

JOB ANALYSIS

JOB TITLE: FLIGHT ATTENDANT

EMPLOYER: United Airlines
P.O. Box 66100
Chicago, IL 60666-0100

GENERAL DESCRIPTION:

The primary responsibility of the flight attendant is to maintain safe conditions in the airplane cabin, to teach passengers safety procedures and to assist passengers during emergency situations. Secondly, the flight attendant serves passengers food and beverages and dispenses items for comfort and entertainment such as pillows, magazines and headsets.

Flight attendant work schedules are made in sets of 1-month. A work schedule includes flight days & times, destinations & position on crew (e.g., purser or first class). Bids for the following month are typically awarded by the 17th of the month. Two types of work schedules do not involve a given set of flights to be worked during a month. These are called Call-in Reserve & Ready Reserve. A flight attendant on call-in reserve contacts a recorded message after 8:00 p.m. & is assigned a flight or flights for the following day. A flight attendant on ready reserve is assigned specific days during the month in which immediate phone contact for flight assignments can be made. Whenever possible, flight attendants are given at least 4 hours notice before a flight. The length of a flight, the amount of time spent away from home, crew position worked & type of aircraft vary. Without delays, flights are 16 hours or less.

The type & extent of the food & beverage service is dependant upon the length of a flight & flight conditions. Longer flights require the serving/selling of beverages & the serving of food as many as three times.

The type of aircraft flown may be 737, 727, 757, 767, 777, 747, DC-10 & A320. There may be several models of one type of aircraft. The lay-out of an aircraft will result in some procedural differences. The most significant difference is the presence or absence of a galley beneath the main deck. 1 flight attendant is assigned to the galley per flight in addition to working in the aisles. The time spent in the galley depends on the type of aircraft and length of flight. It could be many hours in duration.

The number of flight attendants assigned to a flight is dependent upon the type of aircraft & the number of passengers.

JOB ACTIVITIES:

Prior to Boarding Aircraft:

- < Pack clothes & toiletries for up to an 8 day trip.
- < Check in at airport at least 1 hour up to 2 hours before flight departure.
- < Check mailbox for messages or company correspondence.
- < Attend flight briefing.
- < Review safety & service procedures for assigned crew positions.

Aboard Aircraft - Prior to Passenger Boarding:

- < Board aircraft 30-45 minutes, depending upon aircraft, before passenger boarding.
- < Store flight attendant luggage.
- < Check safety equipment around assigned jumpseat.
- < Assess quantity & contents of food & beverage containers; advise appropriate personnel of shortages.
- < Send food/beverage/utensils from galley to cabin either by elevator or pushing through the aisles.

Passenger Boarding In-flight:

- < Take tickets from passengers, either in terminal or on aircraft.
- < Direct passengers to seats.
- < Assist passengers in stowing carry-on items.
- < Monitor stowage of carry-on items, correct seating in exit rows.
- < Arm assigned door.
- < Demonstrate or give public address announcement of location of emergency exits, use of floatation devices, oxygen & seat belts.
- < Check for passenger observation of safety regulations.
- < Secure all doors, carts & modules in galley & lock lavatory doors.
- < Prepare for take-off by sitting in correct brace position on jumpseat.
- < After take-off distribute blankets, pillows, headsets & magazines if not done pre-departure.
- < Make coffee, heat meals.
- < Operate ovens & heating carts in galley.
- < Prepare liquor cart for service by inserting /moving soda bins; place utensils, cups, napkins, ice on liquor cart
- < Transport meal, liquor & auxiliary carts up & down the aisles which may be at a constant 10 degree angle.
- < Distribute beverages, snacks /or hot meals to passengers from carts.

- < Remove trays, cups & glasses from passengers' tray tables.
- < Set-up/operate cassettes for music, short subjects & movies.
- < Respond to passenger requests as appropriate & possible.
- < Serve food/beverages to cockpit crews.
- < Communicate with cockpit crew regarding problems & information.
- < Secure carts to floor or in storage areas.
- < Inventory liquor & headsets at conclusion of flight.
- < Record amounts collected for sale of beverages & headsets.
- < Collect headsets at conclusion of flight.
- < Enforce & advise passengers of safety infractions.
- < Distribute & collect agricultural forms & market surveys.
- < Operate movable coat racks.

After Landing:

- < Assist passengers in removing carry-on items & deplaning.
- < Undo girt bar, disarm door & crack door.
- < Enter flight date & reports on computer.

Emergency Situations:

- < Instruct passengers in procedures for emergency landings.
- < Assess conditions of ill or injured passengers.
- < Provide first aid & CPR when needed.
- < Assist passengers in using emergency equipment & evacuating the aircraft through emergency exits & down slides.
- < Notify cockpit crew of illness or injuries requiring special assistance after landing.
- < Notify cockpit crew of malfunctions or emergency situations.

PHYSICAL DEMANDS:

Standing & Walking:

- < occurs continually throughout the flight; may occur in one place very frequently, usually for short periods of time up to 10 mins.
- < in combination with walking, can occur up to 95% of the time; frequently occurs concurrently with reaching, twisting/turning or pushing/pulling.
- < frequently occurs when aircraft is not level.
- < may occur during turbulence &/or walking in the galley occurs continuously up to 5 hours.

Sitting:

- < occurs during briefing; may occur during delays.
- < usually does not occur on flights of 1 hour or less; may occur after food & beverage services are completed on longer flights.

Kneeling:

- < is optional to bending or stooping.

Walking:

- < distances of up to 100 feet occur very frequently when on board.
- < frequently occurs when aircraft is not level; may occur during turbulence.
- < distances over 100 yards may occur in airports.
- < during food/beverage services occurs concurrently w/ pushing /pulling heavy objects.

Lifting:

- < objects weighing up to 10 pounds may occur very frequently.
- < objects weighing 11-25 pounds occurs occasionally.
- < objects weighing more than 25 pounds occurs occasionally.
- < objects weighing more than 40 lbs very infrequently.
- < In emergencies, flight attendants may need to lift/maneuver/pivot over wing window exit doors onto the seats. The 767 window hatches weigh **59 lbs.**
- < Weights of other items which could be lifted:
 - Bin of 25 cans of soda: **23 lbs**
 - Bin of 6 bottles of champagne: **24 lbs.**
 - Bin of 40 milks: **24 lbs.**
 - Pot of coffee (full): **4 lbs.**
 - Meal rack with 10 entrees: **14 lbs.**
 - Oxygen cylinders: **15 lbs.**

Carrying:

- < personal luggage to & from aircraft occurs each trip.
- < objects weighing up to **10 lbs** distances of 100 feet occurs frequently & continually throughout a flight.
- < objects weighing up to **40 lbs** up to 100 feet may occur infrequently.
- < up or down an incline is necessary when aircraft is not level.
- < personal luggage, may occasionally occur when climbing a flight of stairs.

Climbing:

- < a flight of stairs to & from aircraft occasionally.
- < circular stairs to second level of 747 is occasionally necessary.

Bending/Squatting:

- < to all levels occurs very frequently & continually throughout a flight.
- < slightly forward at waist level occurs when speaking with passengers, serving beverages & food.
- < 1 to 18 inches from floor occurs repeatedly when serving beverages & food from a cart.
- < can occur concurrently w/ twisting/turning, reaching or pushing /pulling.
- < to floor level occurs occasionally.
- < is necessary to reach lower drawers & cabinets in galley.
- < is necessary when arming/disarming aircraft doors.

Pushing/Pulling:

- < occurs frequently & continually during a flight.

- < occurs when moving a cart, which could weigh up to **250 lbs.**
- < food or beverage cart up or down an incline is necessary if aircraft is not level.
- < is necessary when assisting w/ tray tables, opening galley cabinets & drawers, using 747 elevators or serving from food & beverage carts.
- < may occur concurrently w/ reaching/bending.

Reaching:

- < overhead to galley cabinets, magazine racks or storage bin occurs occasionally.
- < can occur repeatedly prior to take-off & after landing.
- < at waist-level can occur frequently during a flight.
- < below the waist occurs frequently when serving from carts.
- < below the waist occurs repeatedly when placing or removing food & beverage item from tray tables.
- < can occur concurrently w/ bending, pushing/pulling or twisting /turning.

Twisting/Turning:

- < can occur frequently & concurrently throughout a flight.
- < can occur concurrently w/ reaching &/or bending.

STRESSORS:

Time:

- < being late for an assigned flight has greater consequences than most jobs.
- < unevenly distributed work load--when delays occur, waiting time in which little is required can be several hours in duration. Conversely, beverage service on a short flight is time-pressured.
- < in a flight delay, transferring from one flight to another can be problematic.

Space:

- < functioning in a limited amount of space.
- < traversing cabin aisles when passengers are standing & leaning in the aisles.
- < working in a small galley w/ at least one other flight attendant.
- < working in a 747 galley requires use of a one-person elevator.
- < working in a 747 galley involves up to 5 hours in an area approximately 6'3" high, 4" wide & 30" long.

Passengers:

- < passengers becoming physically or verbally abusive.
- < passengers significantly increasing work load w/ multiple or inappropriate requests.
- < passengers refusing to follow regulations or accept company policies.
- < passenger complaints about delays, etc.

Emergency Situations:

- < passengers becoming ill or injured, particularly in life-threatening situations.
- < passengers or crew member in life-threatening situation.
- < threatened or actual highjacking or aircraft.
- < emergency landings, turbulence or loss of cabin pressure.

Other:

- < inadequate food/beverage supplies
- < malfunctioning equipment.

DOORS

B-737-727 Fleet

- 5 lbs to lift handle**
- 20 lbs to rotate handle**
- 75 lbs to push door out**
- 10 lbs to lift windows and roll it onto seat**
- 45 lbs weight of window**

B-757-200

- 10 lbs to lift handle**
- 40 lbs to rotate handle**
- 15 lbs to lift window and roll it onto seat**
- 53 lbs weight of window**

B-767-200-300

- 23 lbs of pressure to arm door**
- 20 lbs of pressure to lift handle**
- 54 lbs weight to lift window & move**

A-320

- 20 lbs of pressure to arm door**
- 18 lbs to lift window & roll onto seat**

B-747-100-400

- 15 lbs of pressure to lift & rotate handle of doors**
- 747-400 gull wing doors in upper deck**
 - 27 lbs to lift large handle**
 - 50 lbs to push slide pack out of door**

Source: EXOLA

BOARDED WEIGHT OF SERVICE CARTS
When cart is fully loaded

B-747 Liquor Cart-----	230 lbs
777/767/747 Duty Free Cart-----	187 lbs
Tray cart-----	122 lbs
9 Rack Entree Cart-----	216 lbs
Hi Tech Food Cart-----	182 lbs
B-737-300 New Tech Cart-----	185 lbs

1/Liquor miniature tray-----	9 lbs
1/Metal bin soft drinks-----	21 lbs
1/Metal bin orange juice cartons-----	22 lbs
1/Entree rack w/ frozen entrees-----	16 lbs

Misc Weight

Trays	C/class	3.6 lbs	Y/class	2.5 lbs
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