

Inflight Service Committee

Composition and Qualifications

This committee meets with management to discuss any change in service, procedures to be followed, and other pertinent matters prior to the implementation of such service.

Qualifications include:

- Good organizational and communication skills
- Working knowledge of cabin service procedures
- Ability to attend meetings and briefings as needed
- Adherence to committee policies, procedures, and standards of ethical conduct
- Maintenance of member-in-good-standing status
- Ability to remain in good standing with the company
- Willingness to do ongoing committee work on a volunteer basis

Some travel may be required to attend meetings with management and kitchen or vendor site visits.

Purpose and Scope

To represent Flight Attendant interests regarding catering, inflight service, and onboard sales and address any related Flight Attendant concerns.

Specific Duties and Responsibilities

- Provide recommendations pertaining to inflight service levels. Determine available service time, projected loads, and staffing when management determines a certain service is required on a flight.
- Solicit and gather Flight Attendant feedback regarding inflight catering, packing, service, and sales, conveying such feedback to management
- Respond to Flight Attendant complaints or concerns regarding catering and inflight service. Gather information and work with management to satisfactorily resolve each issue.
- Should management override the objections of the committee and proceed to implement changes in inflight service, the committee will immediately contact the committee's MEC executive sponsor

Communication

- Act as liaison between the membership and the Local Executive Council (LEC) Officers. The Local Chairperson will act as liaison between the Local Committee and the MEC Committee Chairperson.
- Coordinate with the Local Chairperson of the committee regarding all activities
- Collaborate with other AFA committees as needed
- Report to the LEC Officers on any discussion with management
- Recommendations for change should be presented to the LEC Officers in writing

- Any AFA committee appointed by the LEC and empowered to conduct discussions with management on behalf of the Flight Attendants must first meet with the LEC Officers prior to forming any agreement to gain the direction of the LEC
- The committee will not make any policy that conflicts with LEC, MEC, or AFA policy