

## Cabin Service Director

Many people have been asking for clarification regarding the eligibility and responsibilities of the Cabin Service Director (CSD) program. To clarify the language, we have outlined the program for you in order to answer your questions.

CSD is not a separate bid or division. You may be CSD qualified, but are not required to bid CSD positions. For example, if I am CSD qualified, and want to fly Rome as CSD, but I am unable to hold it, I am able to bid Rome in another position. You are not limited to only CSD position bidding.

### Eligibility

- 2 years of active service as a flight attendant;
- Must be in active status to attend training;
- Current on all required Transoceanic training;
- May not be on the final level of discipline prior to termination.

### Responsibilities

- To lead and direct cabin activities of the cabin crew;
- Responsible for the oversight and coordination of all InFlight sales, reports, and documents;
- \*The CSD will not issue discipline, or perform any duties normally performed by an InFlight Supervisor.

## Q & A: Cabin Service Director

### Q: How will the Cabin Service Director positions be filled?

A: After the yearly operational requirements are established, the company will train a minimum of 150% above the operational requirements to staff the CSD position. For example, if the company determines it needs 300 flight attendants enrolled in the program in a certain domicile, a minimum of 450 flight attendants will be trained and enrolled into the program.

### Q: How long must I stay in the CSD program?

A: A flight attendant must commit to the CSD program for a minimum of six (6) months.

### Q: What if I am unable to successfully complete the CSD training?

A: A flight attendant unable to successfully complete the CSD training will be able to attend a training class in the future, as long as 6 months has passed between trainings.

### Q: How will CSD bids be processed and awarded?

A: PBS will ensure all CSD flying is awarded in the PBS process. CSD positions will be assigned in PBS, according to seniority. If insufficient CSD qualified flight attendants bid for

the CSD positions, the PBS system will assign to junior CSD qualified flight attendants in accordance with seniority.

Q: What if I am CSD qualified, but cannot hold any of the CSD bid lines?

A: If you bid for and are unable to hold a CSD line in PBS, you will be awarded non- CSD positions.

Q: If I want to drop a CSD position in ISAP or on the ETB, who is able to pick it up?

A: A CSD qualified flight attendant may pick up the trip.

Q: Will there be a “reserve pool” of CSD’s for sick calls, irregular ops, etc?

A: No. The CSD position is simply a bid position within Transoceanic flying, and will not be treated as a separate “division”.

Q: Will a reserve be permitted to train for and fly the CSD position?

A: Yes, a reserve flight attendant will be eligible to bid for the CSD position, attend the required training, and fly the CSD position.

Q: If the CSD on my trip calls in sick, how is the CSD position covered in the crew briefing?

A: If the CSD on your trip is sick, the position will be filled as follows:

- If there are NO qualified CSD flight attendants on the trip, the position will be filled as the lead Flight Attendant position in seniority order among all flight attendants, excluding the LOD/O, according to seniority.
- If there is one (1) other CSD qualified flight attendant on the trip, she/ he will fill the CSD position.
- If there are two (2) or more CSD qualified flight attendants on the trip, the position will first be offered in seniority order, and then assigned among the CSD qualified flight attendants in reverse seniority order.