

## **INFLIGHT SERVICE STANDARDS**

### **INTRODUCTION**

Inflight 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 inflight 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 received versus the price paid for a ticket. Despite the lasting impression inflight service has on a customer's experience, only a handful of airlines have managed to distinguish their inflight experience from the notion that service is relatively the same on every air carrier.

The inflight service experience is one of the most sensitive, yet influential components of the customers' travel experience. With the goal of offering the absolute best inflight service in mind, FAs 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.

In addition to information in this document, service standards are provided in the Compass Airlines Service Guide as well as other communications.

### **CONSISTENT SERVICE**

The inflight service standards aim to maintain a level of consistency on every flight in the Delta system regardless of the operator. Service standards are defined in this document and in the Service Guide. Sometimes 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 FAs only provide the level of service assigned to a particular flight, 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 the 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 consumer's perception of the Company.

When there is an unexpected delay, such as ground or inflight holding, it is probably more important to concentrate on the customers' arrival concerns before considering any changes to the inflight service. However, if there is a substantial delay, and customer concerns have not been adequately addressed, FAs shall follow published Service Recovery guidelines, including those for First Point of Contact (FPOC).

There will be times when weather conditions hinder a FA's ability to offer the appropriate inflight service. Even if a FA feels comfortable in 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.

Always explain any changes to the inflight 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.

## **TIME MANAGEMENT**

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 document, FAs should be able to perform all the duties associated with the inflight service.

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 inflight 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 advice, and fellow FAs are always willing to share a time-saving trick or two.

If any level of service seems unrealistic for a particular market, or too difficult to perform on a regular basis, an irregularity report should be submitted. The goal of the Inflight team is to support the FAs' ability to consistently meet the department's and the Company's goals and expectations. The same applies to flights on which additional time would allow such markets to be upgraded to a higher level of service.

## **SERVICE LEVEL**

A pre-determined level of service is assigned to flights based on scheduled mileage and market. 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.

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 crew in a timely manner.

## **CUSTOMER INTERACTION**

An inflight beverage service is part of any airline's operation, and customers place value on receiving a 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, FAs 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 inflight service, so remember to have fun while remaining professional and let that unique personality shine through.

FAs 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 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. In the modern age of checking in on-line and using kiosks, FAs may be the only employees with whom most customers interact, so every moment spent conversing with or assisting customers will be an opportunity to fulfill the Company's Customer First philosophy.

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.

When attending to refills or other requests, FAs should 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 FAs. It is always nice for a customer to be remembered as an individual and not by the light above his seat.

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, remember that a customer's demeanor may not always be indicative of the flight experience, but could be associated with a personal event. While it is acceptable to offer any additional amenities that may be available, FAs 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; however, if there is any doubt, let the customer initiate or continue a conversation.

## **SITUATIONAL AWARENESS**

Although the inflight service may require much of a FA's focus and attention, especially when the minimum amount of service time is available, FAs should always maintain an awareness of surroundings and any activity in the cabin. Also remain available and in view of the customers whenever possible.

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

Always know the location of and monitor any customers with special needs, especially UNMRs. Customers are paying extra for additional services provided by Company personnel, so a heightened level of attentiveness is expected.

Contact the flight deck at least once during cruise flight to pass on or request any pertinent information (such as SSRs, water replenishment needed, etc.)

FAs must ensure the safety of themselves and customers by continually assessing turbulent flight conditions. Although FAs may offer the inflight service during chop and light turbulence, service should be discontinued and a jumpseat or passenger seat taken if flight conditions worsen, or if the PIC instructs FAs to be seated. If possible, any service supplies should be stowed and all cabin and galley compartments secured. The PIC should advise the cabin of the expected type and duration of turbulence, and FAs 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 severe turbulence is experienced during a flight.

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

## HEALTH REGULATIONS

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:

- Service items such as cups, stir sticks, or napkins may not be washed or reused.
- Wash 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 hair or face, standard containers, waste cart(s), equipment, baggage, or any other unsanitary item or surface. In addition to proper hygiene, ensure hands are well-manicured.
- A clean ice scoop, ice tongs or plastic cold cup must be used to place ice in cups. These items must remain clean at all times.
- Discard any service item that falls on the floor (e.g., cups, snacks, ice scoops, napkins, etc.)
- Cups may not be handled at any time by the rims or the inside surface. Ensure the rims of the plastic cups are down when opening a sleeve and ensure that any leftover plastic cups are either returned to the plastic sleeve or discarded.
- FC glassware and mugs that have been used shall be placed rightside up in the space available for the empty glasses.
- Beverage items must be poured from their original containers. Any open containers must be discarded after the service and prior to landing.

## GALLEY SECURITY

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 crew. [121.576]

- To ensure that they are secured, it is recommended that a FA pull vigorously on carts, drawers and other galley components.

A FA should ensure that brakes are operational on carts equipped with brakes.

If equipped with galley curtains, a FA should ensure the curtains are secured open for taxi, takeoff and landing.

A FA should visually check the galley, galley components and galley cart security.

Prior to movement on the surface, a FA should ensure that all primary galley restraints are available and in working order.

The AC 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 a compliance check will be completed in which a FA will:

- Pick up and stow all galley items including food, beverages and tableware. [121.577(a)]
- Secure all galley carts and galley components. [121.576, 121.577(c)]

While in flight:

- 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.
- FAs will refrain from parking carts out of their normal galley takeoff/landing positions.
- When a cart is stationary, a FA will engage the brake.

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.

During light turbulence hot liquids and glassware should be removed from the tops of carts.

Note: FA-A will be responsible for the forward galleys and FA-B will be responsible for the aft galley.

## INFLIGHT SERVICE PROCEDURES

### GENERAL

This section outlines the proper methods for preparing and/or offering each element of an inflight service on Compass Airlines. Wherever possible, these methods allow room for you to personalize the inflight service and provide a unique experience for the customer. However, the following standards are aligned with Delta 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.

FAs will not disturb sleeping customers to offer refreshments; however, FAs will monitor and offer service to customers once they've awakened.

FAs will refer to labels on the products for specific product details.

### CLEANLINESS

Customers notice just about everything FAs do, so maintaining cleanliness is extremely important. Before starting the inflight service, FAs will ensure their appearance is neat, professional and in compliance with the CPS uniform and grooming standards.

FAs must wear either the blue or red issued service apron while serving to maintain the uniform's neat and clean appearance. The service apron should be laundered as often as possible to ensure it remains neat and clean.

It is recommended that FAs keep 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. FAs will wash their hands after doing so.

FAs will be responsible for maintaining the cleanliness of the galley surfaces, and service equipment such as the coffee makers, coffee pots, baskets and trays.

### FLIGHT ATTENDANT ASSIGNMENTS

FA-A is responsible for the forward galleys and the First Class cabin service. FA-A is responsible for assisting FA-B with the Economy service once he completes the appropriate First Class service.

- When FA-A assists FA-B with the Economy service, FA-A will set up the First Class beverage cart for an Economy service. FA-B will move forward 3 rows and maintain a 3 row distance from FA-A. This is called "The Bump" method.

FA-B is responsible for the aft galleys and the Economy service.

Both FAs are responsible for ensuring customers are offered a beverage every 30 minutes while in flight.

### SERVICE FLOW

The flow of service is forward to aft, AC left to AC right. To avoid reaching over customers who have already been served and may be eating or drinking, the FA will serve outboard to inboard. FAs will face customers when serving or conversing and make an attempt to establish eye contact.

Note: FA-A will start serving at Row 1 and FA-B will start serving at forward row of Economy moving aft.

## SERVICE LEVELS

The pre-determined service levels are defined in this section and in the Service Guide. FA-A is responsible for communicating any service-related information that effects FA-B prior to the commencement of the inflight service.

First Class service will consist of a full pre-departure beverage offering, inflight hot towels, beverages, snacks, and/or a meal. Economy class service will consist of an inflight offering of beverages, complimentary tidbits and for-sale Delta EATS products when applicable. FAs will consult the FS-23 form to determine the appropriate First Class and Economy service for each flight.

Example: Some flights will call for a beverage and snack basket offering, while other flights will include multiple beverage services and a separate meal service.

Flight Attendants will provide a seamless inflight service to match with Delta. Service levels are determined based on flight mileage; the table below details the service level. Refer to the FS-23 for information about service items provisioned for a specific flight.

| Approximate Mileage  | Domestic FC Service  | Domestic YC Service                                     |
|--|--|---|
| 1-250 miles  | Beverage and snack basket offering                                       | Service upon request                                    |
| 251-599 miles  | Beverage and snack basket offering                                       | Beverage and complimentary tidbits                      |
| 600-900 miles  | Beverage and snack basket offering.                                      | Beverage, for-sale Delta EATS and complimentary tidbits |
| >900 miles   | Beverage and meal (breakfast, lunch or dinner – whichever is applicable) | Beverage, for-sale Delta EATS and complimentary tidbits |
| Mileage is not exact. Mileage printed on the departure report may differ slightly. Beverage and snack flights may be scheduled at a higher or lower level due to Marketing requirements. |  |   |

EATS program offers the customer a choice of the EATS products on flights 600 miles or greater.

Note: Prior to departure, always check galley stocking, make onboard announcements and deliver service accordingly. If necessary, adapt service announcements and service to reflect products available. All onboard product descriptions are listed in the inflight magazine.

## FORMS

Various forms will be used during the course of a flight to assist the flight attendant with the documentation of the inflight service.

Forms beginning in the letters FS are those used by Food Services. The FS-23 is a form provided by catering to communicate what is provisioned in the galleys.

The M2 device and the Sales Activity Form are used in accounting for items provisioned on the aircraft and sold in flight.

A Flight Attendant Service Trends (FAST) form is used to document any catering and/or AC cleaning discrepancies. A FAST form will be provisioned in a First Class service cart. FAs will document any catering and/or cleaning discrepancies on the FAST form. The completed form should be turned in at a base. If a FAST form is not catered on the AC appropriately or a trend of catering discrepancies occurs, FAs should communicate these concerns via the submission of a FA irregularity report.

Food Service Repair Tags (orange-colored) are used to indicate malfunctions or damages of the portable food service equipment. Portable food service equipment includes:

- Carts, standard units (carriers), drawers, coffee pots, oven inserts, oven trays and oven glides.
- A repair tag will be provisioned in the Economy snack supply standard container. FAs will fill out the repair tag indicating the equipment malfunction and place it on the piece of equipment in need of repair prior to landing.

## INFLIGHT MAGAZINE

Sky Magazine: Delta's Sky Magazine will be placed in each seatback pocket and provides information about Delta services, EATS selections, beverages and pricings. Customers can refer to Delta's Sky Magazine whenever making selections of inflight service items. As products and pricing change, the most accurate information will be found in the Sky Magazine.

## GALLEY PROVISIONING

Consistent delivery of the inflight service is dependent on each galley carrying the appropriate complement of supplies on each flight. Therefore, a standard galley load has been developed to support the FAs in this regard, which is generally determined by current product offerings, flight length and feedback on product usage. The catering team has been trained on the standard galley loads and will not be expected to fulfill excessive requests (i.e., extra bottles of water or meals, etc).

If a FA feels any improvements can be made to the standard galley load and/or provisioning arrangement, he should submit such suggestions/feedback on a FAST form and/or a FAIR.

The catering team will provision the galleys in hubs and at select airports. Catering should accomplish the provisioning process in a manner that does not interfere with the boarding or deplaning of an AC. The boarding of an AC should not be delayed on account of catering.

On many flights, catering will provision the AC with deadheading equipment which is stored in the aft galley when supplied onboard. Deadheading equipment contains service items to be used on flights



returning to a catering hub. The FS-23 form details this information. It is important to check all carts against the FS-23 prior to departure from the hub; the appropriate service shall be conducted for the applicable flight leg.

- Example: The FC meal cart for a flight departing MSP will be provisioned in the forward galley while the return flight's FC meal cart will be provisioned in the aft galley; both flight's carts are loaded on the aircraft in MSP. Following the inflight service and prior to landing, FAs will swap the used FC meal cart from the forward galley with the deadheading meal cart from the aft galley. The fresh meal cart is now positioned for the FC meal service on the flight returning to MSP.

Any carts containing alcohol or food-for-sale will be secured with a seal prior to placement on the AC.

Prior to flight, FAs shall ensure all containers, compartments and drawers contain the proper amount and type of supplies.

FAs will notify the flight crew if catering has not arrived to the AC in a timely manner in order to provision the AC.

## **ICE**

Prior to departure, FAs will verify there is an appropriate supply of ice in the galleys.

When filling the service cart ice containers, FAs will take precautions to prevent dirt from getting into the bags or the containers.

FAs should not use the floor or outer skin of the AC to break up a frozen block of ice. Instead, FAs should use the edge of the galley counter, but should do so prior to customer boarding.

Water will accumulate in the ice containers. Prior to leaving the AC, FAs will ensure all bins are emptied of standing water. If applicable, FAs will transfer standing water from the ice bins into a waste bin or lavatory toilet without allowing the containers to come in contact with the waste bin or toilet.

Dry ice may be provisioned in the galleys as it is extremely effective in keeping items cold. Dry ice is packaged in bags that permit the release of carbon dioxide gas.

- Dry ice should not be sealed in an airtight container as this may result in the container expanding or possibly exploding.
- Be aware that items in direct contact with dry ice will freeze.
- FAs should minimize direct contact with their skin and dry ice. Brief contact may be harmless, but prolonged contact with dry ice can result in burns. Dry ice burns should be treated the same as regular heat burns and a doctor should be seen.
- Dry ice will never be used for first aid purposes, or to chill medication as it will cause the medication to freeze.

## **OVENS**

The FS-23 form details instructions for meal heating and oven use, if applicable.

Prior to oven activation, the FA will ensure the oven contains only items intended to be heated. Any additional items must be removed prior to oven activation (i.e., meal wrappers, paperwork, etc.)

After takeoff, the FA will set the oven for the appropriate cooking time and temperature and initiate oven heating.

The FA will monitor the oven when in use.

Note: FAs will activate ovens after takeoff, never before.

## PREPARATION

Proper presentation of any level of service can only be achieved if the galleys are prepared and properly organized before departure. After the catering team stocks the galleys, FAs will verify they have been properly loaded with the standard supplies.

Prior to departure, FAs will ensure the following:

- Waste bins are empty and lined.
- Service cart ice containers have a sufficient supply of ice.
- Galleys are clean and organized.
- Water tank contains a sufficient supply of water.
- Appropriate number of FC meals are loaded.

FAs will notify the flight crew of any galley discrepancies or immediate servicing requirements that might negatively affect the inflight service so that catering, ramp, or maintenance personnel can be called to the AC if necessary.

FA-A will request of the flight crew any information that would affect the pre-determined level of service (e.g., weather/turbulence conditions, ATC delays, etc.)

FAs will attempt to make any inflight service preparations prior to customer boarding, including offering beverages and/or snacks to the flight crew.

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

After takeoff, the LFA will make the Service Briefing detailing what items are available and the purchase price of for-sale products.

Once airborne, and as soon as flight conditions permit, FAs will set up for the appropriate service immediately after the Service Briefing is made.

Prior to offering service, FA-B will inventory for-sale items.

Economy Service Cart Set Up (FA-B):

- The cart containing the beer tub will be used as the service cart. Remove this cart from its stowage location and lock it in place in the aft galley.
- To provide more workspace atop the cart, flip open the hinged tray installed on top of the cart.
- Remove the drawer containing the service supplies (or the "Get Up and Go Drawer") and place this drawer on top of the service cart.
- Place napkins, stirrers, Styrofoam cups, glasses and coffee atop the cart.
- Relocate additional EATS items to the service cart top to create a display

- Place a side-hanging bucket of ice atop the cart (or ice bucket from “Get Up and Go Drawer”).
- Place the soft drinks drawer in the top runner of the service cart.
- Complimentary tidbits are boarded in the galley to add to your cart prior to aisle delivery. Return unused complimentary tidbits to the original galley location.

## HOT TOWELS

Hot towels provide a means for First Class customers to freshen up before the pre-meal beverage service.

Prior to the beverage service, each First Class customer will be offered a hot towel.

Hot towel supplies are provisioned in the forward galley bin 2-06 (with meal service supplies) for the originating flight and in aft galley forward bin 4-04 for the down-line flight.

To prepare and conduct the hot towel service FAs will:

- Pour one cup of hot water over towels and drain the excess water. Ensure the towels are not over-soaked.
- Offer each First Class customer a rolled-up hot towel using the tongs provided in the towel container. Deliver the towel from the plastic container on a small First Class tray.
- Immediately pick up used towels using the tongs provided; collect the discarded towels by placing them on the small First Class tray. Dispose of the towels, container and tongs in the trash.

## BEVERAGE SERVICE

General standards:

- Beverage services will be conducted by tray in the First Class cabin and by service cart in Economy.
- Beverages will be referred to by their proper names and brands.
- All beverages will be served with a beverage napkin, with the logo facing the customer.
- Full cans will be distributed only at the request of the customer.
- Refills are offered whenever time permits.
- Whenever clearing items from a customer’s tray, FAs should ask the customer if he cares for anything else.

First Class Pre-Departure Beverages:

- FA-A will place an 8.5 oz water bottle on each First Class passenger seat before boarding. Also at this time, FA-A should ensure that each FC seat has a courtesy pillow and blanket.
- FA-A will offer a pre-departure beverage to each FC customer prior to the closure of the main cabin door. Beverages will be served in the plastic and Styrofoam cups, and delivered using the serving tray. FA-A will ensure all service items are collected from each FC customer immediately following the Safety Briefing/Demo and prior to takeoff.

Note: A pre-departure beverage service is not offered in the Economy cabin.

After takeoff, the first beverage should be served to a customer in a timely manner and as follows:

- First Class: Serve the first customer within 15 minutes of takeoff.
- Economy: Serve the first customer within 20 minutes of takeoff.
- Offer water and/or beverages every 30 minutes between services.

First Class Wine Service:

- Wine will be merchandised using the type of wine and where it is produced (e.g., California Chardonnay, French Bordeaux).
- Wine will be presented holding the lower portion of the bottle with the label facing the customer.
- Red wine will be served at room temperature; white wine will be served chilled. When serving red wine, the bottle will not be completely emptied. This will allow any wine sediment to remain in bottle.
- When pouring wine, the wine bottle should not touch the rim of the glass.
- After pouring wine, the bottle's lip will be dabbed with a linen. To prevent dripping, the bottle top will be twisted.
- Each FC meal delivery will be concluded by asking the customer if he would like wine. Wine will be frequently offered throughout the meal service.
- Each time a different wine is selected by a customer, a fresh glass will be provided.

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 (i.e., upon arrival).

## SNACKS AND MEALS

First Class snacks are served from a basket. On select flights, immediately following the beverage delivery, the FA will serve snacks using the snack basket. The FA will offer the snacks from the basket and provide each customer with a cocktail napkin. Items are provisioned to allow customers to choose more than one item. The FA will re-offer snack basket items while supplies last.

- Twix Single Finger Chocolate Bar
- Pretzel Crisp Original
- Biscoff Cookie
- Fisher's Peanuts
- Fresh Bananas
- Fresh Apples

First Class meals are cold and/or heated. The following pertains to First Class meals:

- The FA will ensure meals are properly prepared and that heated meals are served at appropriate temperature per the instructions on the FS-23 form. Meals will be completely prepared in the galley before serving to the customer in the cabin.
- The FA will inform each customer of the meal offerings and offer each customer a choice of meals. For example, the FA may say, "Sir, on today's flight, you have a choice of a bagel or breakfast sandwich. Would you like a meal?"

- Prior to offering a meal service, the FA will use the Departure Report to determine which First Class occupants are revenue customers and which are non-revenue customers.
- If the quantities and selections of meals allow, the FA will serve non-revenue customers along with revenue customers.
- If the quantities and selections of meals does not allow, the FA will discreetly advise non-revenue customers that revenue customers will receive their choice of meals first. Once all revenue customers are served, the FA will offer the remaining choices to the non-revenue customers.
- Prior to meal service, FA-A will place a tray table mat on each First Class tray table with logo-side up and facing the customer. The tray table mat supplies are loaded on a tray inside the FC meal cart on the top runner and come supplied for one tray table mat per passenger.
- Meals will be served by hand on the prepared meal trays. The cart will not be used to serve meals. Customers seated together will be served simultaneously. To avoid reaching over customers who are eating, the FA will serve outboard to inboard.
- When customers are seated together, it is recommended that meals be cleared at approximately the same time. When practical, meal pick up should be accomplished inboard to outboard.

Economy food includes complimentary tidbits. On all Beverage Service flights, complimentary tidbits will be offered along with the beverage.

- Biscoff cookie
- Fisher’s peanuts
- Pretzels

Economy snacks for sale are also referred to as Delta EATS. On select flights, Delta EATS will be offered for purchase along with the beverage and complimentary tidbits.

| Delta EATS            |        |
|-----------------------|--------|
| Product               | Price  |
| M&Ms                  | \$2    |
| Trail Mix             | \$3    |
| Pringles              | \$3    |
| Delta Travel Treats   | \$5.50 |
| Delta Flight Delights | \$6.00 |

Snacks for sale may be purchased with credit or debit card only. Snacks will remain available for purchase until descent begins.

First Class customers may purchase for-sale snacks which are offered in Economy.

Crewmembers shall not consume Delta EATS products unless all customers have been served and the crewmember makes their purchase from a FA.

## RECYCLING

Onboard recycling is a way for Delta and CPS to reduce environmental impact and visibly display our commitment to environmental sustainability. It also provides the opportunity for both our crewmembers and customers to participate in the recycling process. On domestic flights, including all 50 states and Canada, recyclable waste will be collected separate of non-recyclables.

Waste items will be collected and stowed in a manner to allow for recycling on all domestic flights.

Galleys will be provisioned with rolls of recycling bags boarded in a drawer of the snack kit. Acceptable storage locations for recycling are:

- On top of the waste in the waste cart(s).
- In the bottom of used service carts - carts may be rearranged, First Class meal trays placed on one runner - to create space in the bottom of the cart.
- In a separate waste cart – reserve one of the waste carts for recyclables.

Note: It is not permissible to store recyclable waste in fixed galley stowage bins, galley carts that have not been used, with cart products that are still being used for service, cabin stowage locations or lavatory compartments.

Items that can be recycled are:

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

Procedure:

- Walk through the cabin with a Recycle bag as well as a trash bag.
- Aluminum cans and plastic cups/bottles can be mixed inside one clear Recycle bag.
- Newspapers and magazines should be placed in a separate 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 it. 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.

Briefings:

- The Cabin Pick-Up (After Service) Briefing advising customers what items will be recycled will be made after completion of the service.
- Reference the Briefings Chapter of the Flight Attendant Manual.

## WASTE COLLECTION AND DISPOSAL

To maintain a neat appearance and to prevent fire or tripping hazards, the cabin and galleys should remain tidy at all times.

FAs will monitor the cabin regularly in anticipation of the need to remove service items once the customer is finished. FAs will attempt to collect waste, recyclables and any other refuse off the floor and from customers as soon as possible.

Waste should not be collected on the service carts.

Waste collection in the First Class cabin is accomplished using the serving tray or by hand. Waste collection in Economy is accomplished by using the small waste bags or, if necessary due to time constraints, the waste cart.

A waste bin liner should not be used to collect waste.

After the inflight service is completed, FAs will make a pass through the cabin collecting waste at least once every 15 minutes.

To maximize use of the waste bins, it is recommended that cups be stacked.

Double-bagging the waste bins will help prevent leakage.

It is important that waste materials of any kind, recyclable or not, remain separate from items intended to be served or used at a later time. Also, stowing waste in the fixed compartments does not allow for regular cleaning of the compartments.

FAs may wear protective plastic or latex gloves when collecting waste but only in Economy.

It is imperative that FAs sanitize their hands after handling any waste.

Diligently collecting waste while in the air will help expedite the turn cleaning process on the ground, hence affecting our on-time performance.

## GALLEY CLEAN UP AND RESTOCK

The condition of the galleys 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 galleys dirty or disorganized. Instead, it should be properly prepared for the next FA. This not only promotes operational excellence, it demonstrates integrity and commitment to putting both the internal and external customer first.

After the inflight service is complete and after the flight crew has made the Approach Briefing, FAs will prepare the galleys for landing including:

- Disposing of any open cans and cartons.
- Emptying containers of standing water.
- Returning all unused service items and any drawers, buckets, or trays to their original boarding locations.
- Restocking all beverage drawers using the re-supply cart contents.
- Replacing the service cart to its stowage location and locking it in place.
- Inventorying each cart separately.
- Wiping down the coffee makers and pots, galley surfaces and trays.
- Completing any required paperwork.
- Completing M2 Final Closeout and stowing M2.
- Sealing all galley carts containing alcohol and food for sale.

**WARNING: THE FORWARD AND AFT GALLEY SINKS MUST NOT BE USED FOR DRAINAGE AT ANY TIME. DRAINING FLUIDS MAY CLOG THE DRAINS. USING GALLEY SINKS WHILE ON THE GROUND IN FREEZING TEMPERATURES CREATES HAZARDS FOR THOSE WORKING ON THE RAMP. DRAIN LIQUIDS IN THE LAVATORY COMMUNE.**

## LAVATORY RESTOCK

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.



## SALES ACCOUNTING

### GENERAL

FAs are responsible for alcoholic beverages and EATS on board the AC. The information contained in this section serves to familiarize the FAs with inflight sales accounting.

#### Service Recovery:

- Attempt to diffuse all customer service issues immediately following the service recovery techniques found in the FAM. When all service recovery attempts have been exhausted, refer passengers to the Delta.com website where they can provide a detailed narrative of their experience.
- Delta's "Have one on us" coupons may be used as a means of service recovery. These coupons are the size of a standard business card and may be exchanged for one alcoholic beverage on any Compass Airlines flight. Please note that the Delta "Have one on us" coupons may not be exchanged for any for-sale food items. When offered a "Have one on us" coupon in exchange for an alcoholic beverage, FAs will scan the coupon with the M2 device and tear up and discard the coupon once validated.

Note: On all flights, the only acceptable form of payment for EATS items and alcoholic beverages are credit and debit cards and Delta coupons.

### ACCOUNTABILITY

FAs are accountable for recording all sales in relation to the inflight service. FAs are accountable for completing transactions on the M2 device and for submitting onboard sales forms/paperwork as detailed in this section.

#### Prior to departure:

- FAs will inventory alcohol and for-sale items.
- FA-A will record the beginning inventory of alcohol in the First Class carts on the Sales Activity Form. FA-A will also record the last four numbers of the beginning seal placed on the FWD galley cart by catering.
- FA-B will ensure the M2 device is present and will transmit the M2 device. FA-B will also record the beginning inventory of EATS and alcohol of the Economy carts using the M2 device. If M2 is inoperative, follow INOP procedures in FAM Chapter 3.

#### Before Initial Descent:

- Whenever either FA sells an item from the galley carts, the sale will be recorded on the M2 device. FA-B is responsible for the M2 device.
- FA-B completes Final Closeout on the M2 device, prints Closeout Report, and keeps report for personal records. FA-B places a red seal on the cart(s) to secure any remaining alcoholic beverages and for sale snacks. If M2 device is inoperative, follow INOP procedures in FAM Chapter 3.
- FA-A has First Class galley duties. FA-A completes the Sales Activity Form in First Class as follows: Record the ending inventory of alcohol of the First Class carts, record the last four numbers of the ending (red-colored) seal to be used to seal the cart, and leave Copy A of the Sales Activity Form in the cart. Retain Copy C for 6 months for records. Seal the cart.