



RECORD OF CONVERSATION

Kurt Anderson
Air Safety Investigator
Western Pacific Region

Date: 02/25/2012

Person Contacted: Summary of Captain's written statement to operator.

NTSB Accident Number: WPR12LA119

Flight was near PWE at Flight Level 360 in smooth air. The passengers fasten seatbelt signs were illuminated, but the flight attendants were up and working. The airplane encountered a 2-3 second bump, probably from the wake turbulence of another airplane ahead of the subject airplane. Immediately after the encounter, the Captain told the flight attendants to take their seats. After determining that the air was smooth again, the Captain directed the flight attendants to resume their service. The B flight attendant advised the flight crew that she had hit her hand on a galley door, and the Captain advised her to ice it. Flight attendant B continued to perform her work assignment until the airplane landed in LAX. After landing she went to Urgent Care.