



Service Guide

Name: _____

Base: _____

Table of Contents

Welcome Letter from Inflight	3
Our Customers	4
Compass Style Service.....	5
Service Etiquette and Standards.....	6
FC Service Start-to-Finish.....	10
FC Pre-Departure	10
FC Beverage/Meal Service Parameters	11
FC Flights 1-250 Miles	12
FC Flights 251-899 Miles	13
FC Flights 900-1499 Miles	14
Special Meal Codes	16
FC Menu Codes.....	16
YC Service Start-to-Finish	17
YC Beverage/Snack Service Parameters.....	17
YC Complimentary Snacks	17
YC Flights 1-250 Miles.....	18
YC Flights 251-599 Miles	18
YC Flights 600+ Miles	19
YC Service Flow Diagram	20
Other FC and YC Info	21
Buy on Board Snacks and YC Liquor Prices	21
Cart Seals.....	21
Common Drink Requests	21

Table of Contents

In-Flight Recycling	22
E175 Galley Diagrams and Descriptions.....	23
E175 Carts and Drawers.....	26
FC Beverage Cart.....	26
FC Meal Cart	27
FC Drawers.....	28
YC Beverage Cart.....	30
YC Drawers	32
YC Beverage Cart Setup.....	34
YC Cart Topper.....	35
E175 Coffee Makers and FC Oven	36
E170 Galley Diagrams and Descriptions.....	37
E170 Carts and Drawers.....	39
YC Beverage Cart.....	39
YC Supply Carts	39
YC Drawers	41
YC Beverage Cart Setup.....	43
YC Get Up and Go Drawer	44
FC and MC Paperwork	45

Welcome

We are pleased to introduce the Compass Service Guide, which will provide you with a reference for delivering consistent Delta service on all our flights. This guide includes both First Class and Economy guidelines for the E170 and the E175 aircraft.

This guide was the brain child of FA Jason Zessin, who partnered with Inflight to develop the material you need to learn and continue delivering “Best in Class” service. We applaud Jason’s passion for service excellence and hope this guide will be a valuable tool for you.

Our Service Guide is being launched on the heels of our earning the 2011 1st quarter “Best in Class” overall flight experience in the ISM ratings. We attribute this reclaimed position to each of our FA’s dedication to show our customers, Delta and prospective future airlines – that WE are the regional carrier of choice.

A few of the service lessons learned in Point the Way that will help us keep this position include:

Customer Service

- *Remain attentive, helpful and professional looking*
- *Offer pre-departure drinks in FC*
- *Keep customers informed – if you are out of a product, offer a substitution*
- *Actively meet individual requests on flights less than 251 miles*
- *Actively pick up the cabin prior to landing to facilitate a quick turn around*

Team Work

- *No one’s done till we are all done*

We work together as a team to complete all the service needs on the aircraft.

You are the key to our having earned and our future reputation for “Best in Class” service. Thank you for the hospitality and professionalism you deliver daily to our customers as you provide a safe and welcoming experience.

Sincerely,



Our Customers

While all of our customers are valuable, there is a small percentage (5%) that represents a large amount of revenue (26%) to Delta. They are knowledgeable and discerning with an acute awareness of what the onboard experience should be like. Their expectations are typically higher than the customer who travels only occasionally for business or pleasure. These customers are known as high value customers (HVC's) and Delta recognizes their loyalty and importance by providing them with additional products and services throughout their experience. Delta has launched a program called Sky Priority that bundles these elements together under an easily recognizable brand for eligible HVC's. While many of our HVC's are SkyMiles members, there are several segments of the customer population that qualify for Sky Priority:

- Premium Cabin (First Class) passengers
- Diamond, Platinum, Gold Medallion SkyMiles members
- SkyTeam Elite Plus members
- Alaska Airlines MVP Gold members

Because of the amount of money they represent to Delta, we need to:

- Keep and grow this segment of the customer population
- Work hard to exceed their expectations and delight them with our service
- Differentiate their experience by providing all the products and services available through the Sky Priority program
- Recognize them by name and thank them for their business

Customers who have not reached HVC status are still essential to our business, representing approximately 74% of our total revenue and the majority of our customer base. This segment includes:

- Silver Medallion SkyMiles members
- SkyTeam Elite members
- Economy (Coach) Cabin passengers

We have a long history of treating all customers well and we will continue this tradition, while ensuring we are focused on our highest value customers and doing all that we can to exceed their expectations on every flight.

For more information on Sky Priority and to view a full list of customers who qualify, check out the Sky Priority page on DeltaNet.



COMPASS STYLE SERVICE

Compass flight attendants represent a stylish and refreshed on-board experience delivered with the warmth and graciousness for which Compass flight attendants are famous for. Our customers expect an experience that reflects these brand characteristics, regardless of where they are flying. By consistently delivering an experience that is defined by not only the products we serve, but the way in which we deliver the service, we will set Compass apart and deliver a truly differentiated experience. Attention to details and the finer points of customer service often make the difference between a satisfied customer and a delighted customer.

All flight attendants are expected to consistently engage our customers with these critical service behaviors:

- Complete all safety duties pre-flight and follow safety procedures during all phases of flight.
- Greet customers with a friendly and welcoming smile at the boarding door.
- Be culturally aware and sensitive to our worldwide customer base.
- Introduce yourself to customers and address them by name as frequently as possible.
- Follow established procedures, yet be flexible to individual needs and preferences.
- Be visible and available in the cabin throughout the flight.
- Thank customers for their loyalty.

Service Etiquette and Standards

Follow basic business and service etiquette during **all times of service** on-board all flights. Service etiquette applies to:

- Serving safely
- Timing of service delivery
- Welcome & meal manifesting
- Serving beverages
- Customer Service Etiquette
- Offering hot towels
- Handling serviceware
- Presenting wine
- In-Flight recycling

The service standards play an integral role in ensuring consistent delivery of service on-board every Compass flight. Let's look at each one of the above in more detail.

Serving Safely

- Wash hands with soap and water at frequent intervals throughout work day and after each use of lavatory. This includes after picking up hot towels.
- To prevent injury during unexpected turbulence, keep galleys clean and bins/carts stowed and secured with latches when not in use.
- Ensure only safety-related duties are being accomplished during taxi.
- Use proper lifting techniques to avoid injury:
 - Seek assistance if items are too heavy to lift alone
 - Clear storage spaces prior to lifting items
 - Bend knees when lifting items from the floor
 - Lift item, moving or pivoting feet, and then stow - no twisting
 - Keep item as close to your body as possible when lifting or lowering
- Coordinate with the captain during briefing to discuss any flight conditions that could delay the beginning of service.
- If delay of service is anticipated, advise customers of the reason for the delay and request their patience until it is safe to begin serving.
- Welcome the customer by using "Mr." or "Ms." followed by their last name. This is especially important for our High Value Customers. For example: "Good evening Mr. Smith."

! Tip: When in the First Class cabin, treat non-revenue customers with the same level of gracious service you would offer to any First Class customer, including introductions and welcome. When manifesting meal orders, ask for nonrevenue customers' preferences along with other First Class customers, discreetly letting them know if their preference is not available at the end of your manifesting process.

Service Etiquette and Standards

Serving Beverages

- All beverages **must** be accompanied by a cocktail napkin. When placing the napkin on the tray table, ensure the “DELTA” brand image is facing the customer and place the beverage on it.
- All FC beverages (except when re-filling a wine glass at the customer’s seat) must be presented on a lined tray.
- Familiarize yourself with the choices of beverage offered on-board.
- When you see a customer’s beverage glass empty, ask “May I offer you a refill of your beverage?”
- Use a plastic scoop to add ice to the glasses; do not use the FC beverage glasses to scoop ice.
- Do not touch the ice cubes with your hands.

Handling Serviceware

- Serviceware is comprised of all service items used during meal and beverage service, such as plates, serving utensils and flatware.
- When handling plates, hold them by the base in your palm and not by the rim or any surface area close to the food.

Glassware

- Always handle glasses and cups by their base and not by their rim.

Customer Service Etiquette

- Generally, customers seated near the windows are served before the customer seated at the aisle; however, here are a few exceptions:
 - When serving a set of two customers of the same gender, serve the customer appearing older first.
 - When serving a set of two customers of the opposite gender, ladies first.
- Use the tray as an extension of your arm when reaching over the customer seated at the aisle.

Clearing Service Items (First Class cabin)

- Once the customer is finished with a meal, clear service items quickly to avoid having the customer sit with used serviceware items on their tray table.

Service Etiquette and Standards

Wine Presentation (First Class cabin)

The specialty wine selection in the First Class cabin is an integral part of the customer's First Class experience. Our customers have come to expect our great selection of wines.

Open wine bottles only when needed and in the following manner (for bottles with corks):

- Ensure a clean cut of the seal just below the rim of the bottle-opening
- Place the corkscrew in the center of the cork
- Apply light pressure to turn the spindle into the cork
- Once the spindle is more than half way in, pull the cork straight up and out of the bottle
- Wipe the bottle's lip to make sure any bits of cork are removed
- Pour first glass of wine in the galley. Twist the wine bottle at the end of pouring. Present the glass to the customer on a lined tray.
- Offer refills in aisle with bottle.
- Do not touch the bottle to the rim of the glass.

Wine serving guidelines:

- Serve white wines chilled and red wines at room temperature.
- **Always** use a new wine glass when a customer wishes to try a different wine.
- Do not empty bottles of red wine as sediments may be present at the bottom of the bottle.
- **Always** hold the wine glasses by the base.
- At the end of the flight (before landing), dispose of opened wine. This is particularly important on flights to/from Canada.



Service Etiquette and Standards

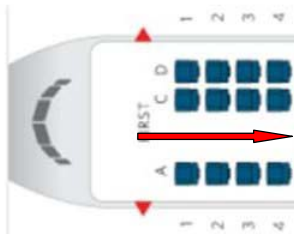
FC Meal Manifesting and Tips

Manifesting meals means taking meals orders.

- Face the customer and address them by surname if possible.
- Describe the entrée choices in as much detail as possible.
- If you run out of a choice, apologize to the customer and offer the entrée that is remaining.
- Manifesting of the meal selection should always be conducted row by row rather than “skipping” around the cabin.
- Non-revs should not be skipped while manifesting; however, as a best practice, rephrase your question from “What may I offer you today for your meal?” ... to “What would be your preference for your meal?”
- If you run out of a choice and a non-rev has selected that choice, simply replace the non-rev’s choice with a remaining choice. Discreetly apologize and advise of the change.
- Maintain your focus on the customers until you have finished with your questions. If you are distracted, apologize to the customer for the disruption and return your focus to the customer as quickly as possible.

FC Service Flow

- All service in FC starts at row 1 and begins on A/C left and proceeds to A/C right.
- Never use a cart in FC.



FC Service Start-to-Finish

Pre-Departure

Set Up for Pre-Departure

- Place 8 oz. bottle of water on armrest of each First Class seat (prior to passenger boarding)
- Place a blanket and pillow on each First Class seat
- For safety, remove all water bottles from unoccupied First Class seats prior to closing the boarding door.

Pre-Departure Duties

- Welcome customers onboard
- Direct customers to their seats
- Offer the customer their choice of beverage
- Plastic glasses and Styrofoam cups are used for pre-departure beverages in First Class
- Beverages are mixed in the galley
- Serve from lined snack tray
- The galley must be secure with all service items stowed prior to pushback
- Passengers must have tray tables stowed prior to Pushback
- Manifest Meal orders at gate prior to pushback if time permits.

FC Seat with pillow, blanket, and water bottle



FC Service Start-to-Finish

FC Beverage/Meal Service Parameters

All Flights

All Times	A full beverage service is required in FC on all flights that Compass operates (flight conditions permitting)
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1 – 250 Miles

All Times	Complimentary Snacks
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251 – 899 Miles

All Times	Snack Basket
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900 – 1499 Miles

0500 – 0945	Cold breakfast
0946 – 1330	Cold lunch with choice of 2 entrees
1331 – 1559	Snack Basket
1600 – 1930	Cold dinner with choice of 2 entrees
1931 – 0459	Snack Basket

Start FC service within 15 minutes of takeoff (weather permitting).

FC Service Start-to-Finish

FC Flights 1-250 Miles

Full Beverage Service Flights with No Snack Basket

1. Take individual beverage requests.
2. Prepare beverage in the galley using First Class glassware.
3. Hand run beverage from the galley using a small half tray with a napkin, presenting the napkin with the logo facing the customer.
4. Offer complimentary snacks from basket providing a napkin with the snack item.
5. Walk through to accommodate passenger requests every 10 minutes.



Peanuts, Pretzels, and Biscoff Cookies

FC Service Start-to-Finish

FC Flights 251-899 Miles

Full Beverage Service with Snack Basket Service: All flights 250 – 899 miles OR flights over 900 miles, but not in a meal window.

1. Take individual beverage requests.
2. Prepare beverage in the galley using First Class glassware.
3. Hand run beverage from the galley using a small half tray with a napkin, presenting the napkin with the logo facing the customer.
4. Offer the snack basket providing a napkin for the snack item.
5. Walk through to accommodate passenger requests every 10 minutes

Note: Once done, see if YC needs help



Snack Baskets: Sun Chips, Twix, Reese's Peanut Butter Cups, Biscoff cookies, peanuts, mini-pretzels, bananas and apples

FC Service Start-to-Finish

FC Flights 900-1499 Miles

Full Beverage and Full Meal Service: Flights over 900 Miles OR Meal Windows 0946 - 1330 or 1600 – 2000

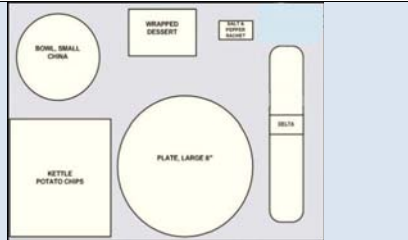
1. Manifest meal orders at gate prior to pushback if time permits.
2. When it is safe to get up after takeoff, offer hot towels
3. Offer pre-meal beverage service – take individual beverage requests starting from FWD to AFT and going row by row
4. Deliver beverages on small half tray with napkin
5. Offer choice of First Class tidbit from basket
6. Offer seconds on beverages before meal delivery
7. Lay blue liners on tray tables with Delta logo facing the customer
8. Prepare meal tray set up (TSU)
9. Remove TSU from cart in galley
10. Remove all plastic wrap
11. Adjust all items on the tray, ensure logos are facing the customer
12. Add extra items, for example, sugar packet for breakfast
13. If boarded separately, add entrée – remove plastic or foil if required
14. Deliver TSU to the customer using First Class service protocol, place on placemat ensuring the logos are facing the customer
15. Continue to deliver TSUs until all customers are served
16. Continue to check on customers every 10 minutes
17. Offer beverage seconds
18. Offer coffee and tea service
19. Remove trays and placemats by hand as customers finish (pick up aisle to window)

Note: Once done, see if YC Flight Attendant needs help.

FC Service Start-to-Finish

FC Flights 900-1499 Miles

FC Salad/Sandwich/Breakfast Tray Set Up

	<p>FC Sandwich Tray Set Up Unwrap tray and deliver to customer as shown</p>
	<p>FC Salad Tray Set Up Unwrap tray and deliver to customer as shown</p>
	<p>FC Breakfast Tray Set Up Unwrap tray and deliver to customer as shown</p>

Note: Typically meals are rationed at:

70% - 30% or 100% - 100%

EX: 7 Sandwiches and 5 Salads

FC Service Start-to-Finish

FC Flights 900-1499 Miles

Special Meal Code and Menu Code Key:

Special Meal Code	Type of Special Meal	Description of Special Meal
AVML	Asian Vegetarian Meal	Meal that does not contain meat, dairy or egg products
HNML	Hindu Meal	Meal that does not contain meat, dairy or egg products
MOML	Muslim Meal	Meal that does not contain meat, dairy or egg products
BBML	Baby Meal	Jars of baby food
CHML	Child Meal (child has seat)	Food appropriate for children
TDML	Toddler Meal (lap child)	Food appropriate for children
DBML	Diabetic Meal	Meal lower in sugar
BLML	Bland Meal	Meal with no spices or seasoning
LFML	Low Fat Meal	Meal lower in fat
LSML	Low Salt Meal	Meal lower in salt
GFML	Gluten Free Meal	Meal containing no wheat, rye barley or oats
KSML*	Kosher Meal	Meal blessed by a rabbi for Jewish customers
VGML	Strict Vegetarian Meal (Vegan)	Meal that does not contain meat, dairy or egg products
VLML	Vegetarian Meal	Meal that does not contain meat

* Kosher Meals must be delivered to the customer in its original packaging. If there is plastic wrap on the meal, do not remove it.

First Class Menu Code Key:

- **TC** – Breakfast
- **TP** – Hub Outbound – Cold Lunch or Cold Dinner
- **TD** – Return to Hub – Cold Lunch or Dinner (Downline)
- **TA** – Return to Hub – Non perishable Breakfast (Downline)
- **TZ** – Return Cold Lunch or Dinner – All the same entree.

YC Service Start-to-Finish

YC Beverage Service Parameters

The **Economy Class (YC)** service consists of the following main components. Our Customers look for consistent delivery of these components on all flights. These components are explained in greater detail later in this service guide. Here is a bird's eye view of the **order of service**.

1. Transmit M2 device (inside the US only)
2. Review mileage parameters for beverage service and snacks
3. On flights over 250 miles, set up carts
4. Offer service
5. Coffee blitz
6. Pick up service items
7. Monitor cabin
8. Prepare for pre-arrival service
9. Offer pre-arrival service
10. Close out and stow M2's

Important: In the **Economy** cabin, in-flight service should begin no later than **20 minutes** after takeoff.

Things you should know about the M2

- Sales recorded on the M2 device are tracked back to the employee ID.
- If the M2 times out during flight, log back on and elect **Sales**. Your flight information will display.
- The M2 on-board has a designated M2 location. Do not leave M2s behind inside the cart. Store M2 in its designated M2 storage location. The M2 is stowed in Galley 1 Bin 103.
- Do not place the M2 near the ice bucket or near water and other debris.
- If you have a defective M2 device, try to troubleshoot and call the M2 Hotline if necessary. If device remains inoperative, tag the device and record the reason on the tag.

YC Service Start-to-Finish

Complimentary Snacks

Mileage	Beverage Service	Snack
1-250	Service upon request	Service upon request
251-599	Full Beverage Service	0500–0945 Biscoff only 0946–0459 Peanuts only
600+	Full Beverage Service	All complimentary snacks* EATS snacks for sale
*Complimentary Snacks include Biscoff cookies, pretzels and peanuts		

YC Flights 1-250 Miles

- Full beverage service not scheduled; FAs are to walk through cabin and actively work to meet passenger requests.
- Be visible in the YC cabin.

After the flight deck announces “Flight attendants please prepare the cabin for arrival” do your final trash and recycling pick up.

YC Flights 251-599 Miles

1. Transmit M2 devices (inside the US only).
2. Complete the inventory only when the door is open. If not done complete after out of Sterile Cockpit.
3. When it is safe to get up, start setting up the cart and if needed finish inventorying the cart.
4. Start service at the forward row of YC (e.g., row 5 on E175, row 1 on E170 single-class configuration) and work window to aisle, front to back. (Start YC service within 20 minutes after takeoff, weather permitting.)
5. Offer full beverage service and AM or PM complimentary snacks. (See Pre-Departure Report for mileage.)
6. Offer Coffee Blitz service using a seconds (1/2) tray. Have Styrofoam cups, cream, sugar and stir sticks on the tray. Time Permitting.
7. Trash pickup. Recycle empty aluminum cans, empty plastic bottles, empty plastic cups, newspapers, and magazines.
8. Walk through the cabin every 30 minutes with a tray of pre-filled cups with water.
9. After the flight deck announces “Flight attendants please prepare the cabin for arrival” do your final trash and recycling and any service items. Lock carts with liquor and “For-Sale Items.”
10. Once on the ground and after the main cabin door is opened, transmit the M2, and return it to Galley 1 Bin 103.

YC Service Start-to-Finish

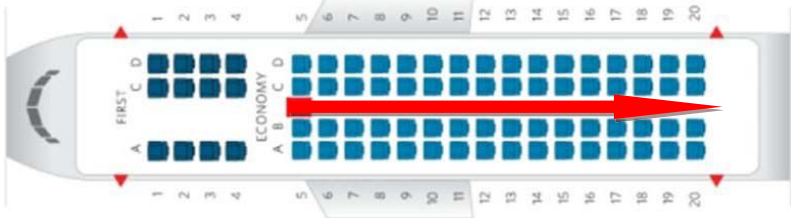
YC Flights 600+ Miles

1. Transmit M2 devices (inside the US only).
2. Complete the inventory only when the door is open. If not done, complete after out of Sterile Cockpit.
3. When it is safe to get up, start setting up the cart and if needed finish inventorying the cart.
4. Start service at the forward row of YC (e.g., row 5 on E175, row 1 on E170 single-class configuration) and work window to aisle, front to back. (Start YC service within 20 minutes after takeoff, weather permitting.)
5. Offer full beverage service and all complimentary snacks. (See Pre-Departure Report for mileage.)
6. Offer Coffee Blitz service using a seconds (1/2) tray. Have Styrofoam cups, cream, sugar and stir sticks on the tray.
7. Trash pickup. Recycle empty aluminum cans, empty plastic bottles, empty plastic cups, newspapers, and magazines.
8. Walk through the cabin every 30 minutes with a tray of pre-filled cups of water after the service
9. After the flight deck announces "Flight attendants please prepare the cabin for arrival" do your final trash and recycling pick up. Lock carts with liquor and "For-Sale Items."
10. Once on the ground and after the main cabin door is opened, transmit the M2.

YC Service Start-to-Finish

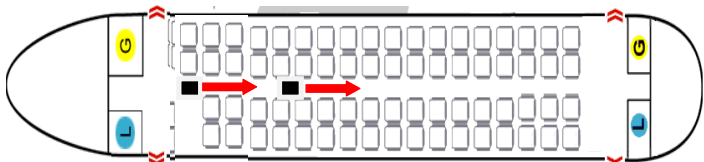
YC Service Flow Diagrams

For YC on E175, start at row 5 working from front to back, beginning on A/C left.



E175 YC Cabin

For YC on E170 single-class configuration, FA-A starts at first row of YC (row 1 on single-class configuration) working from front to back, beginning on A/C left. FA-B starts at row 5 working from front to back, beginning on A/C left. After FA-A serves all passengers in rows 1-4, FA-A “bumps” FA-B forward leaving approximately 3-4 rows for FA-A.



E170 Single-Class YC Cabin

Other FC and YC Info

Buy on Board Snacks and YC Liquor Prices

Buy on Board Snacks/EATS (600+ Miles) and YC Liquor	
Premium Snacks	See Delta's in-flight magazine, Sky, for current premium snacks and prices
Beer	\$5
Wine	\$7
Mixed Drinks	\$7

Beer, wine and mixed drinks are complimentary in First Class.

Cart Seals

Seal Color	Used for
White	Fully Stocked, new cart from caterers
Red	FA places on cart in-flight after used
Green	Placed on cart by caterers after stocked w/ some items (Used on round trip flights)

Carts seals are the same in FC and YC cabins.

Common Drink Requests

Common Drinks	Liquor	Mix
Bloody Mary	Vodka	Bloody Mary Mix
Bourbon Water	Jack or Woodford Bourbon	Water
Gin and Tonic	Gin	Tonic Water
Screwdriver	Vodka	OJ
Vodka Tonic	Vodka	Tonic Water
Rum and Coke	Rum	Coke
Vodka soda	Vodka	Club soda
Jack and Coke	Jack Daniels Whiskey	Coke
Cape Cod	Vodka	Cranapple Juice

Bloody Mary, Gin and Tonic, Vodka Tonic all come with a lime.

In-Flight Recycling

Recycling Overview

By participating in the collection and recycling of on-board items, flight attendant help support Delta's Green Initiative.

The following items must be recycled:

- Empty aluminum cans
- Empty plastic bottles (Delta water bottles, as well as bottle brought on by passengers)
- Empty plastic cups
- Newspapers
- Magazines

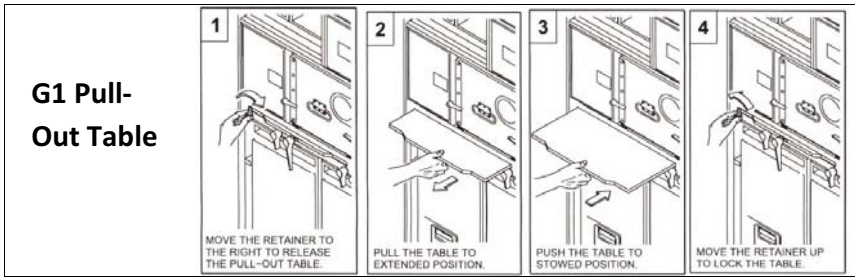
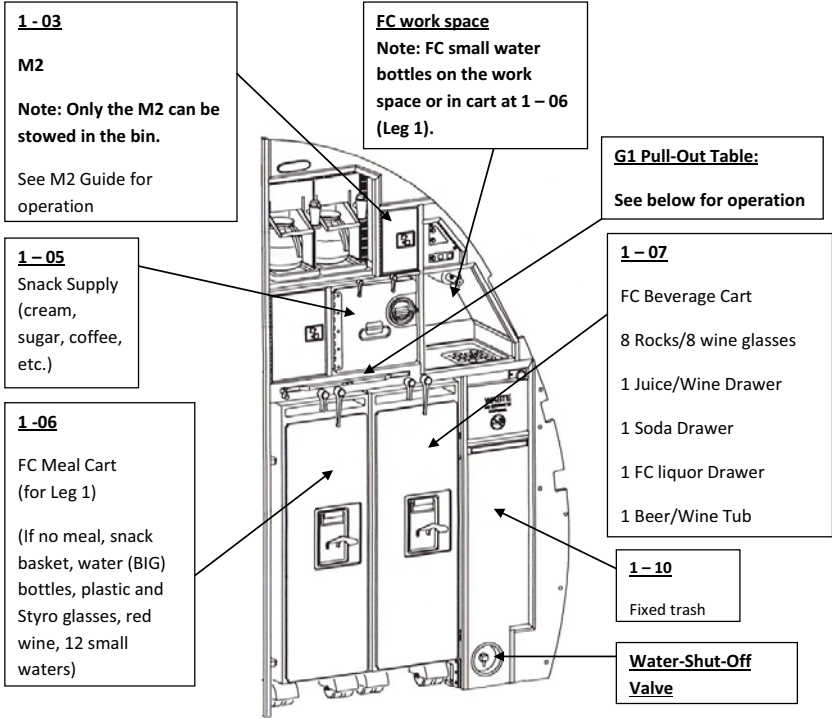
During pick-up, apply the following guidelines to facilitate the recycling process:

- Walk through the cabin with a Recycle bag as well as a trash bag.
- Aluminum and plastic cups/bottles can be mixed inside one clear Recycle bag
- Newspapers and magazines should be placed in a separate clear Recycle bag to keep dry.
- Cups, cans and bottles should be emptied of excess ice, liquids or other garbage prior to going into the recycling bag.
- If a passenger hands you a bottle or can with food, excess liquids or other contaminants, do not recycle this. Place into trash.
- Aluminum cans left in meal and beverage carts will be recycled at the kitchens.

When trash service is complete, clear RECYCLE bags should be placed on top of the trash inside the trash can. Stow trash carts for landing.

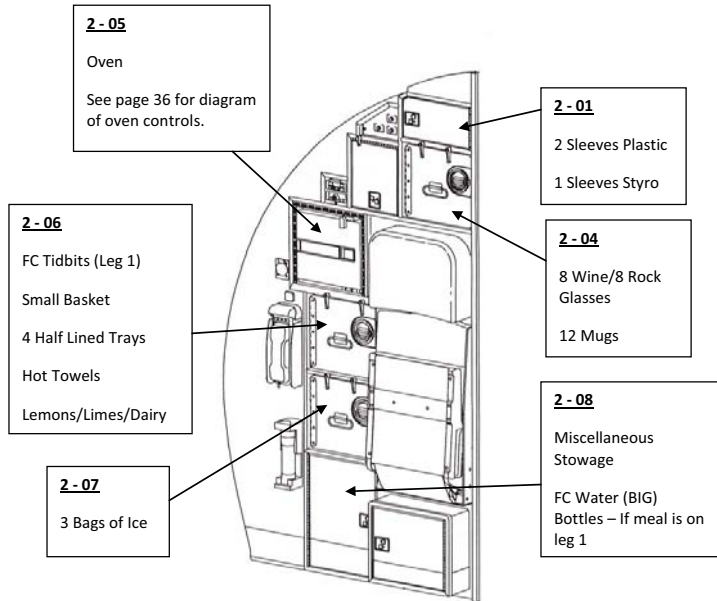
E175 Galley Diagrams and Descriptions

Galley 1 (FC Galley looking forward), including Pull-Out Table



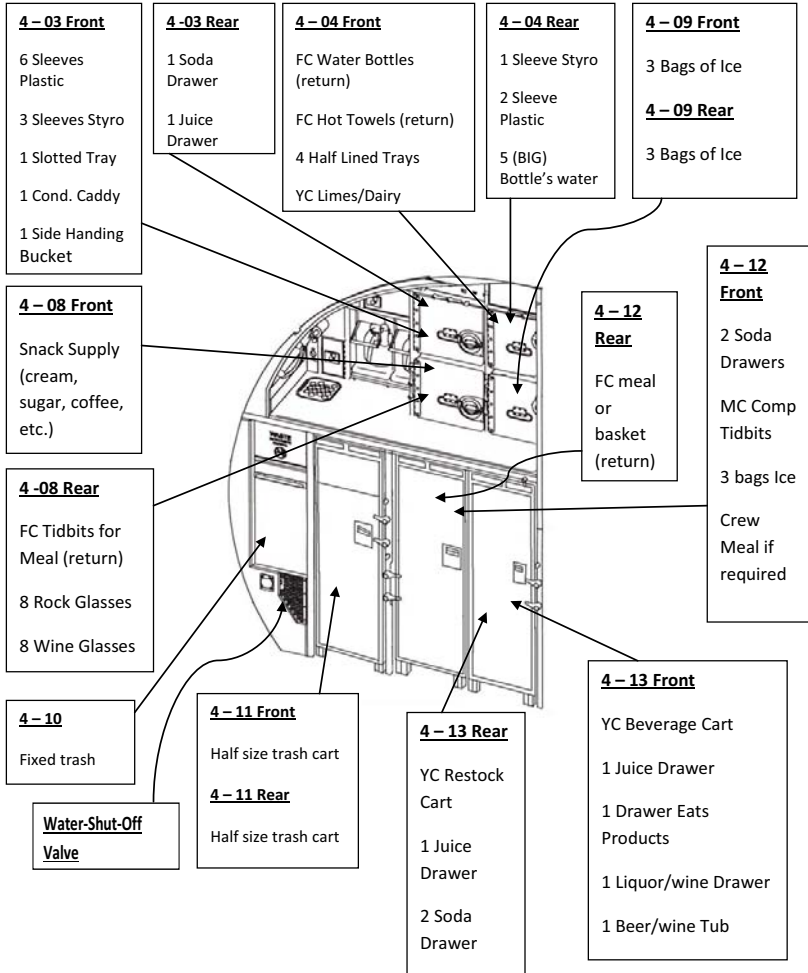
E175 Galley Diagrams and Descriptions

Galley G2 (FC Galley Looking Aft)



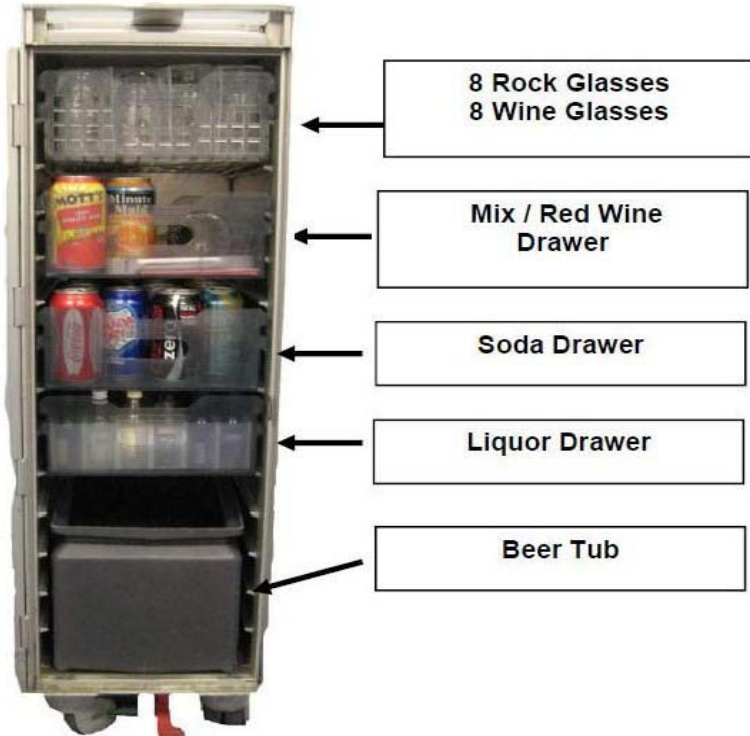
E175 Galley Diagrams and Descriptions

Galley G3 (YC Galley looking Aft)



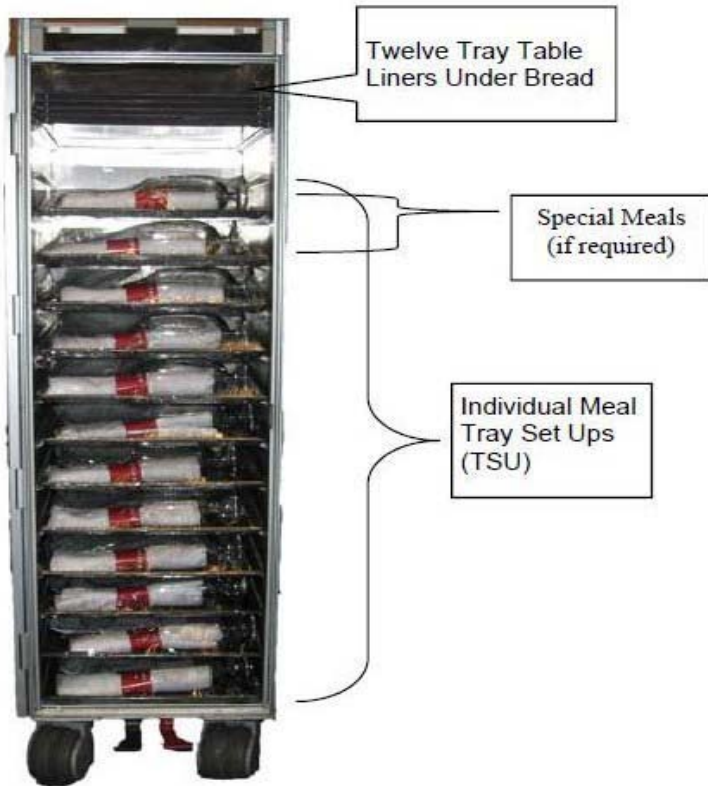
E175 Carts and Drawers

FC Beverage Cart



E175 Carts and Drawers

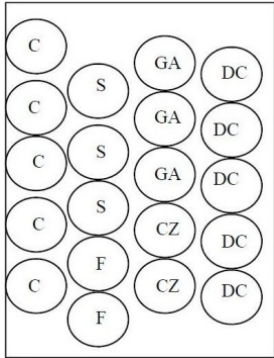
FC Meal Carts



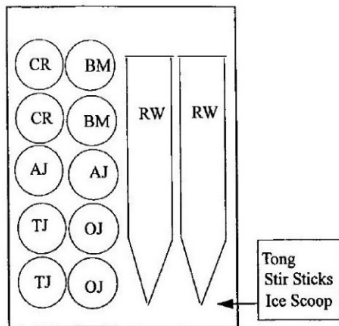
Note: Tidbit Basket/Water/Extra plastic and Stryo/FC Red Wine are in this cart when there is no meal.

E175 Carts and Drawers

FC Soda/Juice/Liquor Drawer for Carts



FC Soda Drawer		
Abbr.	Product	Qty
C	Coke	5
DC	Diet Coke	5
GA	Ginger Ale	3
S	Sprite	3
CZ	Coke Zero	2
FR	Fresca	2



FC Juice/Mix/Wine Drawer		
Abbr.	Product	Qty
RW	Red Wine	2
CR	Cranberry Juice	2
AJ	Apple Juice	2
OJ	Orange Juice	2
BM	Bloody Mary Mix	2
TJ	Tomato Juice	2
----	Cocktail Napkins	1PKG
----	Tong	1
----	Ice Scoop	1
----	Stir Sticks	50

E175 Carts and Drawers

FC Soda/Juice/Liquor Drawer for Carts

CW	CW	CW	V	V	V
IC	G	B	V	V	V
IC	G	B	V	V	V
IC	G	R	W	V	V
IC	G	R	W	V	V
IC	G	R	W	V	V

Cocktail Napkins

FC Liquor Drawer		
Abbr.	Product	Qty
G	Tanqueray Gin	5
W	Jack Daniel's Whiskey	3
R	Bacardi Rum	3
V	Skyy Vodka	15
CW	Canadian Whisky	3
S	Dewar's Scotch	2
B	Woodford Reserve Bourbon	2
IC	Bailey's Irish Cream	5

E175 Carts and Drawers

YC Beverage Cart



Service Supply Tray:

Cocktail Napkins

Stir Sticks

Ice Scoops

Antiseptic Towelettes

Juice/Mix Drawer

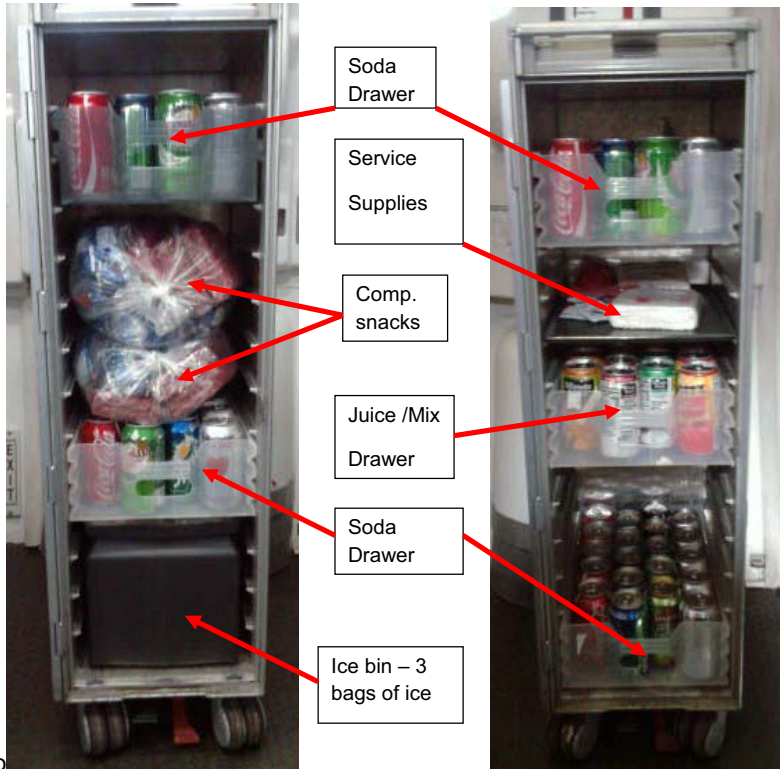
EATS Snack Drawer

Liquor/Wine Drawer

Beer/Wine Drawer

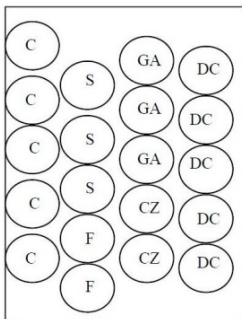
E175 Carts and Drawers

YC Beverage Cart and YC Restock Cart

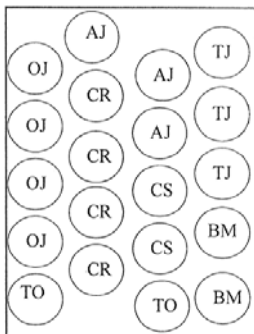


E175 Carts and Drawers

YC Soda/Juice/Liquor Drawer for Carts



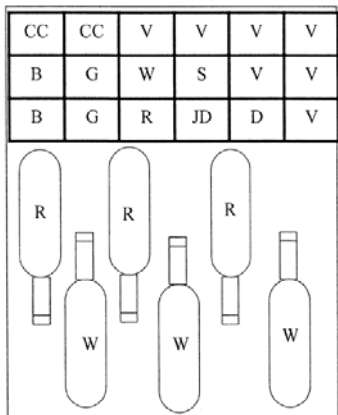
MC Soda Drawer		
Abbr.	Product	Qty
C	Coke	5
DC	Diet Coke	5
GA	Ginger Ale	3
S	Sprite	3
CZ	Coke Zero	2
FR	Fresca	2



MC Juice Drawer		
Abbr.	Product	Qty
CR	Cranberry Juice	4
AJ	Apple Juice	3
OJ	Orange Juice	4
BM	Bloody Mary Mix	2
CS	Club Soda	2
TO	Tonic Water	2
TJ	Tomato Juice	3

E175 Carts and Drawers

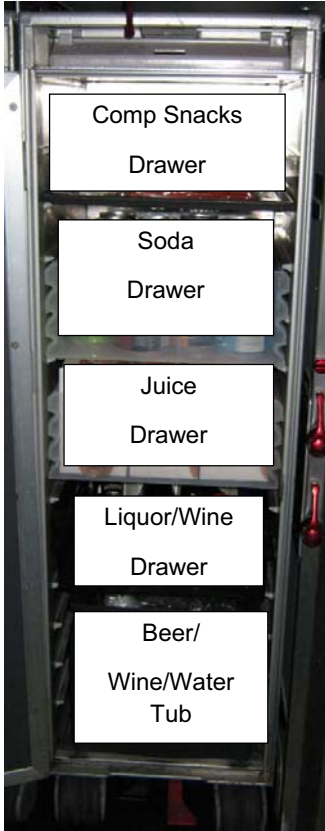
YC Liquor/Wine Drawer for Carts



Liquor/Wine Drawer		
Abbr.	Product	Qty
G	Tanqueray Gin	2
JD	Jack Daniel's Whiskey	1
R	Bacardi Rum	1
V	Skyy Vodka	7
CC	Canadian Whisky	2
D	Dewar's Scotch	1
W	Woodford Reserve Bourbon	1
B	Bailey's Irish Cream	2
S	Glenlivet Scotch	1
R	Red wine	3
W	White wine	3

E175 Carts and Drawers

YC Beverage Cart Setup



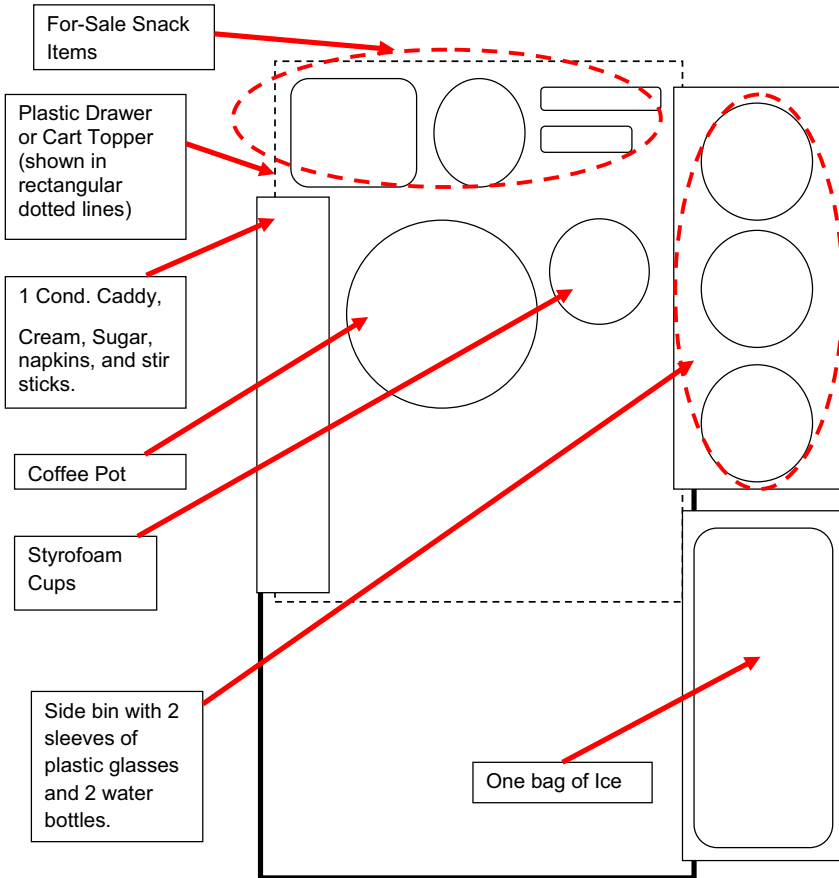
How to Build your Cart:

- Put comp. snacks in a drawer inside of cart on top.
- Pull a soda drawer from either of the restock carts and put under the comp. snacks.
- Place a juice drawer under the soda drawer
- Place an empty drawer on the top for your set up ("YC Cart Topper").

Note: This is just one of the many ways you can set up your cart.

E175 Carts and Drawers

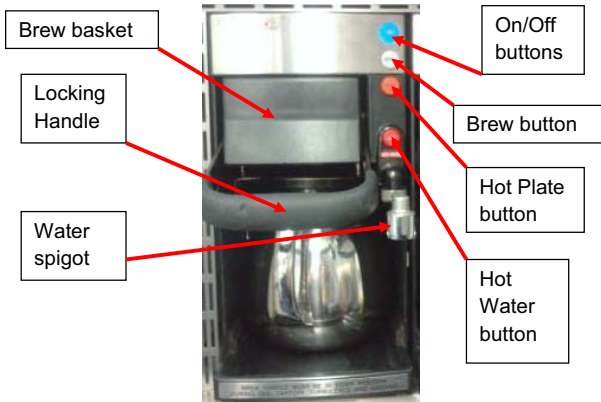
YC Cart Topper for Beverage Cart Setup



Note: Place paper towels or cart topper liners on the bottom of the drawer on the top of the cart. This is just a suggestion on how to set up the top of your cart but is not the only way.

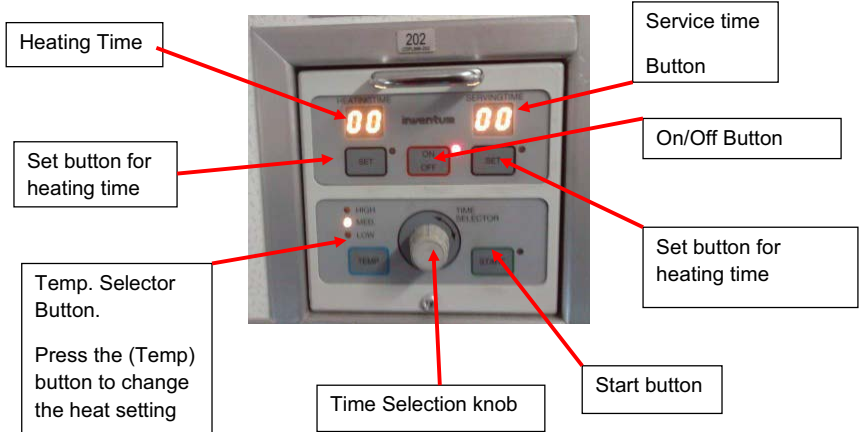
E175 Coffee Makers and FC Oven

FC and MC Coffee Maker Diagram



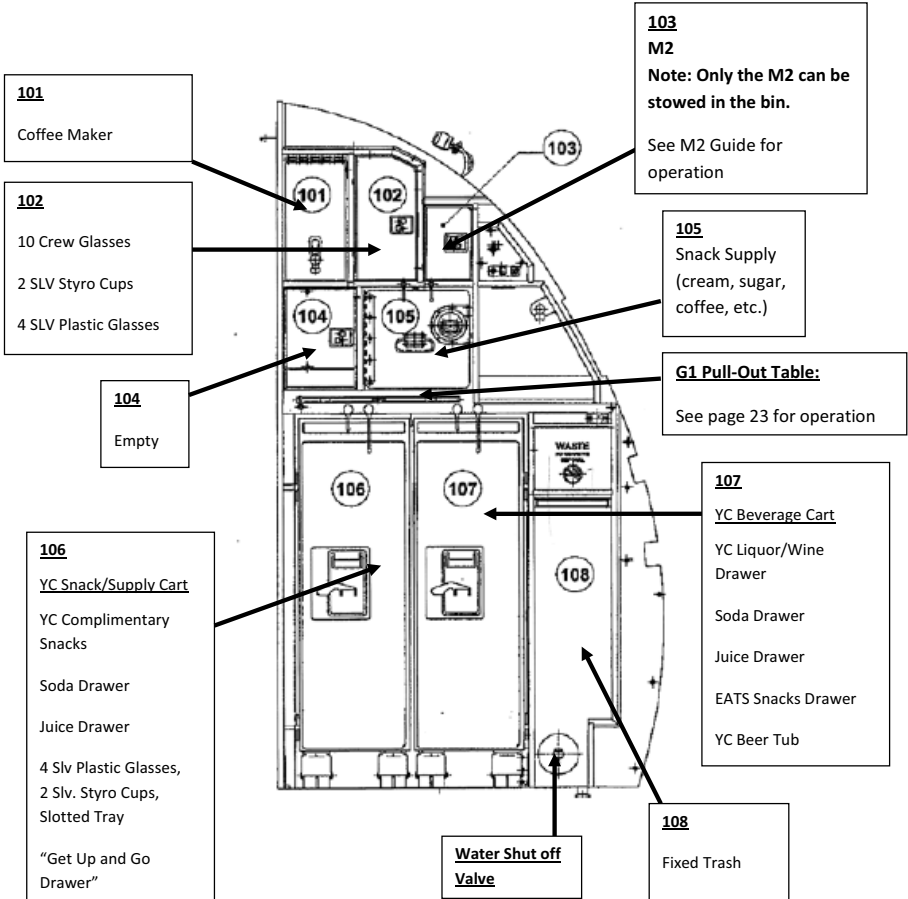
Example of Coffee Maker

FC Oven Diagram



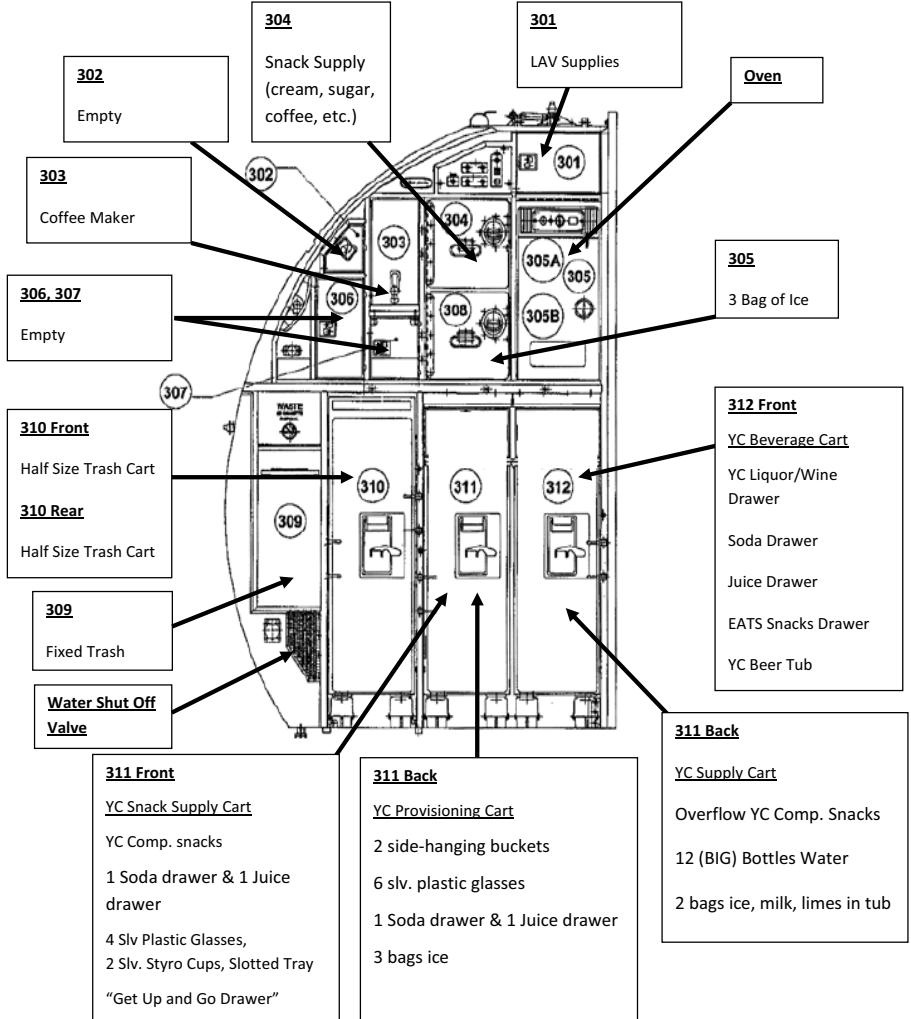
E170 Galley Diagrams and Descriptions

Galley G1 (YC Galley looking forward), including Pull-Out Table



E170 Galley Diagrams and Descriptions

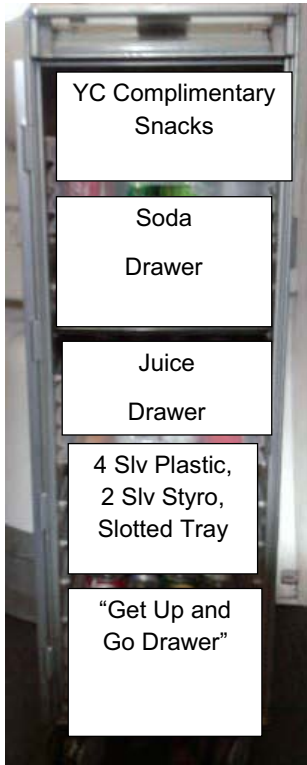
Galley G3 (YC Galley looking Aft)



E-170 Carts

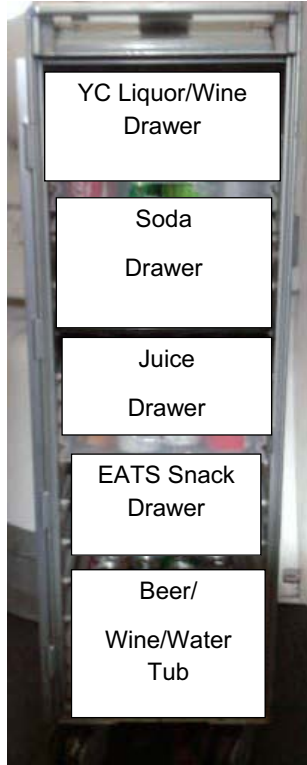
YC Snack Supply Carts and YC Beverage Carts

Positions 106 and 311 Front



YC Snack Supply Cart

Positions 107 and 312 Front

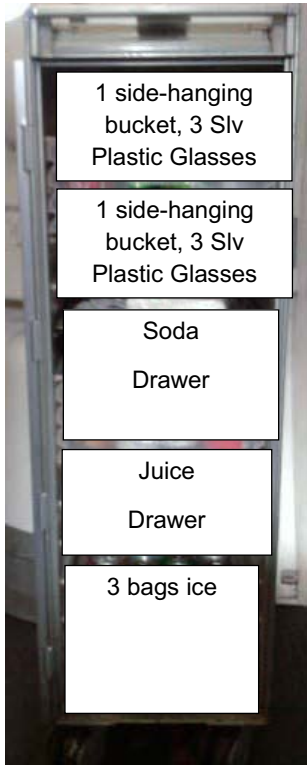


YC Beverage Cart

E-170 Carts

YC Provisioning Cart and YC Supply Cart

Position 311 Back



YC Provisioning Cart

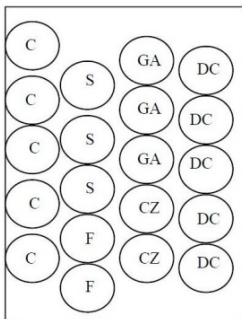
Position 312 Back



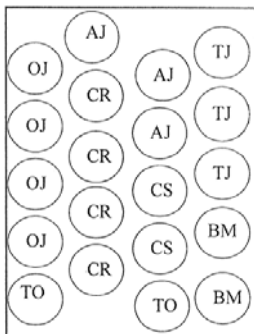
YC Supply Cart

E170 Carts and Drawers

YC Soda/Juice/Liquor Drawer for Carts



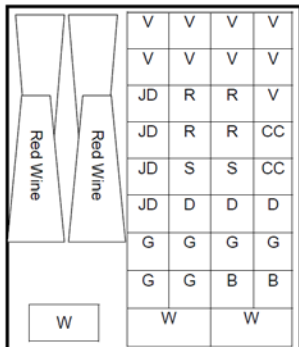
MC Soda Drawer		
Abbr.	Product	Qty
C	Coke	5
DC	Diet Coke	5
GA	Ginger Ale	3
S	Sprite	3
CZ	Coke Zero	2
FR	Fresca	2



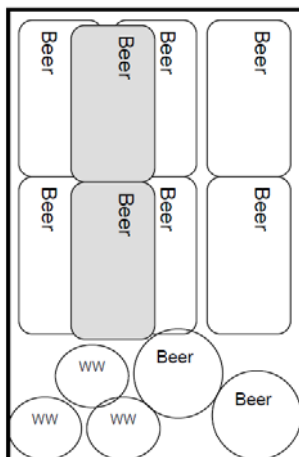
MC Juice Drawer		
Abbr.	Product	Qty
CR	Cranberry Juice	4
AJ	Apple Juice	3
OJ	Orange Juice	4
BM	Bloody Mary Mix	2
CS	Club Soda	2
TO	Tonic Water	2
TJ	Tomato Juice	3

E170 Carts and Drawers

YC Liquor/Wine Drawer for Carts



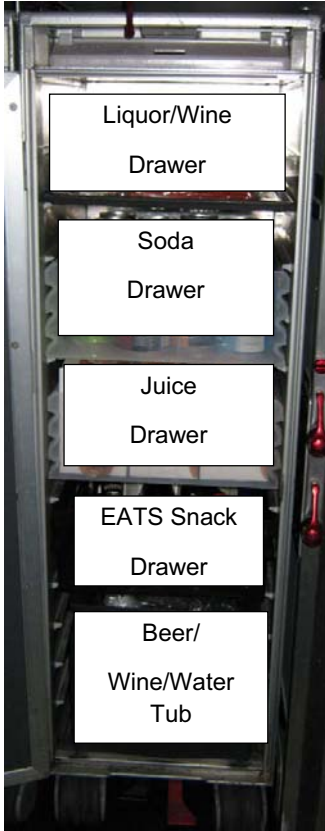
YC Liquor/Wine Drawer		
Abbr.	Product	Qty
G	Tanqueray Gin	6
JD	Jack Daniel's Whiskey	4
R	Bacardi Rum	4
V	Skyy Vodka	9
CC	Canadian Whisky	2
D	Dewar's Scotch	3
W	Woodford Reserve Bourbon	3
B	Bailey's Irish Cream	2
S	Glenlivet Scotch	2
R	Red wine	4



YC Beer Tub	
Product	Qty
Heineken	4
Miller Lite	3
Corona	3
White wine	3
(BIG) Water bottle	1

E170 Carts and Drawers

YC Beverage Cart Setup



How to Build your Cart:

- Put several EATS snacks on top of cart.
- Add comp. snacks to extra space in EATS drawer.
- Remove “Get Up and Go Drawer” from YC Snack Supply Cart and place on the top for your Beverage Cart setup (“YC Cart Topper”).

Note: This is just one of the many ways you can set up your cart.

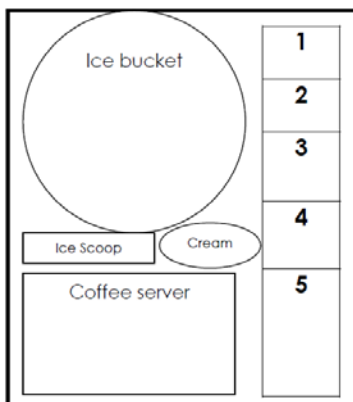
E170 Carts and Drawers

YC “Get Up and Go Drawer” (Cart Topper) for Beverage Cart Setup

Remove “Get Up and Go Drawer” from YC Snack Supply Cart and place on top of YC Beverage Cart.



YC Get Up and Go Drawer



(1) Condiment caddy – preset with:

- #1 – (1) packs stir sticks
- #2 – sweeteners/tea (approx 10, half blue/half pink, 5 tea bags)
- #3 – sugar (approx 25)
- #4 – (2) binder clips
- #5 – (2) packs bev napkins

- (1) ice bucket with 5lb bag of wet ice
- (1) coffee server
- (1) ice scoop
- (1) bag Aseptic non-dairy Creamers (15/bag)

In Plastic drawer

FC and YC Paperwork

FC Paperwork: Sales Activity Form

Record complimentary alcoholic beverage usage for First Class on the "Sales Activity Form." The "Sales Activity Form" is provided by catering in the FC beverage cart.

DELTA SALES ACTIVITY FORM 71213 390221

CARRIER: (check one): FA Name #1: FA Name #2:

PMDL _____ Employee #1: _____ Employee #2: _____

PMNW _____ Flight Number: _____ Departure Airport: _____ Arrival Airport: _____

Date: _____

Beginning Seal Numbers (to be completed by the caterer): Front: _____ Back: _____

Ending Seal Numbers: Front: _____ Back: _____

Item	Starting Count	Closing Count	Number Sold	Cash Collected	Coupons Collected	Total Sales
LIQUOR (minis) Domestic Only						\$
BEER (cans) Domestic Only						\$
YC WINE (187 ml) Domestic Only						\$
SNACKS \$2						\$
SNACKS \$3						\$
SNACK BOXES						\$
FRUIT & CHEESE						\$
BREAKFAST ITEM						\$
BREAKFAST SANDWICH						\$
LUNCH/DINNER SANDWICH						\$
SALAD						\$
OTHER ()						\$
OTHER ()						\$
TOTALS						
Deposit Summary	Total USD\$ Collected:	Total Coupons Collected:				
	Foreign Currency Collected	Currency Type	Currency Total			
AUDIT USE ONLY	Ending inventory Confirmed:	Yes: _____ No: _____				
If no, explain: _____						

First Class Paperwork

COPY A - Leave in the cart in the liquor drawer prior to arrival

Form No. 0412-81384 REV 7-10

- Record employee name, number and flight information.
- Record beginning and ending seal numbers.
- Write down starting count and closing count.
- Write "First Class Paperwork."
- Leave Copy A in cart. Retain Copy C for 6 months.
- Seal FC cart.

FC and YC Paper Work

YC Paperwork: Sales Activity Form

In YC, only complete the "Sales Activity Form" if the M2 is INOP. The "Sales Activity Form" is provided by catering in the YC beverage cart.

DELTA SALES ACTIVITY FORM 71213 390221

CARRIER: (check one): PMDL PMNW

Date: _____

Beginning Seal Numbers (to be completed by the caterer): Front: _____ Back: _____

Ending Seal Numbers: Front: _____ Back: _____

Item	Carton Count	Long Count	Number Sold	Cash Collected	Coupons Collected	Total Sales
LIQUOR (minors) Domestic Only						\$
BEER (cans) Domestic Only						\$
YC WINE (187 ml) Domestic Only						\$
SNACKS \$2						\$
SNACKS \$3						\$
SNACK BOXES						\$
FRUIT & CHEESE						\$
BREAKFAST ITEM						\$
BREAKFAST SANDWICH						\$
LUNCH/DINNER SANDWICH						\$
SALAD						\$
OTHER ()						\$
OTHER ()						\$

M2 not working

Deposit Summary: Total USD\$ Collected: _____ Foreign Currency Collected: _____

AUDIT USE ONLY: Ending Inventory Confirmed: Yes: _____ No: _____

Form No. 5812-01/06 REV 7-10

COPY A - Leave in the cart in the liquor drawer prior to arrival

- (1) Record employee name, number and flight information.
- (2) Record beginning and ending seal numbers
- (3) Write down starting count and closing count
- (4) Write "M2 not working"
- (5) Record zero USD\$ collected and zero coupons collected if M2 is INOP.
- (6) Leave Copy A in cart. Retain Copy C for 6 months.
- (7) Seal YC cart.



Revision Original