



P I N N A C L E
A I R L I N E S , I N C .

WELCOME TO PINNACLE AIRLINES FLIGHT ATTENDANT INITIAL TRAINING!

We are excited that you have chosen a career with Pinnacle Airlines and are looking forward to your arrival at our training facility in Memphis, Tennessee.

It is important you take time to read this booklet prior to coming to training as it will provide valuable information such as items required for training, pertinent subject matter, and information with which you should become familiar prior to class.

On the first day, you will have the opportunity to meet and discuss with your Training Instructor what will be expected from you during the twenty one (21) days you will be with us. Your Instructor will provide you the skills and tools necessary to become a Pinnacle Airlines Flight Attendant.

We believe learning should be interactive and enjoyable. Although the program is intense and there is a lot to learn, we are here to help you succeed, and will do everything we can to help you. You, in turn, must do your part. Be sure to get enough rest, take care of yourself while in training and put forth the necessary amount of effort to succeed.



MISSION STATEMENT

The mission of Pinnacle Airlines, Inc. is to provide safe and convenient air transportation and to involve our People and our Customers in the product and the process, making the airline a rewarding, profitable, and quality experience.

GUIDING PRINCIPALS

Pinnacle Airlines is dedicated to our Customers and our People. Our Guiding Principles and Mission Statement are posted in every office within the airline. Senior Management, Flight Crews, and Ground Personnel take their commitments seriously. Pinnacle Airlines strives to develop loyalty from customers, investors, and all Pinnacle People.

NEVER COMPROMISE SAFETY

At Pinnacle Airlines, we recognize safety as our highest priority in all aspects of the Airline.

COMMITMENT TO COMMUNICATION

We will communicate timely and effectively any changes which affect our People or their jobs.

FINANCIAL RESPONSIBILITY

At Pinnacle Airlines, we recognize the importance of maintaining the lowest possible cost consistent with achieving our objectives. We will provide the opportunity for all People to provide input in achieving our efficiencies.

ETHICS AND VALUES

At Pinnacle Airlines, we will operate by the Golden Rule. This applies to our relationships with all constituencies including Employees, Customers, Suppliers, and Stockholders. As a company and as individuals, we highly value integrity and are intolerant of dishonesty, maliciousness, or deceit.



COMMITMENT TO PERSONAL DEVELOPMENT

At Pinnacle Airlines, we will provide education to ensure our People possess the skills and knowledge to achieve our objectives. In addition to providing technical training, we will provide dedicated training in safety, leadership, and diversity.

RESPECT FOR ALL PINNACLE PEOPLE

At Pinnacle Airlines, we recognize the value of all People. We will train our People in the areas of diversity and leadership, giving them the tools necessary to ensure all relationships are based on the principle of mutual respect.

CUSTOMER SERVICE

At Pinnacle Airlines, we will provide our Customers with responsive, caring, and professional People. We are dedicated to providing clean aircraft and facilities.

COMMITMENT TO STAKEHOLDERS

At Pinnacle Airlines, we realize our Investors, People, and Customers depend on us. All stakeholders will benefit in some way from their relationship with our Airline.



FLIGHT ATTENDANT INITIAL TRAINING REQUIREMENTS

All trainees must successfully complete the Pinnacle Airlines Flight Attendant Initial Training Course.

- ✓ All Exams must be passed with a score of at least eighty percent (80%). If the trainee fails an exam, one (1) retake will be permitted. The retake exam will be administered no sooner than the next calendar day. A score of ninety percent (90%) must be attained on the retake in order to continue the training program.
- ✓ Competency checks, which are verbal exams / demonstrations, must be completed with one hundred percent (100%) proficiency. One (1) retake is permitted on each competency check and will be administered on the same day. You must demonstrate one hundred percent (100%) proficiency on all retakes in order to remain in the training program.
- ✓ Candidates are also evaluated on people skills, professional behavior and the ability to effectively interact with others. These attributes have a direct correlation to an individual's ability to relate to customers and co-workers.
- ✓ On-time performance is a **MUST** in the aviation industry. All candidates are expected to arrive promptly for all training events and to return promptly from all breaks.

Following successful completion of Initial Ground School, all new hire Flight Attendants must successfully complete five (5) flight hours of Initial Operating Experience (IOE) with an Air Transportation Supervisor (ATS). Failure to successfully complete Initial Operating Experience will result in release from the training program.



ITEMS REQUIRED FOR TRAINING

Flight Attendant Candidates must report to Training with all of the following items:

- ✓ Valid Passport (Plus three [3] photocopies)
- ✓ Valid Driver's License (Plus three [3] photocopies)
- ✓ Certified copy of Marriage Certificate, if applicable*
- ✓ Birth Certificate
 - For Spouse / Dependant Travel and Insurance Benefits
- ✓ \$12.50 non-refundable Money Order for Flight Attendant Wings, made payable to "Pinnacle Airlines, Inc."
- ✓ \$50.00 non-refundable Money Order for Initial FA Uniform deposit, made payable to "Pinnacle Airlines, Inc."

CHECKS ARE NOT ACCEPTED

Your ability to follow instructions is an important element in training. Adherence to the above requirements is mandatory in order to complete the necessary forms and paperwork of the first day of training.



ITEMS RECOMMENDED FOR TRAINING

We recommend you bring the following items to training in order to make your stay more comfortable and to enable you to function effectively in the classroom and during study time:

- ✓ Care package with non-perishable food items and toiletries. You may send your care package to yourself at the hotel. The address is:

Marriott Courtyard Hotel
780 Nonconnah Blvd
Memphis, TN 38132

- ✓ Book bag / tote bag for manuals and training materials
- ✓ Note paper, pens, pencils, highlighters, index cards, Post-It Notes, etc.



TRAINING ATTIRE AND APPEARANCE

All Flight Attendant Candidates are required to adhere to the following Attire and Appearance Standards while attending all training events and while participating in Familiarization Flights. Attire and Appearance Standards for the classroom mirror Uniform Standards for line Flight Attendants. Please ensure you are in compliance with these Standards beginning on the first day of Training.

APPEARANCE STANDARDS

The following Standards apply to **MALE AND FEMALE** Flight Attendant Candidates:

- ✓ Body **PIERCINGS** are not permitted
- ✓ Visible **TATTOOS** must be completely covered with clothing or a bandage
- ✓ Chewing **GUM** is not permitted
- ✓ **DENTAL APPLIANCES** must be gum tone or clear
- ✓ **UNDERGARMENTS** must not be visible at any time
- ✓ **EYEGLASSES** must be business like and conservative in style, color, shape and size. Eyeglasses may be suspended from the neck with a plain, thin black, navy, gold, or silver cord
- ✓ **SUNGLASSES** or dark tinted eyeglasses may only be worn outdoors
- ✓ **CONTACT LENSES** must be a natural color
- ✓ **HAIR** must be clean, neat, dry, in good condition and styled in a professional manner. Hair must be a natural color. Matching synthetic hair is permitted. Extreme spikes or volume, frizzing and crimping are not permitted. Hair must not fall into the face when leaning forward.
- ✓ **WATCH BANDS** must be black, clear, gold, silver, red or navy.

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The following Appearance Standards apply to **FEMALE** Flight Attendant Candidates:

- ✓ No more than two (2) pairs of **EARRINGS** are permitted. Maximum one (1) inch in diameter. May be worn in the earlobe only
- ✓ No more than two (2) plain **BRACELETS** or one (1) charm bracelet are permitted, no wider than one-half (1/2) inch
- ✓ One (1) pearl, gold or silver stranded **NECKLACE** is permitted, no longer than twenty-four (24) inches
- ✓ **ANKLE BRACELETS** may never be visible
- ✓ Three (3) **RINGS** are permitted; maximum two (2) per hand. A wedding set is considered one (1) ring. Rings may be gold or silver, with or without gemstones
- ✓ **MAKE-UP** and lipstick must be compatible with skin tone and hair color
- ✓ **HAIR:**
 - When worn down, may not exceed one (1) inch in length below the top of the uniform neckline
 - Hair that falls longer than one (1) inch below the top of the uniform neckline must be secured at the **nape** of the neck in a **single** ponytail or braid, no longer than eight (8) inches
 - Hair that falls longer than eight (8) inches from the nape of the neck must be worn **up** in a:
 - French twist
 - Knot
 - Bun
 - Chignon
 - Bangs must be trimmed above the eyebrows

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- **HAIR ACCESSORIES** may be the following colors only:
 - Black
 - Silver
 - Gold
 - Navy
 - Tortoise

- **HAIR ACCESSORIES** may be the following types only:
 - Barrettes
 - Headbands
 - Combs
 - Bows
 - Scrunchie (navy only)
 - Visible bobbie pins and rubber / hair bands are not permitted

The following Appearance Standards apply to **MALE** Flight Attendant Candidates:

- ✓ **EARRINGS** are not permitted
- ✓ One (1) **BRACELET** is permitted; no wider than one-fourth (1/4) inch; silver or gold only
- ✓ One (1) **RING** per hand is permitted; may be gold or silver, with or without gemstones
- ✓ **NECKLACES** may never be visible
- ✓ One (1) **TIE BAR** or **TIE TACK** is permitted; silver, gold, or pearl only
- ✓ If used, **MAKE-UP** must be compatible with skin tone in order to achieve a natural appearance. No other make-up is permitted

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✓ HAIR

- Must be trimmed above the collar
- Hair Accessories of any kind are not permitted
- Sideburns must be trimmed horizontally and may be no longer than the bottom of the ear
- Mustaches must be neatly trimmed, fully grown and may not extend over the top of the lip. Handlebar, waxed, or extreme styles are not permitted
- Beards must be neatly trimmed and fully grown

ATTIRE STANDARDS

The following Attire Standards apply to **MALE AND FEMALE** Flight Attendant Candidates during **all Training Events** in FA Initial Training:

- ✓ Navy or red **SWEATER** or light **JACKET** (OPTIONAL for classroom)
- ✓ White or black **TENNIS SHOES** for on-aircraft training only (must be clean and in good condition)

The following **Attire Standards** apply to **FEMALE** Flight Attendant Candidates only:

- ✓ Navy dress **SLACKS** or navy straight **SKIRT**

NOTE:

**SKIRT HEMS MAY NOT BE
SHORTER THAN TWO (2) INCHES ABOVE THE MIDDLE OF THE KNEE
OR
LONGER THAN TWO (2) INCHES BELOW THE MIDDLE OF THE KNEE**

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- ✓ Plain white dress **BLOUSE** (short or long sleeved, no designs, no ruffles, no pleats, etc)
- ✓ Plain black leather, leatherette, or microfiber dress **SHOES**:
 - Minimum one (1) inch heel with pants
 - Minimum one and one-half (1 ½) inch heel with skirt
 - Maximum three (3) inch heel with all garments
 - Shoes must adhere to the following Standards:
 - No patent leather or suede
 - No open heels, toes, or sides
 - No straps, buttons, bows or adornment of any kind
 - No wedge heels
- ✓ **STOCKINGS** MUST be worn with a skirt at all times and may be your choice of the following colors / shades:
 - Black, Off-Black, Sheer Black
 - Nude / Natural
 - Navy
 - Black opaques may be worn 1 October – 1 May only
 - Plain black trouser socks may be worn with pants
- ✓ **PURSES** must be black leather or leatherette

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The following Attire Standards apply to **MALE** Flight Attendant Candidates only:

- ✓ Navy dress **SLACKS**
- ✓ White dress **SHIRT** (short or long sleeved)
- ✓ Plain red **TIE**
- ✓ Black dress **SHOES**, leather or leatherette
- ✓ Plain Black dress **SOCKS**

NON-CLASSROOM ATTIRE

You may wear casual attire of your choice for those times when you are not attending a training function, provided you represent Pinnacle Airlines in a professional manner at all times. Casual attire may include jeans. Bare midriffs, low-cut tops, revealing, torn, or dirty attire are never permitted



REQUIRED ITEMS

Flight Attendants are required to be in possession of specific items at all times while on duty. The following items are referred to as required equipment:

- ✓ Complete Flight Attendant uniform with wings *
- ✓ Company I.D. Badge and Airport SIDA badge, if applicable *
- ✓ Current and up to date Flight Attendant Manual, with all bulletins and revisions properly entered. Manual must be readily accessible at all times while on duty *
- ✓ Flight Attendant Certification Card
- ✓ Watch *
- ✓ Pen *
- ✓ Flashlight with two D-cell batteries or equivalent, i.e. three (3) volts or greater, in good working order *
- ✓ Current Passport or a Government Alien Card *

As a Flight Attendant Candidate, you must be in possession all items of required equipment indicated with an asterisk (*) no later than the last day of training. You will be required to show this equipment to your Instructor before graduation and to your Air Transportation Supervisor (ATS) during Initial Operating Experience (IOE).

The Passport is, of course, your responsibility to bring to training. We recommend you purchase / acquire the watch, pen, flashlight and batteries before attending training. You will receive your Uniform, Wings, FA Manual and Identification Badges while in training. You will receive your Certification Card following successful completion of IOE.



TRAVEL BAGS

Flight Attendants are limited to two (2) pieces of luggage while on duty. Your luggage, or crew bags, must be plain black with no patterns, designs or other embellishments. Most Flight Attendants travel with an overnight bag approximately 9" x 14" x 22" and a bag no larger than a flight kit or briefcase, containing personal items and required equipment. A tote bag is recommended. Bags obviously larger than 9" x 14" x 22 must be placed in cargo. Luggage in compliance with these standards is not required until you have successfully completed your Initial Operating Experience.



HISTORY OF PINNACLE AIRLINES, INC.

Pinnacle Airlines, formerly Express Airlines I, was founded in 1985 with the intent of offering regional airline passenger feed to a code sharing, major airline's hub. Express I began its first code sharing agreement with Republic Airlines in May 1985. The much needed "Republic Express" was created to feed connecting passengers into the expanding Memphis hub. Republic's dilemma was that its fleet of fifty-seat Convair CV-580s and ninety-seat DC-9s could not economically serve the smaller communities. These aircraft offered too much capacity for the local Memphis hub markets, resulting in only once or twice daily service. The lack of frequency did little to stimulate traffic when driving was often a more convenient mode of transportation.

On June 1, 1985, Republic Express initiated service between the Memphis hub and 3 cities using 3 British Aerospace Jetstream 3100s. Within 6 months, Republic was operating in 10 markets with 9 Jetstream 3100s and 2 Saab 340s. On December 15, 1985, a second contract opened operations at Republic Airlines home base at Minneapolis-St. Paul. By its first anniversary, Republic Express was operating 20 Jetstream 3100s and 7 Saab 340s in 32 markets.

In Spring 1986, Northwest Airlines announced its intent to acquire Republic Airlines. Following regulatory approval and ratification by the shareholders of the respective companies, Republic was absorbed into Northwest effective October 1, 1986.

Northwest Airlines, which at that time had its own code sharing network of regional airlines operating as Northwest Airlink, was more than happy to incorporate the existing Express I into its network. Subsequently, Express Airlines I began doing business as Northwest Airlink at both Memphis and Minneapolis-St. Paul.

Over the next decade, Express I provided safe, comfortable, and convenient airline service to 56 cities in the Southeast and upper Midwest. In 1997, Northwest Airlines elected to make changes in the structure of Express I, which, until then, had been privately held. Effective April 1, 1997, Express I became a wholly owned subsidiary of Northwest Airlines. In order to consolidate the many Airlink systems operated at that time, Express I transferred flying from Minneapolis-St. Paul, allowing it to concentrate on the Memphis Hub. In August 1997, Express I moved its corporate headquarters to Memphis, allowing all the various departments to function from its main base of operations. On May 7, 1999, Express I announced a major transition into the jet age as its parent company announced that Express would be the launch operator of the Canadair Regional Jet (CRJ) at Northwest. This award was for a minimum of 42 CRJs designated to operate as Northwest Jet Airlink. Delivery of the

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CRJs began in April 2000 and the first Northwest CRJ lifted into the sky on June 1, 2001, bound for Greenville - Spartanburg, South Carolina.

Express I further expanded development of 3 Maintenance Repair Overhaul (MRO) facilities related to CRJ operations. The first, located in Knoxville, Tennessee, is a permanent base. It is capable of handling up to 6 aircraft under cover. The Knoxville facility serves as the primary CRJ Maintenance, Repair, and Overhaul facility. A second CRJ maintenance site is located at South Bend, Indiana. This location is designed to perform preventive maintenance on the CRJ and opened in January 2002. The third is in Fort Wayne, Indiana. In order to more accurately reflect our objectives as an airline, Express Airlines I, Inc. officially changed its name to Pinnacle Airlines, Inc. effective May 8, 2002.

On November 24, 2004 a very significant event occurred for Pinnacle Airlines. The company became publicly held. Stock is traded on the NASDAQ Market as PNCL.

PINNACLE AIRLINES FLEET

The CRJ200 entered our fleet in April 2000. These 50-seat jets are outfitted with leather seating and have upgraded interiors superior to any other CRJ product in the world. CRJ maintenance is performed at a number of locations, including Memphis, Detroit, Knoxville, South Bend, Fort Wayne, and Minneapolis. Pinnacle operates the LR (long-range) version of both aircraft. The aircraft are capable of flying 2,300 statute miles and cruising at speeds up to Mach 0.81. We currently operate 142 Canadair Regional Jets. Of the 142 aircraft 128 are CRJ 200 and 16 are CRJ 900. All aircraft now operate under the Delta Connection.

PINNACLE AIRLINES PEOPLE

Pinnacle Airlines employs more than 3,400 airline professionals with nearly 1,500 of our People residing in the Memphis area. Pinnacle Airlines is dedicated to its People and provides not simply technical training, but training in leadership, communication, and diversity.

We believe our People are our most valuable asset. In order to capitalize on their extensive knowledge, we offer our People the chance to discuss any issues with each other, supervisors, departmental representatives, and senior management through our Bright Ideas Suggestion Program. The suggestion program is a way to obtain ideas for operational improvement from our People on the front lines. All suggestions are distributed to the appropriate department head. The department head then responds to why or why not the suggestion was or was not implemented.



COMMUNICATION AND TECHNOLOGY

We offer efficient ways to communicate with our Customers and our People. Our website, www.flypinnacle.com, has been established a way for our customers to purchase our air service as well as provide us with feedback that helps us improve the overall makeup of our operations.

Employee communication channels have also been enhanced by the development of an intranet. The site, which can be accessed by all current employees, provides a host of information, including an on-line company handbook, updates on benefits and travel opportunities, as well as ways to communicate directly with Human Resources and Senior Management.

OPERATIONAL SCOPE

Pinnacle Airlines Corp. (NASDAQ: PNCL), an airline holding company, is the parent company of Pinnacle Airlines, Inc. and Colgan Air, Inc. Pinnacle Airlines, Inc. operates a fleet of 141 regional jets in the United States, Canada, the Bahamas, Mexico, U.S. Virgin Islands, and Turks and Caicos Islands as Delta Connection. Colgan Air, Inc. operates a fleet of 48 regional turboprops as Continental Connection, United Express and US Airways Express. Pinnacle Airlines Corp. operating units fly over 1,100 daily flights and transport 13 million passengers a year to 158 cities and towns in North America. The corporate headquarters is located in Memphis, Tennessee. Airport hub operations are located in Atlanta, Detroit, Memphis, Minneapolis and New York. Visit www.pncl.com for more information.



FLIGHT ATTENDANT CANDIDATE EXPECTATIONS

As a candidate, you bring with you a variety of competencies which will be expanded and enhanced during your training. Pinnacle Airlines and Inflight Services expect you to achieve the skills and competencies needed to meet company standards of excellence for all Flight Attendants. You are expected to demonstrate and develop the following:

COMMUNICATION: *Do you communicate effectively?*

As a Flight Attendant, the ability to communicate effectively is critical to your position. Communication includes written, verbal, non-verbal, listening, reading, and comprehension skills.

INTEGRITY: *Are you honest and trustworthy?*

Integrity is a combination of positive ethics, values and honesty. Having these characteristics demonstrates to both Pinnacle Airlines customers and your co-workers that you can be trusted in your position as a Flight Attendant.

EFFECTIVE INTERACTION: *Do you work with others in a professional manner?*

You will be interacting with customers, pilots, other Flight Attendants and a wide variety of Pinnacle employees. How you build relationships and deal with diversity, personal conflicts, and contradictions is essential to effective teamwork.

PROBLEM-SOLVING: *Do you know how to solve problems effectively?*

You will need to excel in managing various types of problems and conflicts which may arise during your training experience and throughout your career. Good problem-solving skills include the ability to maintain composure and to utilize your resources while coping effectively with stress and adversity.

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TIMELINESS AND RELIABILITY: *Do you make good decisions quickly?*

Perseverance and dedication are strong indications of your level of commitment to your career and to Pinnacle Airlines. These qualities are demonstrated when making decisions and responding to situations in a timely manner.

AWARENESS AND NEEDS: *Do you know what is going on around you?*

To effectively meet our customer's needs and ensure passenger safety, Flight Attendants must focus on what is happening around them. Empathy, compassion, perception and the ability to take appropriate action are key indicators of your situational awareness.

CAPABILITY: *Do you have the desire to learn?*

Taking the initiative and responsibility to learn demonstrates your desire to develop yourself. Self-knowledge leads to understanding and strengthens your capabilities. Training is an intense experience with a lot of hard work. You have to be willing to work hard for your dream.

LEADERSHIP: *Are you a leader or a follower?*

You will be given the opportunity in Training and in your career to assume a leadership role. The ability to form and motivate a team toward a common goal demonstrates your strength as a leader.

TECHNICAL ABILITY: *Are you able to learn all of the technical aspects of this position?*

You will be required to understand, demonstrate and apply all of the technical policies and procedures of a Flight Attendant. Knowing and complying with Federal Regulations and Company procedures is essential.

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STRATEGIC ABILITY AND CUSTOMER INTERACTION: *Are you flexible in a variety of situations?*

Creativity is necessary when working in a limited environment such as onboard the aircraft. Different situations call for different reactions. You must be resourceful and flexible in order to effectively balance priorities and take action.

TIME MANAGEMENT: *Do you effectively prioritize your tasks and choices?*

Flight Attendants must manage multiple tasks prior to and during flights. Making the best use of your time by logically prioritizing within this limited time frame and organizing tasks demonstrates your ability to effectively manage your time.



FLIGHT ATTENDANT DUTIES AND WORK ENVIRONMENT

When most passengers think of their experience with a particular airline, the person they remember the most is the Flight Attendant. This is true simply because the Flight Attendant has the longest contact and most interaction with the customer. Therefore, a Flight Attendant **MUST** always leave a good and positive impression.

The primary duty of a Flight Attendant is to care for the passengers in a safe and professional manner. Many aspects of the customer's experience with Pinnacle Airlines, from boarding to arrival, rest solely on the service provided by the Flight Attendant. For this reason, the Flight Attendant is our most important ambassador.

The work environment of the Flight Attendant is subject to frequent changes in climate and locales. From the frigid temperatures in Minneapolis to the sweltering temperatures in Memphis, the position involves variable hours and working conditions. Altitude changes and the resulting potential for turbulence along with multiple take-offs and landings throughout the day are typical physical stressors in a Flight Attendant's day.

A Flight Attendant works in the confined spaces of the cabin and galley of the aircraft, and must be prepared to spend long hours standing, walking, bending, lifting, pushing and pulling moderately heavy objects, and equipment.

A Flight Attendant is in constant contact with passengers, dealing with a variety of personalities and occasionally a disgruntled passenger.

In the event of an emergency, a Flight Attendant must be able to provide leadership, direction, and assistance to passengers. Knowledge of emergency equipment and evacuation procedures is imperative.

As you can see, the duties of a Flight Attendant encompass a wide variety of responsibilities. The training you will receive is extensive, challenging, extremely important and will fully prepare you to meet the expectations of your position.



ANNOUNCEMENTS

Announcements are the primary means of communicating customer service and safety information. Announcements establish the tone of interaction between customers and Crew and are provided to convey important information and create a customer friendly environment. Effective announcements instill confidence and trust, and establish professionalism. Begin practicing your announcements. Say them in front of a mirror and to family and friends; ask for feedback. Try recording your voice as you make your announcements. This will help you evaluate how you present yourself in front of an audience. How you deliver your announcements on the aircraft directly determines the passenger's perception of you and your abilities as a Flight Attendant.

ANNOUNCEMENT STANDARDS

- ✓ Announcements must be delivered on every flight
- ✓ All announcements are delivered as published from the Flight Attendant Manual, Alert Bulletins, or memos issued by Inflight Services
- ✓ Deviation from the written text is not permitted
- ✓ Announcements are read slowly and clearly, in a polite tone that requests cooperation
- ✓ Inappropriate humor must be avoided
- ✓ Good judgment should be used in avoiding excessive announcements that may be intrusive to passengers who wish to rest
- ✓ Consideration should be taken not to duplicate announcements already delivered by the Flight Crew
- ✓ Announcements should not be started with "For your information," or "May I have your attention please"
- ✓ "Thank you" should only be said after announcements that request passenger compliance with specific procedures

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- ✓ During a delay, passengers should be kept informed of the delay status; accurate, timely and precise information should be provided
- ✓ When announcing a city served by an airport, include all cities and state(s) served by that airport



ROUTINE ANNOUNCEMENTS CRJ 200

The following announcements are those most commonly used on the CRJ200 aircraft. All announcements, for both the CRJ200 and the CRJ900 aircraft, will be reviewed with you during Training.

PRIOR TO DEPARTURE

10-15 MINUTES PRIOR TO DEPARTURE (ALL FLIGHTS-REPEAT AS NECESSARY)

Good (morning/afternoon/evening) Ladies and gentleman and welcome aboard Delta Connection a member of SkyTeam. This is flight __#__ to __city___. As you locate your seat, please place smaller items under the seat in front of you, providing more room for larger items in the overhead bins. Mobile phones and electronic devices may be used until the boarding door is closed. For your safety, laptop computers may not be stowed in seat pockets. Thank you and welcome aboard.

5 MINUTES PRIOR TO DEPARTURE

Ladies and Gentleman we will be departing soon. Please take your seat after you place your bags in an overhead bin or under the seat in front of you. If you cannot find a place for your bags, please bring your bags forward. They will be valet checked. If you are seated in an exit seat, please review the exit seating responsibilities on the safety information card in your seat pocket. If you are unable or prefer not to perform these functions, please let me know and I will be happy to find you another seat. Thank you. We will be departing soon for __city__.

AT DOOR CLOSURE

Ladies and Gentleman, the boarding door is now closed. Mobile phones and other electronic devices must be turned off and stowed at this time. Prior to aircraft movement, everyone must be seated with your seatbelts fastened; tray tables, carry-on items stowed; and aisle armrests lowered.



DEPARTURE FOR CRJ 200

INTRODUCTION

Good (morning/afternoon/evening) Ladies and Gentleman and welcome aboard Delta Connection. My name is (your name) and I will be your Flight Attendant for today's flight.

SAFETY DEMONSTRATION

Please direct your attention to the front of the aircraft for a brief demonstration of the safety features of our CRJ 200 aircraft. Your seat belt must be securely fastened at this time. To fasten, insert the metal tip into the buckle. Tighten by pulling on the strap so it is low and tight across your lap. To release the belt, lift the top of the buckle. Please remain seated with your seat belt fastened anytime the seat belt sign is on. Even if the sign is off, please keep your seat belt fastened in case we experience unexpected rough air.

Federal regulations require all passengers to comply with crew instructions, posted placards, and lighted information signs. Smoking is not allowed on any Delta Connection flight. Federal law prohibits tampering with, disabling, or destroying restroom smoke detectors.

This aircraft has two (2) forward doors, one (1) on each side. There are two (2) windows exits, one (1) on each side over the wings. All exits are clearly marked with exit signs and instructions for operation. In an emergency, lights will illuminate the aisle to guide you to an exit. Please locate the exits nearest you, keeping in mind they may be behind you.

If there is a loss of cabin pressure, a panel above your seat will open revealing oxygen masks. Remain seated with your seat belt fastened and pull a mask toward you to start the flow of oxygen. Place the mask over your nose and mouth. Secure the elastic strap around your head, and tighten by pulling on the ends. Breathe normally, and note that oxygen is flowing, even if the bag does not inflate. Secure your own mask before helping others.

In the unlikely event of a water landing, your seat cushion may be used for flotation. To use, pull up to remove the bottom cushion. Upon exiting the aircraft, hold the cushion to your chest with the straps facing away. Put your arms through the straps and hold your wrists.

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Before we take off, be sure seat backs are upright, tray tables and carry-on items are stowed and aisle armrests are lowered. Finally, please take a moment to review the safety information card in your seat pocket.

As I complete the final safety checks, please let me know if you have any questions. I will do everything I can to ensure you have a safe and enjoyable flight. I will now demonstrate the use of the seatbelt.

NOTE:

WHILE PERFORMING THE SAFETY DEMONSTRATION, FLIGHT ATTENDANTS MUST DEMONSTRATE THE USE OF THE SEATBELT AND OXYGEN MASKS USING THE DEMO EQUIPMENT AND POINT OUT THE LOCATION OF THE OXYGEN MASKS, FLOOR LEVEL LIGHTING AND EXITS.

INFLIGHT

END OF STERILE COCKPIT (IMMEDIATELY FOLLOWING 10,000 FT. CHIME)

FLIGHTS OVER 500 MILES

Ladies and gentleman, we'd like to extend a special welcome and thank you to our SkyMiles members. Your business and loyalty is greatly appreciated by the entire Delta family. If you are a SkyMiles member or a member of our airline partner programs, you will earn approximately ___#on Departure Report_____ miles. If you are not yet a SkyMiles member, we invite you to visit delta.com to join.

We have now reached an altitude where it is safe to use approved electronic devices. Please note that federal regulations prohibit the use of mobile phones during flight. Additional information regarding electronic devices can be found in Sky magazine located in your seat pocket.

SkyMall is pleased to offer bonus SkyMiles or a discount on orders placed shortly after today's flight. Details are in the SkyMall catalog found in your seat pocket.

For your safety, please remain seated until the seat belt sign is turned off. For your convenience, we have restrooms located at the back of the cabin.

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FLIGHTS UNDER 500 MILES

Ladies and gentleman, we'd like to extend a special welcome and thank you to our SkyMiles members. Your business and loyalty is greatly appreciated by the entire Delta family. If you are a SkyMiles member or a member of our airline partner programs, you will earn approximately five hundred (500) miles. If you are not yet a SkyMiles member, we invite you to visit delta.com to join.

We have now reached an altitude where it is safe to use approved electronic devices. Please note that federal regulations prohibit the use of mobile phones during flight. Additional information regarding electronic devices can be found in Sky magazine located in your seat pocket.

SkyMall is pleased to offer bonus SkyMiles or a discount on orders placed shortly after today's flight. Details are in the SkyMall catalog found in your seat pocket.

For your safety, please remain seated until the seat belt sign is turned off. For your convenience, we have restrooms located at the back of the cabin.

FOOD/BEVERAGE SERVICE CRJ 200

250 MILES AND UNDER

Due to our short flight time, I will accommodate beverage requests as time permits.

251 MILES AND ABOVE

On today's flight, complimentary Coca-Cola beverages and a choice of complimentary snacks are offered. Premium snacks and alcoholic beverages are available for purchase. Wine and liquor are available for \$7 and beer is \$6. Please refer to Sky magazine for selections. This is a cash only flight and correct change is appreciated.

SEATBELT SIGN OFF

Ladies and Gentleman, the Captain has turned off the seat belt sign; however, we recommend you keep your seat belt fastened while seated, in case we experience unexpected rough air. Please use caution when opening overhead bins, as items may have shifted during flight.



SEATBELT SIGN ON (DURING FLIGHT)

Ladies and Gentleman, the Captain has turned on the seat belt sign. Please return to your seat and fasten your seat belt.

SEATBELT SIGN OFF (DURING FLIGHT)

Ladies and Gentleman, the Captain has turned off the seat belt sign. We remind you to keep your seat belt fastened while seated.

NOTE:

WHEN THE FASTEN SEATBELT SIGN REMAINS ILLUMINATED FOR LENGTHY DURATIONS OF TIME, PERIODIC ANNOUNCEMENTS SHOULD BE MADE.

PRE-ARRIVAL

INITIAL DESCENT (STERILE FLIGHT DECK - 10,000 FEET)

Ladies and Gentleman, as we prepare for arrival into ___city___, please ensure your seat belt is securely fastened. If you have used any carry-on items during flight, please stow them in the overhead bins or under the seat in front of you. I will be passing through the cabin to collect items you wish to discard. If you are making a connection in ___city___, please confirm your connecting gate on the information screens inside the terminal or with the Delta representative meeting the flight.

All electronic devices must be turned off and stowed. Mobile phones and certain handheld devices are allowed after landing, during taxi. If you plan to use one of these devices on the ground, please ensure it is within reach. We will let you know when it is safe to use these devices.

Our goal is to make your Delta Connection experience safe, comfortable, relaxing, and enjoyable. Your comments will help us to continually improve our service, and are greatly appreciated. I have comment cards available for your convenience.



BEFORE LANDING

FINAL APPROACH (DOUBLE HI-LO CHIME)

Ladies and Gentleman, in preparation for landing, please make sure your seat belt is fastened, seat backs and tray tables are in their upright and locked positions, and all aisle armrests are lowered. We will be landing shortly.

ARRIVAL

TAXI (DELIVER WHEN AIRCRAFT TURNS OFF ACTIVE RUNWAY)

Ladies and Gentleman, welcome to __city__ where the local time is _____. Please remain seated with your seat belt fastened and carry-on items stowed until the aircraft is parked at the gate and the seat belt sign is turned off. After the seat belt sign is turned off, use caution when opening the overhead bins to prevent injury as items tend to shift in flight. You may now use mobile phones and other handheld electronic devices; however, laptop computers may not be used at this time.

ON-TIME ARRIVALS

We invite you to visit delta.com for all your future travel needs including checking in for a flight, and managing your SkyMiles account.

DELAYED FLIGHTS

We apologize for our late arrival. If you have a connection, the Delta team is aware our delay. Please check with the Delta representative meeting the flight for assistance. If __city__ is your final destination, please remain seated for a few minutes to allow our customers with close connections to deplane first. Thank you for your patience.



DELAYED FLIGHTS MORE THAN 1 HOUR

We apologize for our late arrival and for any inconvenience this may have caused. The Delta team is aware of our delay. If you have missed your connection, you will be automatically rebooked on the next available flight. Rebooking information may be obtained via a Delta scanner, Service Center, self service kiosk or from an agent with a mobile scanning device upon deplaning. If __city__ is your final destination, please remain seated for just a few minutes to allow our customers with close connections to deplane first. Thank you for your patience.

On behalf of Delta and our SkyTeam and codeshare partners, thank you for flying with us. We have enjoyed having you on board today and look forward to serving you again soon. Thank you and have a great (day/afternoon/evening).



AIRPORT / CITY CODES, AIRLINE CODES & AVIATION TERMINOLOGY

Like many industries, the airline business has its own language. As a member of this industry you will soon be talking in terms of "Load Factor", "ETA", "PNR", and referring to towns and cities worldwide using three-letter codes that may or may not have any logical relationship to the original name.

This portion of your Training Workbook is designed to help you become familiar with many of the codes, abbreviations and terms used in our industry. The new language you will learn in this Workbook is by no means inclusive. You will encounter new words, codes and phrases throughout your airline career. Your understanding and use of this language will aid you in your performance as an airline employee.

AIRPORT / CITY CODES

WHAT ARE AIRPORT AND CITY CODES AND WHY USE THEM?

Cities and airports served by airlines are assigned a three-letter code by the Federal Aviation Administration (FAA). The purpose of these codes is to save time and avoid confusion. The codes enable airline personnel to communicate clearly and quickly.

Because so much of our work involves the writing of city names, you can see the time saved by writing MEM, MSP, or SUX instead of Memphis, Tennessee; Minneapolis / St. Paul, Minnesota; or Sioux City, Iowa.

City and airport codes also provide uniformity for the airline industry. For example, PNS on tickets, baggage tags, and electronic message systems is recognized all over the world as Pensacola, Florida.



WHO USES AIRPORT AND CITY CODES?

Virtually everyone involved in the aviation industry uses the city and airport codes to clarify and expedite communications. This includes all airline, Federal Aviation Administration, Department of Transportation, and National Weather Service employees. Employees of travel agencies, car rental firms, and industry trade associations are frequent users of standard city codes. You may also see your television weather person use city codes, and you will even see your more experienced customers use these codes as part of their written communication.

WHAT IS THE DIFFERENCE BETWEEN AIRPORT AND CITY CODES? WHY HAVE BOTH?

We really don't have both; it's just a matter of how they are used. Usually, the code for the airport is also used to identify the city the airport serves. But, this is not always true. Where several airports serve the same city, each of the airports will have their own identification code. Another code will be used to identify the city. For example, the code for New York City is NYC, however, there are two (2) airports located in and serving New York City. They are identified with the codes LGA (LaGuardia Airport) and JFK (John F. Kennedy International Airport). Another good example is Chicago (CHI) served by two (2) commercial airports: ORD (O'Hare International Airport) and MDW (Midway Airport). So, while you may hear them referred to as city codes, we are really only concerned with airport codes. You must exercise caution, however, to use the correct airport code, not the city identifier when working with a customer traveling to a city served by more than one airport.

WHEN AND HOW SHOULD I USE AIRPORT CODES

Airport codes are a vital part of the aviation community's language. They are used:

- ✓ In all written communications between travel industry personnel
- ✓ In all electronic communications
- ✓ On bag tags
- ✓ On all company forms

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- ✓ In the fare ladder section of an airline ticket

A large part of the traveling public, however, may not be familiar with our airport codes. And, frankly, many of the codes cannot be easily associated with the city they identify (BNA for Nashville, TN?). So, to avoid confusing the customers, airport codes should **not** be used:

- ✓ In written communications with the customers
- ✓ In verbal communications with anyone
- ✓ In the FROM/TO sections of an airline ticket - Spell out the City's name and state

WRITE THEM CLEARLY...

When writing airport codes, use uppercase block letters only. Make each letter clear and legible. Think about it; a sloppy "G" can look like an "E". The customer gets to Montgomery, Alabama while his bag gets to stay in Memphis, Tennessee. Write all codes clearly and plainly.

AND WATCH THE SPELLING...

Each of us is proud of our name. We become offended when someone misspells it. Likewise, we are proud of our communities and expect others to honor our pride by spelling the city and state names correctly. Additionally, as travel professionals, we should know city and state locations and proper spelling. We display a poor image of our company and ourselves when we don't. For the purpose of this training, you are expected to know and use state names and correct spelling for all cities and states.

When speaking with a customer, confusion and misunderstanding can be avoided by using both the city and state names. Think about the army recruit enroute to Fayetteville, North Carolina (Fort Bragg) winding up in Fayetteville, Arkansas because an airline employee did not clarify to which Fayetteville the customer was traveling.

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Many states have cities with the same name. For example:

- | | |
|-------------------------------|-----------------------------|
| ✓ Fayetteville, AR XNA | Fayetteville, NC FAY |
| ✓ Greenville, MS GLH | Greenville, SC GSP |
| ✓ Jackson, MS JAN | Jackson, TN MKL |
| Jackson, MI JXN | Jackson, WY JAC |
| ✓ Lafayette, LA LFT | Lafayette, IN LAF |
| ✓ Columbus, MS GTR | Columbus, OH CMH |
| Columbus, GA CSG | Columbus, NE OLU |

It goes without saying that you can ruin someone's whole trip by sending them to the right city in the wrong state. The best way to avoid the problem of common city names is to always use the state name when referencing a city. Get in the habit of using the state name or the state code in all of your communications, verbal or written, with a customer

THE CONSTRUCTION OF AIRPORT CITY CODES

Some airport codes are logical and make perfect sense. We can look at MEM and immediately think of Memphis, TN. Others are not quite so logical until we know a little more about how the codes are derived. What, for example, do you think of when you see the code ALO? See what I mean? Let's see if we can learn the logic of airport code construction as we take a closer look at how airport codes are developed.

Most airport codes fall into one of the following categories:

1. **FIRST THREE LETTER CODES:** These are codes made up of the FIRST THREE LETTERS of the city name. Examples include:

- | | |
|--------------|-----------------------------|
| ✓ TUP | <u>T</u> upelo, Mississippi |
| ✓ MEM | <u>M</u> emphis, Tennessee |
| ✓ ATL | <u>A</u> tanta, Georgia |

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2. **RANDOM LETTER CODES:** These are codes derived with RANDOM LETTERS taken from either the city name or both the city and state names. Examples include:

- ✓ **RFD** Rockford, Illinois
- ✓ **MLU** Monroe, Louisiana
- ✓ **MSP** Minneapolis/St. Paul, Minnesota

3. **AIRPORT NAMED CODES:** In many cases the airport code is actually taken from the name of the airport. These are a little harder to relate to a city name. Examples include:

- ✓ Jackson, Tennessee **MKL** MckKeller Airport
- ✓ Knoxville, Tennessee **TYS** Tyson Field
- ✓ Baltimore, Maryland **BWI** Baltimore Washington Int'l Airport

4. **NON-LOGICAL CODES:** And then there are some codes that seemingly do not fit any logical pattern. They usually do have a reason, but we just haven't figured it out yet. Examples include:

- ✓ **MSY** New Orleans, Louisiana
- ✓ **LAX** Los Angeles, California
- ✓ **PDX** Portland, Oregon

Understanding how codes are derived helps to learn them. However, the only way to learn some codes is through rote memory and repeated usage (also known as practice). Incidentally, ALO is the code for Waterloo, Iowa. Who would've thought it?

The following is a sampling of Airport / City Codes arranged by state and country. Learn this information for training.

Alabama (AL) BHM Birmingham
 HSV Huntsville / Decatur
 MOB Mobile
 MGM Montgomery

Arkansas (AR) FSM Fort Smith
 LIT Little Rock
 XNA Fayetteville / NW Arkansas

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| | |
|------------------|---|
| Arizona (AZ) | TUS Tucson |
| Colorado (CO) | COS Colorado Springs DEN Denver |
| Connecticut (CT) | BDL Hartford (Bradley Airport) |
| Florida (FL) | GNV Gainesville JAX Jacksonville PFN Panama City (Fannin Field) PNS Pensacola TLH Tallahassee PBI West Palm Beach SRQ Sarasota FLL Fort Lauderdale |
| Georgia (GA) | ATL Atlanta SAV Savannah |
| Idaho (ID) | IDA Idaho Falls |
| Illinois (IL) | MDW Chicago (Midway) MLI Moline / Quad Cities ORD Chicago (O'Hare) RFD Rockford |
| Indiana (IN) | EVV Evansville SBN South Bend FWA Fort Wayne IND Indianapolis |
| Iowa (IA) | CID Cedar Rapids DSM Des Moines ALO Waterloo SUX Sioux City |
| Kansas (KS) | ICT Wichita |

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| | |
|--------------------|--|
| Kentucky (KY) | LEX Lexington SDF Louisville (Standiford Field) |
| Louisiana (LA) | BTR Baton Rouge LFT Lafayette SHV Shreveport |
| Maine (ME) | PWM Portland BGR Bangor |
| Massachusetts (MA) | BOS Boston |
| Maryland (MD) | BWI Baltimore |
| Michigan (MI) | AZO Kalamazoo / Battle Creek DTW Detroit FNT Flint LAN Lansing TVC Traverse City PLN Pellston / Mackinac Island MBS Saginaw / Bay City / Midland MKG Muskegon GRR Grand Rapids |
| Minnesota (MN) | DLH Duluth MSP Minneapolis / St. Paul RST Rochester INL International Falls |
| Mississippi (MS) | JAN Jackson GPT Gulfport / Biloxi |
| Missouri (MO) | MCI Kansas City (Mid Continent Int'l) SGF Springfield / Branson STL St. Louis |
| Montana (MT) | HLN Helena BZN Bozeman FCA Kalispell |

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| | |
|---------------------|--|
| Nebraska (NE) | LNK Lincoln OMA Omaha |
| New Mexico (NM) | ABQ Albuquerque |
| New York (NY) | ALB Albany BGM Binghamton BUF Buffalo ELM Elmira / Corning JFK New York (JFK International) HPN White Plains / Westchester County SWF Newburgh (Stewart) ROC Rochester SYR Syracuse LGA LaGuardia |
| North Carolina (NC) | AVL Asheville CLT Charlotte GSO Greensboro Winston / Salem RDU Raleigh / Durham |
| North Dakota (ND) | BIS Bismarck / Mandan FAR Fargo |
| New Hampshire (NH) | MHT Manchester |
| Oklahoma (OK) | OKC Oklahoma City TUL Tulsa |
| Ohio (OH) | CAK Akron / Canton CMH Columbus CVG Cincinnati (Covington KY) CLE Cleveland DAY Dayton TOL Toledo |

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| | |
|---------------------|--|
| Pennsylvania (PA) | ABE Allentown / Bethlehem / Easton AVP Wilkes-Barre / Scranton PIT Pittsburgh ERI Erie MDT Harrisburg / Lancaster / York SCE State College PHL Philadelphia |
| Rhode Island (RI) | PVD Providence |
| South Carolina (SC) | CHS Charleston CAE Columbia GSP Greenville / Spartanburg MYR Myrtle Beach |
| South Dakota (SD) | FSD Sioux Falls |
| Tennessee (TN) | CHA Chattanooga MEM Memphis TYS Knoxville (McGhee Tyson Field) |
| Texas (TX) | AUS Austin ELP El Paso MFE McAllen SAT San Antonio DFW Dallas / Fort Worth (DFW International) DAL Dallas (Love Field) IAH Houston (Intercontinental) HOU Houston (Hobby) |
| Virginia (VA) | RIC Richmond ORF Norfolk / Virginia Beach / Newport ROA Roanoke |
| Vermont (VT) | BTV Burlington |

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| | |
|-------------------|---|
| Wisconsin (WI) | ATW Appleton CWA Wausau / Stevens Point GRB Green Bay LSE Lacrosse MSN Madison MKE Milwaukee |
| Wyoming (WY) | CPR Casper |
| Washington (WA) | GEG Spokane |
| Washington, D. C. | IAD (Dulles Airport) DCA (Reagan Airport) |
| Canada | YEG Edmonton, Alberta YOW Ottawa, Ontario YWG Winnipeg, Manitoba YQB Quebec, Quebec YYZ Toronto, Ontario YHZ Halifax, Nova Scotia YYG Charlottetown, Prince Edward Island |
| Bahamas | NAS Nassau |
| Virgin Islands | STX St. Croix |
| Mexico | CZM Cozumel MTY Monterrey GDL Guadalajara |
| Belize | BZE Belize City |
| Turks & Caicos | PLS Providenciales |



AIRLINE CODES

Every airline in the world is identified by a 2-letter alpha- and / or numeric- code. Here is a sampling:

| | |
|-------------------------|----|
| Pinnacle Airlines, Inc. | 9E |
| Air Tran | FL |
| Alaska Airlines | AS |
| Aloha Airlines | AQ |
| American Airlines | AA |
| American Trans Air | TZ |
| Comair | OH |
| Continental Airlines | CO |
| Delta Airlines | DL |
| EasyJet Airlines | U2 |
| Frontier Airlines | F9 |
| Southwest Airlines | WN |
| United Airlines | UA |
| US Airways | US |



AVIATION TERMINOLOGY

In addition to airport codes, there are many words, abbreviations and phrases that are unique to the aviation and airline industry. Additionally, there are many other words that, while not exclusive to our industry, are used in rather unusual or different ways. This section of the Workbook will help you understand some of the new “language” that you will be encountering on the job. The list is not intended to be all-encompassing and as you progress through your airline career you will continue to encounter new words and meanings. As you hear or see them, take the time to learn their meaning. The knowledge will make you a better travel professional.

NOTE:

YOU WILL BE TESTED ON THIS INFORMATION.

AFAD/PRE-DEPARTURE REPORT – Final paperwork given to the Flight Attendant by the gate agent; contains specific information regarding number of passengers, their seat numbers, flying status, etc.

AFT - Rear area of the aircraft

AIR CARRIER - An Airline authorized by the government to engage in transportation of customers and cargo

AIR TRAFFIC CONTROL (ATC) - A network of radio communication facilities responsible for the safe guidance of aircraft in both the air and on airport taxiways and runways

AIRPORT / CITY CODE - A three-character alpha code identifying an airport

ALERT BULLETIN - A written communication issued to inform Flight Attendants of immediate changes to manual content. Bulletins are temporary and must be retained until the manual can be permanently revised



ALTITUDE - An aircraft's vertical distance from the sea level. (Usually measured in feet)

ANNUAL RECURRENT TRAINING (ART) - A training program mandated by the FAA, which all FAs must complete annually, containing ground school and hands-on training.

AIRCRAFT OPERATING AREA (AOA) - The restricted area at the airport in which aircraft are parked and serviced. Access to this area is limited to airline / airport and other authorized personnel only. It is also called the ramp area.

BACK-TO-BACK - Two trips flown consecutively

BAG CART - A cart or stand used to temporarily store customer's baggage

BALLAST – Weights of 50 lb. increments placed in cargo for aircraft weight and balance purposes

BASE - The station / domicile where all your trips will begin and end

BIDDING - The process in which FAs indicate their schedule preferences to determine flight schedules for a given month

BLOCK-IN / BLOCK-OUT – The period of time that begins when the aircraft brakes are released (Block Out) and ends when the aircraft comes to a stop and the brakes are set (Block-In).

BOARDING - When customers enplane (get on) an aircraft

BRIEFING / CREW BRIEFING - A short meeting of all flight crew members prior to each duty period and whenever there is an aircraft or crew change. The briefing includes an introduction, emergency and service review, and other pertinent information.

BULKHEAD - A wall onboard the aircraft

CABIN - The passenger compartment of an aircraft



CANADAIR REGIONAL JET (CRJ) - A pressurized jet built by the Bombardier Company of Canada that carries a crew of three: Captain, First Officer and Flight Attendant. Pinnacle Airlines operates two (2) models of the CRJ; the CRJ 200 (50 seats) and the CRJ 900 (76 seats)

CAPTAIN - Pilot in command of an aircraft (PIC); occupies left seat in the flight deck

CARGO - Items accepted for carriage on a flight, including baggage, airfreight, small package shipments, mail and Comat (company mail)

CARGO COMPARTMENT - Sections of the aircraft used to store baggage and other cargo. Passengers are not permitted access to these compartments

CARRIER - An airline that provides scheduled air transportation to the public

CARRY-ON BAGGAGE - Items carried by the customer onto the aircraft. Excessive carry-on items may be stored in one of the designated cargo compartments. The weight of carry-on items is included with the passenger's weight

CHARTER - A non-scheduled flight contracted to specific groups who enter into a mutual agreement regarding cost and services with the airline

CHECKLIST - Any written list of items designed to assist a crewmember in performing their job responsibilities in a specific order

CHECKED BAGGAGE - Baggage (luggage) surrendered by the customer at their original boarding city that is carried to the passenger's final destination. Checked baggage is returned to the customer only at the baggage claim area

COMAT / COMAIL – Company mail

COMPLAINT RESOLUTION OFFICER (CRO) - An employee who has been trained in the rules and regulations involving a person with disabilities and exit row requirements

CONFIGURATION - The arrangement of an aircraft's seats and other cabin features



CONNECTION - The process of taking two (2) or more flight segments to travel to a final destination. **EXAMPLE:** A customer and their luggage take a flight from Huntsville, Alabama to Memphis, Tennessee, change to another aircraft, and then take another flight from Memphis, Tennessee to Springfield, Missouri

CREWMEMBER - Person(s) designated to perform specialized duties onboard an aircraft. (i.e. pilot and Flight Attendant)

CREW RESOURCE MANAGEMENT (CRM) - The effective use of all resources including personnel, training procedures and equipment to achieve the highest possible level of safety

DANGEROUS GOODS - Items identified by the DOT when shipped via an aircraft that have been deemed as hazardous. Also known as Hazmat

DEADHEADING - A crewmember being positioned for a trip

DECOMPRESSION - The aircraft's inability to maintain a designated cabin altitude

DEMO OR SAFETY DEMONSTRATION – A pre-departure briefing designed to identify how to use specified emergency equipment. Prior to each flight segment, Flight Attendants demonstrate the use of seatbelts and oxygen masks, and identify emergency exits.

DEPLANE - The act of leaving an aircraft at the termination of a flight

DESCENT - The downward motion of an aircraft in preparation for landing

DESTINATION - Predetermined arrival point

DISPATCH - Employees who are jointly responsible with the Captain for the safe launch of each flight

DITCHING - An emergency landing and evacuation of an aircraft in water

DOMESTIC - Flying within the continental United States

DON - To put on (i.e. "Don your life jacket!")

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DEPARTMENT OF TRANSPORTATION (DOT) – The federal agency responsible for setting policies and procedures governing all modes of transportation in the United States

DOWNLINE - Segments, legs, or stations that follow your station on a flight's routing

EMERGENCY EXIT - Special exits used to evacuate an aircraft in an emergency

ETA - Estimated Time of Arrival

ETD - Estimated Time of Departure

EVACUATION - The process of immediately leaving an aircraft under emergency conditions

FLIGHT ATTENDANT - (FA) A person trained in the policies and procedures governing the emergency evacuation of an aircraft.

FEDERAL AVIATION ADMINISTRATION - (FAA) Federal Agency responsible for enforcing the policies and procedures set by the Department of Transportation. The FAA oversees airline and / or aircraft safety and emergency procedures. Also referred to as the Administrator

FEDERAL AVIATION REGULATION (FAR) - FAA rules established for the airlines to guard against potential safety hazards

FERRY FLIGHTS - A flight that positions an aircraft from one city to another city. Revenue customers are not permitted to travel on ferry flights; crewmembers may be permitted, depending on the circumstances

FIRST AID – The immediate and temporary administration of medical care until professionals are available

FLIGHT DECK - The compartment from which the pilots control the aircraft; located in the most forward section of the aircraft

FLIGHT SEGMENT (LEG) - The period of time from the point of boarding to the point of deplaning on any flight

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FIRST OFFICER (FO) - Second in command of an aircraft; occupies the right seat in the flight deck

FORWARD (FWD) - Front area of the aircraft

FREQUENT FLYER PROGRAM - An airline promotional program that rewards frequent travelers with reduced fare or free airline travel, upgrades, rental cars, hotel rates, etc. Awards are based on miles flown or dollars spent with the sponsoring airline and participating businesses

FUSELAGE - The body of an aircraft minus the wings and tail. The cockpit, passenger cabin, cargo bins and most of the navigational and communications equipment are contained in the fuselage

GALLEY - Area on the aircraft where food and beverages are stored and prepared

GATE - The area in the terminal where customers board or deplane the aircraft

GROUND POWER UNIT (GPU) - A portable device attached to the aircraft while it is on the ground to supply power when the engines are not running

HANGAR - Building where airplanes are sheltered and / or brought for maintenance work

HAZARDOUS MATERIALS (HAZMAT) - Chemicals, compounds, and other materials that may pose health hazards to workers; synonym for Dangerous Goods

JUMPSEAT - An additional seat usually located in the cockpit of an aircraft. A third authorized party, such as an FAA inspector or a pilot in training, uses the jumpseat for viewing cockpit procedures. Also includes the F/A jumpseat(s) in the cabin

LOAD - Total number of customers onboard a flight

LAYOVER - To stay over at a station or city other than your home base; does not require overnight

MT - Missed Trip (See No show)

NATIONAL TRANSPORTATION SAFETY BOARD (NTSB) - Organization that investigates airline accidents and makes recommendations to the FAA

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NO-SHOW - A Flight Attendant or customer who does not show up for a scheduled flight. (Missed Trip)

NON-REVENUE PASSENGER (NON-REV) - Airline employees and / or eligible family members who are traveling on stand-by status and have paid service fees for their tickets

ORIGINATING FLIGHT - A flight that is just beginning and has its own flight number

PER DIEM - Meal expense allowance determined by the total number of hours you are away from your home base

PLACARDS - Instructional signs posted in the aircraft (i.e. exit signs, door operation instructions for exit row windows, etc.)

PREFLIGHT CHECK - A check performed by Flight Attendants to ensure emergency equipment and specific aircraft systems are in proper working order

PROTECTIVE BREATHING EQUIPMENT (PBE) - A breathing apparatus that provides an environment safe from toxic smoke and fumes while fighting a fire

RAMP - Area where airplanes park outside of the terminal

RESERVE FLIGHT ATTENDANT – A Flight Attendant whose month consists of predetermined periods of availability for flight duty with intervening scheduled days off

REVENUE - Tickets that have been paid for; paying customers

REVISION - Updated or revised information which must be read and inserted into the Flight Attendant manual on the first layover after receipt, or prior to the next scheduled trip

RON (REMAIN OVERNIGHT) – To stay overnight at a city other than your home base

SAFETY INSTRUCTION CARDS - Cards located in each seat pocket which illustrate and explain what to do during an emergency. They are required at every passenger carrying seat. Also referred to as Safety Briefing Cards

SECURE - to lock up, latch, or stow

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SCHEDULED TIME - The planned time between departure to arrival

SECURITY IDENTIFICATION DISPLAY AREA (SIDA) – Areas in and around an airport that require all individuals to display proper identification at all times; access is restricted to authorized personnel

STERILE COCKPIT / STERILE FLIGHT DECK - Aircraft movement up to 10,000 feet when ascending and down to 10,000 feet when descending until parked at the gate. Sterile Cockpit is the most critical phase of flight; 80% of all airline accidents happen during take off and landing. Flight Attendants should not attempt to communicate with the Flight Deck during Sterile Cockpit for other than safety-related or emergency matters

SYSTEM OPERATIONS CONTROL (SOC) - Department which includes Maintenance and Crew Routing, Meteorology, Dispatch, and Crew Coordinators

TAKEOFF - When an aircraft leaves the ground

TAXI - When an aircraft moves under its own power while on the ground

UNACCOMPANIED MINOR (UM/UMNR) - Any person 5-17 years old travelling alone, or with another person of the same age group, who has paid a fee and enrolled in the Unaccompanied Minor program

SKY – The Delta Airlines Inflight Magazine

SKYMILES – The Delta Airlines frequent flyer program



24 HOUR CLOCK

The 24-hour clock is a convention of time in which the day runs from midnight to midnight and is divided into 24 hours numbered from 0 to 23. This system is the most commonly used time notation in the world today. The 12-hour clock is dominant in only a handful of countries, particularly the United States and Canada (except Quebec). The 24-hour clock is also popularly referred to as military or astronomical time in the US and Canada.

The 12-hour clock system numbers the hours in each day from 12 to 12 and differentiates between morning and afternoon time with the suffix "a.m." or "p.m.". This results in two 3 o'clocks, two 5 o'clocks, two 11 o'clocks, etc., in each day.

In the 24-hour clock system, each hour is numbered beginning with 00 (the first hour of the day) and ending with 23 (the last hour). Minutes (01-59) are added to the hour to form the complete time reference. 24-hour clock time is always represented by four (4) digits. The result is a time reference that leaves no doubt as to morning or afternoon, day or night. There is only one 0600 (6:00 a.m.), and what we think of as 6:00 p.m. is now 1800.

CONVERTING FROM THE 12-HOUR CLOCK TO THE 24-HOUR CLOCK

The 24-hour clock is expressed in four numbers beginning with 0001 (12:01 a.m.) and ending with 0000 (12:00 a.m.) Midnight

EXAMPLE: 1245

HOOR OF THE DAY = 12TH

MINUTES PAST THE HOUR = 45

When converting from the 12-hour clock to the 24-hour clock, the first hour of the day (from 12:00 a.m. to 12:59 a.m.) is represented by minutes only. Substitute 00 for the hour twelve (12), delete the colon and the a. m. suffix.

EXAMPLES:

12:52 A.M. = 0052
12:15 A.M. = 0015
12:58 A.M. = 0058

Flight Attendant Initial Training Workbook



To convert the times between 1:00 a.m. and 11:59 a.m. to the 24-hour clock, delete the colon and the a.m. suffix and insert zero(s), when necessary, so that the end result is four (4) digits.

EXAMPLES:

8:10 A.M. = 0810
1:22 A.M. = 0122
11:26 A.M. = 1126

To convert time between 12:00 p.m. and 12:59 p.m., remove the colon and the p.m. suffix.

EXAMPLES:

12:00 P.M. = 1200
12:27 P.M. = 1227
12:58 P.M. = 1258

To convert time between 1:00 p.m. and 11:59 p.m., add 12 hours, delete the colon and p.m. suffix.

EXAMPLES:

1:00 P.M. = 1300
1:00 P.M. + 12 HOURS = 1300

2:05 P.M. = 1405
4:08 P.M. = 1608
7:30 P.M. = 1930
11:45 P.M. = 2345

NOTE:

MIDNIGHT MAY BE WRITTEN AS EITHER 0000 OR 2400 IN THE 24-HOUR CLOCK



PRACTICE

Convert the following times from the 12-hour clock to the 24-hour clock:

- **6:00 p.m.** _____
- **8:01 p.m.** _____
- **11:42 a.m.** _____
- **9:17 p.m.** _____
- **5:40 a.m.** _____
- **4:00 p.m.** _____
- **1:15 p.m.** _____
- **12:00 a.m.** _____
- **8:44 a.m.** _____
- **5:40 p.m.** _____
- **7:59 p.m.** _____
- **12:14 a.m.** _____
- **10:55 p.m.** _____
- **12:44 p.m.** _____
- **2:28 p.m.** _____
- **6:45 a.m.** _____
- **11:59 p.m.** _____
- **12:59 a. m.** _____



PRACTICE

Convert the following times from the 24-hour clock to the 12-hour clock:

- 1703 _____
- 1425 _____
- 1252 _____
- 0032 _____
- 1515 _____
- 1159 _____
- 1045 _____
- 0735 _____
- 0244 _____
- 1305 _____
- 1600 _____
- 2322 _____
- 1755 _____
- 2125 _____
- 2000 _____
- 1600 _____
- 1200 _____
- 0000 _____



TIME ZONES

Time zones were developed in the 1800s and are still used today. The continental United States is divided into four (4) zones and each time zone is identified by the first letter of its name:

- Eastern Time E
- Central Time C
- Mountain Time M
- Pacific Time P

DAYLIGHT SAVING TIME

As a means of saving energy and extending recreational time, many areas of the world move daylight hours from a morning period to an evening period by simply moving the clock ahead one (1) hour during summer months. This is known as Daylight Savings Time.

TIME ZONE DESIGNATIONS

Each of the four (4) time zones are designated as either Standard time (ST) or Daylight Savings time (DT):

| | STANDARD TIME | DAYLIGHT SAVINGS TIME |
|----------|---------------|-----------------------|
| Eastern | EST | EDT |
| Central | CST | CDT |
| Mountain | MST | MDT |
| Pacific | PST | PDT |



ABBREVIATIONS

| | |
|------|--------------------------------------|
| ABP | Able Bodied Passenger |
| ATC | Air Traffic Control |
| AC | Aircraft |
| AOA | Aircraft Operating Area |
| ACM | Additional Crew Member |
| APU | Auxiliary Power Unit |
| AED | Automated External Defibrillator |
| BIA | Babe In Arms |
| CRJ | Canadair Regional Jet |
| CRO | Complaint Resolution Officer |
| CSA | Customer Service Agent |
| CRM | Crew Resource Management |
| DOT | Department of Transportation |
| ETA | Estimated Time of Arrival |
| ETD | Estimated Time of Departure |
| EMK | Emergency Medical Kit |
| FA | Flight Attendant |
| FAA | Federal Aviation Administration |
| FAR | Federal Aviation Regulations |
| FO | First Officer |
| FOD | Foreign Object Debris |
| FAM | Flight Attendant Manual |
| FOM | Flight Operation Manual |
| GPU | Ground Power Unit |
| GSA | Ground Service Agent |
| GSC | Ground Security Coordinator |
| LEO | Law Enforcement Officer |
| MCD | Main Cabin Door |
| NTSB | National Transportation Safety Board |
| PIC | Pilot in Command |
| PNR | Passenger Name Record |
| POB | Portable Oxygen Bottle |
| PSK | Passenger Service Kit |
| PSU | Passenger Service Unit |
| SIDA | Security Identification Display Area |
| SOC | System Operational Control |
| UM | Unaccompanied Minor |



ATTITUDE

The longer I live, the more I realize the impact of attitude on my life. Attitude is more important than facts. It is more important than the past, than education, than money, than circumstances, than failures, than successes, than what other people think or say or do. It is more important than appearance, talent or skill. It will make or break a company...a church...a home. The remarkable thing is we have a choice everyday regarding the attitude we will embrace for that day. We cannot change our past...we cannot change the fact that people will act in a certain way. We cannot change the inevitable. The only thing we can do is play on the string we have and that is our attitude. I am convinced that life is 10% of what happens to me and 90% how I react to it. And so it is with you...YOU are in charge of your own attitude.

Congratulations & Welcome Aboard!

Jill Christopher ~ Manager, Inflight Training

Joy Raynor ~ Lead Instructor

Sandra Harrison & Lisa Vanelli ~ Instructors

Sandy Richard ~ Curriculum Developer