



Business Aviation Cabin Crew Competencies

Safety:

- Crew Resource Management (CRM) and Human Factors
 - Supporting links:
 - https://www.skybrary.aero/index.php/The_Human_Factors_%22Dirty_Dozen%22
 - <https://nbaa.org/aircraft-operations/safety/human-factors/>
- Fatigue awareness and mitigation
- Alcohol and drug policy compliance
 - Supporting link:
 - https://www.ecfr.gov/cgi-bin/text-idx?&c=ecfr&tpl=/ecfrbrowse/Title14/14tab_02.tpl (Parts 91 and 135)
- Work load prioritization
- Emergency cabin drill
- Basic first aid
 - Supporting links:
 - <https://www.acls-pals-bls.com/algorithms/bls/>
 - <https://www.redcross.org/take-a-class/cpr/performing-cpr>
- Preflight and emergency equipment operation
- Preflight passenger briefing
- Loss of cabin pressure response
 - Supporting link:
 - https://www.faa.gov/pilots/training/airman_education/topics_of_interest/hypoxia/
- Identify hazardous materials onboard
- Hazardous situation reporting
- Extinguish inflight fires
- Emergency evacuation
- Life vest operation
- Sterile cockpit rule monitoring
- FAR 91/135 Awareness
 - Supporting link:
 - https://www.ecfr.gov/cgi-bin/text-idx?&c=ecfr&tpl=/ecfrbrowse/Title14/14tab_02.tpl
 - A print form is also available. ISBN #978-1-5107-1857-9.

Service and Cabin Systems:

- Conduct preflight checklists
- Supply aircraft with cabin amenities
- Meet and greet passengers
- Identify passenger cultural differences
- Manage children and pets
- Control passenger cabin lighting
- Identify and operate cabin connectivity systems

Security:

- Identify airport security risks
- Identify aircraft security risks
- Identify passenger security risks
- Identify personal security risks
- Ensure passenger anonymity

Food Safety and Handling:

- Supporting link:
 - <https://www.fda.gov/Food/default.htm>
- Identify food sources
- Coordinate food packaging for aircraft
- Plan menus
- Sanitation of water and ice devices
- Surface contamination avoidance
- Food and beverage security
- Proper food temperature identification
- Post-flight food handling
- Food service provider stability checks
- Chemical, biological and physical contaminants

Industry Knowledge:

- Common aircraft component identification
- Job responsibilities of cabin crewmembers
- Common aviation definitions and acronyms