REPRESENTING THE FLIGHT ATTENDANTS OF
Alaska + Hawaiian

Duties and Responsibilities

Inflight Service Committee

The **Inflight Service Committee** is dedicated to advancing Flight Attendant interests in every aspect of onboard service—from policies and procedures to daily operations. As subject-matter experts and direct liaisons to management, we work to ensure the Flight Attendant perspective is central to every service policy and procedural decision. Driven by professionalism, we strive to create a better inflight experience for our crews and passengers alike.

Committee Members drive meaningful, impactful change in the daily realities of the cabin. We critically evaluate the operational feasibility of proposed and actual inflight products, services, and experiences, assessing staffing levels, service timelines, and workload demands to protect safe and manageable working conditions. We actively solicit and monitor feedback on catering and service quality, bringing operational issues directly to management's attention to advocate for effective resolutions while holding them accountable to the commitments they have made. Through our advocacy, we aim to ensure operational demands align with the needs and well-being of our crews, so that every service component works for, and never against, Flight Attendants.

Key Responsibilities

Assess Service Feasibility	Assist in evaluating proposed and existing inflight service policies, food and beverage products, passenger experience elements, and procedure changes. Evaluate service timelines, staffing ratios, workload demands, and galley packing to ensure operational expectations across routes and aircraft types are safe, realistic, and manageable.
Address Member Concerns	Act as the primary local point of contact for Flight Attendants who have experienced service, catering, or provisioning issues. Address issues promptly through established protocols and provide effective follow-up and guidance.

Drive Issue Reporting	Actively solicit Flight Attendant feedback on catering quality, provisioning accuracy, galley packing, and service procedures. Mentor peers on using reporting tools (such as Block2Block catering feedback) to capture systemic issues. Filter and analyze local data to highlight operational trends and advocate for practical resolutions.
Build Service Knowledge	Proactively maintain up-to-date knowledge of Onboard Service Handbook (OSH) standards, service procedures, catering specifications, and industry inflight service trends. Apply this expertise to actively guide Local Executive Council (LEC) Officers and advocate for the Flight Attendant perspective during discussions with management.
Partner Across Committees	Collaborate with other AFA committees to provide unified, expert feedback on how service procedures impact overall cabin safety, ergonomics, health, and working conditions. Ensure management initiatives are thoroughly reviewed to advocate for practical, effective improvements.
Promote Management Accountability	Monitor management's adherence to agreed-upon inflight service standards, catering specs, and operational commitments. Report persistent non-compliance, unaddressed issues, or unilateral overrides through established protocols.

Expectations

- Serve as an accessible, trusted resource for fellow Flight Attendants, offering prompt, practical guidance and clarification on inflight service procedures, Onboard Service Handbook (OSH) standards, and catering issues.
- Act as a direct liaison and communication link to facilitate open dialogue between Members and Local Executive Council (LEC) Officers regarding onboard service and catering matters.
- Participate in local base informational activities, airport visibility, or drop-in sessions as requested to gather real-time Flight Attendant feedback and answer service questions.
- Consistently set a professional example by adhering to established inflight service standards and procedures during regular flight duties.
- Participate, as needed and only when directed, as an observer or working crew member on service test flights to gather operational data and support Flight Attendants during evaluations of new or modified products, procedures, or passenger experiences.
- Ensure all operational feedback and committee recommendations are grounded in objective, evidence-based information, using trended Flight Attendant reports, Block2Block catering feedback data, and other verifiable documentation as the foundation rather than personal anecdotes.

- Actively monitor and review management communications to Flight Attendants (such as inflight service information, catering alerts, and OSH revisions), reporting inaccurate, unclear, or concerning information to the LEC Officers.
- Contribute actively to committee discussions by sharing real-world operational insights from a variety of routes, aircraft, and flying schedules.
- Proactively inform the LEC Officers of any discussions or communications with management to foster transparency and alignment.
- Provide written suggestions for changes to the LEC Officers to drive improvements and innovation.
- Consult with the LEC Officers before any AFA committee meeting with management to ensure clear direction and strategy for successful discussions.
- Uphold and respect the established policies and procedures of the LEC, MEC, and AFA, ensuring the committee does not create any conflicting rules or guidelines.
- Sign and agree to a Commitment to Serve form and any other relevant policies (e.g., Confidentiality Policy, Use of Technology Agreement, etc.).

Qualifications

- Demonstrated subject-matter expertise and in-depth working knowledge of cabin service procedures, galley packing, the Onboard Service Handbook (OSH), and daily inflight operations.
- Familiarity with onboard service technology (including Block2Block and the IMD), or a demonstrated willingness to develop technical troubleshooting skills.
- Working knowledge of inflight service levels and products offered by other airlines operating similar routes and aircraft, or a demonstrated commitment to building this knowledge through structured training and proactive research.
- Demonstrated analytical and solution-oriented mindset, with the ability to evaluate service flows, workload demands, and operational feasibility while transforming Flight Attendant concerns into constructive, actionable recommendations for management.
- Ability to gather, document, and present Flight Attendant feedback and operational concerns effectively.
- Strong organizational skills and excellent written and verbal communication abilities.
- Familiarity with Google Workspace tools (chat, email, calendar, and document sharing functions).
- Commitment to active and consistent participation in committee work, including regular attendance at meetings and training sessions, whether virtually or in person.
- Uphold the highest standards of confidentiality, ethical conduct, accountability, and compliance with committee rules in all interactions with Members, management, and other AFA committees.
- Must be an active AFA Member in good standing (dues current).
- Must remain in good standing with the company.

Training

New Committee Members will take part in AFA's Day 1 onboarding program, which combines structured training with guided discussions and mentorship. This program aims to empower new volunteers by providing them with the knowledge and skills necessary to excel in their roles. If needed, additional committee-specific training will be provided to ensure that all Committee Members are supported and well-prepared for success.

Ready to Get Involved?

Our AFA committees are the heartbeat of our Union, leading the charge to advocate for our rights and amplify our voices in the workplace and beyond. Powered by dedicated Flight Attendant volunteers, our committees work to protect our contractual rights, ensure fair treatment, and raise the bar for our profession. Join us in making a real difference! Discover how to get involved at **afaalaska.org/volunteer**.