



NATIONAL TRANSPORTATION SAFETY BOARD

Office of Aviation Safety
Washington, D.C. 20594

May 31, 2017

Attachment 8 - American Airlines Flight Attendant Briefing

OPERATIONAL FACTORS/HUMAN PERFORMANCE

DCA17FA021



7.1.10 Flight Attendant / Purser Briefing

Reference: IOSA FLT 1.3.9

- A. The FA 1/A-FA/Purser will be the primary liaison between the Captain and the flight attendants and will promptly inform the Captain of all on-board cabin emergencies, irregular issues, passenger concerns and cabin discrepancies.
- B. Prior to gate departure, the Captain will give the FA 1/A-FA/Purser the flight plan F/A briefing message and personally discuss the following items as applicable:
 1. number of flight attendants on board
 2. any anticipated enroute delays
 3. short-taxi situations and safety demo considerations (if applicable)
 4. preflight turbulence briefing:
 - a) include weather and turbulence forecast along the route of flight, the expected intensity and duration of forecast turbulence, plus notification procedures and required action in the event of a significant unexpected turbulence encounter.
 - b) Brief service may be suspended at the flight attendants' discretion if the conditions in the cabin warrant.
 - c) If possible, a call should be made to the flightdeck to report the cabin situation, including any injuries.
 - d) If not seated at a jumpseat with an interphone, remain seated to avoid injury until instructed to resume duties by the Captain.
 - e) Once cleared to resume duties, call the flightdeck to report any injuries or abnormalities.
 5. appropriate security items (see [15.1.7 Crew Security Briefing](#)).
 6. brief flightdeck access procedures and codes
 7. cabin or galley write-ups or deferrals in the AML (logbook).
 8. A life vest or floating seat cushion demonstration is required on all flights. If the onboard video monitors are inop or not installed, a manual demonstration must be accomplished.

Note

Allow adequate time for the manual briefing along with the complete safety demo briefing.

9. Gen. Decs/Customs Immigration forms (if required)
10. coordination of flightdeck crew meal service, if applicable
11. address the importance of minimizing noise and activity around the crew rest areas
12. on North Atlantic flights routed north of 66° north over Greenland, request the FA 1/A-FA/Purser review the FA Safety Manual information concerning "66N Supplemental O₂ Unit"
13. any other unusual or pertinent issues relevant to the flight