

What happens When - for Flight Attendants

Regardless of the time of day or the **flight** schedule ahead, a **Flight Attendant** always arrives for duty in full uniform, groomed and ready for duty.

After completion of the relevant paperwork required by the **Airline**, and once the **Pre-Flight** briefings have been completed, the **Flight Crew** head out to the **aircraft**.

Once onboard the **aircraft**, and once all the **crew's** baggage has been correctly stowed away, the **Cabin Crew** will conduct **pre-flight** checks on all their safety equipment and will perform a security check in the **aircraft cabin**, galley and toilet areas.

The catering loaded in the galleys must be checked and counted to ensure that adequate supplies (food and beverages) have been loaded for the number of **passengers** expected for the **flight**, as well as the **crew** meals for all the **Flight Crew** during the **flight**.

At this time the **passengers booked for the flight** will be checking in at the **check-in counters**, proceeding through security, and complying with any immigration and customs formalities if applicable.

The **passengers** will board the **aircraft** as soon as the **Ground Handling Staff** are advised that the **Flight Crew** are ready to receive their **passengers**. The **Cabin Crew** will be in the aisles during boarding of **passengers** to greet them and to assist them with finding their seats and stowing their hand luggage.

When the boarding of the **passengers** is complete, and all the relevant paperwork has been completed, and the **Pilot in Command** gives the go-ahead, the **aircraft cabin** doors are closed, and the **Cabin Crew** commence with the Safety Announcements and Demonstrations, and on completion of these will perform **Pre-take off** checks to ensure that all **passengers** have complied with the safety requirements. The **Cabin Crew** then take up their jump seats for **take-off**.

Once the **aircraft** is **airborne**, and the **pilots** have switched off the seatbelt signs, the **Cabin Crew** will then commence offering the **inflight service** to the **passengers**.

Air Hostesses are well trained to offer **passengers** an efficient, friendly and professional **inflight service**, as well as to ensure their safety at any time and in all circumstances.

As the **aircraft** commences decent for **landing** at its destination, the **Flight Attendants** will clear all catering items from the **aircraft cabin** and prepare the **cabin** and the **passengers** for **landing**.

On arrival at the destination and the **aircraft** doors have been opened and the **Ground Staff** have indicated that it is safe to do so, the **passengers disembark the aircraft** and go into the **airport terminal building** to collect their **checked-in** baggage.

The **Cabin Crew** will check the **aircraft cabin**, galleys and toilet areas to ensure that no **passengers** have left any of their personal belongings behind.

