 4) Tablecloths hang evenly. 5) Napkin seam faces down. 6) Napkins placed in center of place setting. ■ Silverware handled by its base handle, glassware by its stem or base, and china by its edge. ■ China, silverware and glassware are polished clean: <ol style="list-style-type: none"> 1) Free of food particles, stains, chips/cracks, not tarnished or bent. 2) Correct type/amount set for specific meal period. ■ China: <ol style="list-style-type: none"> 1) B&B plate set at top left corner of placemat. 2) B&B plate placed ½" -1" from outside fork. 3) Soy sauce ramekin set above chopsticks. ■ Silverware: <ol style="list-style-type: none"> 1) Set ½" - 1" from table edge.



TASK 52: Set Tables for Meal Service

PROCEDURE	STANDARD
<p>j) B&B plate k) salt/pepper shakers</p> <ul style="list-style-type: none">■ Look over table to make sure each setting lines up with opposite setting, and that all items are uniformly placed on each table.	<ol style="list-style-type: none">2) Dinner knife placed on right side of place setting.3) Serrated edge of knives face left.4) Forks placed on left of place setting:<ol style="list-style-type: none">a) dinner fork on insideb) salad fork in middlec) appetizer fork outside5) Butter knife set at 12 o'clock position, across left edge of B&B plate; rounded edge facing Guest.6) Chopsticks on right side of knife with tips on base, handles at bottom near table edge. <ul style="list-style-type: none">■ Glassware:<ol style="list-style-type: none">1) Wine glass above dinner knife.■ All place settings are consistent and symmetrical; set to photo.■ Place settings line up to opposite setting.



TASK 53: Hot Towel Service

PROCEDURE	STANDARD
<ul style="list-style-type: none">■ Remove one hot towel per Guest from closet.■ Wet towels in galley sink.■ Roll towels:<ul style="list-style-type: none">1) Unfold once2) Roll lengthwise■ Place towels on microwave plate.■ Heat towels in microwave.■ Spray hot towels with linen spray.■ Place microwave plate with towels on service tray.■ Use hot towel tongs to serve one towel to each Guest.■ Pick up used towels with tongs back onto service tray.■ Place used hot towels into white kitchen bag.	<ul style="list-style-type: none">■ Hot towels are:<ul style="list-style-type: none">1) No rips, tears, holes or stains.2) Hems and tags face down.■ Towels are rolled tightly.■ Towels heated in microwave until warm to touch.■ Hot towels are sprayed with linen spray to lightly scent the towels.■ Towels are always served and removed with hot towel tongs and service tray.■ Used towels are retrieved from Guests immediately.■ Hot towel service completed before meal service and prior to landing (long flights).



TASK 54: Serve AM/PM Snacks

PROCEDURE	STANDARD
<ul style="list-style-type: none"> ■ Preheat oven prior to departure (AM snack service). ■ Put on food handling gloves. ■ Turn oven off before and insert croissant sandwiches before take-off (AM snack service): <ol style="list-style-type: none"> 1) Open container 2) Remove plastic wrap 3) Remove lid from container 4) Insert croissant sandwiches into oven ■ Plate AM snack service: <ol style="list-style-type: none"> 1) Retrieve fruit plates 2) Place two croissant sandwiches per plate 3) Place one fruit skewer per plate 4) Place garnish besides fruit skewer ■ Plate PM snack service: <ol style="list-style-type: none"> 1) Retrieve fruit plates 2) Arrange sandwiches, fruit, dessert on plates 3) Place garnish beside fruit skewers ■ Serve snacks to Lead Guest first, followed by Guests seated at Lead Guests tables, then serve forward to aft. ■ Serve bread/breakfast pastries (See Task #55). ■ Wish each Guest a pleasant meal and acknowledge any refills or beverage requests. Example: <i>“Ms. _____, I hope you enjoy your meal. I will be back shortly with your glass of chardonnay.”</i> 	<ul style="list-style-type: none"> ■ Beginning 15 minutes to departure, oven is preheated to 375 (AM snack service). ■ Oven is turned off prior to take-off (AM snack service). ■ Sanitary gloves must be worn at all times when plating food. ■ Croissant sandwiches placed in oven when oven is turned off prior to take-off. ■ Croissant sandwiches placed in oven with lids removed. ■ Croissant sandwiches heated in oven until warm to touch, cheese melted and crust is crispy. ■ Hot items removed from oven using oven mitt. ■ China and service items free of chips, cracks and spills. ■ All hot food served hot. All cold food served cold. ■ All Flight Attendants approach Guests with a warm smile and eye contact. ■ All Flight Attendants must address the Guest by name and serve Lead Guest first. ■ Snacks placed with protein, main food item facing Guest. ■ All Guests are wished a pleasant meal and any refills or beverage requests acknowledged.



TASK 55: Serve Breads/Breakfast Pastries

PROCEDURE	STANDARD
<ul style="list-style-type: none">■ Line bread basket with linen napkin.■ Put on food handling gloves.■ Per type of bread/pastry, heat breads/pastries:<ol style="list-style-type: none">1) Ensure oven is preheated2) Remove plastic wrap3) Remove lid from container4) Place bread/pastries in oven to heat■ Arrange breads/pastries in lined bread basket.■ Place butter pats in a ramekin. Place ramekin inside bread basket.■ Retrieve serving tongs.■ Offer bread/pastries to each Guest.■ Place bread/pastries onto Guest's fruit plate or B&B plate using serving tongs.■ If Guest would like butter, place butter pat on Guest's fruit plate or B&B plate using serving tongs.	<ul style="list-style-type: none">■ Service items free of chips, cracks and spills.■ Bread basket always lined with linen napkin.■ Sanitary gloves must be worn at all times when plating food.■ Bread and pastries are heated in oven until warm to touch.■ Hot items removed from oven using oven mitt.■ All hot food served hot. All cold food served cold.■ Butter pats soft, not frozen.■ All Flight Attendants approach Guests with a warm smile and eye contact.■ All Flight Attendants must address the Guest by name and serve Lead Guest first.■ Breads/pastries and butter pats served with serving tongs.



TASK 56: Maintain Tables

PROCEDURE	STANDARD
<ul style="list-style-type: none">■ Check with Guest after serving food to ensure Guest's satisfaction with food.■ Ask specific questions about meal. Example: <i>"How was the croissant sandwich?"</i>■ Resolve any dissatisfaction immediately.■ Refill beverages.■ Check bread and butter and replenish as needed.■ Know how to sense when the Guest does not want to be interrupted (i.e., business meeting, argument, romantic meal).■ Items to look for when visually checking the tables:<ol style="list-style-type: none">1) Plates pushed aside2) Guests not eating3) Wine needing to be refilled4) Beverage ½ full or less5) Ashtrays with more than 2 butts6) Other debris on table	<ul style="list-style-type: none">■ Guest's satisfaction with meal is checked within 2 minutes after serving food.■ Maintain eye contact, smile and be brief.■ Visual checks are conducted throughout Guest's meal.■ Anticipate the Guest's needs. Never give the Guest the opportunity to have to ask for something.■ All tables in cabin are checked during walk through.■ Ashtrays are only removed when while replacing with a clean ashtray.



TASK 57: Clear AM/PM Snack Service

PROCEDURE	STANDARD
<ul style="list-style-type: none">■ Approach Guest and ask if they are finished with snack. Example: <i>“Mr. _____, may I remove your plate?”</i>■ Remove silverware and plates onto service tray.■ Roll placemat and linen napkin. Hold under service tray. Place dirty linen in linen bag.■ Move beverages to cup-holders.■ Close tray table or conference table.■ Bring service tray to galley and discard leftover food into trash.■ Place service wares in galley sink.	<ul style="list-style-type: none">■ Flight Attendants continuously scan cabin to proactively clear dirty or empty service items.■ Tables are not cleared until all Guests at table are finished.■ Flight Attendants clear one table at a time.■ All snack service items cleared onto service tray. Tray not overflowing to cause items to spill.■ Dirty/empty service items never placed on service tray with food or beverages being served.



TASK 58: Take Meal Orders

PROCEDURE	STANDARD
<ul style="list-style-type: none">■ Inform Guests of menu offerings for the flight. Example: <i>“Today we have a Caprese Salad and Minestrone Soup to start. Our entrée choices are Spaghetti and Meatballs from Fiamma, Short Ribs from Craftsteak, and Black Pepper Beef from Noodles. For dessert we have a selection of pastries from Joel Robichon.</i>■ Take Order for Meal Service:<ol style="list-style-type: none">1) Begin taking meal orders from Lead Guest.2) Approach seat area with a smile, eye contact and warm salutation. Inquire if Guests are ready to order meal.3) Record meal order on seating chart in corresponding seat location.4) Repeat orders back to Guest.5) Reconfirm special meal requests.6) Offer wine with meal or other beverages.■ Answer any questions Guests have about meal choices and/or offer recommendations using descriptive verbiage.	<ul style="list-style-type: none">■ All Flight Attendants approach Guests with a warm smile and eye contact.■ All Flight Attendants knowledgeable about menu items and able to answer questions about ingredients, preparation and portion sizes.■ Flight Attendants ask applicable questions about special requests or unclear choices to ensure accuracy of Guest’s order.■ All meal orders repeated back to Guests for accuracy.■ Orders are taken for all Lead Guests first.



TASK 59: Serve Food Courses

PROCEDURE	STANDARD
<ul style="list-style-type: none">■ Check to ensure appropriate silverware for the specific course is set on table before serving food.■ Replace any dirty Silverware needed for next course.■ Clear any empty glasses and offer refills or second cocktails.■ Serve food with open body posture; Lead Guest first.■ Place plate in front of the Guest with the main protein or food item closest to Guest, at the 6 o'clock position.■ Serve the appropriate condiments (see plating guide).■ Serve soup on an underlined plate with a soup spoon.■ Serve salads with offer of fresh cracked pepper from pepper mill.	<ul style="list-style-type: none">■ Appetizer plates, dirty silverware and relative condiments are removed from the table before entree is served.■ Clean silverware is preset on table prior to serving each course.■ Guests receive the correct appetizers/course ordered, complete with condiments or sauces and correct utensils.■ Food is presented according to chef's specifications (see plating guide).■ No spills or fingerprints on plates.■ Food is not "auctioned"; served to correct Guest.■ Hot food served hot, cold food served cold.■ Lead Guest served first.■ Food is served with open body posture.■ Soup is served without splashing onto the Guest or table.



TASK 60: Serve Caviar

PROCEDURE	STANDARD
<ul style="list-style-type: none">■ Retrieve caviar server.■ Warm blinis and toast point in oven.■ Open caviar can and fill ramekin with caviar.■ Fill caviar server with ice.■ Place ramekin of caviar in center of caviar server.■ Set condiment glass ramekins on small linen lined tray:<ol style="list-style-type: none">1) Chopped egg whites2) Chopped egg yolks3) Crème fraiche4) Chopped red onions5) Capers6) Chopped chives■ Place mother-of-pearl spoon in caviar ramekin.■ Place small silver spoons on side of each condiment ramekin.■ Place blinis and toast points in linen lined bowl or basket.■ Place caviar server, condiment tray and blinis and toast points on table.	<ul style="list-style-type: none">■ Service items polished, free of tarnish, fingerprints, chips, cracks and spills.■ Blinis and toast points served warm to touch.■ Caviar served chilled, stored and served on ice at all times.■ Caviar must be served with mother-of-pearl spoon.■ Condiments must be served with a small silver spoon for each condiment.



TASK 61: Serve Family Style

PROCEDURE	STANDARD
<ul style="list-style-type: none">■ Set table for family style service:<ol style="list-style-type: none">1) Dinner knife2) Dinner fork3) Chopsticks (if applicable)4) Chopstick base (if applicable)5) Soy sauce ramekins (if applicable)6) Linen napkin7) Dinner plate8) Salt and pepper shakers (if applicable)■ Plate food in serving dishes per plating guide standards.■ Place on tables with appropriate serving utensils.■ Place any appropriate condiments on table.	<ul style="list-style-type: none">■ Family style table set is as follows:<ol style="list-style-type: none">1) Dinner knife set on right side, blade facing in.2) Dinner fork set on left side.3) Folded linen napkin set to left of fork.4) Dinner plate set in middle of place setting.5) Salt and pepper shakers set on top of place setting with salt on right, pepper on left.6) Chopsticks set to right of knife, points on base, with base at top of setting.7) Soy sauce ramekins set above chopsticks.■ Service items polished, free of tarnish, fingerprints, chips, cracks and spills.■ Linen starched, free of tears, holes or stains.■ All family style food items prepared and plated per plating guide standards.



TASK 62: Clear Plates/Dirty Table Wares

PROCEDURE	STANDARD
<ul style="list-style-type: none"> ■ When all Guests are finished or as indicated by the Guests, clear the plates from the table. ■ Clear plates onto service tray. ■ Remove all side plates, silver, and condiments not needed for next course. ■ Clear neatly and quietly. ■ When clearing plates, do not scrape plates with silverware. ■ Carry plates to galley and discard leftover food into trash container. Place dirty service wares in galley sink. ■ Place dirty silverware in large Ziploc bag. ■ Replace silverware required for additional courses. ■ Remove empty glasses. ■ Clean table of crumbs after entree by using a folded napkin or metal crumber. 	<ul style="list-style-type: none"> ■ No more than 2 place settings at a time are carried on tray to avoid spilling. ■ Courses cleared in a timely fashion when all Guests are finished, or as indicated by the Guests. ■ Clearing is unobtrusive, quiet, skillful with nothing dropped, spilled or broken. ■ Plates cleared to galley. ■ Plates stacked in galley sink stacked carefully with like plates together to avoid chipping or breakage. ■ Dirty silverware organized in galley in Ziploc bag to save room in galley sink. ■ Service wares carried on trays through the cabin, never held in hands. ■ Appetizers cleared before the entree is served; entree is cleared before dessert. ■ Condiments, side plates and silver cleared after each respective course. ■ Guests have correct silverware for additional course before it is served. ■ Tables are free of crumbs. No breakage or spillage. ■ Plates not scraped in front of Guest. ■ Crumbs from table are not brushed onto floor.



TASK 63: Serve Desserts

PROCEDURE	STANDARD
<ul style="list-style-type: none">■ Ensure correct silverware or china required for desert selection is preset on table.■ Prepare and plate dessert per plating guide standards.■ Place on tables with appropriate serving utensils.■ Place any appropriate condiments on table.■ When serving ice cream, remove ice cream from dry ice to soften ice cream.	<ul style="list-style-type: none">■ Service items polished, free of tarnish, fingerprints, chips, cracks and spills.■ Ice cream must be removed from dry ice at least 20 minutes prior to serving.■ Ice cream is not served hard or melted.



TASK 64: Clear Desserts

PROCEDURE	STANDARD
<ul style="list-style-type: none">■ Approach Guest and ask if they are finished with dessert. Example: <i>“Mr. _____, may I remove your plate?”</i>■ Remove all service items onto service tray.■ Bring service tray to galley and discard leftover food into trash. Place dirty service items in galley sink.■ Move beverages to cup-holders.■ Fold tablecloth and remove from table. Place dirty linen in linen bag.■ Close tray table or conference table.	<ul style="list-style-type: none">■ Flight Attendants continuously scan cabin to proactively clear dirty or empty service items.■ Tables are not cleared until all Guests at table are finished.■ Flight Attendants clear one table at a time.■ All service items cleared onto service tray. Tray not overflowing to cause items to spill.■ Plates stacked in galley sink stacked carefully with like plates together to avoid chipping or breakage.■ Dirty silverware organized in galley in Ziploc bag to save room in galley sink.■ Dirty/empty service items never placed on service tray with food or beverages being served.



TASK 65: Set Up Buffet Service

PROCEDURE	STANDARD
<ul style="list-style-type: none">■ Clear credenza of all items.■ Place linen table cloth on credenza.■ Set silverware needed for buffet service. Place silverware into pocket folds.■ Set china required for buffet service. Stack plates on credenza.■ Prepare and plate food following plating guides.■ Set food and any accompanying condiments.■ Set serving utensils required with food items.■ Offer to prepare plate for Lead Guest.■ Monitor buffet throughout service and replenish items as needed.	<ul style="list-style-type: none">■ See attached photo of Buffet Service Set Up for placement of silverware, china and food items.■ Service items polished, free of tarnish, fingerprints, chips, cracks and spills.■ Linen starched, free of tears, holes or stains.■ All buffet food items prepared and plated per plating guide standards.■ Lead Guest offered a plate first.



TASK 66: Clear Buffet

PROCEDURE	STANDARD
<ul style="list-style-type: none">■ Remove all service items into galley.■ Discard leftover food into trash. Place dirty service items in galley sink.■ Fold tablecloth and remove from credenza. Place dirty linen in linen bag.■ Replace items onto credenza.	<ul style="list-style-type: none">■ Flight Attendants continuously scan cabin to proactively clear dirty or empty service items.■ Buffet not cleared until all Guests are finished.■ Plates stacked in galley sink stacked carefully with like plates together to avoid chipping or breakage.■ Dirty silverware organized in galley in Ziploc bag to save room in galley sink.■ Dirty/empty service items never placed on service tray with food or beverages being served.■ Items are replaced onto credenza after buffet is cleared:<ol style="list-style-type: none">1) Newspapers2) Flowers3) Fruit bowl4) Weather report



TASK 67: Turndown Service for Seats, Divans and Tables

PROCEDURE	STANDARD
<ul style="list-style-type: none">■ Berth seats, divans or tables following instructions in Gulfstream Cabin Operating Manual.■ For tables, place air mattress on top of table. Inflate air mattress following instructions in air mattress bag.■ Make bed for seat, divan or table:<ol style="list-style-type: none">1) Dress duvet with duvet cover.2) Lay duvet flat:<ol style="list-style-type: none">a) lay flat on air mattressb) fold duvet in half to fit seat or divan3) Lay a sheet on top of duvet.4) Lay blanket flat on top of sheet.5) Lay a second sheet on top of blanket.6) For seat and divan, tuck blanket and sheets in on one side. Leave one side open for Guest to enter.7) Dress standard pillow with standard pillow case.8) Place standard pillow on bed.9) Fold back untucked side corner into a corner fold.■ Place turndown kit on top of corner fold.■ Place a bottle of water in each bed's cup holder.	<ul style="list-style-type: none">■ All bed linens free of tears, holes or stains.■ All hems, seams and tags face inward away from Guest's view.■ Pillows are placed with head facing aft, pillow on forward side of bed.■ Turndown kit and bottle of water placed at each bed for turndown.■ See attached photos for turndown service.



TASK 68: Make Beds on BBJ

PROCEDURE	STANDARD
<ul style="list-style-type: none">■ Make bed:<ol style="list-style-type: none">1) Place flat sheet on bed and tuck in on four corners.2) Place second flat sheet with decorative seam face down on top of first and tuck in.3) Fold second flat sheet down one foot from head.4) Dress duvet with duvet cover.5) Lay duvet flat on bed all the way to head of bed.6) Dress pillows with pillow cases.7) Place pillows at head of bed.8) Place decorative pillows on bed.■ Place turndown kit on top of bed.■ Place a bottle of water in each bed's cup holder.	<ul style="list-style-type: none">■ All bed linens free of tears, holes or stains.■ All hems, seams and tags face inward away from Guest's view.■ Pillows are placed with head facing aft, pillow on forward side of bed.■ Turndown kit and bottle of water placed at each bed.■ See attached photos.



TASK 69: Guests Occupying Jump-Seat

PROCEDURE	STANDARD
<ul style="list-style-type: none">■ Flight Attendant:<ol style="list-style-type: none">1) Notify Pilot(s) that a Guest wishes to occupy the jump seat.2) Escort Guest forward and introduce Guest to cockpit Crew.■ Flight Attendant or Pilot:<ol style="list-style-type: none">1) Deploy jump-seat.2) Explain the use of the seat belt.3) Explain the use of the head set and communication with the cockpit Crew.■ Pilot:<ol style="list-style-type: none">1) Once headset communication is established, explain cockpit etiquette to Guest.2) Explain the need and procedure for communication.3) Brief emergency situation (evacuation) to the Guest.	<ul style="list-style-type: none">■ In the event of any situation that requires a QRH procedure, the Guest will be moved to the main cabin, time permitting.■ No flash photography is allowed.■ No communication between Guest and Crew below 10,000 feet.■ Guests who have been drinking alcoholic beverages will not occupy the jump-seat below 10,000 feet.



TASK 70: Flight Following

PROCEDURE	STANDARD
<ul style="list-style-type: none">■ Receive the GDC report via email notifying dispatch of the aircraft departure, diversion or landing.■ Monitor Flight View for aircraft progress. Email the Crew in the aircraft for an update.■ If there are any anomalies:<ol style="list-style-type: none">1) Notify FBO of any changes2) Notify Host if there are any changes that will affect them3) Make any necessary ground transportation changes	<ul style="list-style-type: none">■ Hosts notified immediately of any changes to the flight that will affect their Guests.■ Ground Transportation notified immediately if any changes to the flight will affect the Guest transportation times.



TASK 71: Maintain Ashtrays for Guests Smoking

PROCEDURE	STANDARD
<ul style="list-style-type: none"> ■ Provide smokeless ashtrays to Guests smoking. ■ Turn ashtray on for Guest by opening lid to first position. ■ Ensure fan is working. If fan not working, replace batteries. ■ Check tables frequently to make sure ashtrays are kept clean. ■ When an ashtray has 2 butt(s) in it, or becomes littered with debris, change it. ■ Change ashtrays by: <ol style="list-style-type: none"> 1) Retrieve clean ashtray 2) Close lid of dirty ashtray 3) Replace dirty ashtray with clean ashtray 4) Open lid and turn on clean ashtray 5) Remove dirty ashtray to galley ■ Clean dirty ashtray: <ol style="list-style-type: none"> 1) Open lid to second open position 2) Remove tray 3) Empty butt(s) into plastic cup of water 4) Clean tray with sanitary wipes 5) Replace tray into ashtray ■ <u>WITH BURNING CIGARETTES IN THE ASHTRAY:</u> <ol style="list-style-type: none"> 1) Never pick up the Guest's cigarette. 2) Do not ask Guest to pick up their cigarette. 3) Place an empty ashtray next to the one to be changed. 4) When Guest extinguishes their cigarette or moves it to the clean ashtray, proceed to remove the dirty ashtray. 	<ul style="list-style-type: none"> ■ Fans on smokeless ashtrays are working properly. ■ All ashtrays are changed promptly. ■ No more than 2 butts in ashtray. ■ All ashtrays changed by replacing with a clean ashtray before removing dirty ashtray. ■ Ashtrays are changed without disturbing Guests. ■ Ashtrays emptied into plastic cup with water only, not into dirty glasses, china, tray or napkins, trash compartment. ■ Ashtrays are not cleaned in the Guest's view.



TASK 72: Assist Guests with Pets

PROCEDURE	STANDARD
<ul style="list-style-type: none">■ For takeoff and landing, ask Guests with large dogs to buckle dog into harness and attach to a seat belt. Ask Guest to hold dog between their legs.■ For takeoff and landing, ask Guests with small dogs to hold dog on their laps.	<ul style="list-style-type: none">■ Water provided for pets never served in china used for Guests.■ Pet harnesses are available for Guests.■ Pet kennel available for Guests.



TASK 73: Wake Up Guests and Stow Beds

PROCEDURE	STANDARD
<ul style="list-style-type: none">■ For BBJ bedrooms, knock on door and announce to Guest that we are landing. Example: <i>Excuse me Mr. _____, we will be landing in approximately 15 minutes. Can you please take your seat in the cabin for landing?</i>■ If Guest refuses to come out of bedroom, notify PIC.■ For Guests sleeping in seats, divans, or table, politely wake up Guests and inform them we will be landing.■ Ask Guest to stand or occupy another seat.■ Return seats, tables or divans to original positions following instructions in Gulfstream Cabin Operating Manual.■ Remove and stow bed linens into linen bag.■ Remove, deflate and stow air mattress following instructions in air mattress bag.■ Pick up any service items or turndown kits to prepare for landing.	<ul style="list-style-type: none">■ Guests are not startled when woken up.■ Flight Attending must always knock on door to bedrooms first, then announce to Guest from outside door.■ All bed linens and service items removed and stowed for landing.



**TASK 74: Clear all Service Items and Safety
Check for Landing**

PROCEDURE	STANDARD
<ul style="list-style-type: none">■ Check that all Guests are seated with seat belts on.■ Clear all service items from Guests to galley.■ Wash service items and store in galley.■ In the event there are time constraints and all service items cannot be washed:<ol style="list-style-type: none">1) Place paper napkin in dirty glasses and stow in glassware cabinet, or2) Lay in galley sink and pad with dish towels■ Clear and stow any items on credenza.■ Check that carryon baggage is stowed.■ Open cabin to cockpit door.■ Open acoustic door covering main entry door.■ Notify Pilots that cabin is secure for landing by stating “cabin ready.”	<ul style="list-style-type: none">■ No breakage of service items cleared to galley.■ Pilots notified “cabin ready” when the following had been completed:<ol style="list-style-type: none">1) Guests seated with seat belt secured2) All items stowed3) Exits and aisles clear



TASK 75: Confirm Transportation

PROCEDURE	STANDARD
<ul style="list-style-type: none">■ Flight Attendant:<ol style="list-style-type: none">1) Prior to departure, verify with Lead Guest or Host, transportation expectations listed on the trip sheet<ol style="list-style-type: none">a) Limousine or SUVb) Number of limousinesc) If personal vehicle, the condition of vehicle upon arrival (heater on, windows down, seat heaters on)2) Communicate any changes to the Pilots prior to taxi■ Pilot:<ol style="list-style-type: none">1) Communicate any changes to Operations via telephone prior to taxi2) Prior to FL180, (or vhf coverage) radio the destination FBO to verify required transportation	<ul style="list-style-type: none">■ Any discrepancies between the Guests' transportation expectation and what is on the trip sheet are communicated to Operations before taxi.■ Pilot will only use tail number or reservation confirmation number, never the Guests' name of over the radio.■ Transportation will always be brought planeside unless prohibited by the airport.■ Transportation will be confirmed in position prior to reaching FL180.<ol style="list-style-type: none">1) Limousines have checked in2) Guest vehicles are positioned and configured according to Guest desires3) Stair truck is ready if needed (BBJ)4) Necessary baggage carts or baggage loaders in position■ Operations is notified immediately if FBO cannot confirm services.



TASK 76: Return Coats and Belongings

PROCEDURE	STANDARD
<ul style="list-style-type: none">■ Retrieve coats from baggage compartment.■ Return coats to Guest.■ If divan is not occupied, lay coats neatly across divan for Guests to retrieve on way out.■ After landing, retrieve any carryon belongings and return to Guests.	<ul style="list-style-type: none">■ All Guests receive the correct coat back.■ Coats returned to Guest prior to Flight Attendant taking their seat for landing.■ Stowed carryon belongings returned to Guests after landing.



**TASK 77: Extend Parting Pleasantries to
Guests**

PROCEDURE	STANDARD
<ul style="list-style-type: none">■ Stand in boarding position.■ Maintain welcoming posture and facial expression.■ Acknowledge and greet all deplaning Guests by practicing the 10/5 Rule.■ Provide warm parting pleasantries to Guests deplaning. Examples:<ol style="list-style-type: none">1) <i>“Thank you, I hope you enjoy your stay with us.”</i>2) <i>“Mr. _____, it was very nice to have you on board with us today. Thank you.”</i>3) <i>“We hope to see you again soon.”</i>■ If known, address Guest by last name and/or title. Example: <i>“Thank you, Mr. _____, I hope you enjoyed your stay with us.”</i>■ If known, acknowledge Guest’s occasion or event. Example:<ol style="list-style-type: none">1) <i>“Happy anniversary.”</i>2) <i>“I hope you have a great birthday.”</i>3) <i>“I hope you have a good business meeting.”</i>■ If a Guest approaches while you are busy, stop what you are doing and greet the Guest.■ Be cautious of a Guest bumping head on aircraft door.	<ul style="list-style-type: none">■ Flight Attendants posted in boarding positions prior to Guests deplaning:<ol style="list-style-type: none">1) Flight Attendant 1 posted at forward entry door.2) Flight Attendant 2 posted at mid-cabin.■ Flight Attendants stand up straight, arms not crossed or in pockets, no leaning.■ Flight Attendants acknowledge Guests non-verbally with eye contact and smile when Guests approach within 10 feet.■ Flight Attendants acknowledge Guests verbally by speaking first to extend a parting pleasantries when Guest approaches within 5 feet.■ Guest names used when known.■ All parting pleasantries are varied when greeting multiple Guests deplaning.



**TASK 78: Sweep Aircraft for Guest
Belongings**

PROCEDURE	STANDARD
<ul style="list-style-type: none">■ After deplaning Guests, return to cabin.■ Check that no personal items have been left behind.■ Move seats inboard to ensure no small items have been dropped.■ Run hands between seat backs and seat cushions to check for dropped items.■ Ensure there are no personal items left in baggage area.■ Check lavatories and bedrooms, if applicable.■ If a Guest personal item is found, return item to Guest if they have not departed.■ If Guest has already departed, notify Pilot to contact Operations, to contact transportation to deliver the item.	<ul style="list-style-type: none">■ Aircraft sweep is completed immediately upon Guests deplaning.■ All areas of the aircraft are checked for Guest personal items left behind.■ All personal items left behind are returned to Guest.



TASK 79: Complete Post Flight Inventory

PROCEDURE	STANDARD
<ul style="list-style-type: none">■ Maintain accurate inventory of items used during flight.■ Check lavatory items and note usage.■ Check pantry items and note usage.■ Upon returning to hanger, place all items needed to replenish inventory on aircraft into the restock bag.■ For bulk items needed, note on dry erase board under corresponding tail number.■ Place restock bag in corresponding tail number bin.	<ul style="list-style-type: none">■ All supplies used during flight are restocked into restock bag for next flight.■ The following items are restocked when they are ¼ full or less:<ol style="list-style-type: none">1) Liquors bottles2) Dish soap3) Linen spray4) Aircraft polishing solution■ All bulk items used during flight are noted on dry erase board for next flight.■ Correct tail number bin is used for restock bag.■ Correct tail number is used on dry erase board for bulk items.



TASK 80: Vacuum Aircraft

PROCEDURE	STANDARD
<ul style="list-style-type: none">■ Retrieve vacuum from baggage compartment.■ Plug vacuum into designated power outlet.■ Vacuum entire carpeted areas of aircraft working forward to aft.■ Pay close attention to corners and crevices.■ If spots or stains are found, notify Pilot to notify maintenance.■ Do not run vacuum into furniture.■ When completed, empty vacuum canister into trash bin.■ Wipe off vacuum.■ Stow cord and return to baggage area.	<ul style="list-style-type: none">■ Vacuum plugged into designated outlet:<ul style="list-style-type: none">1) Gulfstream – galley outlets only2) BBJ – galley and lower hallway outlets only■ All carpeted areas vacuumed at the end of every flight.■ Carpets are free of dust, debris, stains and spots.■ All vacuums cleaned and canisters emptied after each use.



TASK 81: Wash Service Items

PROCEDURE	STANDARD
<ul style="list-style-type: none">■ Scrape any leftover food from plates with paper towels into trash bin.■ Set glassware, china or silverware in galley sink.■ Soap service items with dish soap and scrub with sponges.■ Rinse service items with hot water.■ Place service items on dish mat to drain and dry with dish towel.■ Once dry, return service items to designated stowage compartment.	<ul style="list-style-type: none">■ Dirty service items washed throughout flight and all cleaned at end of flight.■ Free of streaks, fingerprints, dirt; no chips or cracks.



TASK 82: Wipe Down Aircraft

PROCEDURE	STANDARD
<ul style="list-style-type: none">■ Open all tables.■ Use a clean dust cloth with aircraft polishing solution to clean all surfaces of aircraft:<ol style="list-style-type: none">1) Tables2) Seats3) Windows4) Mirrors5) Wood surfaces■ Wipe, dry and buff to a high luster, removing all dust, smudges and fingerprints. Pay attention to tops, sides, arms and intricate woodwork on all furniture.■ Clean lavatory toilet:<ol style="list-style-type: none">1) Put on rubber gloves2) Wipe seat with sanitary wipes3) Clean inside of toilet bowl with disposable toilet wand4) Replenish toilet paper as needed5) Fold toilet paper into triangle6) Crimp toilet paper with logo■ Report any damaged furniture or repair needs to Pilot.■ Close and stow tables.	<ul style="list-style-type: none">■ Surfaces wiped after every flight, free of:<ol style="list-style-type: none">1) Dust2) Dirt3) Fingerprints4) Smears5) Smudges6) Marks/scratches■ Lavatory toilet seat sanitized. Bowl free of stains and odors.■ Toilet paper roll full, folded in triangle and crimped with logo.■ The furniture is in good repair, sturdy and stable.■ Any damage reported immediately to Pilot.■ All tables closed and stowed.



TASK 83: Remove Trash

PROCEDURE	STANDARD
<ul style="list-style-type: none">■ Remove plastic trash bag from lavatory trash bin and discard in galley trash bin.■ Empty lavatory waste basket into galley trash bin.■ Replace lavatory trash bag.■ Open trash bin in galley.■ Remove plastic trash bag from galley trash bin.■ Replace galley trash bag with two bags.■ Remove trash bag from aircraft and place at bottom of stairs.	<ul style="list-style-type: none">■ No trash is left on aircraft.■ Lavatory waste baskets are empty and clean.■ Trash bins are clean, dry, with no odors with liner inside.■ Galley trash bin always double lined with plastic trash bags.■ Emptying trash can be a safety hazard. Do not put your hand inside the container.



TASK 84: Remove Catering

PROCEDURE	STANDARD
<ul style="list-style-type: none">■ Discard all partially used sodas, can juices and wines.■ Check the following for any catering items:<ol style="list-style-type: none">1) Cold storage areas2) Oven3) Microwave4) Pantry area■ Place leftover catering items in red cooler bag.■ Place unopened house red wine, white wine, and champagne into wine bag.■ Remove any specialty liquors or unopened specialty wines from aircraft.■ Remove any specialty service items from aircraft.■ Remove dirty linen bag and white kitchen bag from aircraft.■ Return specialty items to designated storage areas in hanger.■ Place left over catering into office refrigerator. Remove sticker from red cooler bag and place in designated pick up area.■ Place wine bag into wine cooler.■ Label unopened specialty wines with Guest name and place in wine cooler.■ Label specialty liquor with Guest name and place in liquor storage cabinet.■ Place dirty linen bag and white kitchen bag in laundry pick up bin.	<ul style="list-style-type: none">■ The following removed from aircraft at the end of each flight:<ol style="list-style-type: none">1) Leftover catering2) House wines and champagne3) Specialty service items4) Specialty liquors5) Specialty unopened wines6) Dirty linen bag7) White kitchen bag■ All specialty liquors and wines removed from aircraft labeled with Guest's name.



TASK 85: Request Water and Lavatory Services

PROCEDURE	STANDARD
<ul style="list-style-type: none">■ Check water gauge in galley to ensure water level is full.■ Notify the Pilot to request water or lavatory service.	<ul style="list-style-type: none">■ Water service is always ordered when any gauge light is not illuminated.■ Lavatory service is ordered at the end of every working day.



TASK 86: Document Guest History

PROCEDURE	STANDARD
<ul style="list-style-type: none">■ Captain:<ol style="list-style-type: none">1) At completion of leg call operations with the flight attendant and debriefs the following:<ol style="list-style-type: none">a) Status of the aircraftb) Status of the tripc) Status of the crewd) Any issues with the tripe) Any customer service issuesf) Any customer profile items■ Operations:<ol style="list-style-type: none">1) Enter information into the operations system.■ Captain and Operations:<ol style="list-style-type: none">1) Verify all flight information is received and correct.2) Review next leg for accuracy.	<ul style="list-style-type: none">■ Flight information will be collected prior to crew beginning next flight.■ Customer information will be immediately entered and updated in the operating system.■ Crewmembers will accurately report flight discrepancies for reporting purposes.■ Any issue will be provided to the Operations management team for investigation.