
SERVICE ONBOARD the A321 Aircraft

Letter from Robin Sparling to Sharon Soper

Dear Sharon-

In the course of concluding the recent Flight Attendant contract negotiations, and as part of reaching agreement on reducing the current A321 aircraft Flight Attendant staffing levels, as an exception to the process specified in Section 34-18.G, the Company agreed to alter the current service requirements onboard that aircraft. The below charts indicate the changes that will be made effective with the reduction in the staffing onboard the aircraft (Target date January 1, 2021).

FA POS	Current F/C Service Description	FA POS	F/C Service Description with new contractual staffing
	Pre-Departure		Pre-Departure
1, 5	Offer Pre-Departure beverage	1, 2	Offer Pre-Departure beverage
5	Take Beverage orders	2	Take Beverage / meal orders
	Beverage Service		Beverage Service
1	Offer entertainment / lay linen	1	Offer entertainment / lay linen
5	Deliver beverage w/nuts + refills	2	Deliver beverage w/nuts + refills
	Meal Service		Meal Service
1	Prep for meal service (build TSUs)	1	Prep for meal service (Pre-set TSUs)
5	Deliver TSU + offer drink refills	1	Pre-plated entrees cooked in presentation dish (may be delayed by order of dishware)
1	Plate entrees	2	Deliver TSU w/ appetizer and entrée
	Collect dishware	1	Offer drink refills + collect TSUs
5	Deliver entrée	1	Desert served from TSU cart (linen draped) and beverages served from top of cart (Unless the Company and AFA mutually agreed otherwise)
1, 5	Offer dessert + choice of bev	1	Clear service items
1, 5	Clear service items		Interludes
	Interludes		Interludes
1, 5	Every 20 minutes	1	Every 20 minutes
	Beverage Service		Beverage Service
1, 5	Take Beverage orders and deliver	1	Take Beverage orders and deliver

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FA POS	Current Main Cabin Service Description
2, 3 4	Pau Hana Cart Offer snacks from Pau Hana Cart Prep for meal service
2, 3, 4 2,3 4	Meal/Beverage Service (3 carts) Full Beverage + Sandwich/Chips Pick-up service items (bags or carts) Prep for sweet treat
2 + 3, 4	Sweet Treat Service (2 carts) Serve sweet treat from cart w/hots & water
2, 3, 4	Interludes Every 30 minutes
2 + 3, 4	Mahalo Beverage Service (2 carts) Offer snack + beverage

FA POS	Main Cabin Service Description with new contractual staffing
3 4	Pau Hana Cart Offer snacks from Pau Hana Cart Prep for meal service (3 assists as needed)
2, 3, 4 2,3	Meal / Beverage Service (3 carts) Full Beverage w/Hots + Sandwich/Chips Pick-up service items (bags or carts)
2, 3, 4	Interludes Every 30 minutes
4	Offer Sweet Treat from basket as a Thank you to guests

The FA positions listed are subject to change

Sincerely,
Robin Sparling
Vice President Inflight Service