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SECTION 3: CABIN SERVICE - GENERAL

1. INTRODUCTION

This section describes Dreamline Aviation, LLC policies and procedures for preflight, in flight, and post flight cabin, servicing of Dreamline Aviation, LLC aircraft. The approved policies and procedures established within this manual will be understood prior to the commencement of work.

2. SERVICE CATEGORIES

The Cabin Service Manual divides serving practices into different categories corresponding to required actions as outlined in this manual. The categories are:

1. Preflight Service
2. In Flight Service
3. Post Flight Service

3. AIRCRAFT EQUIPMENT

Depending on the aircraft you are flying, galley equipment may differ in availability and storage location. Careful attention should be paid to where items are kept aboard our aircraft. Appendix information will detail where certain items are stored on each aircraft.

4. APPLICABLE AIRCRAFT

Cabin Servers will only be used on aircraft that have an approved jump seat.

5. COMMUNICATIONS

Sterile Cockpit Procedures:

1. Sterile cockpit is the limiting of non-mission critical crewmember communications while in a high workload environment. A high workload environment is defined as the period of time where the aircraft is below 10,000 feet.
2. Cabin Servers are required to adhere to sterile cockpit procedures while serving aboard Company aircraft.

6. STANDARD OPERATING PROCEDURES

- A. **Preflight Cabin Service** is designated as those services offered on the ground prior to aircraft movement under its own power. Workload permitting and at direction of the PIC or SIC, preflight cabin service should consist of the following items:
1. Beverage Service
 2. Hot Towel Service
 - a. Hot Towel Service can be prepared in the aircraft microwave or electric oven
 - b. Towels should be checked for appropriate temperature prior to being offered. Burns can occur from towels that are too hot.
 - c. Always brief the passenger that the towels are hot.
 3. Destination Weather Briefing
 4. Assist crew with preparing cabin for departure.
- B. **In Flight Service** is designated as those services offered in flight above 10,000 feet.
1. Beverage Service
 2. Meal Service, if requested by passengers
 3. Assist with cabin chair and divan positions
 4. Assist with providing pillows and blankets as necessary
 5. Assist with connecting to Wi-Fi
 6. Assist with use of Satellite Telephones
 7. Assist with use of In Flight Entertainment
 8. Advise crew of climate control passenger requests
 9. Address any other passenger request to make their flight more enjoyable
 10. Assist crew with preparing cabin for landing
- C. **Post Flight Cabin Service** is designated as those services offered at the conclusion of the flight while the aircraft is stationary at the destination airfield. Some passengers may not wish to disembark right away and have the right to remain on the aircraft for a reasonable amount of time while parked at the FBO. Post flight services include:
1. Assistance with carry-on baggage
 2. Returning cabin items to their appropriate storage location
 3. Galley Cleanup
 4. Lavatory Cleanup
 5. Trash Removal

7. ABNORMAL & EMERGENCY PROCEDURES

While Cabin Servers are not responsible for passenger safety, they may be called upon by the PIC or SIC to assist during an aircraft emergency. Emergency procedures may include **assisting crew with**:

1. Removal of passenger life jackets from storage bins
2. Removing life rafts from storage locations
3. Administering an Automated External Defibrillator
4. Administering therapeutic oxygen
5. Opening of Emergency Exits
6. Passenger counts and gathering outside of aircraft

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