



Welcome to Pinnacle Airlines Flight Attendant Training!

We are excited that you have chosen a career with Pinnacle Airlines and are looking forward to your arrival at our training facility located in Memphis, Tennessee. It is important that you take the time to read this booklet prior to departing your home as it provides valuable information such as items required for training, pertinent subject matter, as well as specifics you will need to become familiar with 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 in the 21 days you will be with us. During this time, your instructor will provide you with the skills and tools necessary to become a Pinnacle Airlines Flight Attendant.

We believe learning should be fun, 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.

Pinnacle Airlines, Inc. Mission Statement

The mission of Pinnacle Airlines 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

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 service objectives. We will provide the opportunity for all people to provide input in achieving 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 principal 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 Training Requirements

- ✓ All trainees must successfully complete the Pinnacle Airlines initial training course. All exams must be passed with a score of at least 80%. If the trainee fails an exam, one retake will be permitted. The retake exam will be administered no sooner than the next calendar day and a score of 90% must be attained in order to continue in the program.
- ✓ A Competency check, which is a verbal exam concerning the operation, duration and function of emergency equipment is also counted as an exam.
- ✓ Although specific goals must be met by flight attendant candidates regarding test scores, candidates are also evaluated on people skills, the ability to interact with others and attitude. These attributes have a direct correlation as to how a candidate will relate to and interact with our customers.
- ✓ On-time performance is a **MUST**. Trainees not arriving to class at the required time will be dismissed.
- ✓ Each new hire Flight Attendant must complete 5 hours of Inflight Training or IOE (Initial Operating Experience) with an ATS (Air Transportation Supervisor).
- ✓ Prior to completion of the probationary period, all flight attendants will receive a Quality Assurance Check, performed by an Air Transportation Supervisor, to ensure the flight attendant is proficient in the performance of his/her duties
- ✓ All flight attendants are required to attend Recurrent Training annually. Additional Quality Assurance Check Rides are scheduled for each flight attendant within 30 days of the completion of Recurrent Training.
- ✓ All flight attendant training records are recorded and maintained by the Corporate Education Center in Memphis, TN.

Items Required for Training

Each Flight Attendant Candidate must report to class with the following items:

- ✓ A valid passport
- ✓ Driver's license
- ✓ Social security card
- ✓ A certified copy of marriage certificate, if applicable*
- ✓ A birth certificate*
- *For Spouse / Dependent Travel and Insurance Benefits
- ✓ \$12.50 non-refundable money order for wings
- ✓ \$50.00 non-refundable money order for uniform deposit
 - ✓ Checks will not be accepted

For Flight Attendant candidates traveling to Memphis for training, it is recommended that you prepare a care package for yourself and mail it to the hotel. Toiletries and non-perishable food items are recommended. The address will be provided.

Your ability to follow instructions is an important element in training. Adherence to the above rules & guidelines is mandatory in order to complete the necessary forms and paperwork on the first day of training. This signed form will be forwarded to your training file.

I have read and understand these instructions:

Trainee Name _____

Trainee Signature _____ Date _____

Classroom Attire

Female

Flight Attendant candidates **MUST** adhere to the following dress code while attending class and when participating in Familiarization Flights. Our appearance standards in the classroom mirror our uniform standards while on duty. No visible tattoos or body piercings are allowed. You must cover any visible tattoos with clothing or a bandage while in training. Earrings are allowed in the earlobe only and must be no larger than a quarter. One or two matched earrings per ear. Jewelry in other visible pierced locations on the body must be removed including tongue piercings.

- White blouse (short or long sleeve **ONLY**) - Oxford type button down, shirt tails **MUST** be tucked in (NO knit tops, peasant blouses or T-shirts)
- Navy blue/black dress slacks or navy blue/black straight skirt (knee length- **NO** mini-skirts or anything shorter than 2" from below the bottom of the knee)
- Plain navy or black pumps (max. – 2 inches high), heel & toe (NO straps or ornamentation)
- One ring per hand, nails manicured
- Make up **MUST** be natural looking
- Natural hair color is a **MUST**, **NO** harsh colors! If you hair touches your shoulders, you **MUST** wear it up. **NO** banana clips allowed. Barrettes, bows, and combs may be used to hold hair back. Your hair style must look professional, and must be pinned up off of your face.
- Stockings **MUST** be worn with dresses or skirts.
- Purses are to be black or navy.
- For evenings at the hangar and for aircraft evacuations: Jeans, tennis shoes (NO slouch jeans, NO exposed skin, NO low riders unless skin is not showing, NO holes or worn jeans)
- Classrooms tend to get chilly when it is humid outside. Plan appropriately with a sweater or jacket.

Male

Flight Attendant candidates MUST adhere to the following dress code while in class and when participating in Familiarization Flights. Our appearance standards in the classroom mirror our uniform standards while on duty. No visible tattoos or body piercings are allowed. You must cover any visible tattoos with clothing or a bandage while in training. Jewelry invisible pierced locations on the body must be removed including tongue piercings.

- Navy blue or black dress pants
- White dress shirt (oxford type button down) and tie
- Dress shoes and socks
- Casual clothes for evenings
- One ring per hand
- Beards and goatees must be fully grown and neatly trimmed to the contour of the face
- Hair MUST be neat and MUST not exceed below the top of the uniform collar
- Sideburns may extend to mid-ear and may NOT exceed 7/8"
- NO necklaces
- NO earrings
- Jeans may be worn for evening aircraft evacuation drills (NO holes, NO slouch jeans and NO low riders that may show areas of skin)
- Tennis shoes may be worn while doing aircraft evacuations, MUST be in good/clean shape.
- Classrooms may tend to get chilly when it is humid outside. Please plan appropriately with a jacket or sweater.



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 Airliner. Delivery of the 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 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.

GUIDING PRINCIPLES

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.

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, Boston, Detroit, Newark, Washington Dulles, Houston, LaGuardia, Memphis and Minneapolis. Visit www.pncl.com for more information.

Corporate Education Center

Inflight Training Mission Statement

- To create an environment where respect and leadership is the foundation of our team.
- To lead by example, be mentors to all, and give our best to all we train, using our company's Guiding Principals to achieve our goals. Where our accomplishments are celebrated in the achievements and successes of our students.

Expectations

As a candidate, you bring with you a variety of competencies which will be expanded and enhanced during your training. Pinnacle Airlines and In-Flight 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: *Can 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: *Can you work with others in a professional manner?*

You will be interacting with customers, pilots, Flight Attendants, and a wide variety of Pinnacle employees. How you build relationships and deal with diversity, personal conflicts, and contradictions is essential to understanding how you will work together as a team.

Problem Solving: *Do you know how to solve problems effectively?*

You need to excel in managing different 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 with stress and adversity.

Timeliness and Reliability: *Can you make good decisions quickly?*

Perseverance and dedication are strong indications of your level of commitment to your career and to Pinnacle Airlines standards. 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, timeliness, and perception of the situation are key indicators of your ability to be aware of your surroundings and take action accordingly.

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

Taking the initiative and responsibility to learn more about yourself and your affect on others demonstrates your desire to develop your skills with co-workers and customers. Self-knowledge leads to understanding others and strengthens your capabilities. Training is intense and hard work, are you 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 Abilities: *Can you learn all 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.

Strategic Agility and Customer Interaction: *Are you flexible in a variety of situations?*

Creativity is necessary when you are working in a limited environment. Different situations call for different reactions. Balancing priorities and taking action requires flexibility and resourcefulness.

Time Management: *Can 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 and organizing tasks demonstrates your ability to achieve all required tasks.

Flight Attendant Duties

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 temps in Memphis, the position involves variable hours and working conditions. Altitude changes the potential for turbulence, and many take-offs and landings are just a few of the typical occurrences 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.

The duties of a Flight Attendant encompass a wide variety of responsibilities. The training you will receive is extensive, challenging, extremely important, and ultimately could save a passenger's life or even your own.

FLIGHT ATTENDANT EQUIPMENT REQUIREMENTS

Once you have successfully completed training you will fly immediately. You are expected to have the following equipment upon completion. The travel bag, watch, pen, flashlight and batteries are your responsibility. Please do not purchase any bags until successful completion of the training program.

The following items are required by each Flight Attendant while on duty:

- Flight Attendant Uniform with the following items:
 - Wings
 - Corporate I.D. Badge / Airport Security Badge
 - Watch
 - Pen
 - Passport
- Current Flight Attendant Manual
- Working flashlight with appropriate extra batteries

Travel Bags are to be black and no larger than 9"x14"x22". Crewmembers are allowed 2 carry-ons.

Announcements are the primary method of communicating customer service and safety information among the flight crew, passengers, and the Flight Attendant. Announcements are provided to convey important information and to create a rapport between the crew and the passengers. Effective announcements will help build confidence and trust with the passengers. They also show a high level of organization and professionalism. The tone and delivery of an announcement will often determine the affect it has on the passengers. The more professional and intelligent you sound, the more willing your customers will be to trust in your abilities. Listed below are some basic guidelines to use when making announcements:

- Read announcements verbatim as published in the Flight Attendant Manual, Bulletins, or Memos issued by Inflight Services.
- Speak slowly and clearly, in a polite tone that requests cooperation. Sound cheerful, friendly, and helpful.
- Avoid ad-libbing, a monotone voice that displays disinterest, boredom or inappropriate humor.
- Use good judgment in avoiding excessive announcements that may be intrusive to customers who wish to rest.
- Avoid duplicating announcements made by the flight crew.
- Avoid starting announcements with “For your information” or “May I have your attention”.
- Say, “Thank You” only after announcements that request passenger compliance with specific procedures.
- During a delay, frequently inform passengers as to the delay status. Provide accurate and concise information. Do not use technical information or airline jargon.
- Announce all cities served by an airport.

Begin practicing your announcements. You will be required to memorize the Arrival portion prior to completing training. 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 n 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.

The Customer
is the reason for our business!

Always serve with an attitude of gratitude!



CRJ 200 Routine Announcements

10 Minute Prior to Door Closure

Good (morning, afternoon, evening) Ladies and Gentlemen, welcome aboard Delta Connection flight (number) with service to (destination).

Please take a moment to look over the Passenger Safety Information Card located in the seat pocket in front of you. It explains the safety features and equipment on the CRJ 200 as well as the exit seating requirements.

If you are assigned an Exit Row seat, which on this aircraft is Row 8, and you do not meet the requirements noted on the card or you are unable, unwilling or concerned about performing any of the listed functions, please let me know and I will reseat you.

For safety reasons, portable electronic devices must be turned off and stowed at this time. Certain devices such as TVs and radios may not be used onboard at anytime as they may interfere with the aircraft's communication and navigation systems. Your cell phones may be used until the aircraft door is closed for departure.

All carry-on baggage must be placed in an overhead compartment or completely under the seat in front of you. If you do not have a seat in front of you, all baggage must be stowed in an overhead compartment. If you are having trouble stowing your baggage, please let me know. We can check your baggage planeside and you can pick it up planeside in (destination). My name is (your name) and I will be your Flight Attendant today. If there is anything I can do to make your flight more comfortable, please don't hesitate to ask. Thank you for your attention and welcome aboard.

At Door Closure

Ladies and Gentlemen, the aircraft door has been closed. Prior to aircraft movement all passengers must be seated with seatbelts fastened. Seat backs and tray tables must be in the upright and locked position and carry on luggage must be secured. All portable electronic devices must be turned off and stowed.

Safety Demonstration

Ladies and Gentlemen, my name is _____ and I will be your Flight Attendant this (morning, afternoon, evening). On behalf of Captain (first & last name) and First Officer (first & last name), I would like to welcome you onboard flight # ____ from ____ to ____.

Seat backs must be upright, tray tables returned to secured positions, and cabin luggage stowed. Please direct your attention to the front of the aircraft for important safety information.

There is an instruction card in your seat pocket that illustrates the safety equipment on this aircraft. You may use this card to follow along.

Federal Regulations require compliance with Crew instructions, lighted passenger information signs and posted placards at all times.

To properly fasten your seatbelt, insert the flat metal end into the buckle until it locks securely. Tighten by pulling on the straps. To release, lift up on the top plate of the buckle

This aircraft has two forward doors, one on each side and two window exits, one on each side over the wings. Window exits are removed by pulling the handle up and in. All exits are clearly marked. Please take a moment to locate the exit nearest you, keeping in mind the closest exit may be behind you. In an emergency, lights will illuminate the aisle leading you to exits.

The cabin is pressurized, however if there is a loss of cabin pressure, a panel above your seat will open and oxygen masks will drop. Remain seated with your seatbelt fastened and pull a mask toward you to start oxygen flow. Cover your nose and mouth with the mask. Place the elastic band around your head and tighten by pulling on the ends. Secure your own mask before assisting others. Oxygen will be flowing to the mask, although the bag may not inflate.

Your seat bottom cushion may be used as flotation device. To use, pull up and remove the cushion. Place your arms through the straps and hold the cushion to your chest.

This is a non-smoking flight. Smoking is not permitted in the cabin or lavatories. Tampering with, disabling, or destroying lavatory smoke detectors is prohibited.

The cabin lights will now be turned off. For your convenience, a reading light button is located above your seat.

At this time we are ready for departure and I will be available to answer any questions you might have regarding the safety features of our aircraft. Once again, please check the security of your seatbelts and ensure all carry-on items are properly stowed beneath the seat in front of you. All seatbacks and tray tables must be in their upright position. As a reminder, seatback pockets are not approved stowage areas. I will now demonstrate the use of the seatbelt and oxygen mask. Thank you for your attention. We wish you a pleasant flight.

End of Sterile Cockpit

Portable electronic devices may now be used, with the exception of TVs, radios, two-way transmitters, or any other device in a transmit mode. These devices may interfere with the aircraft's communication and navigation systems.

Seatbelt Sign Off

The seatbelt sign has been turned off. You are free to move about the cabin. However, it is company policy that all passengers keep their seatbelts fastened at all times while seated.

Service Announcements

Flights 251 miles & over

Good (morning, afternoon, evening) I am (your name) your flight attendant for today's flight. I will do all I can to make your Delta Connection experience a wonderful one.

Although safety is our top priority at Delta Connection, we focus on customer service. If there is anything I can do to make your flight more comfortable, please let me know. We would like to extend a warm "Welcome Back!" and thank you to our frequent flyers for being with us today, and for those of our guests who are not members of our frequent flyer program, we invite you to visit our website at delta.com and join our Skymiles Program.

Now let me tell you about what we have planned for this flight. Captain (name) told us our flying time is (hours, minutes). In just a few moments, I will begin the inflight service. We offer a choice of complimentary beverages, but if you would like an adult beverage, we are please to offer our Signature Cocktails, the Mile High Mojito and Margarita for seven dollars. We also offer mixed drinks and wine for seven dollars and beer for five dollars. To compliment your choice of beverage we are pleased to offer a complimentary snack. We also have available for purchase Trail Mix and Pringles for three dollars (\$3) and Peanut M&Ms for two dollars (\$2). We now invite you sit back, relax and enjoy your flight. If there is anything I can do to make your flight more enjoyable, I will be available and you only need to ask.

Service Announcement**Flights Under 250 Miles**

Good (morning, afternoon, evening) I am (your name) your flight attendant for today's flight. I will do all I can to make your Delta Connection experience a wonderful one.

Due to the short duration (advise number of minutes) of our flight today, I am unable to offer a beverage service. I will be coming through the aisle to accommodate any special request you may have. Thank you and enjoy your flight.

Seatbelt Sign On (single chime)

Ladies and Gentlemen, the captain has turned on the Fasten Seat Belt sign indicating the possibility of turbulence in the area. Please re-check the security of your seatbelt and remain seated.

Descent –Seat Belt Sign On

Ladies and Gentlemen, the Captain has turned on the seatbelt sign in preparation for our descent. This use of portable electronic devices must be discontinued at this time. Please see that your seatbelts are securely fastened and begin to stow any personal items at this time. I will be collecting all trash, including any newspapers or other items you would like to discard.

Final Approach – Double High Low Chime

Ladies and Gentlemen, in preparation for landing in _____, please check to see that your seatbelts are fastened, tray tables and seat backs are in the upright and locked position, and all personal items are securely stowed for landing. We will be on the ground shortly. Thank you.

Arrival Announcement

Ladies and Gentlemen, I would like to welcome you to _____. The local time is _____.

Please remain seated with your seatbelt fastened and luggage stowed until the seatbelt sign has been turned off. Cell phones may now be used. We remind you to use caution when opening the overhead compartments as items may have shifted during flight.

Those of you with valet checked bags may retrieve them on the jet-bridge (or baggage cart for hard stands). We ask those of you waiting on bags to please stand to the side on the jet-bridge to allow passengers who aren't waiting for bags to pass by. We would once again like to thank you for choosing Delta Connection and we look forward to serving you again.

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 as you deplane. Thank you.

CRJ 900 Routine Announcements

Boarding / Carry on Baggage

Good (morning, afternoon, evening)

Ladies and Gentlemen, welcome aboard Delta Connection This is flight (#) to (city). We will be working together to make this a smooth boarding, and an on-time departure. You can help by stepping out of the aisle as quickly as possible after placing your bags in the overhead bins. Please be careful when opening the overhead bins to prevent injury from bags that may fall. Place all roll-a-boards in the overhead bins and store smaller, more fragile items beneath the seat in front of you. Cell phones and other electronic devices may be used while we are here at the gate. However, once the boarding door has been closed these items must be turned off and stowed. A list of approved electronic devices with the times they can be used, may be found in the "On Board" section of the Sky Magazine located in your seat pocket. Please note the FAA prohibits the use of cell phones during flight. Thank you for choosing Delta Connection today and welcome aboard!

Departure Countdown

Hello everyone. We are approximately (20, 10, 5) minutes from an on-time departure. After you place your bags in the overhead bins, please step out of the aisle and into your seat as quickly as possible. Thank you, we will be departing soon for (city).

Boarding Door Closed

Ladies and Gentlemen, Delta Connection flight (#) is just about ready to depart to (city). Please be sure you have turned all portable electronic devices and cell phones to the OFF position. Before the airplane can move, everyone must be seated with your seatbelts fastened. All tray tables & carry on items must be stowed. Thank you, we will be leaving the gate shortly.

Departure Introduction

Good (morning, afternoon, evening)

Ladies and Gentlemen and welcome aboard your Delta Connection flight to (city). I am (name), your flight attendant today. (If more than one crewmember add) I am assisted by (names of crew). Together, I/we will do everything I/we can to ensure you have an enjoyable flight. Captain (first and last name) is in command of our flight today and he is assisted by First Officer (first and last name). On behalf of your entire flight crew, welcome aboard Delta Connection.

Safety Demonstration

There is an instruction card in your seat pocket that illustrates the safety equipment on this aircraft. *(FWD flight attendant will visually display card at row 1 & 5).* You may use this card to follow along.

Federal Regulations require compliance with Crew instructions, lighted passenger information signs and posted placards at all times.

To properly fasten your seatbelt, insert the flat metal end into the buckle until it locks securely. Tighten by pulling on the straps. To release, lift up on the top plate of the buckle. *(FWD flight attendant demonstrates seatbelt operation at row 1 & 5).*

This aircraft has two forward doors, one on each side, and four window exits, two on each side over the wings. Window exits are removed by pulling the handle down and in. All exits are clearly marked. Please take a moment to locate the exit nearest you, keeping in mind the closest exit may be behind you. In an emergency, lights will illuminate the aisle leading you to exits. *(FWD flight attendant visually points out all exits from row 1 & 5).*

The cabin is pressurized, however if there is a loss of cabin pressure, a panel above your seat will open and oxygen masks will drop. Remain seated with your seatbelt fastened and pull a mask toward you to start oxygen flow. Cover your nose and mouth with the mask. Place the elastic band around your head and tighten by pulling on the ends. Secure your own mask before assisting others. Oxygen will be flowing to the mask, although the bag may not inflate. To use the oxygen in the lavatory, pull the yellow strap and remove the clip before placing the mask over your nose and mouth. *(FWD flight attendant demonstrates location and operation of O2 mask at row 1 & 5).*

Your life vest is located under your seat. Remove life vest from the container by pulling on the tab. Pull the vest over your head. Secure the strap around your waist by inserting the plastic fitting into the buckle; tighten by pulling on the yellow tabs. Once outside the aircraft inflate both chambers of the life vest by pulling on the red tabs or manually by blowing into the red tubes. *(FWD flight attendant will demonstrate life vest use on extended over-water flights only)*

This is a non-smoking flight. Smoking is not permitted in the cabin or lavatories. Tampering with, disabling, or destroying lavatory smoke detectors is prohibited.

The cabin lights will now be turned off. For your convenience, a reading light button is located above your seat.

At this time we are ready for departure and I will be available to answer any questions you might have regarding the safety features of our aircraft. Once again, please check the security of your seatbelts and ensure all carry-on luggage is properly stowed beneath the seat in front of you. All seatbacks and tray tables must be in their upright position. Thank you for your attention, we wish you a pleasant flight.

About Your Flight

For flights over 600 Miles

Good (morning, afternoon, evening)

Ladies and Gentlemen, I'd like to take a moment to introduce you to your (crew base) based crew. Working in the premium/forward cabin is (flight attendant name) and in economy cabin is (flight attendant name). We are going to do all we can to make your Delta Connection experience a wonderful one.

Although safety is our top priority at Delta Connections, we focus on customer service. If there is anything we can do to make your flight more comfortable, we want you to let us know. We would like to extend a warm "Welcome Back!" and thank you to our frequent flyers for being with us today. We would also like to recognize our premium flyers, especially our Platinum, Gold, and Silver Medallion members. We really appreciate your business and your loyalty.

For those of our guests who are not members of our frequent flyer program, we invite you to visit our website at Delta.com and join our Skymiles Program.

Now let me tell you about what we have planned for this flight. Captain (name) told us our flying time is (hours, minutes). In just a few moments, your cabin crew will start the in-flight service. We offer a choice of complimentary beverages, but if you would like an adult beverage, we are please to offer our Signature Cocktails, the Mile High Mojito and Margarita for seven dollars. We also offer mixed drinks and wine for seven dollars and beer for five dollars.

Meal Service: To complement your choice of beverage we are pleased to offer *(type of meal service, if applicable)*

We invite you to sit back, relax and enjoy your flight. Feel free to browse through your complimentary copy of Delta's Skymall Catalog, which is in your seat pocket. You'll also find Delta's Sky magazine, which is yours to keep. If there is anything we can do to make your flight more enjoyable, we will always be available and you only need to ask.

For flights 251-599

Good (morning, afternoon, evening)

Ladies and Gentlemen, I'd like to take a moment to introduce you to your (crew base) based crew. Working in the premium/forward cabin is (flight attendant name) and in economy cabin is (flight attendant name). We are going to do all we can to make your Delta Connection experience a wonderful one. Although safety is our top priority at Delta Connections, we focus on customer service. If there is anything we can do to make your flight more comfortable, we want you to let us know. We would like to extend a warm "Welcome Back!" and thank our frequent flyers for being with us today, and for those guests who are not members of our frequent flyer program, we invite you to visit our website at Delta.com and join our Sky Miles program. Now let me tell you about what we have planned for this flight. Captain (name) told us our flying time is (hours, minutes). In just a few moments, your cabin crew will start the in-flight service. We offer a choice of complimentary Coca-cola products, but if you would like an adult beverage, we are pleased to offer our Signature Cocktails, the Mile High Mojito and Margarita for seven dollars. We also offer mixed drinks and wine for seven dollars and beer for five dollars.

Snacks/Snack Pack:

To compliment your choice of beverage we are pleased to offer a complimentary snack (list item). We now invite you to sit back, relax and enjoy your flight. If there is anything I/we can do to make your flight more enjoyable, I/we will be available and you only need to ask.

For flights 250 miles and Under

Good (morning, afternoon, evening)

Ladies and Gentlemen, I'd like to introduce you to your (crew base) based crew. Working in the premium/forward cabin is (flight attendant name), and in economy cabin is (flight attendant name). We are going to do all we can to make your Delta Connections experience a wonderful one. Due to the short duration of our flight today, (advise number of minutes if available) I/we are unable to offer a beverage service in our main cabin. I/we will be coming through the aisle to accommodate any special requests you may have. Thank you and enjoy your flight.

Portable Electronic Device Use**10,000 Feet notification**

It is now safe to use approved electronic devices. A list of approved devices can be found in your complimentary copy of "Sky" Magazine located in your seat pocket. For your safety, Captain (name) has requested that you remain seated with your seat belt fastened until the seatbelt sign is turned off.

Fasten Seat Belt Sign Extinguished**After Take Off**

Ladies and Gentlemen, the seatbelt sign has been turned off. We recommend that you keep your seat belt fastened while seated, even if the seat belt sign is off, in case we have any unexpected rough air. Please be careful when opening and closing the overhead bins as bags may have shifted during the flight.

Initial Descent –Seat Belt Sign On**Trash Pick Up**

Ladies and Gentlemen, we are making our initial approach into (arrival city). Cabin service will now have to be discontinued. If you have used any carry-on items during the flight, now is the time to store them in the overhead bins or under your seat. I/we will be coming through the cabin in a few minutes to pick up any items you are ready to discard. Please look around your seat area, on the floor and especially in your seat pocket for any trash, newspapers, or magazines you would like to throw away.

Delta Connection now allows the use of cell phones and certain hand held electronic devices after landing and during taxi. If you plan to use a cell phone or any other handheld electronic device, except laptop computers, please make sure it is within reach. We'll let you know when it is safe to use these items once we arrive in (arrival city). We will be landing in just a few minutes, so please check to make sure your seat belt is securely fastened. Thank you.

Landing

Ladies and Gentlemen, we are preparing to land in (approaching city). Please make sure your seatbelt is fastened, your seatbacks and tray tables are in their upright and locked positions. All electronic devices must be turned off and stored. Thank you and we'll be landing shortly.

Fasten Seat Belt Sign On (Turbulence)

Ladies and Gentlemen, the seat belt sign has been turned on due to rough air in the area. Please make sure your seatbelt is fastened and remain seated until the seat belt sign has been turned off. Thank you.

Arrival – Taxi

Welcome to (city) Ladies and Gentlemen, the local time is (time). Please remain seated with your seatbelt fastened until the Captain has parked the aircraft at the gate and has turned off the Fasten Seat Belt Sign. This is for your safety as well as the safety of those around you. You may now use your cell phones and other hand held electronic devices, however, personal computers may not be used at this time. Once the seat belt sign is turned off please be careful opening overhead bins to prevent injury from bags that may fall. For those of you making connections in (arrival city), the gate number for your next flight is on your boarding card. Since gate assignments could change, we recommend that you check the gate information screens located throughout the airport or with the representatives meeting this flight to verify your connecting gate number. If you are not familiar with the (arrival city) airport, there are some maps located in the back of the Sky magazine.

Our goal is to make your Delta experience safe, comfortable, relaxing and enjoyable. You can send your suggestions via Delta.com. Your comments will help us to continually improve our service, and are greatly appreciated. We've enjoyed having you onboard today and hope to see you on this or another Delta or Delta Connection flight in the near future. Thank you and have a pleasant (day, afternoon, evening).

For passengers who exit via a Jetway

For those passengers who are waiting for Gate checked/pink tagged baggage, do not forget to retrieve your bag since they are not tagged with your continuing flight information. Immediately after you exit, wait while your bag is unloaded. It will be brought to you as quickly as possible.

For passengers who will exit down stairs on to airport:

For those passengers who are waiting for Gate checked/pink tagged baggage, do not forget to retrieve your bag since they are not tagged with your continuing flight information. We will bring your bag to you as quickly as possible. You may deplane and wait planeside forward of the aircraft wings while your bag is being unloaded, or wait a few minutes and then your bag will be waiting for you as you exit. Thank you.

Airline Codes and 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 contractions that may or may not have any logical relationship to the original name.

This portion of your workbook is designed to help you become familiar with many of the codes, abbreviations, terms and slang that are used in our industry. The new language you will learn in this book 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.

Throughout this section are exercises to be completed. These will help you learn the various code and terms.

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 Customer Service, Accounting, Maintenance, Flight, and Management personnel to communicate more clearly and more 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 Teletype messages is recognized all over the world as Pensacola, Florida.

Who uses Airport and City codes?

Virtually everyone involved in the transportation 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 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 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 to 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 teletype or other electronic communications
- ✓ On bag tags
- ✓ On all company forms
- ✓ 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 them simple, plain and CLEARLY.

...And Watch the Spelling

Each of us is proud of our name and become offended when someone misspells it. Likewise, we are proud of our communities and expect others to honor our respect 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.

When speaking with, writing to, or preparing tickets or other documents for the customer, a lot of 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 a reservation agent, ticket agent, or gate agent simply did not clarify which Fayetteville the customer was traveling to.

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, whether it be for vacation or business, by sending them or their property 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 saying the state name or writing down the state code in all of your communications, verbal or written with a customer.

Remember, our customers often do not think in terms of there being more than one city with the same name. As travel professionals working to make sure that the customers' needs are met, we must think in terms of the bigger picture.

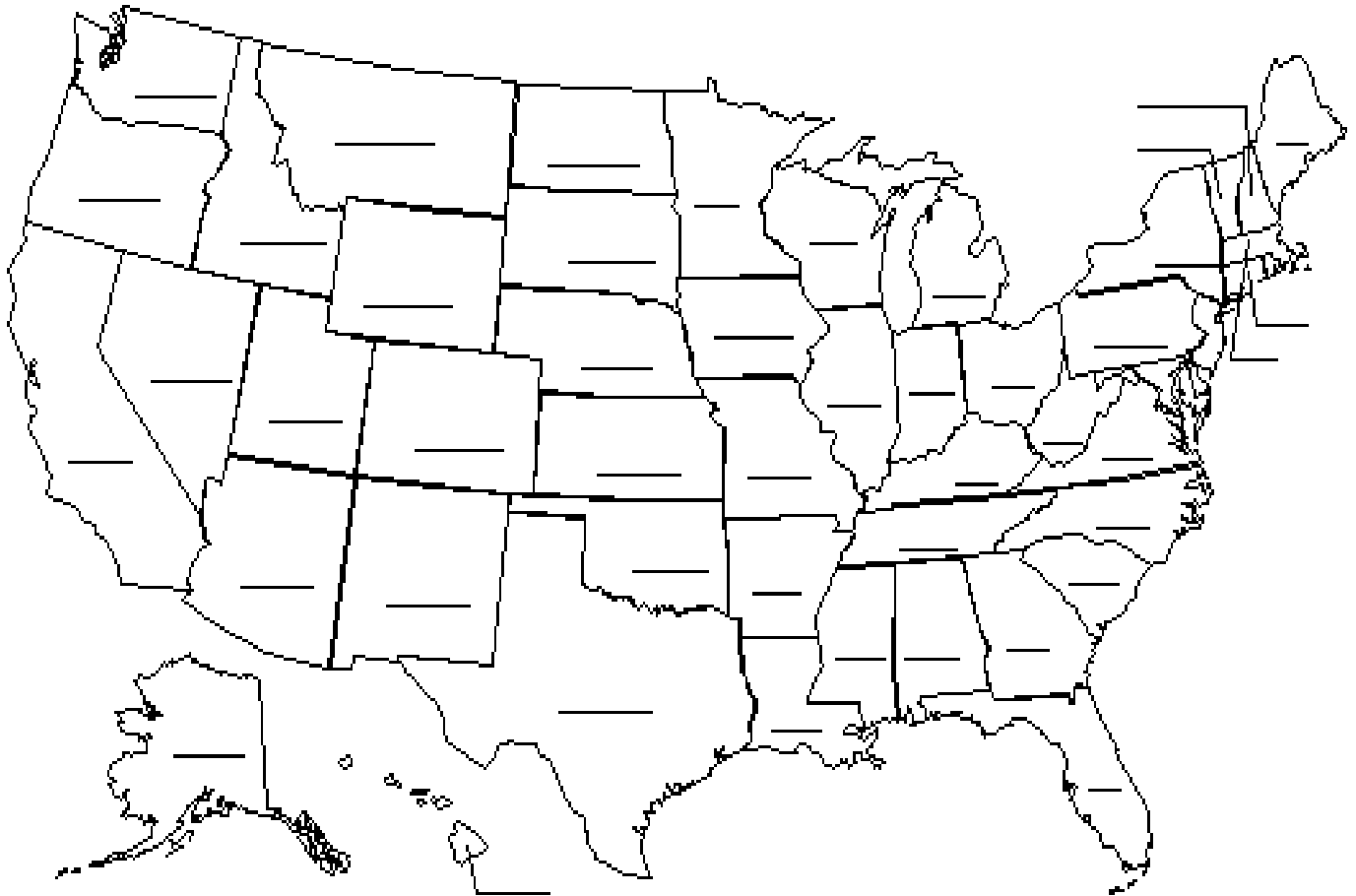
Now let's see how well we know our states.

State Codes

Review the following list of two-letter state codes. Form the habit of using them all the time.

Alabama	AL	New Mexico	NM
Alaska	AK	New York	NY
Arizona	AZ	North Carolina	NC
Arkansas	AR	North Dakota	ND
California	CA	Ohio	OH
Colorado	CO	Oklahoma	OK
Connecticut	CT	Oregon	OR
Delaware	DE	Pennsylvania	PA
Florida	FL		
Georgia	GA	Rhode Island	RI
Hawaii	HI	South Carolina	SC
Idaho	ID	South Dakota	SD
Illinois	IL	Tennessee	TN
Indiana	IN	Texas	TX
Iowa	IA	Utah	UT
Kansas	KS		
Kentucky	KY	Vermont	VT
Louisiana	LA	Virginia	VA
Maine	ME	Washington	WA
Maryland	MD	West Virginia	WV
Massachusetts	MA	Wisconsin	WI
Michigan	MI	Wyoming	WY
Minnesota	MN		
Mississippi	MS	District of Columbia	DC
Missouri	MO		
Montana	MT		
Nebraska	NE		
Nevada	NV		
New Hampshire	NH		
New Jersey	NJ		

On the map illustrated below, write in the two-letter State Code for each state marked with a blank line.



Put an "X" in each state that Pinnacle Airlines serves as Delta Connection

What city do you or will you work in for Pinnacle Airlines? _____

Place a big dot at the approximate location of your station in the appropriate state above.

The Construction of Airport City Codes

Some airport codes are logical and make all the sense in the world. We can look at MEM and, if we know that there is a city named Memphis, we immediately think of it.

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. Let's 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 Tupelo, Mississippi

MEM Memphis, Tennessee

ATL Atlanta, Georgia

2. **Random Letter** Codes

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, Loulisiana

MSP Minneapolis/St.Paul, Minnesota

Selected Airline Codes

9E	Pinnacle Airlines	KLM	Royal Dutch Airlines	AA	American Airlines
UA	United Airlines	NW	Northwest Airlines	CO	Continental Airlines
TW	Trans World Airlines	DL	Delta Airlines	XJ	Mesaba
		US	U.S. Airways		

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:

MKL Jackson, Tennessee
(**M**ck**e**ller Airport)
TYS Knoxville, Tennessee
(**T**yson Field)
BWI Baltimore, Maryland
(**B**altimore **W**ashington
International 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 as 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 these codes is through plain rote memory and repeated usage (also known as practice).

Throughout this booklet are several exercises to help you practice. Think out your answers before writing them down.

Incidentally, **ALO** is the code for Waterloo, Iowa. Who would've thought it?

Airport City Codes

		Maine (ME)	PWM Portland BGR Bangor
		Massachusetts (MA)	BOS Boston
		Maryland (MD)	BWI Baltimore
Alabama (AL)	BHM Birmingham HSV Huntsville/Decatur MOB Mobile MGM Montgomery	Michigan (MI)	AZO Kalamazoo, Battlecreek DTW Detroit FNT Flint LAN Lansing TVC Traverse City PLN Pellston/ Mackinac Island MBS Saginaw/Bay City Midland MKG Muskegon GRR Grand Rapids
Arkansas (AR)	FSM Fort Smith LIT Little Rock XNA Fayetteville/ NW Arkansas	Minnesota (MN)	DLH Duluth MSP Minneapolis/ St. Paul RST Rochester INL International Falls
Arizona (AZ)	TUS Tucson	Mississippi (MS)	JAN Jackson GPT Gulfport/Biloxi
Colorado (CO)	COS Colorado Springs DEN Denver	Missouri (MO)	MCI Kansas City (Mid Continent Int'l) SGF Springfield, Branson STL St. Louis
Connecticut (CT)	BDL Hartford (Bradley Airport)	Montana (MT)	HLN Helena BZN Bozeman FCA Kalispell
Florida (FL)	GNV Gainesville JAX Jacksonville PFN Panama City (Fannin Field) PNS Pensacola TLH Tallahassee PBI West Palm Beach SRQ Sarasota FLL Fort Lauderdale	Nebraska (NE)	LNK Lincoln OMA Omaha
Georgia (GA)	SAV Savannah	New Mexico (NM)	ABQ Albuquerque
Idaho (ID)	IDA Idaho Falls	New York (NY)	ALB Albany BGM Binghamton BUF Buffalo ELM Elmira/Corning JFK New York (Kennedy)
Illinois (IL)	MDW Chicago (Midway) MLI Moline, Quad Cities ORD Chicago (O'Hare) RFD Rockford		HPN White Plains, Westchester County SWF Newburgh (Stewart) ROC Rochester SYR Syracuse LGA LaGuardia
Indiana (IN)	EVV Evansville SBN South Bend FWA Fort Wayne IND Indianapolis	North Carolina (NC)	AVL Asheville CLT Charlotte GSO Greensboro Winston/Salem RDU Raleigh/Durham
Iowa (IA)	CID Cedar Rapids DSM Des Moines ALO Waterloo SUX Sioux City		
Kansas (KS)	ICT Wichita		
Kentucky (KY)	LEX Lexington SDF Louisville (Standiford Field)		
Louisiana (LA)	BTR Baton Rouge LFT Lafayette SHV Shreveport		

North Dakota (ND) BIS	Bismarck/Mandan FAR Fargo		GRB Stevens Point LSE Green Bay MSN Lacrosse MKE Madison Milwaukee
New Hampshire (NH)	MHT Manchester		
Oklahoma (OK)	OKC Oklahoma City TUL Tulsa	Wyoming (WY)	CPR Casper
Ohio (OH)	CAK Akron/Canton CMH Columbus CVG Cincinnati (Covington Airport) CLE Cleveland DAY Dayton TOL Toledo	Washington (WA) Washington D. C. Canada	GEG Spokane IAD (Dulles Airport) DCA (Reagan Airport) YEG Edmonton, Alberta YOW Ottawa, Ontario YWG Winnipeg, Manitoba YQB Quebec, Quebec YYZ Toronto, Ontario YHZ Halifax, Nova Scotia YYG Charlottetown, Prince Edward Island
Pennsylvania (PA)	ABE Allentown/ Bethlehem/Easton AVP Wilkes-Barre/ Scranton PIT Pittsburgh ERI Erie MDT Harrisburg, Lancaster, York SCE State College PHL Philadelphia	Bahamas Virgin Islands	NAS Nassau STX St. Croix
Rhode Island (RI)	PVD Providence	Mexico	CZM Cozumel MTY Monterrey GDL Guadalajara
South Carolina (SC)	CHS Charleston CAE Columbia GSP Greenville/ Spartanburg MYR Myrtle Beach	Belize	BZE Belize City
South Dakota (SD)	FSD Sioux Falls		
Tennessee (TN)	CHA Chattanooga MEM Memphis TYS Knoxville (McGhee Tyson Field)	Turks & Caicos	PLS Providenciales
Texas (TX)	AUS Austin ELP El Paso MFE McAllen SAT San Antonio DFW Dallas, Fort Worth 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		
Wisconsin (WI)	ATW Appleton CWA Wausau		

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, while not exclusive to our industry, are used in rather unusual or different ways. This section of the workbook is simply to 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 new word meanings. As you hear or see them, take the time to learn their meaning. The knowledge will make you a better travel professional.

Please be familiar with the list of aviation terminology. You will be tested on this information.

AFAD/Pre-Departure Report – Also known as SPIL. Final paperwork given to the flight attendant by the gate agent. Contains specific information regarding number of passengers, 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 Codes - 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 - A term used to describe an aircraft's vertical distance from the sea level. (Usually measured in feet)

Annual Recurrent Training (ART) - The FAA's mandated training program, which all flight attendants must complete annually. This program is comprised of both 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 50lb. increments placed in cargo for aircrafts weight and balance

Base - The station where all your trips will begin and end.

Bidding - The process in which Flight Attendants list schedule preferences to determine flight schedules for the following month.

Block-In/Block-Out - 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 get on the aircraft

Briefing/Crew Briefing - A short meeting of the 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 - Refers to the passenger compartment of an aircraft

Canadair Regional Jet (CRJ) - A pressurized jet built by the Bombardier Company of Canada. It carries a crew of three: a captain, first officer & flight attendant. Pinnacle Airlines operates 2 models of 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 - Term used when referring to items accepted for carriage on a flight. It includes 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 allowed access to these compartments.

Carrier - An airline that is a provider of scheduled 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 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 the exit row requirements.

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

Connection - The term used when referring to the process of taking two or more flight segments to get a customer and/or their luggage to their final destination. EXAMPLE: A customer and their luggage take a flight from Huntsville, Alabama to Memphis, Tennessee and then 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, 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 - Showing customers how to use various types of 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

Dispatcher - Airliner 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!")

Department Of Transportation (DOT) - 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 in conjunction with the passenger entry doors, in the emergency evacuation of an aircraft.

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 to another city. There are no revenue customers on these flights, only crewmembers.

First Aid - The immediate and temporary medical care administered until professionals arrive.

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.

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 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 or brought for maintenance work

Hazardous Materials (HAZMAT) - (1) Chemicals, compounds, and other materials encountered or used in the workplace that may pose health hazards to workers. (2) Synonym for **Dangerous Goods**

Jumpseat - Refers to 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 it for viewing cockpit procedures. Also includes the F/A jumpseat 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

MT - Missed Trip (See No show)

National Transportation Safety Board (NTSB) - Organization that investigates airline accidents and makes recommendations to the FAA.

No-show - A Flight attendant or customer who does not show up for a scheduled flight. (Missed Trip)

Non-Revenue Passengers (Non-Revs) - Usually 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 the terminal

Reserve Flight Attendant - Flight attendants whose month consists of predetermined periods of availability and intervening scheduled days off

Revenue - Tickets that have been paid for, or paying customers

Revision - Updated or revised information which must be read and inserted into the flight attendant's manual on the first layover or prior to the next scheduled trip.

RON (Remain Overnight) – To stay over at a station of city other than your home base overnight

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.

Secure - to lock up, latch, or stow

Scheduled Time - The scheduled time from departure to arrival.

SIDA - Security Identification Display Area. In secure areas you must have your ID displayed at all times.

SPIL – Final paperwork given to the flight attendant by the gate agent. Includes passenger names, flying status, seat numbers, etc.

Sterile Cockpit/Sterile Flight Deck - Aircraft movement to 10,000 feet when *ascending* - 10,000 feet when *descending* until parked at the gate – (*What*) Most critical phase of flight - 80% of all airline accidents happen during take off and landing - (*Flight Attendant Duties*) No communication with the Flight Deck unless safety related or emergency

System Operations Control (SOC) - Department which includes Maintenance and Crew Routing, Meteorology, Dispatch, and Crew Coordinators.

Takeoff - When the aircraft leaves the ground

Taxi - The term used when referring to an aircraft moving under its own power while on the ground.

Unaccompanied Minor (UM/UMNR) - Any person 5-17 years old who has paid a fee and enrolled in the Unaccompanied Minor program and who is travelling alone or with another unaccompanied minor.

WorldPerks - Northwest Airlines' frequent flyer program

Sky – Delta's Inflight Magazine

Skymiles – Delta's 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). 24 hour notation 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 terms "a.m." and "p.m.". This results in two 3 o'clocks, two 5 o'clocks, two 11 o'clocks, etc., in each day.

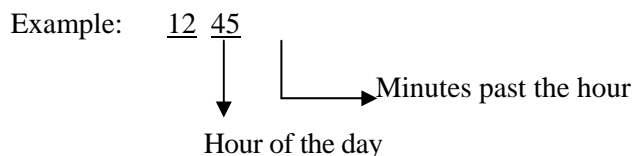
Each hour is numbered beginning with 00 (the first hour of the day) and ending with 23 (the last hour).

Minutes (01-59) are added to the hour to form the complete time reference. 24-hour time is always represented by four 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 to 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



1. When converting to 24 hour time, 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 12 and delete the colon and suffix.

Example: 12:52 a.m. = 0052

12:15 a.m. = 0015

12:58 a.m. = 0058

2. To convert the hours from 1:00 a.m. to 11:50 a.m. – deleted the colon and suffix a.m. and insert zeros where needed. Remember all 24 hour time is represented in four digits.

Example: 8:10 a.m. = 0810
 1:22 a.m. = 0122
 11:26 a.m. = 1126

3. To convert time from 12:00 p.m. to 12:59 p.m. – remove the colon and suffix p.m.

Example: 12:00 p.m. = 1200
 12:27 p.m. = 1227
 12:58 p.m. = 1258

4. To convert time from 1:00 p.m. to 11:59 p.m. – add 12 hours and delete the colon and suffix p.m.

Example: 1:00 p.m. = 1300 (1 o'clock + 12 hours = 13)
 2:05 p.m. = 1405 (2 + 12 = 14)
 4:08 p.m. = 1608 (4 + 12 = 16)
 7:30 p.m. = 1930 (7 + 12 = 19)
 11:45 p.m. = 2345 (11+12 = 23)

Convert the following:

1. 6:00 p.m. = _____
2. 8:01 p.m. = _____
3. 11:42 a.m. = _____
4. 9:17 p.m. = _____
5. 5:40 a.m. = _____
6. 4:00 p.m. = _____
7. 1:15 p.m. = _____
8. 12:00 a.m. = _____ or _____
9. 8:44 a.m. = _____
- 10 5:40 p.m. = _____

- 11. 7:59 p.m. = _____
- 13. 12:14 a.m. = _____
- 14. 10:55 p.m. = _____
- 15. 6:30 a.m. = _____
- 16. 12:44 p.m. = _____
- 17. 2:28 p.m. = _____
- 18. 6:45 a.m. = _____
- 19. 11:59 p.m. = _____
- 20. 12:59 a.m. = _____

Convert the following:

- 1. 1800 = _____
- 2. 1703 = _____
- 3. 1425 = _____
- 4. 1252 = _____
- 5. 0032 = _____
- 6. 1515 = _____
- 7. 1159 = _____
- 8. 1045 = _____
- 9. 0735 = _____
- 10. 0244 = _____
- 11. 0012 = _____
- 12. 1305 = _____

13. 1600 = _____

14. 2322 = _____

15. 1755 = _____

16. 2125 = _____

17. 2000 = _____

18. 1600 = _____

19. 1200 = _____

20. 0000 = _____

TIME ZONES

The time zones developed in the 1800s are still used today. The continental United States is divided into four zones that we know as:

Eastern Time Zone
Central Time Zone
Mountain Time Zone
Pacific Time Zone

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 hour during summer months. This is known as Daylight Savings Time.

Time Zone Designations

The four time zones are designated with the following abbreviations:

	Standard Time	Daylight Savings
Eastern Time Zone	EST	EDT
Central Time Zone	CST	CDT
Mountain Time Zone	MST	MDT
Pacific Time Zone	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

Success is to:

Laugh often and much; to win the respect of intelligent
people and the affection of children;

Earn the appreciation of honest critics and endure the
betrayal of false friends;

Appreciate beauty,

Find the best in others;

Leave the world a bit better whether by a healthy child,

A garden patch or a redeemed social condition;

Know even one life has breathed easier because you have
lived,

This is to have succeeded.



Pinnacle Airlines Inflight Training, "Simply the Best"

ATTITUDE

“The longer I live, the more I realize the impact of attitude on my life. Attitude to me 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...we are in charge of our attitudes.

