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A. RECORD OF REVISIONS

1. The Tech Pubs Department distributes revisions to all manual holders. Manual holders must insert their revisions prior to their first duty period after the FAA Approval, Acceptance or Review Date, and before the CPS Effective Date. Each page inserted and deleted must be checked against the Revision Transmittal Letter, as well as the List of Effective Pages to ensure that the manual is current and up-to-date.
2. The Revision Transmittal Letter that accompanies each revision must be completed by the manual holder and returned to Tech Pubs within ten (10) days of the CPS Effective Date.
3. Record in the appropriate column and row the date entered and the initials of the person inserting the revision.

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COMPASS AIRLINES CONTROLLED
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IN-FLIGHT SERVICE STANDARDS

REFERENCE: 14 CFR 121.576, 121.577

A. GENERAL

1. In-flight service has been a staple product offered by airlines since the dawn of commercial air travel. Over the years, FA safety roles have evolved and airlines have continued to find new ways to lower costs. Unfortunately, the result is a general decline in the quality of in-flight service. Over time, many customers have come to expect remarkably similar service on almost every airline. Therefore, most customers expect little, demand a lot, and are generally dissatisfied with the value they receive versus the price they paid for a ticket. Despite the lasting impression in-flight service has on a customer's experience, only a handful of airlines have managed to distinguish their in-flight experience from the notion that service is relatively the same on every air carrier.
2. The in-flight experience is one of the most sensitive, yet influential components of the Company brand. Although consistently delivering the brand to the customer will be the entire Company's objective, it is the flight itself that will have the most dramatic effect on how each customer experiences the brand promise every day on every flight. With the goal of offering the absolute best in-flight service in mind, you will play a critical role in providing a positively memorable flight experience for every customer, and contribute to making the Company the most admired airline in the country.

B. CONSISTENT SERVICE

1. The Company service standard aims to maintain consistency on every flight. Sometimes, when the passenger load is light, it may be very tempting to offer a different service than what is designated for a specific destination. Since many customers will likely travel to and from the same cities frequently, it is crucial that you only provide the level of service assigned to a particular market, regardless of actual passenger load. If a service is altered, the customer's expectations will change as well. This is unfair to the customer — who will probably not receive the same service on his next flight, and the next FA — who will unknowingly fail to meet the customer's new expectations. From a marketing perspective, failure to deliver on a consumer's expectations has a profoundly negative effect on the Company's brand, and ultimately its future.
2. When there is an unexpected delay, such as ground or in-flight holding, it is probably more important to concentrate on the customers' arrival concerns before considering any changes to the in-flight service. However, if there is a substantial delay, and customer concerns have been adequately addressed, feel free to exceed any level of service, even on the ground.

3. There will be times when weather conditions hinder your ability to offer the appropriate in-flight service. Even if you feel comfortable in light to moderate turbulence, the risk of worsening flight conditions or injury to customers or crewmembers is not worth attempting the normal level of service. When conditions improve, an appropriate level of service should be provided. It is critical that every customer receive some level of service on every flight, unless flight conditions are too dangerous.
4. Always explain any changes to the in-flight service to the customers so they will know what to expect the next time they travel on CPS. An irregularity report must be submitted any time the service offered is different from the designated level of service.

C. TIME MANAGEMENT

1. Effectively managing the time available is the only way to ensure that each customer receives the intended level of service while contributing to overall operational excellence. The service standards establish the maximum level of service possible with a maximum passenger load, without ignoring the reality of what can be accomplished during various stage lengths. By following the procedures outlined in this appendix, you should be able to perform all the duties associated with the in-flight service.
2. Accomplishing multiple tasks within a rigid timeline is difficult. There is no shame in seeking advice or direction when it comes to managing time properly during the in-flight service. Remember, the ultimate goal is to provide exemplary and consistent service all the time. Inflight management will offer assistance to any FA who could use some help, and fellow FAs are always willing to share a time-saving trick or two.
3. If any level of service seems unrealistic for a particular market, or too difficult to perform on a regular basis, submit an irregularity report. The goal of the Inflight team is to support your ability to consistently meet the department's and the Company's goals and expectations while remaining aligned with the Company's brand. The same applies to flights on which additional time would allow such markets to be upgraded to a higher level of service.

D. SERVICE LEVEL

1. A pre-determined level of service is assigned to any city served by Compass Airlines. The purpose of this is to ensure that a customer who travels to or from a certain market, on any flight on any given day, still receives the same service, regardless of the FA or cabin crew. Unless irregular operations warrant changing the service on a flight, the designated level of service should be offered without regard to the actual passenger load. If the passenger load is light, use the extra time to interact more with customers and offer refills.
2. The Inflight team recognizes the diverse abilities within the FA group. Some FAs may find additional time on most flights, while others may feel slightly rushed. Any additional time should be spent interacting with customers, tidying the cabin, and ensuring any arrival needs (lavatory service, SSRs, etc.) are communicated to the flight deck crew in a timely manner.

E. CUSTOMER INTERACTION

1. An in-flight beverage/snack service is part of any airline's operation, and customers place value on receiving a snack and/or refreshment while traveling. However, customers place far more value on how they are treated by airline personnel. In order to ensure that the Company clearly stands out from other airlines, you should make the most of any opportunity to interact with customers during the service. There is a clear difference between "slinging soda" and providing an exceptional in-flight service, so remember to have fun, be professional but real, and let that unique personality shine through.
2. Since the ability to perform the duties of each service level is based on an overall average, you should strive to accomplish all the service level duties in an efficient manner so that extra time will be available for customer interaction. This is not time to read magazines, gossip in the galley, or relax in the FA jumpseat. It is time for you to ensure that all customer arrival needs are met. This is also time to simply chat with customers, answer general questions, entertain children, or assist any unsatisfied customers with solutions. You may be the only employee that most customers interact with, so every extra minute spent conversing with or assisting customers will be an opportunity for you to fulfill the Company's brand promise.
3. When attending to refills or other requests, avoid pressing the FA call button to remember a customer's location. Using the call light in this manner gives a customer the impression that the service is impersonal and just a routine for you.

Note: This does not apply to when a customer presses the FA call button. However, it is always nice for a customer to be remembered by who he is and not by the light above his head.

4. Although every effort should be made to impress the customers, also be mindful of those who simply want to get some work done, take a nap, or chat with a companion.
5. Bear in mind that every customer is traveling for a specific reason, and while sometimes there is cause for celebration, there are times when such reasons are extremely sensitive and personal. In these cases, remind yourself that a customer's demeanor may not always be indicative of his flight experience, but could be associated with a personal event. While it is acceptable to offer any additional amenities that may be available, you should simply express genuine concern, empathy, and a willingness to be of assistance if needed. It is usually easy to tell when a customer is not really interested in sharing a personal concern with you; but if there is any doubt, let the customer initiate or continue a conversation.

F. SITUATIONAL AWARENESS

1. Although the in-flight service may require much of your focus and attention, especially when the minimum amount of service time is available, you should always maintain an awareness of your surroundings and any activity in the cabin. Also remain available and in view of the customers whenever possible.

Note: You may eat during flight but should remain out of customer view. If sufficient ground time is available, try to eat between flights.

2. Always know the location of and monitor any customers with special needs, especially UMNRS. Customers are paying extra for additional services provided by Company personnel, so a heightened level of attentiveness is expected.
3. Contact the flight deck at least once during cruise flight to pass on or request any pertinent information (such as SSRs, water service, etc.)
4. You must ensure the safety of yourself and your customers by continually assessing turbulent flight conditions. Although you may offer the in-flight service during chop and light turbulence, you should discontinue the service and take the JS or a passenger seat if flight conditions worsen, or if the PIC instructs you to be seated. If possible, any service supplies should be stowed and all cabin and galley compartments secured. The PIC should advise you and the customers of the expected type and duration of turbulence, and you should keep the PIC informed of cabin conditions. Query the flight deck if no announcement has been made regarding light, moderate, or severe turbulence. Submit an irregularity report if moderate or severe turbulence is experienced during a flight.

WARNING: USE CAUTION WHEN SERVING BEVERAGES DURING LIGHT TURBULENCE. THE IN-FLIGHT SERVICE SHOULD BE POSTPONED OR DISCONTINUED IF FLIGHT CONDITIONS WORSEN.

G. HEALTH REGULATIONS

1. The Food and Drug Administration (FDA) governs the Company and its caterers to ensure that products used in service on board the AC do not pose a health risk to the public. The Company shares in the responsibility for maintaining public health, so all food or beverage items must be handled in a sanitary manner and in compliance with the following:
 - a. Service items such as cups, stir sticks, or napkins may not be washed or reused.
 - b. Wash your hands, either in the lavatory sink or with a towelette, before touching any service items; after going into the lavatory for any reason; or after touching your hair or face, standard containers, trash cart(s), equipment, baggage, or any other unsanitary item or surface. In addition to proper hygiene, ensure your hands are well-manicured.
 - c. A clean ice scoop or cold cup must be used to place ice in cups. These items must remain clean at all times.
 - d. Discard any service item that falls on the floor (e.g., cups, snacks, ice scoops, napkins, etc.)
 - e. Cups may not be handled at any time by the rims or the inside surface. Ensure the rims of the cups are down when opening a sleeve and ensure that any leftover cups are either returned to the plastic sleeve or discarded.
 - f. Beverage items such as water, juice, or iced tea must be poured from their original containers. Any open containers must be discarded after the service. The only beverage that may be poured into a separate server is coffee.

H. GALLEY SECURITY

1. During preflight, a crewmember should ensure that the galley restraints are available and functioning properly. All malfunctioning galley restraints, galley components and galley carts should be reported to the flight deck crew. [121.576]
 - a. To ensure that they are secured, it is recommended that an FA pull vigorously on carts, drawers and other galley components.
2. An FA should ensure that brakes are operational on carts equipped with brakes.
3. An FA should ensure that the key is in the locked position, if keys are applicable to the container.
4. If equipped with galley curtains, an FA should ensure the curtains are secured open for taxi, takeoff and landing.
5. An FA should visually check the galley, galley components and galley cart security.

6. Prior to movement on the surface, an FA should ensure that all primary galley restraints are available and in working order.
7. The aircraft is prohibited from movement on the surface, taking off or landing if any food, beverage, or tableware furnished by the Company is located at any passenger seat. Prior to movement on the surface, takeoff and landing an FA will perform a compliance check in which he will:
 - a. Pick up and stow all galley items including food, beverages and tableware. [121.577(a)]
 - b. Secure all galley carts and galley components. [121.576, 121.577(c)]
8. While in flight:
 - a. FAs will ensure that galley carts are not left unattended. FAs should not be more than 10 feet away (approximately three rows) from carts left in the aisles.
 - b. FAs will refrain from parking carts out of their normal galley takeoff/landing positions.
 - c. When a cart is stationary, an FA will engage the brake.
9. Flight attendants should maintain galleys in an orderly fashion. This means supplies should be stowed or left in their containers and tops of the carts should be kept as clear as possible.
10. During light turbulence hot liquids should be removed from the tops of carts.

IN-FLIGHT SERVICE PROCEDURES**A. GENERAL**

1. This section outlines the proper methods for preparing and/or offering each element of an in-flight service on Compass Airlines. Wherever possible, these methods allow room for you to personalize the in-flight service and provide a unique experience for the customer. However, the following standards are aligned with the Company brand and should be adhered to for all levels of service to ensure consistent presentation to the customer. If any of these procedures are difficult to accomplish, or if they can be improved upon in any way, submit an irregularity report so the absolute best standard can be developed for the FA group.

B. SERVICE LEVELS

1. The following service level is designed for a single FA on the CL-65.
 - a. Offer each customer a choice of any available beverage and a choice of any available snack.
 - b. Make every effort to personally inform customers of connecting gate information instead of through a PA announcement.
 - c. Offer refills or seconds when possible.

C. SERVICE FLOW

1. The flow of service on CPS is forward to aft, left to right, and window to aisle. Face customers when serving or conversing, and be sure to maintain eye contact. Don't forget to monitor and offer service to customers who may have been sleeping during the in-flight service, but awaken later in the flight.

D. PREPARATION

1. Proper presentation of any level of service can only be achieved if the galley(s) is prepared and properly organized before departure. After the Commissary team stocks the galley(s), verify it has been properly loaded with the standard supplies.
2. Prior to customer boarding, ensure the trash bin(s) is empty and lined, and the service cart ice drawer(s) is lined and full of ice. Also ensure the galley(s) is clean and organized.
3. Verify the water systems are on and contain enough water.
4. Notify the PIC of any galley discrepancies or servicing requirements so that Commissary, Ramp, or Maintenance can be called to the aircraft. Ask the flight deck crew for the flight time and any information that would affect the pre-determined level of service (e.g., weather conditions, ATC delays, etc.)

5. Any preparations made prior to departure should be completed before customer boarding. Offer beverages and/or snacks to the flight crew prior to closing the MCD — preferably before customer boarding.

CAUTION: DO NOT PLACE FOOD OR BEVERAGES ON ANY OF THE FLIGHT DECK INSTRUMENT CONSOLES.

6. Once airborne, and if flight conditions permit, set up for the appropriate service immediately after the service announcement is made.
 - a. CL-65: As a courtesy to customers, remember to close the MCD curtain to lessen noise and improve the visual aesthetics of the cabin.

E. CLEANLINESS

1. Customers notice just about everything you do, so maintaining cleanliness is extremely important. Before starting the in-flight service, ensure your appearance is neat, professional, and in compliance with the uniform and grooming requirements.
2. Wear the service apron while serving to keep the uniform neat and clean. The service apron should also be washed as often as possible.
3. Keep extra towelettes and napkins in the service apron for wiping off dirty tray tables, and wipe any crumbs onto a napkin as opposed to on the floor or in a customer's lap. Don't forget to wash your hands after doing so.
4. Clean the galley surfaces, coffee makers, pots, baskets, and trays after use.

F. ICE

1. Verify there are enough bags of ice in the galley(s), regardless of the level of service.
 - a. CL-65: In order to keep the service cart ice drawer clean, Commissary will place all ice in the galley cold drawer.
2. When refilling the service cart ice drawer(s), take precautions to prevent dirt from getting into the bags or the drawer(s).
3. Do not use the floor or outer skin of the aircraft to break up a frozen block of ice. Instead, use the edge of the galley counter, but do so prior to customer boarding.
4. Water will accumulate in the service cart ice drawer(s). When leaving the aircraft for the next FA or an RON, ensure all drawers are emptied of standing water. If applicable, transfer standing water from the ice drawer(s) into a trash bin or lavatory sink without allowing the drawer(s) to come in contact with the trash bin(s) or sink(s).
 - a. CL-65: To better manage the buildup of water in the galley cold drawer, double-bag any ice placed in the drawer. For easy disposal of water, the metal liner in the drawer can be removed when the drawer is fully extended.

Note: Paper towels may be used to absorb small amounts of excess water. However, paper towel costs can add up quickly, so the CL-65 galley cold drawer should be removed and drained whenever possible. Also, if paper towels are used to line any other drawers, please use them sparingly.

G. SNACK SERVICE

1. Verify there is an appropriate amount of snacks on the aircraft.
2. Ensure the snack basket (if available) is fully stocked with the appropriate assortment of snacks.
3. Snacks may be served at any point during the in-flight service.
4. Offer all snack choices during the service and refer to snacks by the proper brand names. You should not deny a customer's request for any type of snack, regardless of the time of day.
5. If a customer asks for a snack or beverage before departure, you are certainly encouraged to fulfill such requests, as long as these items are collected before taxi.
6. During long ground delays, any available snack should be offered. This is a great opportunity to interact with customers during irregular operations, and will help keep them occupied and appeased while they wait.
7. When restocking the snack basket, be creative in finding the best way to use the space available so that the maximum number of snacks will fit in the basket. Ensure that each snack selection is clearly visible so that customers can see and choose from the assortment. Refill the snack basket as necessary during the service to ensure all snack choices are available to every customer.
 - a. CL-65: Be sure to neatly restock the snack basket after completing the in-flight service.

H. BEVERAGE SERVICE

1. Verify there is a sufficient amount of each variety of beverages on the aircraft, regardless of the level of service.
2. Take beverage orders using the In-flight Drink Order Form or a piece of paper.
3. Please do not distribute bottled water from a trash bag.
4. All beverages should be served with a beverage napkin and referred to by the proper names and brands.
5. Full cans may not be offered as part of the service, but should be given to a customer if he requests one. Refills should be offered instead of handing out cans because it enhances the service experience for the customer.

6. Juice containers should not be given to the customer; rather, the juice should be poured into a cup with ice (unless the customer requests no ice).

Note: Fill the cup to slightly below the brim when serving any cold beverage (including juice) to a customer unless he requests less than a full cup. This does not apply to alcoholic beverages.

7. Serve hot beverages less than full to minimize spills and to allow room to mix condiments. Avoid excessive handling of beverage condiments, and avoid mixing condiments for a customer, unless requested. Serve condiments with a beverage napkin or in a cold cup.
 - a. Hot tea: Leave the tea bag in the cup and provide a second cup so the customer can dispose of the bag at will.
8. Avoid serving bottled water that has a broken seal.
9. The service cart(s) and trash cart(s) must remain in the galley when serving beverages to the customers. Beverages are to be served either by hand or using the beverage tray.

Note: The service cart may not be left unattended in the galley during the in-flight service. Remember, you must remain within arm's length of the cart unless it is stowed and secured in a galley compartment.

10. Offer refills on beverages after all customers have been served. This presents an excellent opportunity to provide superior service.
11. Beer or wine should be served with an empty cold cup. Beer is served chilled, white wine is typically served chilled, and red wine is generally served at room temperature.
12. Beverages may be served during long ground delays. However, if a ground delay is long enough to support a beverage service, the customers may be more comfortable waiting in the gate area rather than on the aircraft. The PIC will determine whether deplaning is appropriate and should be notified if you plan to offer beverages on the ground. Also, ensure all items are collected and all compartments and containers are secured before taxi.

I. TRASH COLLECTION/DISPOSAL

1. To maintain a neat appearance and to prevent fire or tripping hazards, the cabin should remain clean at all times. You should attempt to collect trash, newspapers, and any other refuse off the floor and from customers as soon as possible. This will reduce the time needed for landing preparation and help the provisioning team expedite turn cleaning on the ground. However, do not collect trash during the in-flight service. After the in-flight service, make one pass through the cabin with a trash bag, and additional passes at least once every 10 minutes. A trash bin liner may not be used to collect trash.

Note: If necessary, the trash cart(s) may be used, but every effort should be made to collect garbage using trash bags. Don't forget that no cart(s) may be left unattended and must remain within arm's reach when not secure in the galley.

2. To maximize use of the trash bin(s), crush aluminum cans and stack cups and juice containers. Newspapers can also be folded to fit the shape of the bin and used to compress garbage. Remember to wash your hands after handling any refuse.
3. Be sure to double-bag the trash bin(s) to prevent leakage. Lining the trash bin(s) with a third trash bag will help make a full bag much easier to remove.
4. Upon arrival, remove the garbage bag, place it in the galley, and re-line the trash bin. At IAD, the provisioning team will take the trash off the aircraft after detailing is completed.
5. At all other stations, dispose of trash in the appropriate area; refrain from dropping or throwing trash bags from the aircraft. In order to keep jet bridges clean, ask out-station personnel where they would like trash placed for removal. If a bag is leaking, place it in another trash bag as a courtesy to ground personnel.

J. GALLEY RESTOCK

1. After the in-flight service is complete, dispose of any garbage and ensure all products and supplies are stowed in the appropriate containers.
2. Replenish the service cart drawers from the standard containers (including the condiment tray) and replenish the coffee maker brew trays and the snack basket.

Note: If the service cart requires additional items when arriving into a hub city, notify the Commissary team of the type and quantity of any product needed. Commissary will make every effort to fill these requests, depending on staffing and workload. However, boarding and departure should never be delayed for such items.

3. Refill the service cart ice drawer(s), if possible, to save time on the ground.
4. Reconcile liquor sales and complete any required paperwork.
5. While in flight, cart restocking should be done in the galley.

K. LAVATORY RESTOCK

1. The lavatories should be checked periodically during flight to verify no supplies have run out (replenish as necessary) and to verify no suspicious items are present.

L. GALLEY CLEANUP

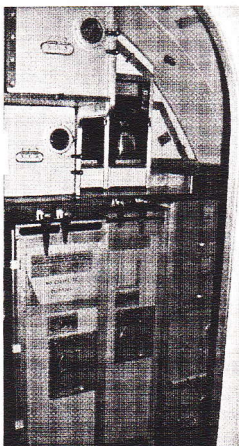
1. The condition of the galley(s) is either the most helpful or the most frustrating factor in the FA's ability to be prepared for on-time boarding. It is not appropriate to leave the galley(s) dirty or disorganized. Instead, it should be properly prepared for the next FA. This not only promotes operational excellence, it demonstrates your integrity and commitment to putting both the internal and external customer first.
2. Prior to leaving an aircraft, ensure the galley is clean and prepared for the next FA. Galley supplies should be organized and stowed in the appropriate compartments or bins, and the service cart ice drawer(s) and, if applicable, the CL-65 galley cold drawer should be emptied of any standing water. Remember to wipe down the coffee makers and pots, galley surfaces, and trays.

M. GALLEY DIAGRAMS

1. Consistent delivery of the in-flight service is dependent on each galley carrying an identical complement of supplies on every flight. Therefore, a standard galley load has been developed (for each fleet type) to support the FA in this regard, which is generally determined by current product offerings, galley weight limitations, customer comments, and FA concerns, suggestions, and feedback on product usage. The Commissary team has been trained on the standard galley loads and should not be expected to fulfill excessive requests (i.e., extra cases of water). Therefore, an irregularity report should be submitted if the FA feels any improvements can be made to the standard galley load and/or provisioning arrangement.
2. The following diagrams provide a general description of the products and supplies located in the galley compartments and standard containers of the CL-65. When securing the galley(s) for landing, all items should be stowed in the compartments to which they belong. This will help the Commissary team load the galley(s) quickly and accurately during turns.

N. CL-65 GALLEY

- Standard Container (3)
- Beverage Maker (2)
- Half-Size Service Cart (3)
- Half-Size Waste Cart (1)



- Stowage Compartment
- Stowage Drawer
- Insulated Drawer
- Standard Container (4)

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LIQUOR PROCEDURES**A. GENERAL**

1. FAs are responsible for alcoholic beverages on board the AC and are accountable for all monies received from the sales of beer and wine. The following in-flight procedures will help you familiarize yourself with the system.

B. ACCOUNTABILITY

1. At the beginning of the flight:
 - a. During the preflight, count all beer and wine on the AC.
2. To replenish beer and wine, place a red seal on the liquor kit.
3. Alcohol is only available at IAD. The FA should request to have the liquor supply replenished when needed.

C. COMPLETION OF LIQUOR ENVELOPE

1. All currency received and any drink coupons should be placed in the envelope.
2. Once all of the paperwork and money are in the envelope, seal it. Fill out the envelope (FA #, trip #, and date). In addition, fill out the AC #, amount sold (unit sales), complimentary drinks, or any coupons on the outside of the envelope.

D. DEPOSIT OF LIQUOR ENVELOPE

1. Deposit the sealed envelope into a safe.
 - a. If the safe is too full, do not force the envelope in. Hold on to the envelope until the safe is empty or give it to someone in the Inflight office. The FA is responsible for the envelope until it is turned in.

E. RON TRIPS

1. During layovers, the FA is responsible for keeping the liquor money with him.
2. The FA must continue to use the same liquor envelope for his entire trip.

F. COMPLIMENTARY DRINKS

1. Complimentary drinks are issued when determined necessary by the PIC or FA in the interest of customer satisfaction or recovery.
2. When you issue a complimentary drink, write the reason for doing so in the comment section of the liquor envelope.

Note: Alcoholic beverages may not be served on the ground in any city located within the states of Arizona, Oklahoma, Oregon, New Mexico, or Utah. Inbound liquor may not be served on the ground in any location.