



## *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.....	9
FC Prior to Boarding .....	9
FC Pre-Departure .....	9
FC Beverage/Meal Service Parameters .....	10
FC Flights 1-250 Miles .....	11
FC Flights 251-899 Miles .....	12
FC Flights 900-1499 Miles .....	13
Special Meal Codes .....	15
FC Menu Codes.....	15
YC Service Start-to-Finish .....	16
YC Beverage/Snack Service Parameters.....	16
YC Complimentary Snacks .....	17
YC Flights 1-250 Miles .....	17
YC Flights 251-599 Miles .....	17
YC Flights 600+ Miles .....	18
YC Service Flow Diagram .....	19
Other FC and YC Info .....	20
Buy on Board Snacks and YC Liquor Prices .....	20
Cart Seals .....	20
Common Drink Requests .....	20

# Table of Contents

In-Flight Recycling .....	21
E170 Galley Diagrams and Descriptions.....	22
Galley 1.....	22
Galley 3.....	23
E175 Galley Diagrams and Descriptions.....	24
Galley 1.....	24
Galley 2.....	25
Galley 3.....	26
E170 Carts and Drawers.....	27
Galley 1 Carts and Drawers .....	27
Galley 3 Carts and Drawers .....	28
E175 Carts and Drawers.....	30
Galley 1 Carts and Drawers .....	30
Galley 3 Carts and Drawers .....	31
E170/175 Drawers .....	33
FC/YC Soda/Juice/Mix Drawers.....	33
FC/YC Liquor Drawer and Beer Tub .....	34
YC “Get Up and Go Drawer” .....	35
YC Beverage/Snack Cart (Full Cart) .....	36
YC Beverage/Snack Cart Setup.....	36
YC Cart Topper for Beverage Cart.....	37
Coffee Makers and FC Oven .....	38
FC and YC Paperwork .....	39

# 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 updated on the heels of our earning “Best in Class” overall flight experience in the ISM ratings for all 4 quarters of 2011. We attribute this success 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. Following these steps is important so that we meet our agreement with Delta.

**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.
- Remain visible during the safety demo. (Stand at demo position until the whole safety demo is done.)
- At 10,000 feet begin service and cart preparation (in accordance with the flight deck guidance and flight conditions).
- Serving beverages promptly to FC customers within 15 minutes of takeoff and YC customers within 20 minutes after takeoff.
- Establish and maintain friendly eye contact with customers.
- Engage customers with conversation and try to make a personal connection.
- Follow established procedures, yet be flexible to individual needs and preferences.
- Be aware of customer impression of “galley talk.”
- Apologize sincerely and try to make things right when something occurs.
- Be visible and available in the cabin throughout the flight.
- Thank customers for their loyalty.

**What You Say and How You Say It** makes a difference. Consider adding some of the below phrases to your onboard vocabulary when responding to or making customer requests and greeting and bidding farewell.

- Welcome on board
- Of course, I'll be happy to
- I'll take care of that right away
- We hope to see you again soon
- It would be my pleasure
- That will not be a problem
- Your business is important to us

# 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
- Handling serviceware
- FC meal manifesting
- FC standards
- Serving beverages
- Customer service etiquette
- FC service flow

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.
- 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."
- Ensure only safety-related duties are being accomplished during taxi.

## Turbulence

- Coordinate with the captain during briefing to discuss any flight conditions that could delay the beginning of service.
- To prevent injury during unexpected turbulence, keep galleys clean and bins/carts stowed and secured with latches when not in use.
- 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.

## Hot Beverages (Coffee/Tea)

- If choppy conditions or elderly passenger, serve half-filled cup.
- If choppy conditions or possible turbulence, go into cabin with a tray as it can be set on floor or allows you to get back to galley and strap in quickly.
- Use tray to hand hot beverages to individual. Have passenger take cup off tray.
- Consider asking the aisle person to pass hot beverage over.
- Always pour/refill cup in aisle – not over passenger tray table.
- When serving hot beverage, do not place a plastic cup over the hot beverage in the Styro cup. This can cause a vacuum and create spillage.

## Safe Lift

- 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



# 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 must be presented on a 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.

## 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.
- At the end of the flight (before landing), dispose of opened wine. This is particularly important on flights to/from Canada.

## 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

## FC Meal Manifesting and Tips

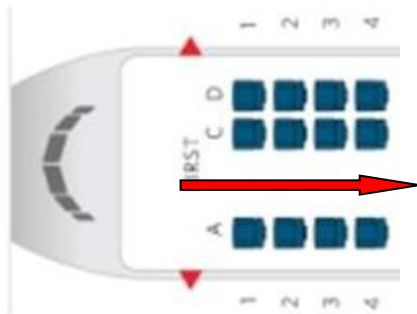
Manifesting meals means taking meals orders.

- 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.

**! 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.

## 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 Standards

- Provide pre-departure beverages.
- Introduce yourself to customers and address them by name as frequently as possible.
- Protect the FC cabin by using curtain dividers.
- Use a team effort to return jackets and coats to the FC customers.
- Allow FC customers to deplane first.

## FC Service Start-to-Finish

### Prior to Boarding

- Obtain catering/cabin service provisioning information.
- Verify catering and cabin service supplies.
- Place a blanket and pillow on each First Class seat.
- Place 8.5 oz. bottle of water on armrest of each First Class seat.

#### FC Seat with pillow, blanket, and water bottle



### Pre-Departure

#### Pre-Departure Duties

- Welcome customers onboard at the boarding door with a smile. 😊
- Direct customers to their seats.
- Assist with passenger coats (including using E170 closet).
- Introduce yourself by name to FC customers and address them by name as much as possible throughout the flight.
- 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 tray.
- For safety, remove all water bottles from unoccupied First Class seats prior to closing the boarding door.
- 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 Service Start-to-Finish

### FC Beverage/Meal Service Parameters

#### All Flights

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

<b>All Times</b>	Complimentary Snacks
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#### 251 – 899 Miles

<b>All Times</b>	Snack Basket
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#### 900 – 1499 Miles

<b>0500 – 0945</b>	Cold breakfast
<b>0946 – 1330</b>	Cold lunch with 1 or 2 entrees
<b>1331 – 1559</b>	Snack Basket
<b>1600 – 2000</b>	Cold dinner with 1 or 2 entrees
<b>2001 – 0459</b>	Snack Basket

# FC Service Start-to-Finish

## FC Flights 1-250 Miles

### Full Beverage Service Flights with No Snack Basket

1. Adjust cabin lighting to medium
2. Take individual beverage requests.
3. Prepare beverage in the galley using First Class glassware.
4. Serve beverages promptly within 15 minutes after takeoff (In accordance with the flight deck guidance and flight conditions). Hand run beverage from the galley using a small half tray with a napkin, presenting the napkin with the logo facing the customer.
5. Offer complimentary snacks from basket providing a napkin with the snack item.
6. 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 251 – 899 miles OR flights over 900 miles, but not in a meal window.

1. Adjust cabin lighting to medium
2. Take individual beverage requests.
3. Prepare beverage in the galley using First Class glassware. 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 flight attendant needs help**

AM Snack Basket	PM Snack Basket
	
<p>Biscoff, Pretzels, Peanuts, Muffin, Biscotti, Granola Bars, Bananas</p>	<p>Pretzels, Peanuts, Toblerone, Twix Bars, Shortbread Cookies, Sun Chips, Apples</p>

# FC Service Start-to-Finish

## FC Flights 900-1499 Miles

**Full Beverage and Full Meal Service:** Flights over 900 Miles OR Meal Windows 0500 - 1330 or 1600 – 2000

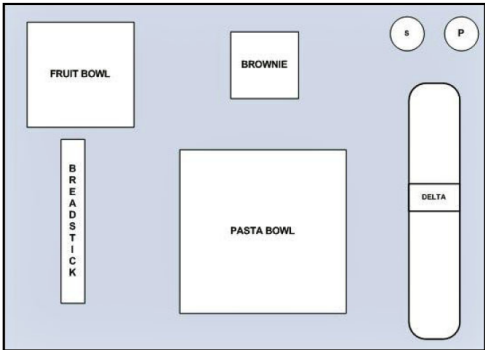
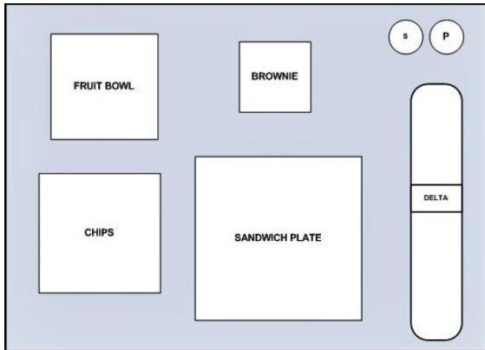
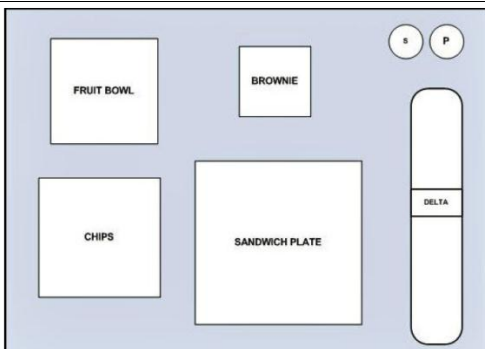
1. Manifest meal orders at gate prior to pushback if time permits.
2. When it is safe to get up after takeoff, adjust cabin lighting to medium.
3. Prepare and offer hot towels; pick-up hot towels.
4. Lay linen placemats for customers who want to partake in the meal service.
5. Offer pre-meal beverage service – take individual beverage requests starting from FWD to AFT and going row by row.
6. Deliver beverages on small half tray with napkin.
7. Offer choice of First Class tidbit from basket.
8. Offer seconds on beverages before meal delivery.
9. Remove TSU from cart in galley and prepare TSU.
  - Remove all plastic wrap/foil wrap from items
  - Adjust all items on the tray, ensure logos are facing the customer
  - Add extra items, for example, sugar packet for breakfast
  - If boarded separately, add entrée - remove plastic or foil
10. Deliver TSU to the customer using First Class service protocol, place on linen placemat ensuring the logos are facing the customer, 2 at a time.
11. After first two rows are delivered, replenish wine/water/other beverages.
12. Offer coffee and tea service.
13. Remove trays and linens by hand as customers finish (pick up aisle to window).
  - Place TSU in cart.
  - Place used linens in a recycle bag and place back in the cart.
14. Walk through the cabin every 10 minutes and offer beverages/water.
15. In person, thank FC customers for their patronage.

**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>The diagram shows a tray layout for a sandwich meal. It includes a 'FRUIT BOWL' in the top left, a 'BROWNIE' in the top right, a 'PASTA BOWL' in the center, and a 'BREADSTICK' on the left side. On the right side, there is a 'DELTA' logo and two small circles labeled 'S' and 'P' at the top.</p>	<p style="text-align: center;"><b>FC Sandwich Tray Set Up</b></p> <p style="text-align: center;">Unwrap tray and deliver to customer as shown</p>
 <p>The diagram shows a tray layout for a salad meal. It includes a 'FRUIT BOWL' in the top left, a 'BROWNIE' in the top right, a 'SANDWICH PLATE' in the center, and 'CHIPS' in the bottom left. On the right side, there is a 'DELTA' logo and two small circles labeled 'S' and 'P' at the top.</p>	<p style="text-align: center;"><b>FC Salad Tray Set Up</b></p> <p style="text-align: center;">Unwrap tray and deliver to customer as shown</p>
 <p>The diagram shows a tray layout for a breakfast meal. It includes a 'FRUIT BOWL' in the top left, a 'BROWNIE' in the top right, a 'SANDWICH PLATE' in the center, and 'CHIPS' in the bottom left. On the right side, there is a 'DELTA' logo and two small circles labeled 'S' and 'P' at the top.</p>	<p style="text-align: center;"><b>FC Breakfast Tray Set Up</b></p> <p style="text-align: center;">Unwrap tray and deliver to customer as shown</p>

**Note:** Typically meals are rationed at:

70% - 30% or 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:

Meal codes are found on the catering slip attached to the cart.

- **H65** – Hub outbound – PM snack basket
- **H65D** - Return to hub – PM snack basket
- **H65D** - Hub outbound - AM snack basket
- **H65BD** - Return to hub -AM snack basket
- **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. Pick up service items
6. Monitor cabin
7. Offer water every 30 minutes
8. On long flights, 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.
- Always return the M2 device to its storage location in Galley 1 Bin 103.

## 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 every 15 minutes and actively work to meet passenger requests.
- Be visible in the YC cabin.

After the flight deck announces “Flight attendants, please prepare 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. When FA-B is setting up cart, it should be set up so that FA-A can assist on the forward side.
5. Service is to commence in the YC cabin no later than 20 minutes after takeoff, flight conditions permitting.
6. Start service at the forward row of YC (e.g., row 4 on E170, row 5 on E175) and work window to aisle, front to back.
7. Offer full beverage service and AM or PM complimentary snacks. (See Pre-Departure Report for mileage.)
8. Trash pickup. Recycle empty aluminum cans, empty plastic bottles, empty plastic cups, newspapers, and magazines.
9. Walk through the cabin every 15 minutes. Every 30 minutes, offer a tray of pre-filled cups with water.

## YC Service Start-to-Finish

### YC Flights 251-599 Miles (Continued)

10. After the flight deck announces "Flight attendants, please prepare for arrival" do your final trash and recycling and any service items. Lock carts with liquor and "For-Sale Items."
11. Once on the ground and after the main cabin door is opened, transmit the M2.

### YC Flights 600+ Miles

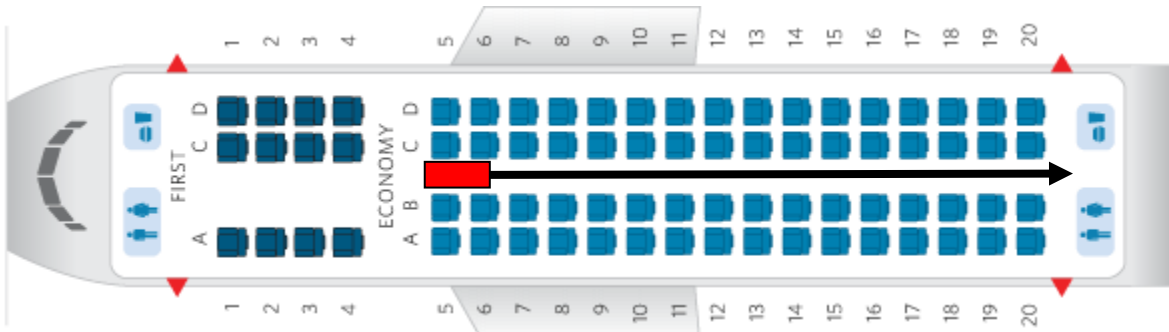
1. Transmit M2 devices (inside the US only).
2. Complete the inventory only when the door is open. If not done, complete after out of Sterile Cockpit.
3. When it is safe to get up, start setting up the cart and if needed finish inventorying the cart.
4. When FA-B is setting up cart, it should be set up so that FA-A can assist on the forward side. Prior to moving cart into aisle, call FA-A and request assistance
5. Service is to commence in the YC cabin no later than 20 minutes after takeoff, flight conditions permitting.
6. Start service at the forward row of YC (e.g., row 4 on E170, row 5 on E175) and work window to aisle, front to back.
7. Offer full beverage service and all complimentary snacks. (See Pre-Departure Report for mileage.)
8. Trash pickup. Recycle empty aluminum cans, empty plastic bottles, empty plastic cups, newspapers, and magazines.
9. Walk through the cabin every 15 minutes. Every 30 minutes, offer a tray of pre-filled cups of water after the service
10. After the flight deck announces "Flight attendants, please prepare for arrival" do your final trash and recycling pick up. Lock carts with liquor and "For-Sale Items."
11. Once on the ground and after the main cabin door is opened, transmit the M2.

# YC Service Start-to-Finish

## YC Service Flow Diagrams

When FA-B is setting up cart, it should be set up so that FA-A can assist on the forward side. After the cart is set up, FA-A helps FA-B in positioning the cart to forward row of main cabin. FA-B works on aft side of cart and turns to face passengers. FA-A, after completing FC duties, works on forward side of YC beverage cart and assists with pick up.

**E175 12F 64Y – Start at row 5**



**E170 9F 60Y – Start at row 4**



## Other FC and YC Info

### Buy on Board Snacks and YC Liquor Prices

<b>Buy on Board Snacks/EATS (600+ Miles) and YC Liquor</b>	
Premium Snacks	See Delta's in-flight magazine, Sky, for current premium snacks and prices
Beer	\$6
Wine	\$7
Mixed Drinks	\$7

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

### Cart Seals

<b>Seal Color</b>	<b>Used for</b>
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)

Cart seals are the same in FC and YC cabins.

### Common Drink Requests

<b>Common Drinks</b>	<b>Liquor</b>	<b>Mix</b>
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, and Vodka Tonic all come with a lime.

# In-Flight Recycling

## Recycling Overview

By participating in the collection and recycling of on-board items, flight attendants 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:

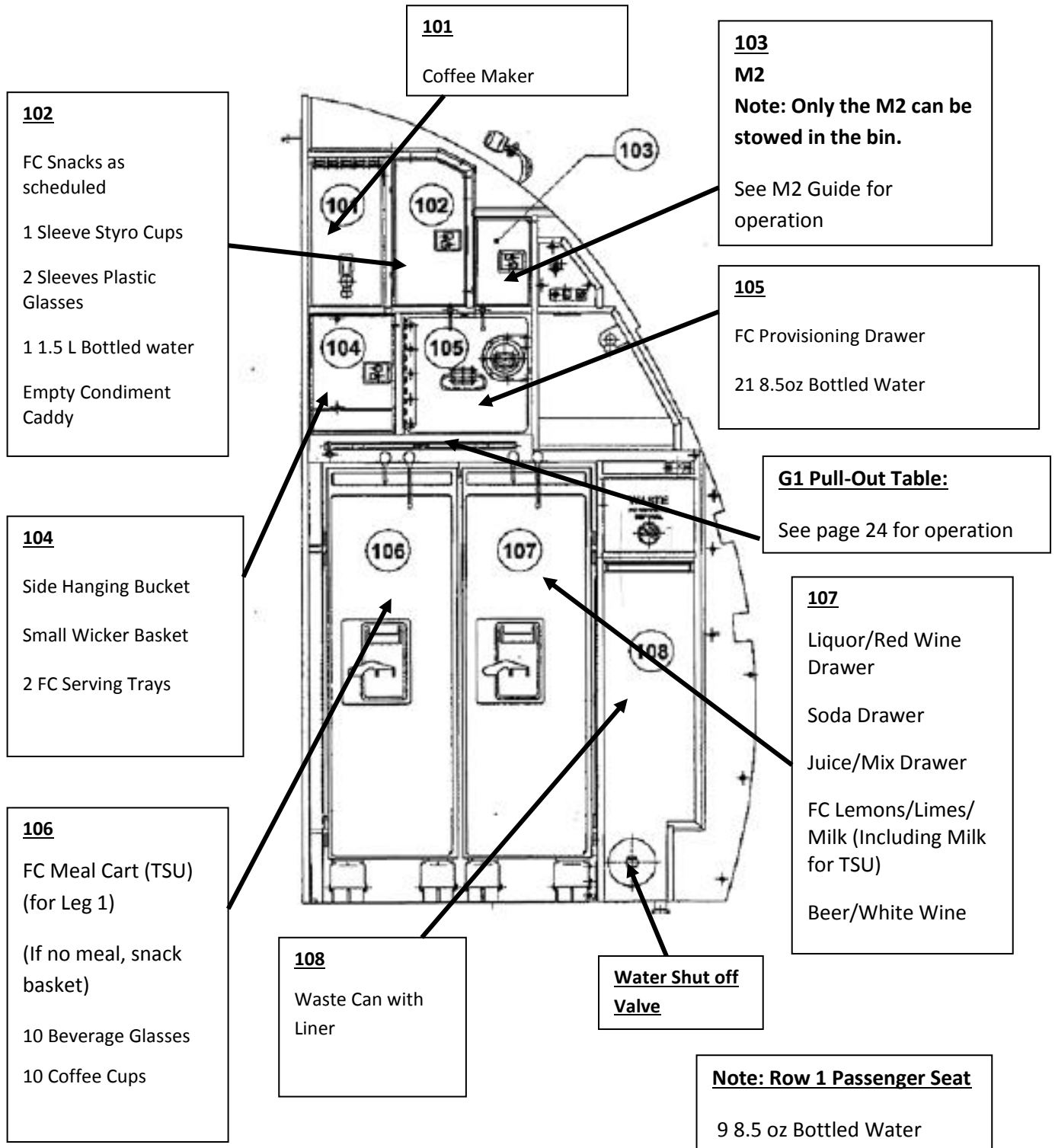
- Walk through the cabin with a Recycle bag as well as a trash bag.
- Aluminum and plastic cups/bottles can be mixed inside one clear Recycle bag
- Newspapers and magazines should be placed in a separate clear Recycle bag to keep dry.
- Cups, cans and bottles should be emptied of excess ice, liquids 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.



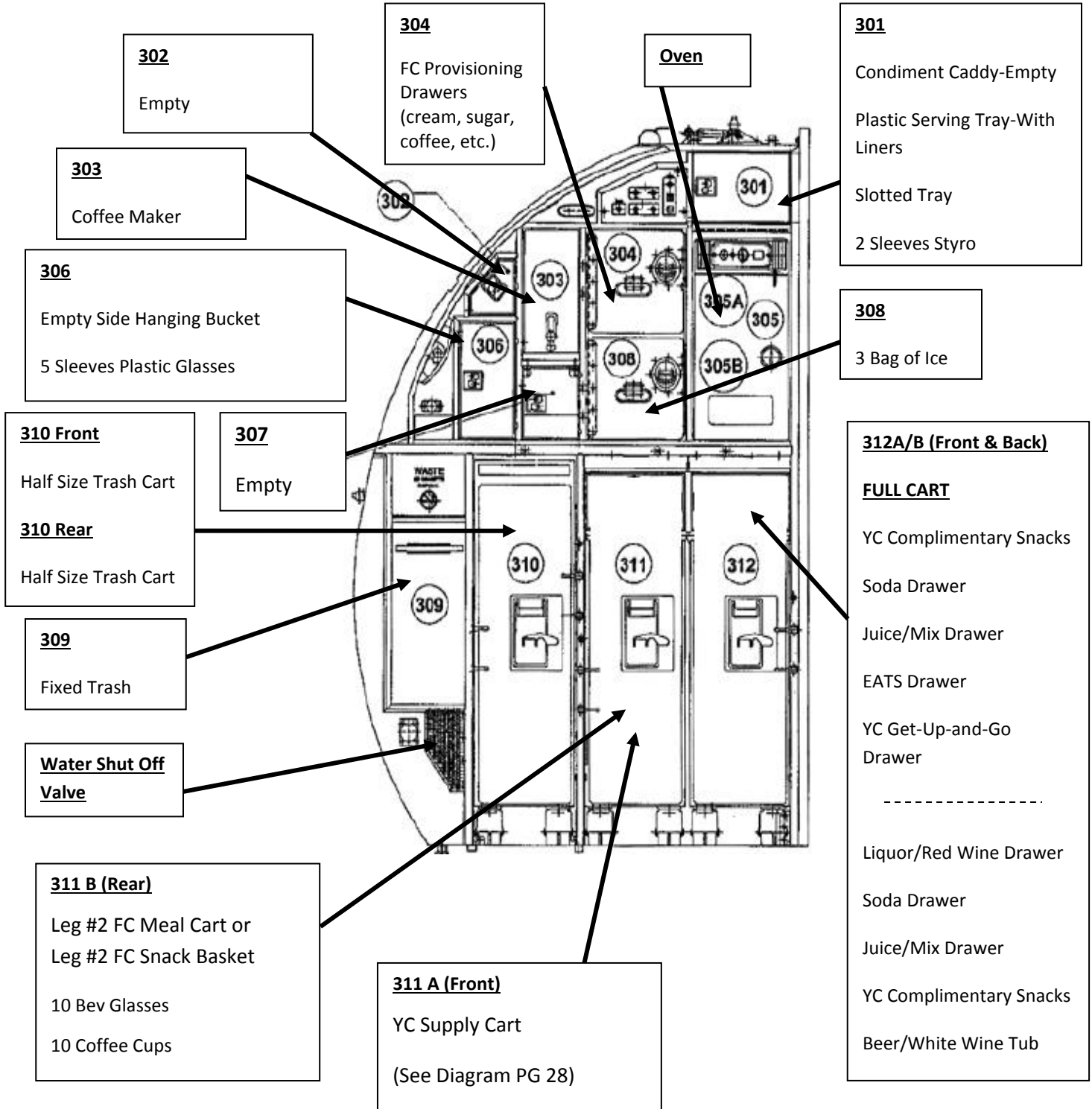
# E170 Galley Diagrams and Descriptions

## Galley G1 (FC Looking Forward)



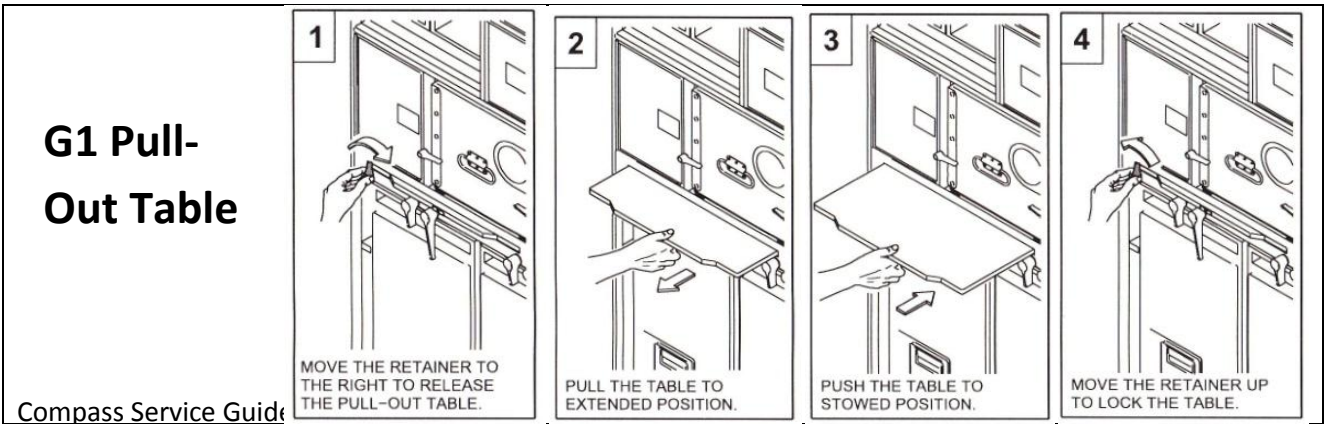
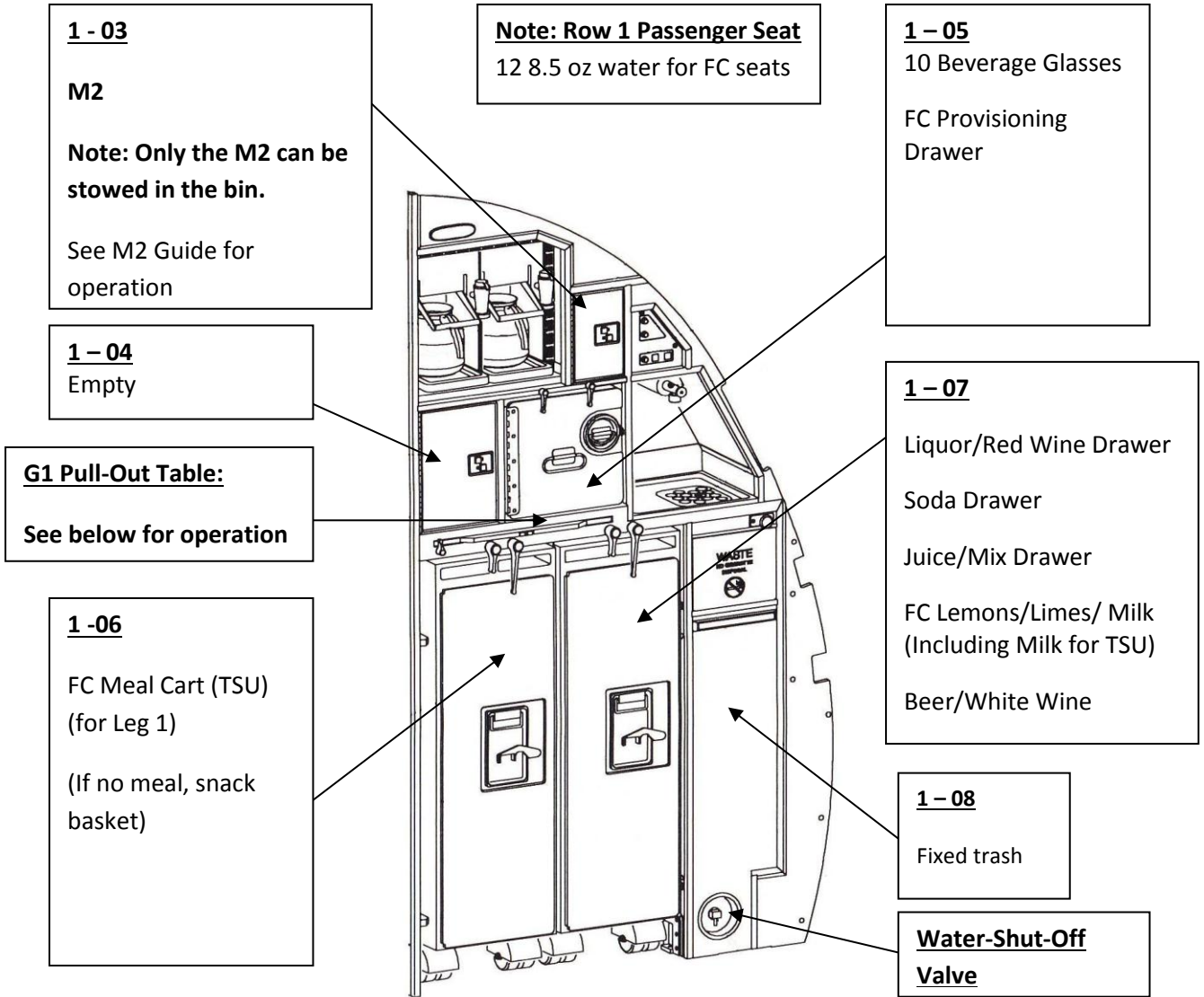
# E170 Galley Diagrams and Descriptions

## Galley G3 (YC Galley looking Aft)



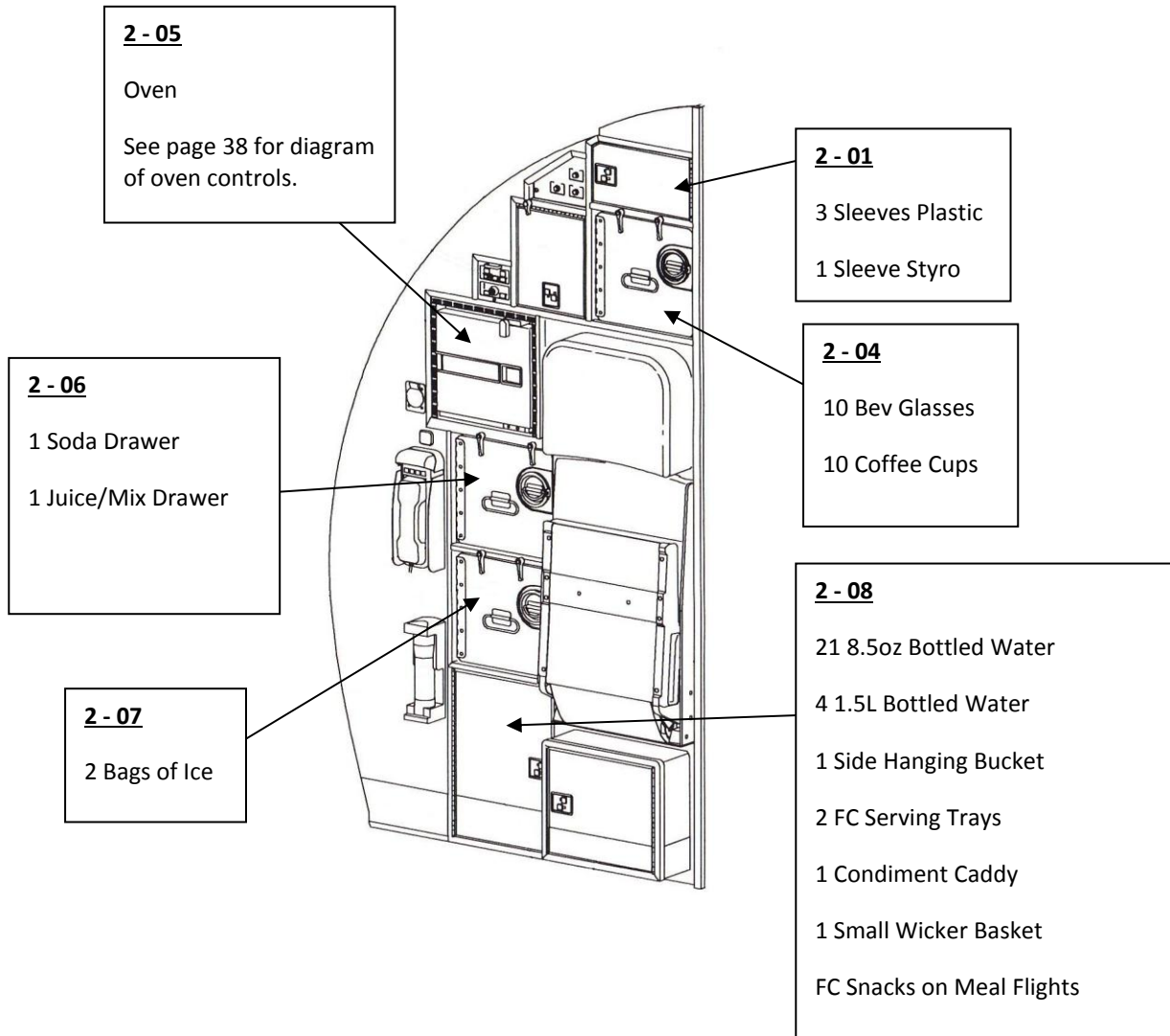
# E175 Galley Diagrams and Descriptions

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



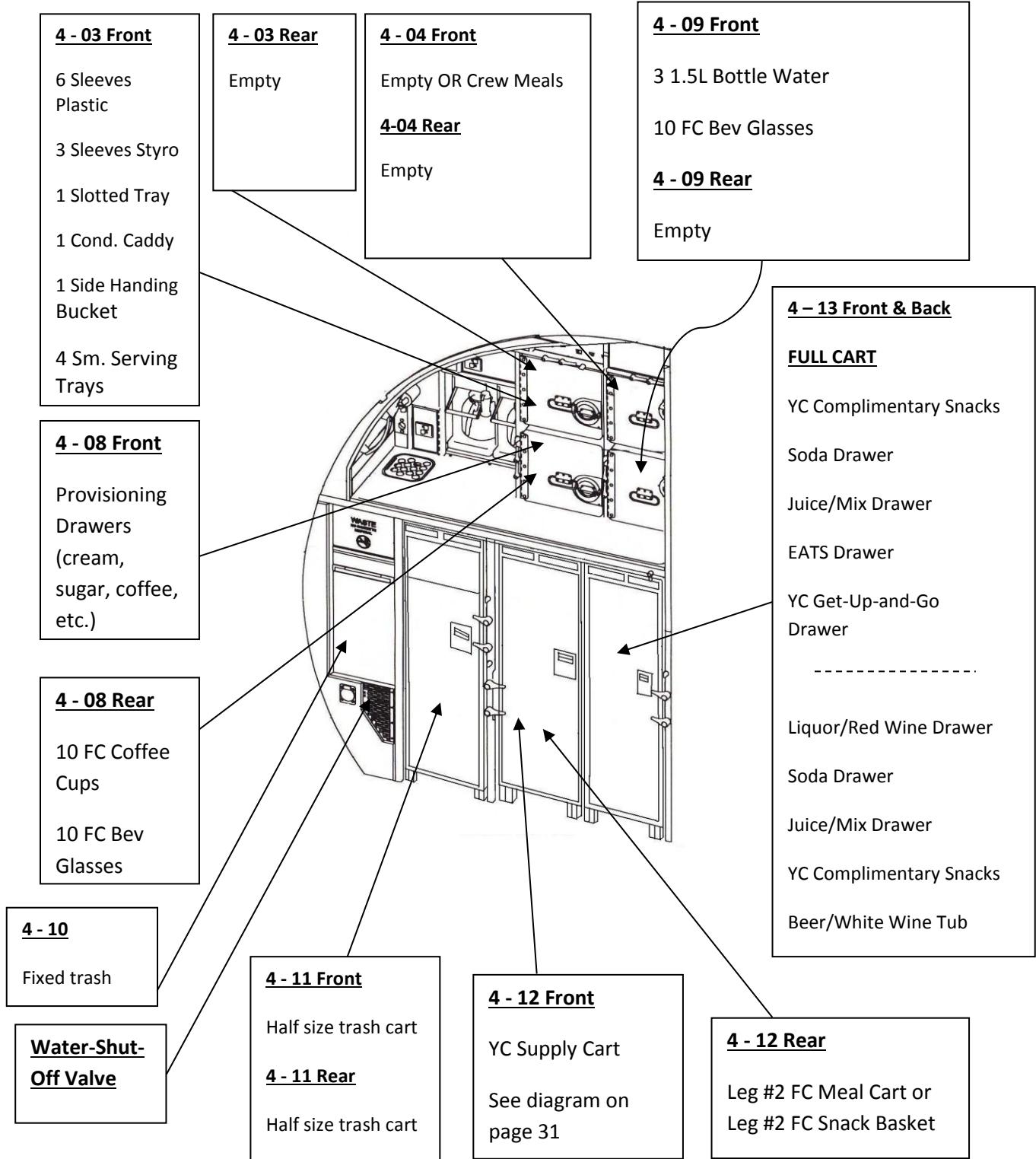
# E175 Galley Diagrams and Descriptions

## Galley G2 (FC Galley Looking Aft)



# E175 Galley Diagrams and Descriptions

## Galley G3 (YC Galley looking Aft)





# E170 Carts and Drawers

## Galley 1 - FC Meal and Beverage Carts

**Cart Position:**

**106**

**107**



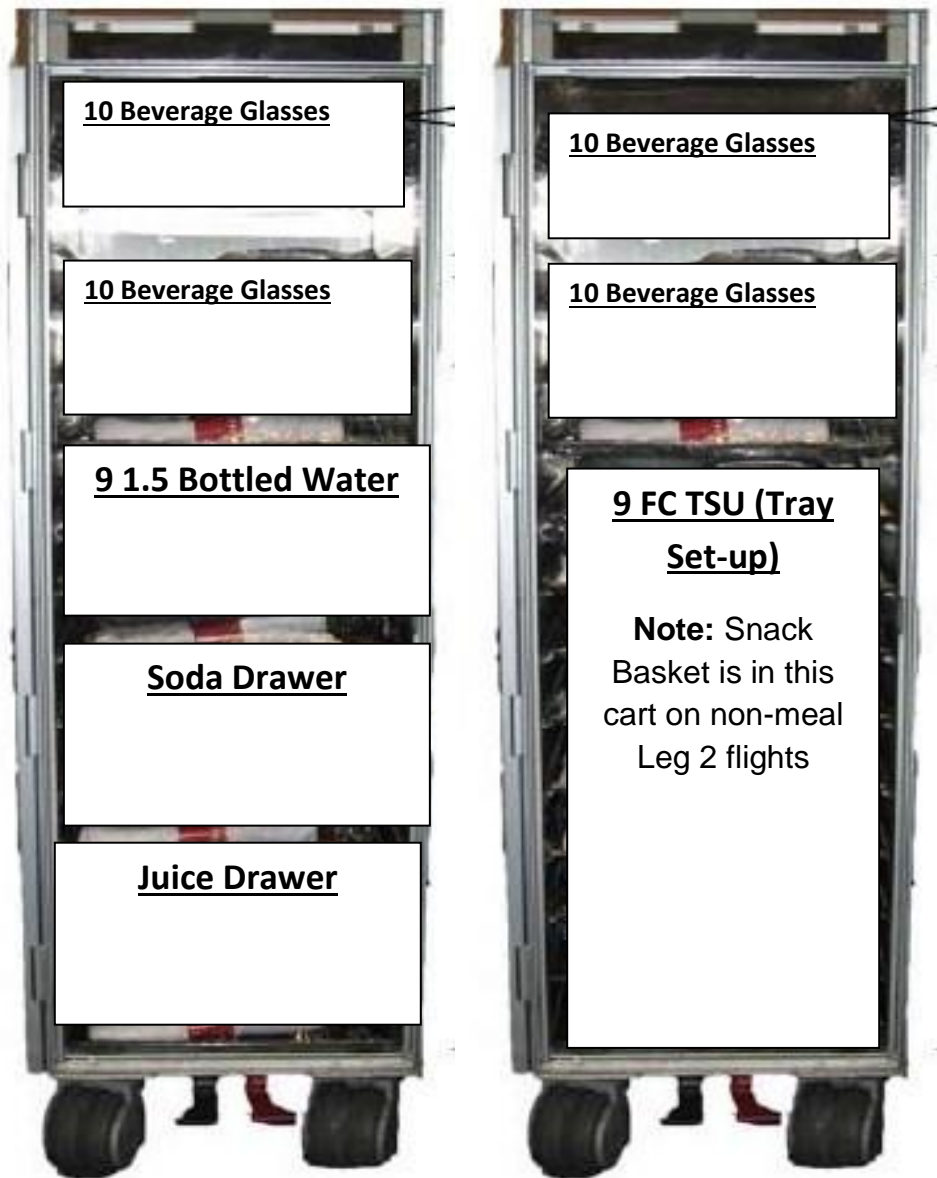
# E170 Carts and Drawers

## Galley 3 - YC Supply Cart & FC Meal Cart

**Cart Position:**

**311A**

**311B**

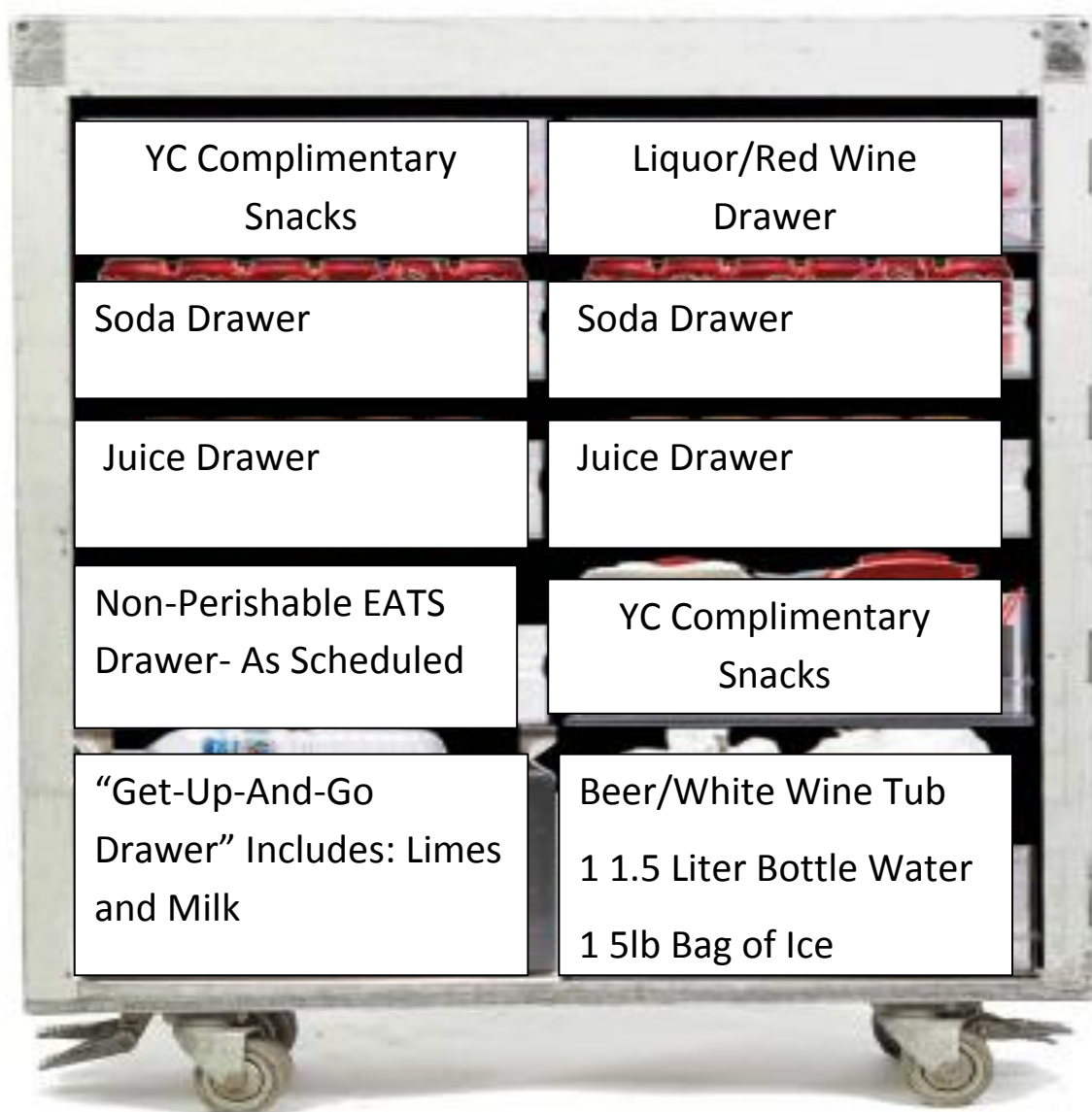




# E170 Carts and Drawers

## Galley 3 - YC Beverage/Snack Cart

**Cart Position: 312 A/B**



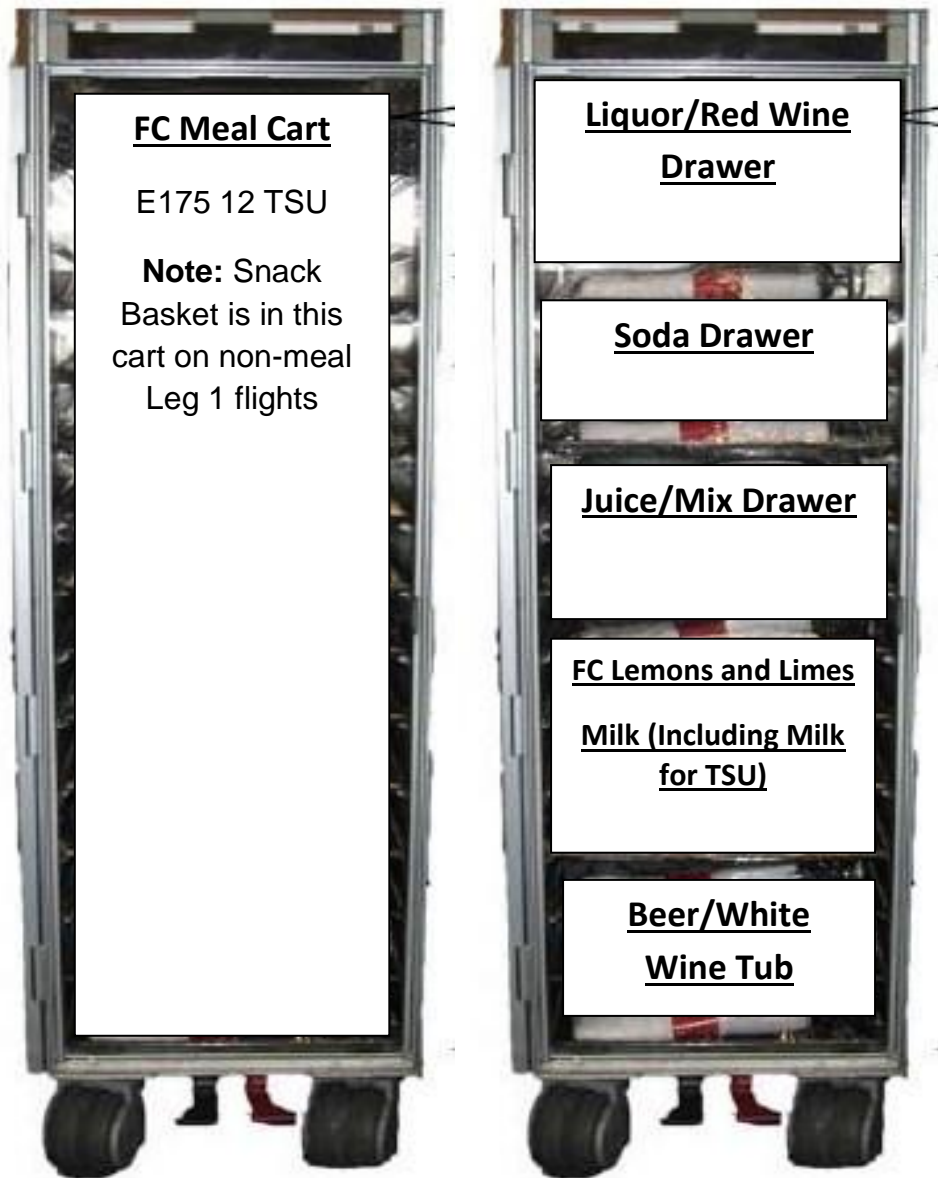
# E175 Carts and Drawers

## Galley 1 - Meal and Beverage Carts

**Cart Position:**

**106**

**107**



# E175 Carts and Drawers

## Galley 3 – YC Supply Cart and FC Meal Cart

**Cart Position:**

**412A**

**412B**

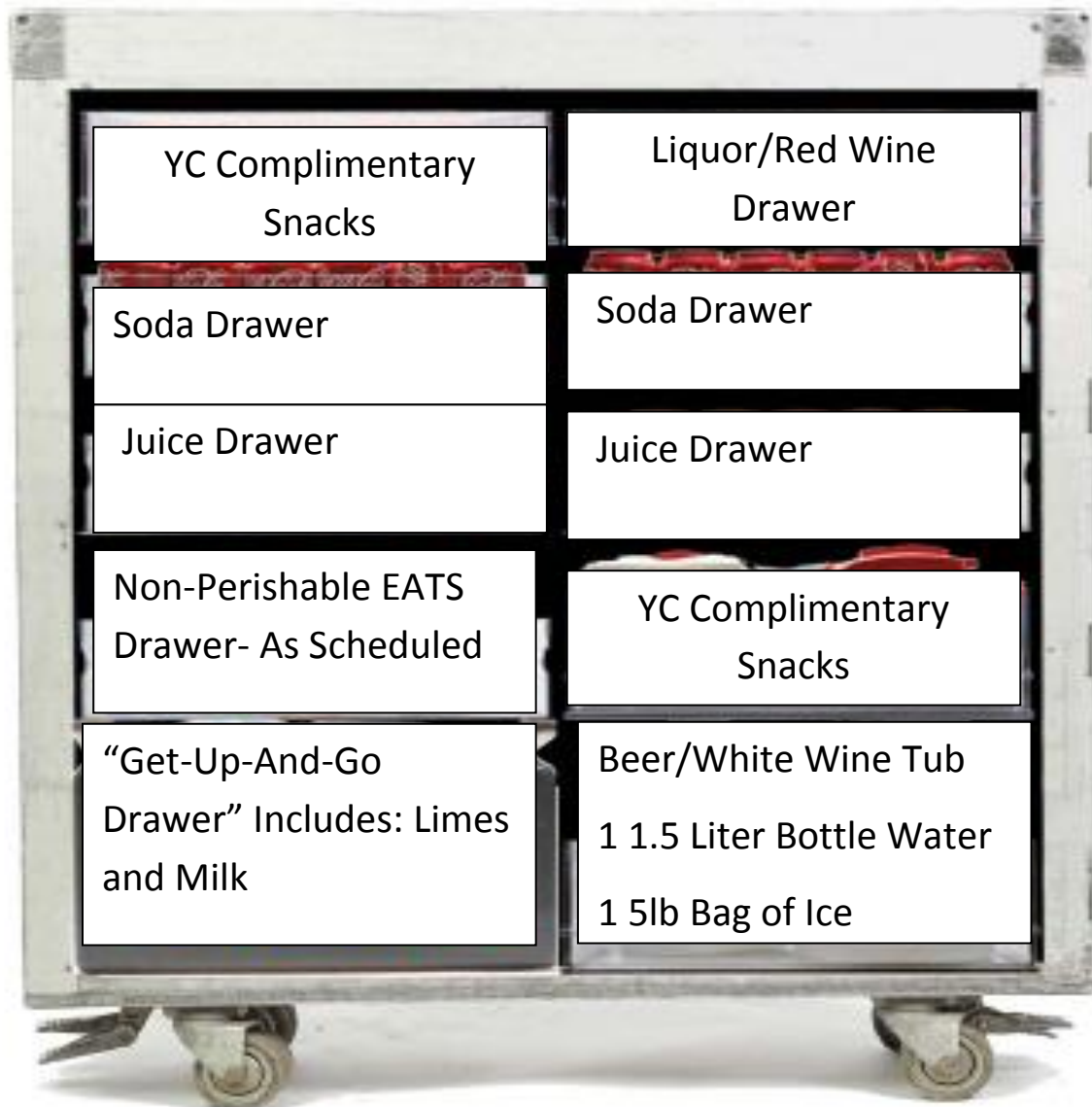


# E175 Carts and Drawers

## Galley 3 – YC Beverage/Snack Cart

**Cart Position:**

**413 A/B**



# E170/175 Drawers

## FC/YC Soda/Juice/Mix Drawer for Carts

Coke	Fresca	Coke Zero	Diet Coke
Coke	Fresca	Coke Zero	Diet Coke
Coke	Sprite	Ginger Ale	Diet Coke
Coke	Sprite	Ginger Ale	Diet Coke
Coke	Sprite	Ginger Ale	Diet Coke

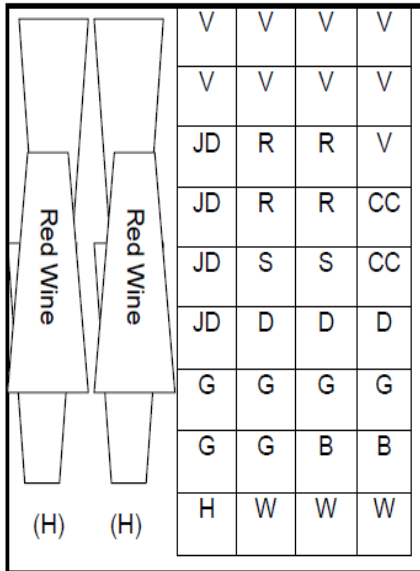
FC/YC Soda Drawer		
Abbr.	Product	Qty
<b>C</b>	Coke	5
<b>DC</b>	Diet Coke	5
<b>GA</b>	Ginger Ale	3
<b>S</b>	Sprite	3
<b>CZ</b>	Coke Zero	2
<b>FR</b>	Fresca	2

Tonic Water	Tonic Water	Club Soda	Bloody Mary
OJ	Cran-Apple	Club Soda	Bloody Mary
OJ	Cran-Apple	Apple	Tomato
OJ	Cran-Apple	Apple	Tomato
OJ	Cran-Apple	Apple	Tomato

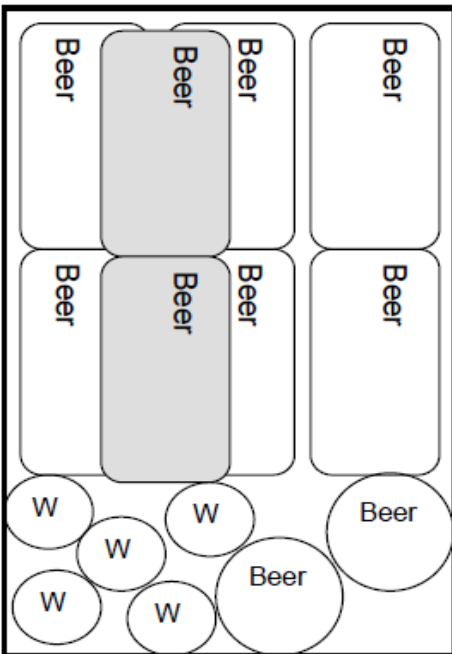
FC/YC Juice/Mix Drawer		
Abbr.	Product	Qty
<b>CR</b>	Cranberry Juice	4
<b>AJ</b>	Apple Juice	3
<b>OJ</b>	Orange Juice	4
<b>BM</b>	Bloody Mary Mix	2
<b>TJ</b>	Tomato Juice	2
<b>CS</b>	Club Soda	2

# E170/175 Drawers

## FC/YC Liquor Drawer and Beer Tub for Carts



FC/YC Liquor Drawer		
Abbr.	Product	Qty
<b>G</b>	Bombay Sapphire Gin	6
<b>W</b>	Jack Daniel's Whiskey	4
<b>R</b>	Bacardi Rum	4
<b>V</b>	Skyy Vodka	9
<b>CW</b>	Canadian Whisky	2
<b>S</b>	Dewar's Scotch	3
<b>B</b>	Woodford Reserve Bourbon	3
<b>IC</b>	Bailey's Irish Cream	2
<b>H</b>	Jack Daniels Honey	3
<b>Red Wine</b>	Red Wine	6



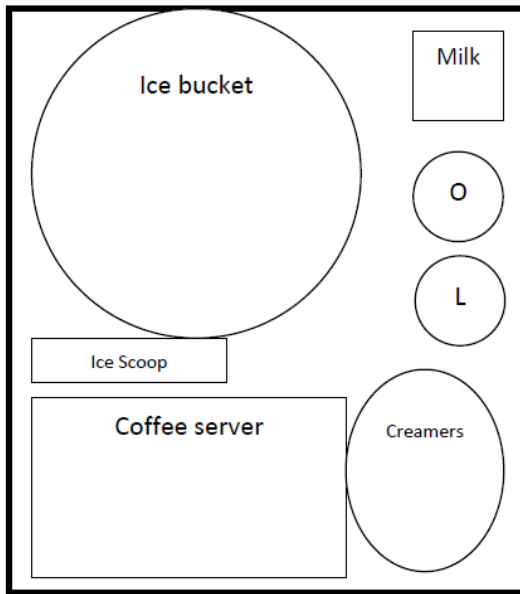
FC/YC Beer Tub		
Abbr.	Product	Qty
<b>Beer</b>	Heineken	4
	Miller Lite	3
	Corona	3
<b>WW</b>	White Wine	5
---	Ice	1 Bag
---	Water	1.5L

## E170/175 Drawers

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

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

#### *YC Get Up and Go Drawer*



- (1) Ice Bucket with 5lb bag of wet ice
- (1) Coffee Server
- (1) Ice Scoop
- (1) Bag of aseptic non-dairy creamers  
(15/bag)

Limes (1 each as scheduled) (L)  
Orange Slices (1 each as scheduled) (O)  
Milk (1 each as scheduled)



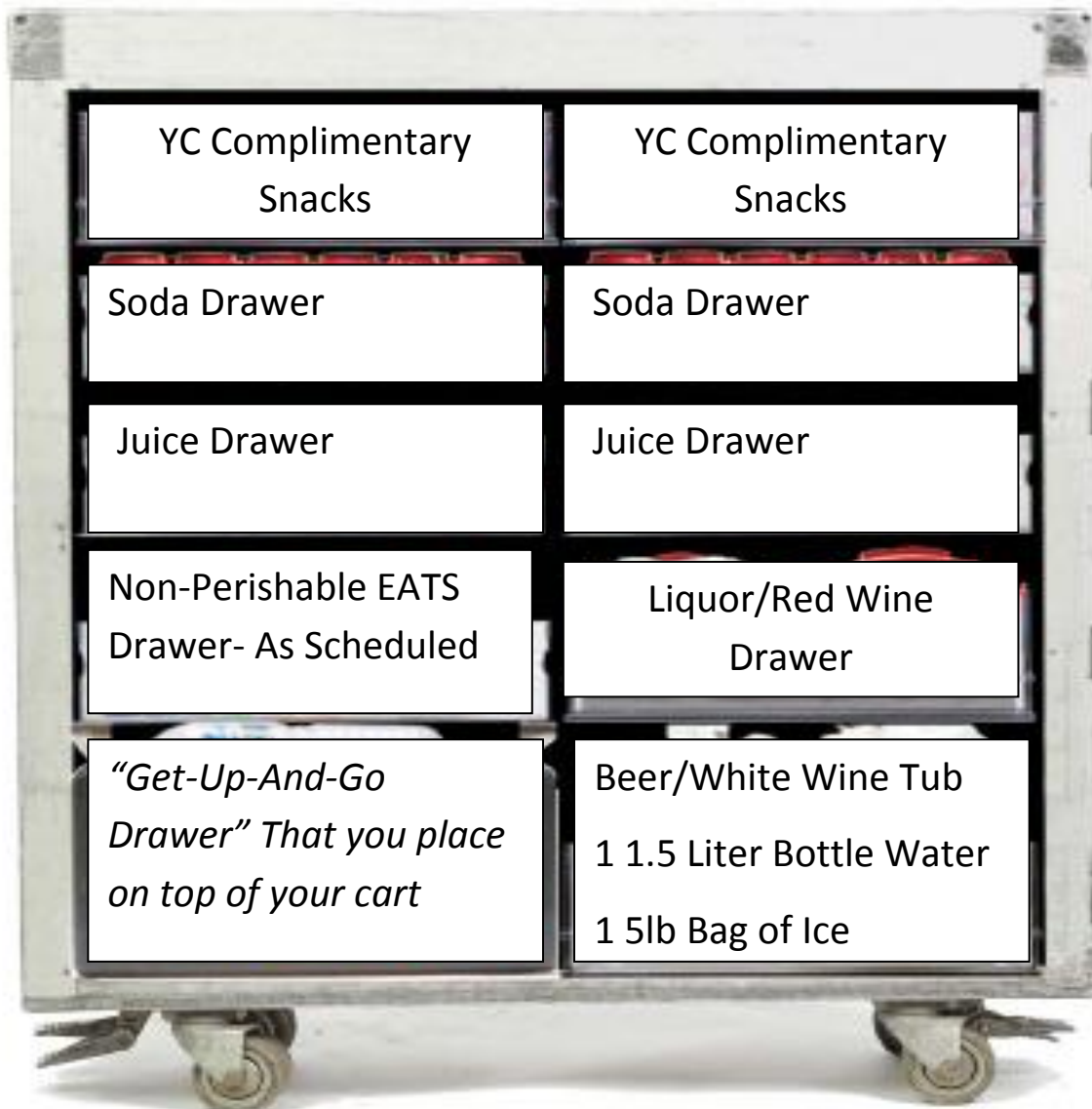
## E-170/175 Carts and Drawers

### YC Beverage/Snack Cart Setup (Full Cart)

#### **How to Build your Cart:**

- Place the "Get-Up-And-Go" drawer on top of the cart (see next page for diagram).
- Attach side hanging bucket and add plastic glasses, Styros, and water bottle.
- Add hot coffee to red thermos.

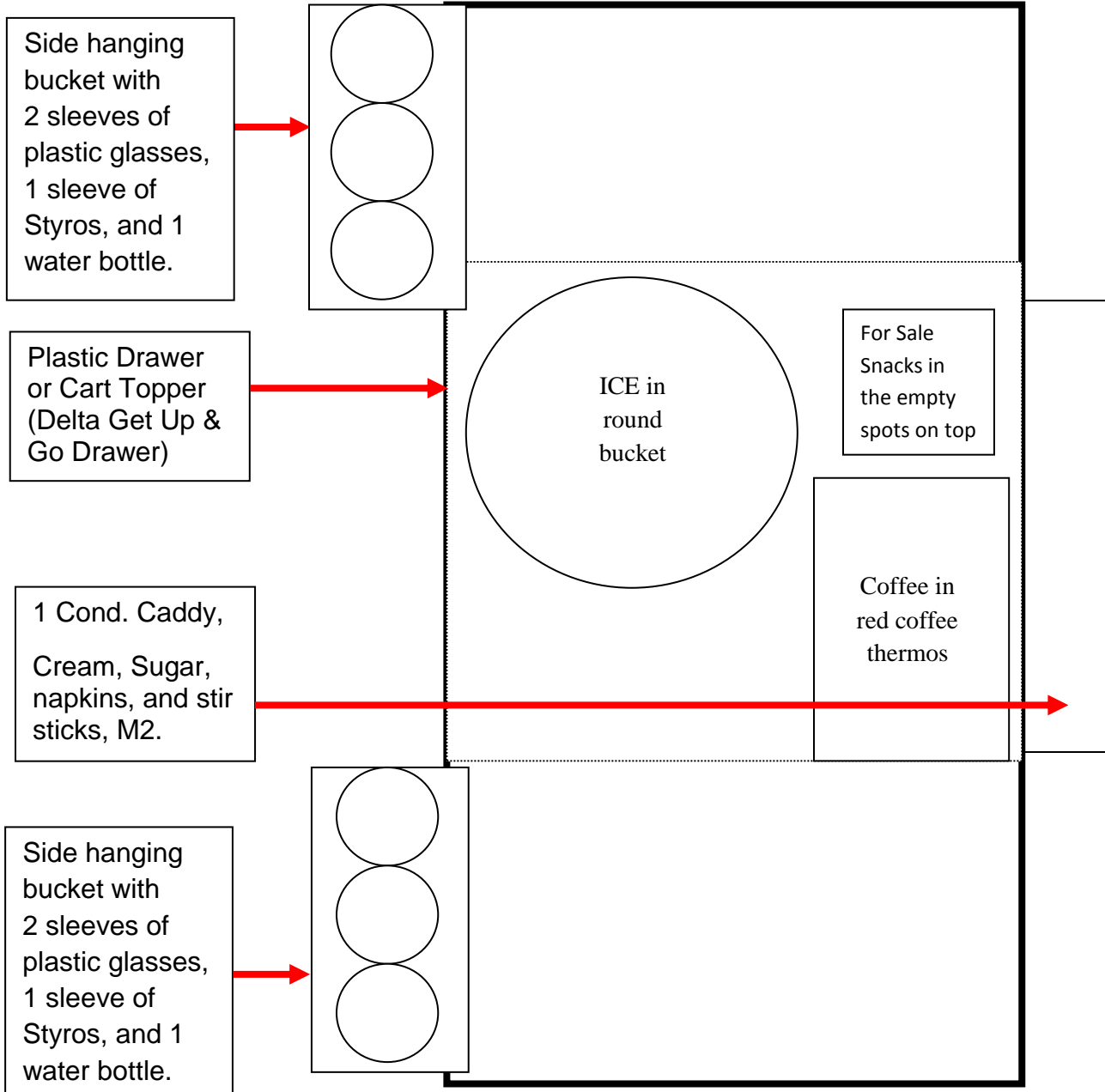
**Note: This is just one of the many ways you can set up your cart.**



# E-170/175 Carts and Drawers

## YC Cart Topper for Beverage/Snack Cart Setup (2 FAs)

Front side of cart: FA-A works on this side

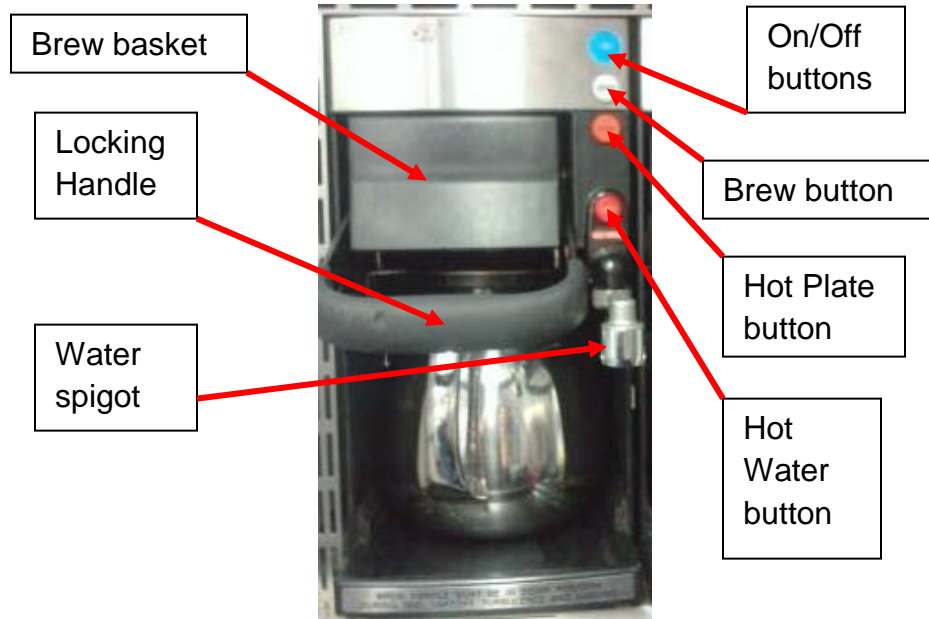


Back side of cart: FA-B works on this side

**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.**

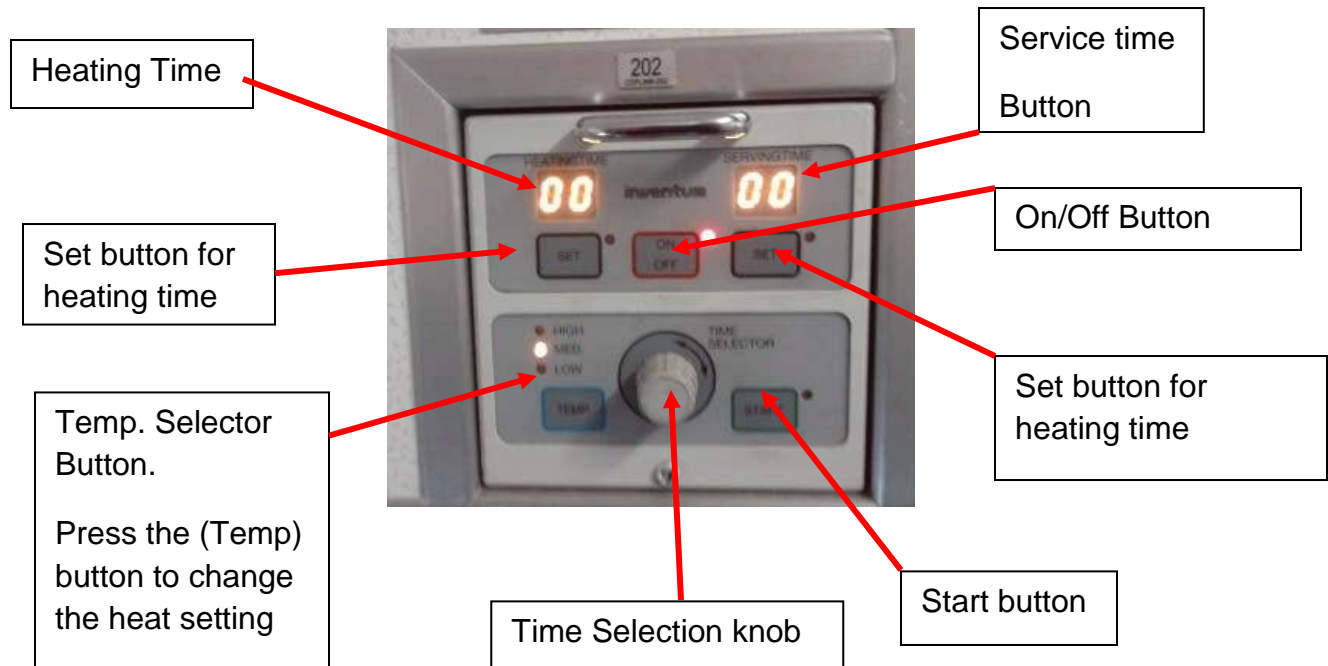
# Coffee Makers and FC Oven

## FC and MC Coffee Maker Diagram



*Example of Coffee Maker*

## E175 FC Oven Diagram



# 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.

GRAPHIC SOLUTIONS GROUP - (770) 424-2300 077120

**DELTA SALES ACTIVITY FORM 71213 390221**

CARRIER: (check one): PMDL _____ PMNW _____	FA Name #1: Employee #1: _____	FA Name #2: Employee #2: _____
Date: _____	Flight Number: _____	Departure Airport: _____ Arrival Airport: _____
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. 0412-81994 REV 7-10

(1) Record employee name, number and flight information.

(2) Record beginning and ending seal numbers.

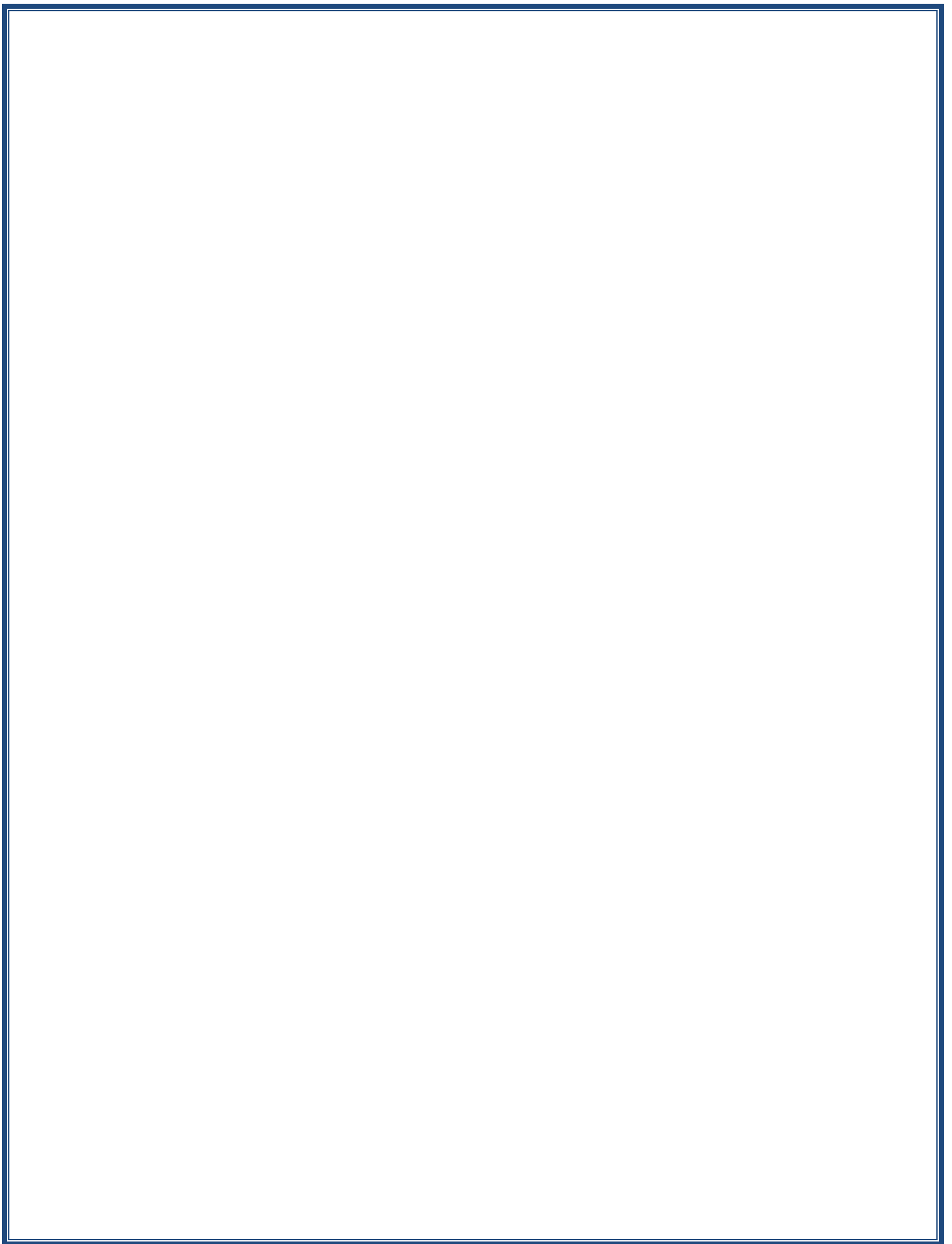
(3) Write down starting count and closing count.

(4) Write "First Class Paperwork."

(5) Leave Copy A in cart. Retain Copy C for 6 months.

(6) Seal FC cart.







## FC Service Parameters

A full beverage service is required in FC on all flights that Compass operates  
(flight conditions permitting)

Mileage	Time of Day	FC Snack/Meal
1-250	All Times	Complimentary Snacks
251-899	All Times	Snack Basket
900-1499	0500 – 0945	Cold breakfast
	0946 – 1330	Cold lunch with 1 or 2 entrees
	1331 – 1559	Snack Basket
	1600 – 2000	Cold dinner with 1 or 2 entrees
	2001 – 0459	Snack Basket

## YC Service Parameters

Mileage	YC Beverage Service	YC 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		

## 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, and Vodka Tonic all come with a lime.

