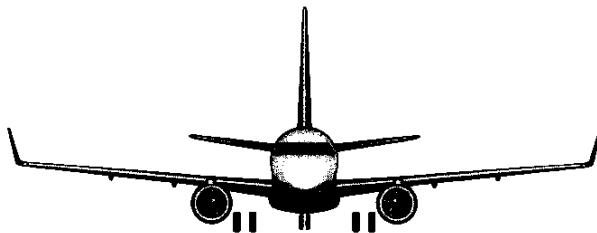


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# AGQRC



## Announcement Guide & Quick Reference Checklist

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## 15-20 Minutes Prior to Departure

### [Repeat at 10 minutes prior to departure.]

Good (*morning/afternoon/evening*) ladies and gentlemen, on behalf of Delta SkyTeam and our global partners, welcome aboard (*Delta Connection/Delta Shuttle*) flight (*#*) to (*city*). As you locate your seat, please place smaller items under the seat in front of you and larger items in the overhead bins. If you cannot locate a place for your bags, flight attendants are available in the aisle to assist you.

Feel free to use smartphones, tablets, and e-readers at any time as long as the device is set to airplane mode or the cellular service is turned off. Wi-Fi will be available once we reach 10,000 feet.

For your safety, larger devices, such as laptop computers and DVD players, must be stowed prior to pushback either in a bag under the seat in front of you or in an overhead bin. These items may not be stowed in seat pockets. Once we're airborne, you may continue using these devices. Thank you and welcome aboard.

## **5 Minutes Prior to Departure**

Ladies and gentlemen, we'll be departing soon. We kindly ask that you take your seat as quickly as possible once you've stowed carry-on items under the seat in front of you or in an overhead bin. If you're having trouble locating a place for your bags, flight attendants are available in the aisle to assist you. Thank you. We'll be departing soon for (city).

## **Prepare Doors for Departure**

Flight attendants, prepare doors for departure.



### **Boarding Door Closed**

Ladies and gentlemen, the boarding door is now closed. If you plan to use a mobile device during flight, now is the time to make sure the device is set to airplane mode or the cellular service is turned off. Before the aircraft can move, everyone must be seated with their seat belts fastened; tray tables, carry-on items stowed; and aisle armrests lowered.

### **International Flights**

Due to security regulations for flights entering the United States, we kindly ask that during today's flight you use the restroom in the cabin in which you're seated and that you please refrain from congregating around the restrooms, galleys, and other areas of the cabin.

## Introduction

Good (morning/afternoon/evening) ladies and gentlemen, on behalf of Delta SkyTeam and our global partners, welcome aboard (Delta Connection / Delta Shuttle) flight (#) to (city). My name is (first name), and (FA-B name) is also in the cabin on today's flight. Before we depart, momentarily refrain from using your portable electronic devices and direct your attention to the flight attendants for a brief demonstration of the safety features on our aircraft.

**Every flight with an IOE student:****LCFA / IOE Instructor or Qualified FA Makes This Announcement**

Good (*morning/afternoon/evening*) ladies and gentlemen, on behalf of Delta SkyTeam and our global partners, welcome aboard (Delta Connection/Delta Shuttle) flight (*#*) to (*city*).

My name is (*first name*), in the cabin is (*FA-B name*) we are your cabin crew. Also in the cabin is (Qualifying FA first name) qualifying as a flight attendant on today's flight.

Before we depart, momentarily refrain from using your portable electronic devices and direct your attention to the flight attendants for a brief demonstration of the safety features on our aircraft.

## Preflight Safety Briefing

**[Normally the Preflight Safety Briefing is made via the PBS. If PBS is inoperative, then FA-B reads announcement from aft handset over PA and FA-A demonstrates.]**

This Embraer is equipped with a safety card, located in the seat pocket in front of you that illustrates the safety equipment on this aircraft.

*Hold up safety card. Open and Close card.*

You may use this card to follow along. Federal regulations require compliance with this information as well as with all crew instructions, lighted information signs and posted placards.

*Use both hands to point out locations.*

To fasten your seatbelt, insert the flat metal tip into the buckle. Tighten by pulling on the loose end of the belt. To release your seatbelt, lift the metal flap on the buckle.

continued

*Hold up seat belt horizontally. Insert metal flap and lift plate to release.*

For your safety and the safety of those around you, it is our policy to keep your seatbelt fastened at all times while seated.

This Embraer aircraft has two forward doors, one on each side, and two rear doors behind the last row of seats, one on each side of the aircraft.

*Use both hands to point out exits.*

Doors are clearly marked with exit signs and instructions for door operation. Please take a moment to locate the exit nearest you, keeping in mind that the closest exit may be behind you. Floor path lighting is present in the aisle leading you to these exits.

*Use both hands to point out path lighting.*

Personal items must be stowed beneath the seat in front of you to ensure free access to the aisle. Seatbacks and tray tables should be in the up and locked position.

continued

The cabin is pressurized. If there is a loss of cabin pressure, a panel will open and oxygen masks will appear.

*Hold up oxygen masks on both sides of aircraft. On AC left, drop mask while holding string.*

Remain seated with your seatbelts fastened. Pull a mask out of the clip and towards you to start the flow of oxygen. Cover your nose and mouth with the mask. Place the elastic band around your head and tighten by pulling on the ends.

*Pull mask from clip and pull straight down on tubing. Place mask in front of face and pull elastic band around head. Remove mask and show tightening of both straps.*

Secure your own mask before assisting others. Oxygen will be flowing to the mask even though the bag may not inflate.

*Grasp bag at top and slide one hand down bag.*

continued

In the event a flotation device would be necessary, your seat cushion is floatable.

*Hold up safety card and point to seat cushion pictorial.*

To use, pull up and remove the cushion and hold it to your chest. Place your arms around the cushion and hold on to the straps located on the back.

This is a non-smoking flight. Smoking is not permitted in the cabin or lavatories. Federal law prohibits tampering with, disabling or destroying lavatory smoke detectors.

### **Cabin Lights Off**

Ladies and gentlemen, in a few moments we will be turning off the lights. You will find your individual reading light just above you, as well as your flight attendant call button.

## About Your Flight

### **[FA-A makes this announcement after the end of sterile flight deck notification.]**

Ladies and gentlemen, as we climb to our cruise altitude, we'd like to extend a special welcome and thank you to our SkyMiles members [and Million Milers]. Your business and loyalty are greatly appreciated by the entire Delta family.

For your safety, it's important to remain seated with your seat belt securely 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. Also please use caution when opening overhead bins, as items may have shifted during flight.

Please be reminded that federal regulations prohibit the use of cellular network services during flight. Additional information about approved electronic devices can be found in Sky magazine, which is located in your seat pocket.



**Wi-Fi Operative**

Our aircraft is equipped with Gogo Inflight Wi-Fi Internet service. Please refer to Sky magazine or the instruction card in your seat pocket for complete information on how to get connected. [Insert applicable promotional Wi-Fi PA.]

**Wi-Fi Inoperative**

Ladies and gentlemen, I am sorry to inform you that the Wi-Fi system on this aircraft is inoperative. We apologize for the inconvenience.

## **Service Announcement (Shuttle Flights Only)**

**[FA-B makes PA]** Ladies and gentlemen, on today's Shuttle flight in the Economy cabin, complimentary Coca-Cola beverages, Starbucks Coffee, and a LUVO snack are offered. Wente Wine and Sierra Nevada beer are also complimentary throughout the flight with a variety of liquor available for purchase. We accept only credit or debit cards for onboard purchases. Use your Delta SkyMiles American Express card to save 20% on eligible in-flight purchases of beverages, plus earn double miles for all Delta purchases.

## **Service Announcement – 1-250 Miles**

**[FA-B makes PA]** Ladies and gentlemen, due to the short duration of today's flight, we will not be offering a regular beverage service in the Economy cabin. However, flight attendants will be available in the aisle and can accommodate any special beverage requests as time permits.

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## Service Announcement – 251-599 Miles

**[FA-B makes PA]** Ladies and gentlemen, on today's flight it will be our pleasure to offer complimentary Coca-Cola products, Seattle's Best Coffee, and a snack. Beer, wine, and spirits are available for purchase. A complete list of our in-flight service offerings is available in Sky magazine. Please note that we accept only credit or debit cards for onboard purchases. Remember, you can use your Delta SkyMiles American Express card to save 20% on eligible in-flight purchases of beverages, plus earn double miles for all Delta purchases.

## Service Announcement – 600 Miles or Greater

**[FA-B makes PA]** Ladies and gentlemen, on today's flight it will be our pleasure to offer complimentary Coca-Cola products, Seattle's Best Coffee, and a choice of complimentary snacks. Beer, wine, and spirits are available for purchase. A complete list of our in-flight service offerings is available in Sky magazine. Please note that we accept only credit or debit cards for onboard purchases. Remember, you can use your Delta SkyMiles American Express card to save 20% on eligible in-flight purchases of snacks and beverages, plus earn double miles for all Delta purchases.

## **No Service Announcement**

Ladies and gentlemen, due to the rough air, we will be unable to offer our regular beverage service.

## **Cabin Service Temporarily Discontinued**

Ladies and gentlemen, the Captain has requested that we temporarily discontinue our service due to unexpected rough air. We will resume our service when it is safe to do so. Please make sure your seat belt is fastened and remain seated until the seat belt sign is turned off. Thank you.

## **Discontinuing Service**

Ladies and gentlemen, due to the (short flight time/rough air) on today's flight, it is necessary to discontinue service and prepare the cabin for landing. We apologize if we were unable to serve you and appreciate your understanding. Thank you.

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## **Cabin Pick-Up**

Ladies and gentlemen, we'll be collecting plastic, aluminum and paper products for recycling in support of Delta's Force for Global Good. More information about Delta's Force for Global Good can be found at [delta.com](http://delta.com). Thank you for your participation.

## **Seat Belt Sign Off**

Ladies and gentlemen, the Captain has turned off the seat belt sign; however, we recommend you keep your seat belt fastened while seated, in case we experience any unexpected rough air.

## **Seat Belt Sign On**

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

## **Seat Belt Sign - Non-Compliance**

Ladies and gentlemen, as a reminder, the seat belt sign is on. Please take your seat and fasten your seat belt.

## **Cabin Lights Adjusting**

Ladies and gentlemen, in a few moments we will be adjusting the cabin lighting. If you should need any additional lighting, you will find your individual reading light just above you.

*Note: The cabin should never be in total darkness. Galley work lights will remain on.*

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## **Pre-Arrival Delta SkyMiles Credit Card**

**[Due to federal banking regulations, you must read this announcement verbatim.]**

Ladies and gentlemen, on today's flight we are pleased to offer information about some of the benefits of Card Membership available through the Gold Delta SkyMiles Credit Card from American Express. Having this card makes your travel experience on Delta even more enjoyable.

Benefits include:

- Your first checked bag free on every Delta flight for a savings of \$50 per roundtrip
- Priority boarding at the gate so you can settle in sooner;
- Earning 1 mile for every eligible dollar spent and double miles on Delta purchases

The annual fee is \$95; however it is waived the first year. **Terms and restrictions apply.**

**[Wi-Fi Operative]** You may apply onboard at no charge through the GoGo Wi-Fi Internet service.

In just a moment, we will be passing through the cabin with some additional information about the Card and benefits. We will be happy to answer any questions you may have. Thank you.



## **Onboard Customer Satisfaction Survey Participation Request**

We always aim to exceed our customers' expectations, so your satisfaction with the service you received on today's flight is important to us. In several days time, you may receive an email survey from Delta asking you to rate your travel experience with us. If you do receive one, we ask that you please take just a few moments of your time to let us know how we're doing. Thank you in advance. We look forward to hearing from you!

## Initial Descent

Ladies and gentlemen, we've begun our initial descent into (*city*). In a few moments we will be adjusting the cabin lighting.

### **[Add applicable statements]**

#### **Wi-Fi Operative Add:**

If you're using the Gogo Inflight Internet service, please complete your Internet session in the next few minutes as the system will automatically turn off when the aircraft reaches 10,000 feet. Please be advised that laptop computers, and other large electronic devices will need to be stowed at that time.

#### **Seatbelt Sign Off Add:**

The seatbelt sign will be turned on shortly, so please feel free to get up. Once the seatbelt sign has been illuminated, 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. Flight attendants will be passing through the cabin to collect items you wish to discard.

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### **Seatbelt Sign On Add:**

Please ensure your seat belt is securely fastened. If you have used any carry-on items during flight, please stow them under the seat in front of you. Flight attendants will be passing through the cabin to collect items you wish to discard.

### **Flights into Hub Stations Add:**

If you are making a connection in (*city*), please confirm your connecting gate on the information screens inside the terminal.

## **Before Landing**

Ladies and gentlemen, in preparation for landing, please make sure your seat belt is fastened, your seat back and tray table are in their upright and locked position, and your aisle armrest is lowered.

Please ensure larger electronic devices, such as laptop computers and DVD players, are stowed at this time. Once we're on the ground, feel free to use your mobile phones or other handheld devices while we taxi to the gate.

Finally, we ask that you please pass any remaining cups, glasses and other items you wish to discard to the flight attendants as we pass through the aisle. We will be landing shortly.

## **Arrival**

Ladies and gentlemen, it's Delta's pleasure to welcome you to *(city)* where the local time is *(time)*. 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. We ask that you please 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.

Before you leave the aircraft, please be sure to check your seat pocket, the overhead bins, and the floor area around your seat for any personal articles you may have brought on board.

**[Add applicable statements]**

## **On-Time Arrivals**

We invite you to visit [delta.com](http://delta.com) for all of your future travel needs, including checking in for a flight and managing your SkyMiles account.

## Delayed Flights

We apologize for our late arrival. 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 the (delay/diversion) and for any inconvenience this may have caused. Our Delta reservation and customer service teams are aware of our (delay/diversion). To better assist those of you who may have missed your connection, Delta is in the process of automatically rebooking you on the next available flight. You can access, view, and make changes to your rebooked itinerary for free on delta.com, on any mobile smartphone using the Delta App, or at the Need Help kiosks in specific airports. Delta will also make every effort to reroute your checked baggage on the same flight as you. Upon deplaning, please refer to the gate information screens for up-to-date flight information.

continued

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You may scan your boarding pass at any available Delta Scan & Go device to receive your rebooking information and compensation vouchers, if applicable. 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.

### **All Arrivals – Conclusion**

On behalf of Delta SkyTeam, (Delta Connection/Delta Shuttle), and our global partners and especially this \_\_\_\_\_ based crew, thank you for flying with us. We've enjoyed having you on board and look forward to the opportunity to serving you again soon. Thank you and have a very pleasant (morning/day/afternoon/evening).

**Cabin Comfort**

(Deliver as aircraft approaches gate.)

To keep the plane comfortable during deplaning and for our next flight, we kindly ask that you please open any air vents once we are parked at the gate.

**Warm Weather**

Please also lower the window shades.

**Prepare Doors**

(Deliver when jetbridge/mobile stairs begin moving toward aircraft.)

Flight attendants, prepare doors for arrival.



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## Canada

### **Canadian Customs Forms (After Inflight Service)**

Ladies and gentlemen, in just a moment, we will be coming through the cabin with Canadian Customs Declaration cards. Up to four travelers living at the same address may complete one card. Please take a moment to review the card and complete it prior to our arrival in (*arrival city*). Please have the completed card ready for inspection by Canadian officials. This is flight number DL (*number*) and today's date is (*date*). We will be coming through the cabin should you have any questions. Thank you.

### **Arrival in Canada**

Ladies and gentlemen, all checked baggage must be claimed, regardless if (*arrival city*) is your final destination. It can be rechecked once you have cleared Customs and Immigration. Please do not use mobile phones in the Customs processing areas. Thank you.

## **Arrival in Canada – Canadian Inspection Briefing** **(If Notified By PIC or CSA)**

Ladies and gentlemen, Canadian officials will be conducting a brief inspection of all passports and travel documents to ensure everyone has proper documentation. Please remain seated and have your passports and documents available for inspection. Thank you.

## Mexico

### **Mexican Customs Forms (After Inflight Service)**

Ladies and gentlemen, in just a moment, we will be coming through the cabin with Mexican Customs Declaration forms that are required for all passengers entering Mexico. In addition, visitors to Mexico must complete an FMM form and residents of Mexico must complete an FME form. Please take a moment to review and complete the forms prior to our arrival in (*arrival city*). Please have the completed forms ready for inspection by Mexican officials. This is flight number DL (*number*) and today's date is (*date*). We will be coming through the cabin should you have any questions. Thank you.

## **Arrival in Mexico**

Ladies and gentlemen, all checked baggage must be claimed, regardless if (*arrival city*) is your final destination. Bags can be rechecked once you have cleared Customs and Immigration. Please do not use mobile phones in the Customs processing areas. Thank you.

## **Arrival in Mexico – Mexican Inspection Briefing**

### **(If Notified By PIC or CSA)**

Ladies and gentlemen, Mexican officials will be conducting a brief inspection of all passports and travel documents to ensure everyone has proper documentation. Please remain seated and have your passports and documents available for inspection. Thank you.

## United States

### **Int'l Flights to United States – Cabin/Lavatory Announcement**

*To be made prior to aircraft movement and as necessary.*

Due to security regulations for flights entering the United States, we kindly ask that during today's flight you use the restroom in the cabin in which you're seated and that you please refrain from congregating around the restrooms, galleys, and other areas of the cabin.

### **United States Customs Forms (After Inflight Service)**

*Note: The announcement below is not made if passengers pre-cleared U.S. Customs and Immigration in Canada (pre-cleared stations include YYC, YEG, YUL, YYZ, YVR and YWG).*

Ladies and gentlemen, forms necessary for entry into the United States will be distributed shortly. Please complete these forms and keep them with your travel documents for presentation to the U.S. authorities on arrival. There are instructions available in *Sky* magazine that can assist you with completing these forms properly. This is flight number DL (number) and our arrival date is (date, month, year).

## **Arrival in United States**

*Note: The announcement below is not made if passengers pre-cleared U.S. Customs and Immigration in Canada (pre-cleared stations include YYC, YEG, YUL, YYZ, YVR and YWG).*

Ladies and gentlemen, all passengers must clear Immigration and Customs. If you're connecting to another flight, you may re-check your luggage to your final destination outside the Customs Hall. If you're making a connection, we recommend you check the monitors for your connecting gate information once you're cleared Security and proceed directly to your departure gate.

## **Arrival in United States – U.S. Inspection Briefing (If Notified By PIC or CSA)**

Ladies and gentlemen, United States officials will be conducting a brief inspection of all passports and travel documents to ensure everyone has proper documentation. Please remain seated and have your passports and documents available for inspection. Thank you. Please remain seated and have your passports and documents available for inspection. Thank you.

---

## **Aborted Take Off**

Ladies and gentlemen, we have discontinued our takeoff. Please keep your seat belts securely fastened and your carry-on items stowed. Thank you.

## **Cabin Temperature Too Hot**

Ladies and gentlemen, due to the limitations of the air-conditioning system, we are unable to maintain a cool environment until we are airborne. Please ensure that your air vents are open and put the window shades down. We will be serving you a cold beverage shortly after takeoff. Thank you.

## **Delay – Departure**

*Make the following announcement if the flight crew is not able to brief the customers.*

Ladies and gentlemen, we apologize for our delay, but we have been advised (provide information). We will keep you posted every 15 minutes or as soon as we receive updates. Thank you for your patience and again we apologize for the inconvenience.

**PED Use at Gate or After Pushback (with Captain's Approval)**

Feel free to use your mobile phones and other approved electronic devices until we notify you that we are ready for departure.

**Delay – Update  
(All Delays, Including Departure, Arrival, and Diversion)**

*Delay announcement is made every 15 minutes. Make the following announcement if the flight crew is not able to brief the customers.*

Ladies and gentlemen, we would like to give you an update on our delay (*provide additional information*).

**OR**

At this time, we have not received any additional updates, but we will continue to keep you informed.



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## **Delay – Diversion When Passenger Opportunity To Deplane**

*Coordinate announcement with CSA and Flight Deck.*

Ladies and gentlemen, we apologize for the diversion. Your destination airport is experiencing (*weather, ATC, etc.*) resulting in lengthy delays.

Because of the Federal Regulation limiting the amount of time an aircraft can remain on the ground away from the terminal, Delta has provided you with an opportunity to depart the aircraft. You have the option to deplane at this point. Should you elect to deplane, please ensure that you take your photo ID, boarding pass, and any carry-on items you may have brought on board. If you deplane and would like to cancel or delay your travel, rebooking assistance is available for free on delta.com, from any mobile smartphone using the Delta App, or at Need Help kiosks in specific airports.

We have a tentative departure time of (*new departure time*); however, due to the nature of the delay, this departure time may change.

**OR**

At this time we are unsure of our new departure time.

We will make an announcement in the gate area once we receive clearance from the Federal Aviation Administration. This flight will not be held for passengers who are not available to re-board when called to do so.

## **Delay – Ground Delays – Two Plus Hours**

The announcement below is required when the delay is 2 or more hours.

Ladies and gentlemen, we know you may be thirsty as we have been delayed for an extended period of time. Flight attendants will be coming through the cabin with water and snacks. If you require further assistance, please notify a flight attendant. We appreciate your patience.

**Delay – Arrival with No Gate**

*Make the following announcement if the flight crew is not able to brief the customers.*

Ladies and gentlemen, the captain has just informed us that there will be a short delay pulling into the gate. We regret any inconvenience this may cause you, and there will be customer service agents available to assist you when you deplane. Thank you.

---

## **Intermediate Stop/Thru Flight**

For those customers continuing to (*destination city*), our ground time will be minimal. We ask that you please remain on board. However, if you find it necessary to go into the terminal, please remember to take your boarding pass to re-board the aircraft. The scheduled departure time is (*time*), so please listen for the boarding announcements in the terminal. Thank you.

## **Medical Assistance Request**

Ladies and gentlemen, a customer requires medical attention. If there is a physician or medical personnel on board, please identify yourself to a flight attendant. Thank you.

## **Missed Approach**

Ladies and gentlemen, we have discontinued our landing into (*destination*). For now, please keep your seat belts fastened and your carry-on items stowed. Thank you.

## **Peanut Allergy**

Ladies and gentlemen, we have a customer with a severe allergy to peanut products on our flight today. As a courtesy to this customer, we will not be including peanuts as part of our service today. Thank you for your consideration.

## **Return to Gate**

Ladies and gentlemen, the captain has just informed us that we will be returning to the gate due to (reason). Once we are at the gate, we will provide an update as soon as we have more information. We regret any inconvenience this may cause you.

## TEST INFORMATION

<b>T</b>	<b>Type of Problem</b> What is wrong with AC?	
<b>E</b>	<b>Evacuation</b> Is an evacuation required? Red or Yellow Emergency?	<b>If not given, consider asking:</b> In Red Emergency: - Land or Ditching? - Which exits? Note: In Yellow Emergency, prepare for normal landing.
<b>S</b>	<b>Special Instructions</b> Things that may affect FA Duties with prep	<b>If not given, consider asking:</b> Who will make announcement to PAXs? Will Captain give commands? FD Door open or closed? Any other instructions?
<b>T</b>	<b>Time Remaining</b>	<b>If not given, ask:</b> How many minutes remain until landing?

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**EMERGENCY LANDING CABIN PREPARATION QRC**

*Use the following procedures if the Captain has informed you of a Red Emergency. Complete as many steps as time permits.*

**To prepare cabin for a Red Emergency:**

1. Prepare the cabin based on the TEST information obtained from the flight deck.
  - T** - Type of Problem
  - E** - Evacuation is expected
  - S** - Special Instructions
  - T** - Time Remaining
2. FA-A briefs FA-B out of passenger view.
3. FAs secure their respective galley.
4. FAs ensure their respective doors are armed.
5. FA-A turns off the Wi-Fi system.
6. FAs check their respective lavatory for passengers and lock the door.

continued



7. FA-B obtains demo kit and assumes the demo position at Row 1. FA-B demos Fwd of FC and Fwd of YC as FA-A reads the announcement.
8. FA-A turns the cabin lights to full bright and makes the following announcements with the PA, at Row 1.

“Ladies and gentlemen, the Captain has requested that we prepare the cabin for the possibility of an emergency landing. The crew has been thoroughly trained to handle this type of situation. With your attention and cooperation, we can do everything necessary to prepare. Please return to your seats and fasten your seatbelts. Bring your tray table and seat back to the upright and locked position.”

“Remove all sharp objects such as eyeglasses, ink pens, high-heeled shoes, and jewelry from your person. Place these items and beverage glasses in your baggage or an airsick bag and stow them underneath the seat in front of you.”

continued

"All portable electronic devices must be turned off and stowed. Stow all carry-on baggage under the seat in front of you."

"Fasten your seat belt low and tight around your waist. Practice opening your seat belt."

*(FA-B demonstrates seat belt.)*

"If you had any difficulty, please let one of the flight attendants know or ask the passenger next to you for assistance. Now fasten your seat belt and DO NOT open the seat belt until the aircraft has landed and come to a complete stop."

"Upon landing, the captain may be giving us commands over the intercom. If you hear the command to 'STAND BY,' this means that we may not have to evacuate, so stay in your seats. If you hear the command to 'EVACUATE,' get out of the aircraft at the nearest safe exit."

continued

"Remove the safety information card from the seat back pocket in front of you and follow along as I brief you on the safety information."

*(FA-B holds up the safety information card.)*

"Exits are located throughout the cabin. There are two exits in the forward part of the cabin and two exits in the rear galley."

*(FA-B points out the exits.)*

"Locate the exit nearest you. Keep in mind your closest exit may be behind you. Review the safety information card for the operation of these exits."

**LAND ONLY:** "Locate the exit nearest you. Keep in mind your closest exit may be behind you. Review the safety information card for the operation of these exits."

**DITCHING ONLY:** "Only the forward doors will be used for evacuation." Review the safety information card for the operation of these exits."

continued

“Emergency lights will illuminate to direct you to the nearest exit.”

*(FA-B points out the emergency path lights.)*

“Look at the brace positions shown on the safety information card. Just before landing, we will brace for a possible emergency landing. To brace, place your feet shoulder-width apart. Fasten your seat belt low and tight. Cross your arms at your wrists. Keep your elbows slightly bent. Rest your hands against the seat back in front of you. Keep your head down.”

*(FA-B demos brace position.)*

“If you cannot assume that position: Place your feet shoulder-width apart. Fasten your seat belt low and tight. Wrap your arms under your legs. Grab your elbows. Keep your head down and forward.”

*(FA-B demos brace position.)*

continued

"If the captain gives us the brace command, the flight attendants will shout, 'BEND OVER, STAY DOWN.' When you hear these words, get in the position you just learned. You must remain in this position until the aircraft comes to a complete stop."

"Once the aircraft comes to a complete stop and you hear the command to 'EVACUATE,' open your seat belt and move immediately to the nearest exit. If the person seated next to you needs assistance, please help him during the evacuation."

"If there is thick smoke, cover your nose and mouth and evacuate the aircraft by squatting and walking at armrest-level to the exits. If you are exiting through a door with a slide, jump and slide."

"Do not attempt to take coats, purses, or any carry-on baggage with you. After leaving the aircraft, go a safe distance away from the aircraft. Stay in a group. Do not attempt to re-enter the aircraft and do not smoke."

"We will now begin to prepare the cabin for landing. Please follow our instructions."

9. FA-A and FA-B will proceed through the cabin ensuring all passengers are able to assume the appropriate brace position.
10. In a ditching, distribute infant life vests and ensure proper donning.
11. FAs ensure window shades are open and armrests are down.
12. FAs perform a compliance check. FA-A: FC; FA-B: Economy Class.
13. FA-A requests that emergency-trained individuals identify themselves:  
"If there are any airline employees, law enforcement, military, or fire or rescue personnel on board, please ring your call button at this time. We may need your assistance."
14. FAs brief ABPs (3 per exit).  
FA-A briefs ABPs at exits L1 and R1.  
FA-B briefs ABPs at exits L2 and R2.

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## **ABP General Directives**

- Remain seated until aircraft comes to a complete stop.
- If you hear, "THIS IS THE CAPTAIN. REMAIN SEATED," stay seated and wait for further instructions. Do not let passengers evacuate.
- If you hear, "EVACUATE, EVACUATE, EVACUATE":
  - Keep passengers back until the exit is opened. Stand up and form a barrier facing the passengers.
  - Assess conditions. Look inside the aircraft and outside the passenger windows for hazards, such as fire. Tell me if you see anything hazardous.
  - If exit is unusable, send passengers to other exits: "EXIT BLOCKED." Identify nearest alternate exit.
  - If I am injured and unable to open the exit, one of you needs to assess conditions through the exit window. If exit is usable (e.g., no fire), open exit. (Instruct on exit operation, including manual slide inflation and assist handles, using passenger safety information card as needed.)
  - If I am incapacitated, take me with you. (Instruct on jumpseat seat belt/harness operation.)

## **ABP Directives - LAND**

- If exit is usable, once I open the exit:  
(Two ABPs per exit that help at the bottom): Go down slide and help at the bottom on each side of slide. Send people away from the aircraft.  
(One ABP per exit that gets people away): Go down slide, go a safe distance from the aircraft and call people to you.
  
- If I am unable to open the exit:
  - Open exit.
  - Shout, “LEAVE EVERYTHING. COME THIS WAY. JUMP.”
  - Once passengers have left the aircraft, go down slide, go a safe distance from the aircraft and call people to you.



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## **ABP Directives – DITCHING**

### **FA-A**

- If exit is usable, once I open the exit:  
(Three ABPs per exit): Go out exit and help people. Gather passengers around the escape slide and encourage them to hold the straps located around the edge of the slide.
  
- If I am unable to open the exit:
  - Open exit (or redirect passengers, such as on E170 at L2/R2).
  - Shout, “LEAVE EVERYTHING. GRAB SEAT CUSHIONS. COME THIS WAY. JUMP.”
  - Once passengers have left the aircraft, go out the exit and gather passengers around the escape slide.
  
- The aft door will not be used to evacuate. Only these forward doors will be used to evacuate.

**FA-B**

- Only the forward doors must be used to evacuate.
  - Stand up and form a barrier facing the passengers.
  - Redirect passengers, by saying: "EXIT BLOCKED" "GO FORWARD"
15. FAs confirm ABPs understand assignments and seat ABPs near assigned exits.
  16. FAs assist passengers and relocate those requiring special assistance.
  17. FAs pick up and place catering items in waste containers.
  18. In a ditching, FAs don (but not inflate) the crew life vest prior to taking the jumpseat.

19. FA-A makes final PA:  
    "Ladies and gentlemen, I will now turn off the cabin lights."
20. FA-A turns off cabin lights – entry, window and ceiling lights off.
21. FA-B takes jumpseat and fastens seat belt and shoulder harness.  
    FA-B informs FA-A via the interphone that FA-B is secure in jumpseat.  
    FA-A verifies FA-B is secure in jumpseat.
22. FA-A takes jumpseat and fastens seat belt and shoulder harness.
23. FA-A calls flight deck and informs Captain that "Cabin is secure."
24. FAs take brace position and wait for brace command.
25. On brace signal, FAs shout, "BEND OVER, STAY DOWN."

**EMERGENCY LANDING EVACUATION**

<b>Evacuation Commands</b>		
<b>Flight Deck Crew</b>	<b>FA Commands</b>	<b>FA Response</b>
"BRACE, BRACE, BRACE."	"BEND OVER, STAY DOWN."	<ul style="list-style-type: none"> <li>• Take brace position.</li> <li>• Continue shouting command until aircraft comes to a complete stop.</li> </ul>
"STAND BY, STAND BY, STAND BY."	"STAY SEATED."	<ul style="list-style-type: none"> <li>• Get out of jumpseat while shouting command.</li> <li>• FA-A turns on Emergency Lights.</li> <li>• Assess conditions at designated doors.</li> <li>• Continue shouting command until hearing "Evacuate, Evacuate, Evacuate" or captain makes announcement or "No doubt, get out."</li> </ul>

<b>Evacuation Commands (continued)</b>		
<b>Flight Deck Crew</b>	<b>FA Commands</b>	<b>FA Response</b>
"EVACUATE, EVACUATE, EVACUATE"	"RELEASE SEAT BELTS. LEAVE EVERYTHING."	<ul style="list-style-type: none"> <li>• Continue shouting command until an exit is usable.</li> <li>• If exit is usable, open exit and begin evacuation.</li> <li>• If exit is unusable, block and redirect.</li> </ul>
	"LEAVE EVERYTHING. COME THIS WAY. JUMP."	<ul style="list-style-type: none"> <li>• Continue shouting command when slide is fully inflated or exit is ready to access.</li> </ul>
"THIS IS THE CAPTAIN. REMAIN SEATED."	As needed: "STAY SEATED."	<ul style="list-style-type: none"> <li>• FA-A contacts flight deck via interphone to discuss next course of action.</li> <li>• FA-B awaits further instruction.</li> <li>• Instruct passengers to stay seated and await instructions.</li> </ul>

<b>Situational Commands for ABPs (Who Have Not Been Briefed)</b>		
<b>Type</b>	<b>Phase</b>	<b>Command</b>
ABP (First on- the-spot)	FA assessing conditions	"YOU, BLOCK THE AISLE HERE" (while pointing to aisle).
ABP	Exit opened and ready for evacuation	"YOU, GO AWAY FROM THE AIRCRAFT. CALL PEOPLE TO YOU."
2 ABPs	Exit opened and ready for evacuation	"YOU AND YOU, STAY AT THE BOTTOM. HELP PEOPLE OFF."

<b>Situational Commands</b>	
<b>Type</b>	<b>Command</b>
Unwarranted evacuation	"STAY SEATED"
Passenger tries to exit before exit is safe (e.g., slide is still inflating)	"STAND BACK"
One exit unusable	"EXIT BLOCKED" "GO ACROSS"
Both Fwd Exits or Both Aft Exits Unusable	"EXIT BLOCKED" "GO FORWARD" "GO BACK"
Ditching	"LEAVE EVERYTHING. GRAB SEAT CUSHIONS. COME THIS WAY. JUMP."
Smoke/fire during evacuation	"BREATHE THROUGH YOUR CLOTHES. STAY LOW. FOLLOW MY VOICE. FOLLOW THE LIGHTS."
Egress	"JUMP"

**Ditching - Evacuation Actions:**

- Assess conditions at all designated exits.
- Don (but not inflate) the crew life vest
- Assume aircraft will not float; assume aircraft is sinking and get everyone out quickly.
- **Only the forward doors must be used to evacuate the aircraft.** FA-B Blocks and redirects passengers forward using the commands "Exit Blocked, Go Forward"
- Open usable exits.
- After the escape slide is inflated, disconnect the slide from the airplane floor, but keep the slide attached to the airplane by the mooring line until the end of the evacuation.
- To disconnect the slide: 1) Lift the flap of the girt extension to gain access to the disconnect handle. 2) Pull the disconnect handle. For more information about escape slide disconnection, see FAM Section 10.2 Exit and Escape Slide Operation.



**Ditching - Evacuation Actions (Continued):**

- Each escape slide can be used as a flotation aid. The escape slide has a lifeline along either side. The lifeline serves as a means to hold onto slide.
- Command passengers at the cabin doors to, "LEAVE EVERYTHING. GRAB SEAT CUSHIONS. COME THIS WAY. JUMP."
- Gather passengers around the slides. Children, injured individuals, the elderly, passengers with disabilities, and pets should be placed atop the slide.
- If time permits, throw extra seat cushions and/or life vests to the passengers in the water.
- Inflate your crew life vests upon exiting the aircraft.
- At the end of the water evacuation, detach the mooring line from the slide. If possible, position yourself on the top of the slide for the detachment of the mooring line. To detach mooring line: 1) Unsnap the pocket on the top of the slide. 2) Pull and release the handle. The slide disconnects from the aircraft; the mooring line stays with the aircraft. For more information about detaching the mooring line, see FAM 10.2 Exit and Escape Slide Operation.

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## POST-EVACUATION

**To begin survival activities immediately following an evacuation:**

1. If conditions permit, conduct a quick check of the aircraft to gather useful articles before leaving. Items to consider are the first aid and medical kits, PSK, fire extinguishers, flashlights, water and food.
2. Move away from the aircraft immediately. Do not permit anyone to smoke or reenter the aircraft.
3. Administer first aid. Identify and treat the most critically injured first.
4. Keep passengers in a group so that they do not wander from the evacuation site.
5. Count the passengers and crewmembers to ensure all are accounted for.
6. Assemble in a safe place, preferably upwind on high ground, out of the path of traffic and away from smoke. Avoid low areas, such as ditches, because fuel can pool there.
7. Use signaling devices, such as flares or a mirror. Sweep the skies occasionally with a signaling mirror, even if an aircraft is not seen overhead.
8. Establish a process to ration food and water.

## Samsung Tablet Troubleshooting

If the myMobile365 app does not seem to function properly:

1. Log off of the myMobile365 app.
2. Press on the myMobile365 app icon to start it again.
3. Log in.



If the Samsung tablet does not seem to function properly:

1. Completely power off the Samsung device.
2. Wait 30 seconds.
3. Power on the device.

Hold button 3-4 seconds



## Logging Onto the Comply365 Website

**<https://compass.comply365.net>**

User name: your employee ID number

Your 6-digit employee ID number  
(exception: if employee number starts with 0,  
enter a 5-digit employee number)

Password: the last 6 digits of your SSN

Domain: Compass (not Comply365)

Your User Name and Password are the same ones that you initially used to log in to the tablet.

Once you get in, you can comply with all unread publications. Be sure to log into your tablet afterwards so it will sync up with the most recent publications and compliance that you just processed via the website.

