



INTERNATIONAL FLIGHT SERVICE MANUAL

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Trans World Airlines

PREPARED BY: PUBLICATIONS & REPORTS
ORGANIZATION & PROCEDURES DEPARTMENT
TRANS WORLD AIRLINES, INC.

JANUARY, 1962

PRINTED IN THE UNITED STATES OF AMERICA



FLIGHT SERVICE MANUAL

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TRANS WORLD AIRLINES, INC.

APRIL 1963

PRINTED IN THE UNITED STATES OF AMERICA

TRANS WORLD AIRLINES, INC.
FLIGHT SERVICE MANUAL

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May-6-63

INTRODUCTION

This manual sets forth regulations and procedures for the guidance of Cabin Attendants in the direct performance of their work. Cabin Attendants must carry the manual with them on all flights as a reference and guide.

- → This Manual is the property of TWA and is subject to recall at any time and to periodic checks by Supervisors. It is restricted to the use of TWA personnel and is not to be made accessible to persons or agencies not affiliated with TWA unless authorized in accordance with regulations in Management Policy and Procedure Manual, Section 01.40.

MANUAL ASSIGNMENT

Copies of this manual will be assigned, or replacement made, only upon the written request of Section Head or higher supervisory level.

REVISIONS

Revisions and additions will be made only upon approval of concerned Department, Division or Section Heads; however, all personnel are encouraged to submit any suggestions to improve regulations and procedures.

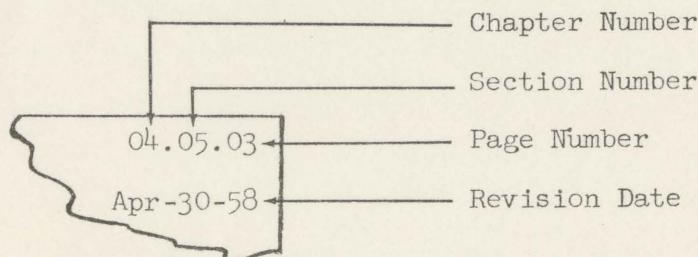
Each revision is accompanied by a transmittal sheet. If transmittals are not received in consecutive order, missing ones should be ordered immediately.

Revised pages are to be inserted according to the transmittal instructions as soon as possible after receipt. Each manual holder is responsible for maintaining the manual in an up-to-date condition (periodically, page listings are issued for check purposes). Requests for extra or missing pages and transmittals should be directed to Manager - Publications and Reports, Kansas City, Missouri.

PAGE NUMBERING

Each page number is composed of three segments - - the chapter number, section number, and individual page number of the particular section. Each page is dated as of the revision date.

Certain section numbers within a chapter have been reserved in order to allow flexibility for the accommodation of future changes and/or additions.



MANUAL SYMBOLS

| Indicates a new meaning, clarification, addition or deletion of of previously published information.

A → → Indicates a change in layout, arrangement, page or paragraph numbering, etc., without a change in meaning.

* * * Indicates the end of a section.

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REGULATIONS
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01.00.01

Feb-1-63

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TRANS WORLD AIRLINES, INC.
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01.10.01

Feb-1-63

PERSONAL APPEARANCE

It shall be the responsibility of each cabin attendant to maintain the best possible appearance at all times while on duty. Cabin attendants who fall below basic appearance standards may be removed from schedule without pay until they meet the basic standards for Hostesses and Purseres. Basic standards refer to such factors as condition of skin, hair, weight, weight distribution, teeth, etc. Repeated violation of the following personal appearance regulations will subject the individual to discharge.

A. HOSTESSES

1. Complexion and Cosmetics

- a. The complexion shall be kept at its best by proper care, use of suitable cosmetics and by proper diet.
- b. Cosmetics shall be applied to obtain a natural, wholesome look. Lipstick must be worn and shall be a red shade that harmonizes with the uniform, as well as skin coloring of Hostess. Rouge shall be worn, if needed, for additional skin color. It must be a red shade and applied carefully for a natural appearance.
- c. When a Hostess is in uniform, all eye make-up will be applied sparingly, not obviously noticeable, to provide attractive, subtle color. Brown or black mascara may be used and eye shadow may be worn provided it is sparingly applied. Brown or black eye liner may be worn provided it is a very thin outline not extending beyond the eyelids or corners of the eyes.
- d. Cosmetics shall not be applied in public (including main cabin of aircraft) while in hostess uniform.
- e. When judgment is required in the application of cosmetics, the Supervisor will be the judge.

2. Hands and Fingernails

- a. Hands and fingernails shall be clean and well groomed at all times.
- b. Nails shall be kept at a conservative length and cuticle well cared for.
- c. Nail polish, if used, shall be clear or one of the approved red shades, and shall not be chipped or peeling. Frosted or iridescent polishes are not permitted.

3. Personal Cleanliness

Cleanliness is a basic requisite of good grooming. Hostesses shall use deodorants as a precaution against body odors. Particular care shall be taken to keep teeth clean.

4. Hair Styles

- a. The hair shall be attractively styled for the individual in uniform. It shall be a style that can be kept neat and orderly as well as within the approved length in damp or humid weather.

- b. Extreme hair styles such as French twists or rolls, beehives, pony tails, braids, chignons, boyish bobs and extreme bouffant adaptations are non-regulation.

- c. The hair shall be worn close to the head, and when pulled straight from the hairline at the nape of the neck, must not extend below the top of the collar when standing erect.

- d. The hair must be clean, well-brushed, set, and neat at all times. A permanent will be required, if necessary, to retain a neat hairdo and to avoid any wispy or straggly ends.

- e. Combs, hairpins, bobbypins and hair nets shall not be worn. One small, plain barrette may be worn providing it does not show while the hat is worn.

- f. The use of tints or rinses is permitted provided they achieve naturalness in color, compliment the natural skin coloring and enhance the appearance in uniform. Dyes, bleaches, stripping, streaking, frosting, tipping or extreme colors such as platinum, silver, brassy yellow blondes, pink or orange reds, intense blacks and browns, etc., are not acceptable. Frequent changes in color tones are not permitted.

A Hostess whose hair color appears unnatural will be subject to appropriate disciplinary action by the Supervisor.

Any hair coloring changes will be made at the expense of the Hostess.

- g. After obtaining previous supervisory approval, a wig may be worn by a Hostess if it enhances her uniform appearance. A wig may not be worn to disguise any non-conformity with standard hair regulations. A wig will be subject to inspection and must comply with standard hair regulations. The wig must be of good quality natural hair, regulation hair style, length and color and maintained in a good, clean condition. The decision as to whether the wig enhances the Hostess' uniform appearance, and complies with regulations, shall be made solely by the Supervisor.

- h. When judgment is required in the application of manual regulations, the Supervisor will be the final judge.

5. Chewing Gum

HOSTESSES SHALL NOT CHEW GUM WHILE IN UNIFORM.

B. PURSERS

1. Complexion

The complexion shall be kept at its best by proper care and diet.

01.10.02

Jul-19-63

TRANS WORLD AIRLINES, INC.

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PERSONAL APPEARANCE

B. PURSERS (Cont'd)

2. Hands and Fingernails

Hands and fingernails shall be well groomed at all times.

3. Personal Cleanliness

Cleanliness is a basic requisite of good grooming. Pursers shall use deodorants as a precaution against body odors. Particular care shall be taken to keep teeth clean.

4. Hair Style

- a. Hair style shall be kept neatly trimmed and groomed at all times.
- b. Extreme hair styles such as "ducktails" are non-regulation.

5. Mustache

A mustache may be worn provided it is not extreme and kept neatly trimmed.

6. Chewing Gum

PURSERS SHALL NOT CHEW GUM WHILE IN UNIFORM.

- 7. When judgment is required in the application of manual regulations, the Supervisor will be the final judge.

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TRANS WORLD AIRLINES, INC.
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01.15.01

Apr-2-63

PERSONAL CONDUCT

There are certain activities toward which the Company takes a serious view, and violation of the following will subject the employee to disciplinary action, including discharge.

A. CAPTAIN'S AUTHORITY

1. The Captain of the flight is in command of and responsible for the supervision of his cockpit and cabin crew from the time the flight originates until termination. He is responsible for all phases of the flight's operation. The cabin attendants are responsible to him for the safe and efficient discharge of their duties from point of origin to point of termination.
2. During such time the flight is on the ground at origin, intermediate and terminating TWA stations; the cabin attendants are subject to the direction of the District Transportation Manager - Station Operations or his alternate in relation to such duties as on-ground dining service, holding with passengers, boarding and deplaning passengers, and other duties affecting the comfort and welfare of the passengers.

B. ACTIONS

It behooves all crew members to not only be familiar with, but to maintain strict compliance with all Civil Air Regulations and Company policies and rules pertaining to in-flight operation.

Listed below for your review are some of the rules of conduct that will be expected of you:

1. Cabin attendant time in the cockpit is to be kept to a minimum and should not exceed five minutes at any one time.
2. Laxity in the cabin, inattention to duty in any manner, or unprofessional conduct cannot be tolerated.
3. Observe proper cockpit vigilance and discipline at all times.
4. Use check lists and follow TWA operating policies in accordance with instructions and prescribed procedures.
5. Unauthorized persons are not to be admitted to the cockpit.
6. A crew member aware of any breach of regulations is to report it directly to the Captain.
7. Crew members are not authorized to carry firearms on TWA aircraft.
8. Photographs of the flight deck area or taken from the flight deck area are not permitted without permission of the Captain.

9. To avoid passenger misunderstanding and concern, beverages of any type are not to be taken to the cockpit in glassware. Crew members have been so bulletined and there is to be no deviation from this rule.

10. On short segment flights in particular, please do not attempt to feed the crew before the passengers, since this is a source of annoyance to revenue passengers. Serve meals to at least one third of the passengers before serving the crew. On occasions, crew member meals will be scheduled on a different segment. If a meal shortage exists, serve revenue passengers first, request crew if they are willing to relinquish a meal, offer non-revenue meals in order of classification, offer snack substitute if available.

It is unlikely that every circumstance pertaining to in-flight procedures or flight deck behavior can be covered by policy or regulation. Nothing can take the place of professional competence and common sense. All crew members are urged to keep these two elements foremost in mind.

C. DUTIES OF PURSER IN CHARGE

1. Conduct pre-flight briefing sessions with all cabin attendants to review all services and timing of services to be offered on the flight.
2. Determine the working positions of all cabin attendants during the pre-flight briefing. Positions are to be assigned on a basis of preference based on seniority. In the event inexperienced cabin attendants are assigned flights, position assignments may be altered by the Purser on a flight-by-flight basis until sufficient experience is gained to meet the demands of the service.
3. Supply the Captain an outline of services to be offered and approximate serving times, names and payroll numbers of cabin attendants and positions they will be working. The Purser is responsible to the Captain for the safe and efficient discharge of cabin duties from point of origin to point of termination.
4. Monitor services offered to passengers in both sections of the aircraft, directing the other cabin attendants in the timing of services, restoration of food and serving techniques. The Purser will have final responsibility for assuring that overall cabin service to passengers meets the standards specified in Company policies and procedures.
5. Assist in serving as specified in this Manual and as the situation warrants.
6. Responsible for preparation and completion of all forms required by the Company or law.

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PERSONAL CONDUCT

C. DUTIES OF PURSER IN CHARGE (Cont'd)

7. Responsible for all monies received as a result of in-flight sales and reports related thereto.
8. Responsible for the preparation of detailed reports to his Supervisor whenever personnel or services do not meet Company standards or are in violation of Company regulations.

D. PERFORMANCE OF WORK AS DIRECTED

1. Refusal to perform work as directed, or willful neglect of duty, is considered cause for dismissal.
2. Operating cabin attendants shall not sleep, (exception - International flights where crew rest is scheduled) read, or do handicrafts on flight.
3. Cabin attendants are not to deplane at intermediate stops unless Captain is notified and his permission is granted.

E. LIQUOR

Cabin attendants must not use alcoholic beverages (including beer) so as to violate any of the following:

1. No use of alcoholic beverages during the twelve hours preceding reporting for duty or during time on duty.
2. No use of alcoholic beverages in a public place at any time while in uniform.
3. No appearance in uniform in a place which is generally recognized as being operated primarily for the sale of liquor. (It is permissible for cabin attendants in uniform to eat in a reputable dining room where alcoholic beverages are served if they do not use such beverages while there.)
4. Any cabin attendant reporting for duty when the use of alcoholic beverages is evident will be subject to immediate dismissal.

F. COMPANY PROPERTY

All employees must respect TWA property. Such property is not to be removed from aircraft or TWA installations without proper approval.

G. MISUSE OF FREE OR REDUCED-RATE TRANSPORTATION

Knowingly permitting a passenger to travel without a ticket, permitting another person to use or yourself using another person's pass or reduced rate order is prohibited.

H. GARNISHMENTS AND WAGE ASSIGNMENTS

1. Employees should not allow their personal finances to become involved to such an extent that their wages or salaries may be subject to garnishment or attachment.
2. Garnishments and attachments are viewed by the Company as just and sufficient cause for dismissal.

I. EMPLOYEE'S DISHONORED PERSONAL CHECKS

An employee's check cashed from Company funds and returned to the Company because of insufficient funds or other reasons shall be considered as just and sufficient cause for the Company to take disciplinary action toward employee.

J. SMOKING

1. A Hostess may smoke in uniform when seated in a public dining room or restaurant or when riding in a car or limousine. Smoking in public places at any other time while in uniform is prohibited. This includes any place where the Hostess can be seen by the public, such as a lobby, ramp office which is in view of the public, etc. Except on ferry flights, cabin attendants are never permitted to smoke in uniform in a passenger section of TWA aircraft.
2. On all aircraft, one cabin attendant at a time may smoke in the cockpit with the Captain's permission.
3. On Boeing aircraft, only one cabin attendant at a time may smoke in the galley under the following conditions:
 - a. Provided no food, beverage or liquor service is in progress.
 - b. Provided the galley curtains are kept closed.

K. CREW REST (International Flights Only)

Unless they are scheduled for crew rest by the Captain, cabin attendants are to be awake and on duty.

L. CABIN ATTENDANTS MEALS (When available)

When eating, cabin attendants shall use either jump seats or sit in the Economy/Coach section in a row of seats where no passengers are sitting. First Class passenger seats are not to be used.

M. USE OF OXYGEN BY CREW MEMBERS WHILE IN CABIN

1. Uniformed crew members may not take oxygen while occupying a cabin seat.
2. Oxygen must be taken while on the Flight Deck or by using the walk-around bottle in the galley behind drawn curtains.
3. Exceptions:
 - a. Decompression
 - b. Sudden illness

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TRANS WORLD AIRLINES, INC.
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01.25.01

Jan-3-64

UNIFORM REGULATIONS

It shall be the responsibility of each cabin attendant to adhere to the following regulations at all times when wearing uniform. Violation of the following regulations will subject individual to disciplinary action. Repeated violations will subject the individual to discharge

All uniforms or uniform articles, whether issued on salary deduction or loan basis, will not normally be replaced by the Company oftener than each 24 months (Article "V-B", Association Agreement). Whenever, in the judgment of the Supervisor, an article has proved to be defective, fabric strength or color unsatisfactory, or garment torn or irreparably soiled while on duty, it will be replaced by the Company prior to the prescribed period. However, if, in the judgment of the Supervisor, the service duration of any uniform article is less than the prescribed 24 months because of personal abuse by the Cabin Attendant, then the Cabin Attendant will be expected to replace the article at his own expense.

A. HOSTESSES

1. Wearing the Prescribed Uniform

- a. The prescribed uniform shall be worn by Hostesses on all flights and at all public appearances to which they may be assigned. All items must be kept neat, clean, and in good repair.
- b. Uniform Jacket
 - (1) Cabin attendants must wear uniform jackets on the ground at all times except when at crew rest facilities.
 - (2) Jacket cuffs of the winter uniform must be worn at all times and must be kept clean. The extra set can be carried for the return flight.
 - (3) The sleeves are not to be pushed up.
 - (4) Jackets may be removed in flight.
 - (5) Cabin attendants shall be consistent in wearing the uniform jacket during flight.
- c. The uniform skirt shall be at least one inch below the middle of the knee.
- d. Each Hostess shall assume responsibility for her own uniform appearance. If an emergency prohibits Hostess from wearing prescribed uniform items, the Supervisor or crew scheduler shall be notified at once.
- e. Each Hostess is responsible for her own uniform items. If an article is lost or ruined by a cleaner; redress must be secured from cleaner; otherwise, Hostess must replace the article.
- f. It is not permissible to break uniform by the addition of a personal sweater or blouse.

g. After receiving a new uniform, Hostess shall report to Supervisor for inspection.

h. Hostess' name must be on all uniform items.

2. Hats

- a. Hats must be worn on the ground at all times except when at crew rest facilities. Hats are to be removed after passengers are boarded and cabin doors closed for departure, and replaced before taking the hostess seat for landing at the next station.
- b. Original shape is not to be altered.
- c. Hat pin must be covered with uniform material as issued. No other visible hat pin, bobby pins, etc., shall be used to hold hat in place.
- d. To protect hat from rain or snow damage, the plastic scarf should be worn to cover entire hat.

3. Blouse - Blouslip

- a. The regulation blouslip shall be worn with the uniform. The blouslip is never to be worn with clothing other than the uniform.
- b. An extra blouslip must be carried on all flights.

4. Topcoat - In-Between Coat

- a. Wear regulation topcoat or in-between coat when a coat is needed with the uniform. Do not wear as a cape.
- b. Sleeves are not to be worn as push-ups.
- c. On layovers, when either coat is worn, it must be worn with heels and nose. At domicile, when off duty, coats shall not be worn for personal use.
- d. Inspection and Alterations:
 - (1) After obtaining a new coat, Hostess shall try it on in presence of Supervisor. If alterations are required, Hostess shall stand the cost of the alterations.
 - (2) On loaned coats, alteration charges are not to exceed \$5.50, which will be reimbursed, unless special approval is granted by Supervisor.
 - (3) After alterations are made, Hostess shall report to Supervisor for inspection.

5. Boots

Black or clear plastic boots may be worn with uniform during inclement weather, year round. In snow, or extremely cold weather, lined boots, not to exceed mid calf length with no visible ornamentation, may be worn. Boots are to be removed immediately upon boarding flight.

TRANS WORLD AIRLINES, INC.
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UNIFORM REGULATIONS

A. HOSTESS (Cont'd)

6. Shoes

- a. Plain black kid or calfskin for winter. Plain black patent for summer.
- b. Low cut "v" or low cut sides are not to be worn.
- c. Toes and heels must be in.
- d. Heels

Shoes must have heels at least 2" but not to exceed 3" in height. Due to the possibility of heel breakage, Hostesses should carry an extra pair of shoes on all flights.

- e. A plain black kid or calfskin shoe having no ornamentation such as loose flaps, buckles, bows, etc., with no less than a 3/4" heel may be worn in flight with both summer and winter uniforms. If worn, in-flight shoes must be approved by Hostess Supervisor.
- f. White stitching of in-flight shoes must be dyed black.
- g. Keep shoes well polished and in good repair.
- h. Changing shoes must be done out of view of passengers.

7. Tote Bag

Shall be the regulation black handbag and matching clutch purse. No modification may be made to either item. They are not to be used for personal use when off duty. Tote bag must be carried on every flight and contain all items required.

8. Apron

The plastic apron may be worn by the Hostess working the galley position, but is never to be worn in the cabin while serving.

9. Scarf

Cloth scarf

- a. Not necessary, but if one is needed during inclement weather, it must be square and solid white.
- b. May be worn under coat at throat.
- c. Do not wear over hat indoors or in cabin.

10. Gloves

- a. Wrist length gloves shall be plain fabric or leather and worn at all times except in flight, at crew facilities, or when not in view of the public.
- b. White gloves will be worn with the summer uniform and black with the winter uniform.
- c. Mittens shall not be worn.

11. Hose

Sheer hose of natural or brown tones shall be worn on all flights.

12. Girdle

A girdle must always be worn with the uniform and during uniform fittings.

13. Accessories

- a. A tailored dependable watch shall be worn.
- b. One conservative, valued ring may be worn.

NOTE: Married Hostesses may wear two rings on the third finger, left hand. At no time, should one ring be worn on each hand.

- c. Costume jewelry shall not be worn.
- d. Service and Association pins may be worn. If only one pin is worn, it will be pinned on the left side of the uniform jacket, centered 1/2" below the insignia. If both pins are worn, the service pin will be centered 1/2" below the right half of the TWA uniform insignia and the Association pin centered 1/2" below the left half of the insignia.
- e. It is permissible to wear a religious medal around the neck on a fine long chain provided it is not visible.
- f. An identification bracelet may be worn provided it is plain gold or silver, unornamented and engraving includes full name and address, rendering it a bonifide identification bracelet rather than a piece of decorative jewelry.
- g. Sun glasses with conservative frames (no decorations) may be worn with the uniform except aboard the aircraft.
- h. Eye glasses for wear with the uniform must be approved by Supervisor.

14. Hostess Kit

- a. A Hostess kit is provided and shall be used for carrying belongings.
- b. The kit shall be stowed in the cargo compartment.
- c. Garment bags are not to be carried.

15. TWA Overnight Bag

No airline bag except TWA's is to be carried by a Hostess when wearing the TWA topcoat. No airline bag is to be carried by an operating Hostess.

TRANS WORLD AIRLINES, INC.
FLIGHT SERVICE MANUAL

01.25.03

Jul-19-63

UNIFORM REGULATIONS

B. PURSERS

1. Wearing the Prescribed Uniform

- a. The prescribed uniform shall be worn by Purser on all flights and at all public appearances to which Purser may be assigned. All items must be kept neat, clean and in good repair.

(1) On Ground

- (a) Uniform must always be worn in its entirety except, jacket may be removed during hot and humid weather, subject to the Captain's decision.
(b) When jacket is worn, it must always be buttoned.
(c) Hat is to be worn at all times while on the ground, except while seated in a restaurant.

(2) In Flight

- (a) Hat is to be removed while in flight.
(b) The white dinner jacket is to be worn in the cabin of the aircraft during all meal and beverage services.
(c) When jacket is worn, it must always be buttoned.
(d) The jacket may be removed when working in the galley.
b. Each Purser shall assume responsibility for his own uniform appearance. If an emergency prohibits Purser from wearing uniform items, the Supervisor or schedule clerk shall be notified at once.
c. Each Purser is responsible for his own uniform items. If an article is lost or ruined by a cleaner, redress must be secured from cleaner; otherwise, the Purser must replace the article.

2. Hat

- a. When in uniform, the regulation hat shall always be worn except while actually in flight.
b. The hat shall be worn firmly on the head and at a slight angle to the right.
c. The grommet issued with the hat shall not be removed nor shall the original shape of the hat be altered.

3. Shirts

The regulation long-sleeved shirt shall be worn at all times while in uniform.

4. Tie

The regulation black tie shall be worn at all times while in uniform.

5. Belt

- a. A plain black belt shall be worn with the uniform.
b. Suspenders shall not be worn.

6. Gloves

Gloves are not required; but, if worn, they shall be plain black or navy blue, cloth or leather.

7. Socks

Plain black or navy blue socks shall be worn with the uniform.

8. Shoes

- a. Plain black low-cut shoes with leather soles and rubber or composition heels shall be worn.
b. Shoes shall be kept well polished and in good repair.

9. Topcoat

- a. The regulation topcoat is to be worn when a coat is needed with the uniform.
b. The regulation topcoat may be worn during layover. However, the topcoat shall not be worn for personal use when off duty at domicile.

10. White Dinner Jacket

- a. Each Purser is provided with two white dinner jackets. The jackets are to be worn in the cabin of the aircraft during all food and beverage services. The Purser wing must be worn on the white dinner jacket.
b. Cleaning and storage of the jackets will be in accordance with local policy.

11. Accessories

- a. A tailored dependable watch shall be worn.
b. One conservative, valued ring may be worn.
c. Sun glasses with conservative frames may be worn with the uniform except aboard the aircraft.
d. Service and Association pins may be worn. If only one pin is worn, it will be pinned on the left side of the uniform jacket centered $\frac{1}{2}$ " below the purser wing. If the two pins are worn, the service pin will be centered to the right $\frac{1}{2}$ " below the purser wing and the Association pin centered to the left $\frac{1}{2}$ " below the purser wing.

12. Airline Bags

- a. No airline bag except TWA's is to be carried by a Purser when wearing the TWA topcoat.
b. No airline bag is to be carried by an operating Purser.

* * *

TRANS WORLD AIRLINES, INC.
FLIGHT SERVICE MANUAL

01.35.01

Oct-7-64

AVAILABILITY FOR DUTY

When legal for such assignments, it shall be the responsibility of each cabin attendant to be available for flight assignments, operational meetings which have been bulletined or of which the employee has received notice, confirmed appointments and/or special assignments, subject to conditions and regulations listed below. A cabin attendant who fails to report for any assignment will be subject to appropriate disciplinary action.

A. RELEASE FROM DUTY ASSIGNMENT AND RETURN TO DUTY - VOLUNTARY

1. Release from Duty

a. Domicile Station

Requests for release from duty and return to duty shall be handled in accordance with the following:

When a cabin attendant goes off duty due to illness, he/she shall call Crew Scheduling to request relief from duty. If illness occurs during regular office hours, he/she shall call the office of Transportation Manager - Pursers/Hostesses immediately following his/her call to Crew Scheduling. Transportation Manager - Pursers/Hostesses or designated representative will determine his/her cause of illness and contact number at this time. If the illness occurs after office hours, he/she shall call the office of Transportation Manager - Pursers/Hostesses before 12 noon on the first regular day following the off duty.

A cabin attendant off duty due to illness shall remain at her contact number unless he/she has permission to leave from Transportation Manager - Pursers/Hostesses or designated representative.

b. Layover or Intermediate Stations

Release from duty assignment at a layover station will be granted only in cases of emergency. Before a cabin attendant will be released from duty he/she shall advise Crew Scheduling immediately at a domicile station or a station supervisor office at layover other than domicile station.

2. Return to Duty

a. Domicile Station

Before a cabin attendant will be shown on duty following illness, he/she shall call Crew Scheduling and the Transportation Manager - Pursers/Hostesses office to advise them that he/she is ready to return to duty. Return to duty will then be handled as follows:

- (1) If a cabin attendant calls Crew Scheduling prior to 1200 local time, he/she will be placed on the payroll that day regardless of flight assignment.
- (2) If a cabin attendant is scheduled to fly on the day he/she returns to duty, he/she must okay his/her scheduled flight at least three (3) hours prior to ETD.

- (3) If a cabin attendant is to return to duty on the day he/she is scheduled to fly, he/she will be required to report to the office of the Transportation Manager - Pursers/Hostesses.

- (a) Two hours prior to scheduled flight departure if a medical certificate and medical release are required.
- (b) One hour (or local report time) prior to scheduled flight departure if medical certificate and medical release are not required.

- (4) If a cabin attendant returns to duty after illness and is expected to report to the field for scheduled flight departure after office hours, he/she shall observe the procedures as outlined in paragraph "A.2.(3)", preceding, and report in person to submit medical certificate and medical release whenever required to Crew Scheduling or their designated representative.
- (5) In all instances, he/she is to report in person to Crew Scheduling or their designated representative to complete the "Off Duty Report" and have it checked and initialed by the Crew Scheduler on duty prior to departure on his/her first flight following the off duty.
- (6) The Transportation Manager - Pursers/Hostesses will obtain the medical release or certificate from the Crew Scheduling Office.

b. Layover or Intermediate Stations

A cabin attendant who has been absent from duty is required to report to Crew Scheduling at domicile stations or to the Station Supervisor Office at layover other than domicile stations. Any deadheading or re-scheduling will be arranged at this time. After arrival at base station, a cabin attendant must report to Crew Scheduling and to the Purser/Hostess office. A physician's release will be required in all instances.

B. RELEASE FROM DUTY ASSIGNMENT - INVOLUNTARY

A cabin attendant may be released from duty by a Transportation Manager - Pursers/Hostesses or designated representative, by the Captain in command or his/her flight or by a District Transportation Manager/SO or his designated representative for investigation of irregular conduct on the part of the cabin attendant.

TRANS WORLD AIRLINES, INC.

FLIGHT SERVICE MANUAL

AVAILABILITY FOR DUTY

C. LEAVING DOMICILE OR LAYOVER WHILE OFF DUTY

1. Leaving Domicile

- a. Cabin Attendants may not leave his/her base station while on reserve.

Cabin Attendants may leave his/her base station between scheduled flights or while on reserve spread provided:

- (1) Out-of-Town book in Crew Scheduling is signed out giving his/her out of town contact.
 - (2) He/she returns to his/her base 24 hours before he/she is due to return to duty.
 - (3) In the event a Purser/Hostess wishes to be away from his/her living quarters overnight without leaving the city, he/she must advise the local Crew Scheduling office and leave a telephone number at which he/she can be reached.
- b. If operational conditions make it impossible to allow cabin attendants to leave town between trips, or meetings are scheduled which a cabin attendant is required to attend, the policy will be recinded temporarily and cabin attendants will be advised by bulletin board notice. Such notice will give reason for the temporary measure and period of time it will be effective.
- c. With the exception of conditions noted in paragraph "C-1-a-(2)", under all other conditions, upon request made to the Transportation Manager - Purser/Hostesses or designated representative, cabin attendants may be granted permission to leave town under circumstances not covered preceding. For example: If normal rest period is short and it would be impossible for cabin attendant to return 24 hours before his/her next scheduled flight.

2. Leaving Layover Stations

- a. If a cabin attendant desires to leave his/her layover station during his/her normal layover period, he/she will request permission from the Transportation Manager - Purser/Hostesses before leaving his/her domicile station. Permissions so granted will be given the cabin attendant in writing, but will be subject to operational requirements at the layover station. The written permission will be presented by the cabin attendant to the Scheduling Clerk on duty at the layover station for final approval.
- b. When a cabin attendant is granted permission to leave his/her layover station, his/her telephone contact must be left with the Scheduling Clerk at the layover station.
- c. A cabin attendant who is granted permission to leave his/her layover station is required to be available for his/her regular crew call for assigned flight duty.
- d. If an emergency occurs while at layover station requiring the cabin attendant to leave town during his/her layover, he/she shall request permission in the same manner as he/she would request relief from duty at layover station.

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TRANS WORLD AIRLINES, INC.
FLIGHT SERVICE MANUAL

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Oct-7-64

GENERAL CABIN ATTENDANT INSTRUCTIONS

Regulations covering vacations, transfers, leave of absence, sick leave, exchange of trips, insurance, moving expenses, etc., shall be in accordance with the current working agreement and/or the Management Policy and Procedure Manual.

A. MAXIMUM AGE REGULATIONS (Hostesses)

A Hostess who reported for employment as a Student Hostess after January 3, 1957, must resign or transfer to another position with the Company effective the last day of the month in which she reaches 35 years of age. If she indicates in writing to her Supervisor at least six months prior to her thirty-fifth birthday that she desires another job with the Company, she will be considered for openings occurring thereafter for which she is deemed qualified.

B. MARRIED HOSTESSES

Health

If a Hostess becomes pregnant, she will be required to immediately resign or apply for maternity leave. In such cases, it will not be necessary to give two weeks' notice. Hostesses resigning due to pregnancy will be credited with all accumulated vacation time for pay purposes.

C. ILLNESS OR INJURY TO CREW MEMBERS

1. General

In the interpretation of the following, "crew member" shall be understood to include cabin attendants.

- a. An illness sustained en route to the crew member's domicile shall be reported to his/her Supervisor by the crew member concerned. If the crew member is physically unable to give such notification, the Captain shall assume this responsibility.
- b. An illness or injury sustained at or en route to a station other than the crew member's domicile shall be reported by the crew member (if able), otherwise, by the Captain to the District Transportation Manager/SO who will make arrangements for medical care.
- c. An illness or injury sustained at or en route to a domicile layover station shall be reported by the crew member (if able), otherwise by the Captain to the District Transportation Manager - Flying, his designee or the Superintendent's office who will make arrangements for medical care and advise the cabin attendant's domicile supervision.
- d. If an illness or injury is such that the attending physician recommends the crew member's return to domicile in a nonworking status, a Company business pass will be provided.

2. Industrial Illness or Injury (An illness or injury arising out of, or in the course of employment.)

In addition to the procedures outlined under paragraph "C.1.", preceding, the following will apply with respect to industrial illnesses or injuries:

- a. If industrial illness or injury occurs at, or en route to the crew member's domicile, it shall be reported by the crew member concerned to his/her Supervisor and the TWA Medical or First Aid Department. If the crew member is physically unable to give such notification, the Captain shall assume this responsibility.
- b. If industrial illness or injury occurs at, or en route to a station other than the crew member's domicile, it shall be reported by the crew member or by the Captain to the District Transportation Manager/SO.
- c. An illness or injury sustained at or en route to a domicile layover station shall be reported by the crew member (if able), otherwise by the Captain to the District Transportation Manager - Flying, his designee or the Superintendent's office who will make arrangements for medical care and advise the cabin attendant's domicile supervision.
- d. If an industrial illness or injury prevents a crew member from reporting for flight duty, the crew member will so advise his/her Supervisor, giving the date and place such illness or injury was sustained.
- e. All activities of a crew member who is under treatment for, or losing time as a result of an industrial illness or injury shall be at the direction of the attending physician for the Insurance Carrier, or the Director - Medical Services. If a change of location is recommended for proper or further treatment, prior approval must be secured from the Director - Medical Services, MKC, before such change is made.
- f. Before crew members return to flight duty, they shall present to their Supervisor a return-to-work permit, signed by attending physician or TWA Medical Department.

D. INOCULATIONS - INTERNATIONAL

1. An immunization record is furnished each Flight Purser and Hostess for purpose of keeping inoculations up to date.
2. It is the responsibility of the individual to arrange for inoculations when they are necessary. Failure to report for inoculations, when due, will result in removal from pay status until inoculations are completed, and/or dismissal.

3. World Health Organization Books

All cabin attendants scheduled on MATS flights from McGuire AFB (including shuttle cabin crews), are required to present for inspection at the WRI Contract Coordinator's office before departing McGuire their WHO booklets, stamped with a current food handler's certificate.

Possession of a WHO booklet with a current food handler's stamp, and signed by the TWA Regional Chief of Medical Services is a strict MATS contract requirement, (current means that a TWA physical examination has been completed within the preceding 12 months.) TWA will not be permitted to originate a MATS flight out of WRI unless this condition is fulfilled.

TRANS WORLD AIRLINES, INC.
FLIGHT SERVICE MANUAL

GENERAL CABIN ATTENDANT INSTRUCTIONS

E. BLOOD DONATIONS

1. Due to temporary lowering of oxygen carrying capacity of the blood following donation of blood, it is recommended that cabin attendants not give blood within 14 days prior to flight.
2. It is further recommended that cabin attendants not give blood donations unless absolutely necessary.
3. In cases where it is necessary to give blood donations, cabin attendants giving the donation should report to Medical Department for hemoglobin determination and blood count prior to next flight assignment.

F. NOTIFICATION OF RESIGNATION

1. Cabin attendants will be entitled to current year's vacation pay and any unused passes for the year, under the following conditions:
 - a. U. S. Cabin Attendants
 - (1) Vacation pay for all unused vacation days accrued.
 - (2) Passes only if a cabin attendant has completed 1 year of service with the Company.
 - (3) Written notification of resignation is in the hands of the Cabin Attendant's immediate supervisor at least two weeks prior to the effective date of resignation.
 - b. European Region

Written notification of resignation is in the hands of the cabin attendant's immediate Supervisor at least thirty days prior to the effective date of resignation.
2. If no unused passes are available and proper notification has been given, the Supervisor may issue one-way pass for purpose of returning employee to his home.

G. STATUS CHANGES

Whenever a cabin attendant changes name, address, telephone number, or emergency notification, he/she shall report the change in writing to Superintendent - Purser/Hostesses and report change of telephone number to Scheduling Clerk immediately.

H. PURSER/HOSTESS MEETINGS

1. Each cabin attendant will receive notice of Purser/Hostess meetings. Cabin attendants are to attend the first meeting for which they are legal.
2. Acceptable excuses for absence include flight duty, legal rest periods, leave of absence (personal, emergency or sick leave), vacation and special emergencies.

NOTE: For "special emergencies", request to be excused must be submitted in writing to Supervisor prior to meeting. Full explanation must be given for reason excuse is requested. Supervisor shall approve or disapprove request.

3. Absence from a scheduled meeting without acceptable excuse will result in disciplinary action.

I. SLACKS AND SHORTS (Hostesses)

Whenever a trip is made to the airport to conduct or discuss Company business, appropriate attire shall be worn by all Cabin Attendants. Hostesses shall not wear slacks, shorts or extreme sun dresses at the airport or at any TWA office unless specifically requested to do so by her Supervisor.

J. PUBLICITY RELEASES

A cabin attendant's participation in Public Relations activities must have prior approval from his/her Supervisor. This refers to speeches, articles for publication, radio and television appearances, etc.

K. USE OF DISPATCH

Personal correspondence shall not be sent via dispatch. This is a violation of Post Office regulations and violators are subject to fine.

L. PERSONAL DELIVERY OF PARCELS EN ROUTE

1. Cabin attendants shall not accept parcels from shippers for delivery en route.
2. All Company items shall be transported by Dispatch Pouch and are not to be placed in the care of the cabin attendant.

M. DEADHEADING

1. A deadheading cabin attendant may be in or out of uniform. If in uniform or deadheading to protect a flight departing immediately on arrival at the scheduled flight origination, all uniform and personnel regulations will apply.
2. Cabin attendants deadheading are not to occupy passenger lounge seats if there are cabin seats available.

N. PREVENTION OF LOST PERSONAL ARTICLES

Uniform items and kits shall not be left in public places; nor shall they be left in halls, crew lounges or airport rooms for indefinite periods.

O. TRANSFER OF DOMICILE

1. Transfers will be permitted in accordance with provisions of the current working agreement.
2. All Hostesses desiring to transfer from Domestic to International operations must successfully pass the Company language examination.
3. Hostesses transferring from one domicile to another at their request are granted transportation for themselves and a reasonable amount of luggage.
4. If space is available, luggage is to go on same flight as Hostess; if not, it will be forwarded on the first possible flight. If sent on a later flight, it must be claimed promptly. Hostess is not to request that luggage be shipped prior to departure.
5. Shipments of excess items which cannot be handled as "reasonable" luggage on the pass authority are not to be directed to a TWA office. If living arrangements have not been made at the new base, arrangements can be made with shipper (Railway Express, etc.) to hold until called for.

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Apr-2-63

A + + GENERAL CABIN ATTENDANT INSTRUCTIONS

P. EMERGENCY PROCEDURES - REFRESHER TRAINING

1. Emergency classes and drills are scheduled for all cabin attendants at least once every 12 months. These drills are mandatory. Failure to attend will result in removal from schedules.
2. If for any reason a cabin attendant cannot attend a scheduled meeting, contact shall be made with applicable Supervisor in advance, so that rescheduling can be arranged either at his/her own base or another base station.

Q. TELEPHONE

All cabin attendants must have telephones in their houses or apartments.

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TRANS WORLD AIRLINES, INC.
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Apr-2-63

→ EXTRA CABIN ATTENDANTS (XCA, XCAP)

A. POLICY

Cabin Attendant personnel with proper approval as specified herein, shall be known as Extra Cabin Attendant, positive (XCAP), and as Extra Cabin Attendant, non-positive (XCA), and may ride as such on Boeing 707 aircraft only.

B. DOMESTIC FLIGHTS

Boeing 131 and 331 equipment only.

1. Types

Cabin Attendant personnel, when properly authorized, may travel as Extra Cabin Attendant Space Available (XCA) or Positive (XCAP).

2. Space to be Occupied

Corner settee - JS-2

3. Authorization

XCA authorization will be issued only by Operational Planning and in form of wire authority.

Wire authority shall include:

- a. Flight number on which authorization is granted.
- b. Whether positive or space available.
- c. Purpose of travel

C. INTERNATIONAL FLIGHTS

1. Types

Purser and Hostess personnel, when properly authorized, may travel on flights as Extra Cabin Attendants, Space Available (XCA), Extra Cabin Attendants - Positive (XCAP).

2. Space to be Occupied

XCA who does not hold confirmed space will board flight after confirmed passengers are seated, show copy of wire authority to Cabin Attendant, and occupy seat assigned by Cabin Attendant.

XCA who holds confirmed space on flight having seat selection or assignment shall request seat from Control Agent. Control Agent will call seat assignment location, block seat for XCAP, and record seat number on extra copy of wire authority.

XCA's who do not hold confirmed space will be accepted subject to space and weight.

3. Authorization

XCA authorization will be issued by Operational Planning or by International Flight Dispatch Offices at IDL or PAR.

4. Wire Authority Shall Include:

- a. Flight number on which authorization is granted.
- b. Whether positive or space available (if positive, it shall certify that seat has been blocked through reservations).
- c. Purpose of trip.

D. BOARDING STATION PROCEDURES

1. Agent in Ramp Control Office at boarding station shall affix his signature and station location to wire authority which will affirm:
 - a. ACM or XCA shall be indicated on Load Manifest, Form O-120, and Flight Crew List, Form O-121.
 - b. ACM or XCA and his baggage weight have been included in total load computation for flight.
 - c. Load is within permissible limits.
 - d. ACM or XCA has been included in totals shown on FMR.
2. Operational Planning will determine boarding priority on individual flights and such decision is final.
3. Wire authority shall be given to ACM or XCA for showing to Cabin Attendant upon boarding flight.

E. REMOVAL EN ROUTE

When ACM or XCA has been deplaned short of destination, Agent shall notify Operational Planning of the fact and request authorization on flight which deplaned crew member or Cabin Attendant desires and secure approval before boarding him.

F. BAGGAGE

1. Baggage of ACM or XCA must have a TWA Crew Tag, Form O-64, attached.
2. ACM or XCA shall be responsible for placing his baggage with that of regular crew members.

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Mar-4-64

CABIN ATTENDANT COMPLEMENTS

A. CABIN ATTENDANT COMPLEMENTS BY TYPE OF EQUIPMENT

<u>Aircraft</u>	<u>Minimum Emergency Qualified</u>	<u>Minimum Service Qualified</u>
Constellation 749-749A	2	2
Constellation 1049G - 1649A	2	2
Segments - as per current Flight Service Schedule	2	3
Charter Flight Aircraft - 1649A	2	3
Boeing 131 - 331 and 720	3	4
Convair 880	3	4

Minimum complements are shown as they relate to emergency qualifications and service qualifications.

To be emergency qualified, a cabin attendant must have received the FAA approved emergency training course prescribed according to aircraft. Deviation from the minimum requirements for emergency qualified cabin attendants on a flight shall only be in accordance with stipulations in paragraph "B-1-f".

Service qualified employees include individuals who have cabin attendant training and supervisory personnel of staff or line whose responsibilities are such that they have good background knowledge of in-flight duties. Deviations from the minimum staffing for service qualified cabin attendants may be made in accordance with paragraph "B-2".

B. PROCEDURES TO BE FOLLOWED IN MAKING CABIN ATTENDANT SUBSTITUTION

1. Substitution for Emergency Qualified Cabin Attendant

Minimum emergency qualified cabin attendant staffing must be maintained, even at the expense of a flight delay.

- a. Procure reserve cabin attendant.
- b. Move up one of the cabin attendants available at the airport, if possible.
- c. Use Hostess/Purser supervisor, if available. (Non-uniform, if necessary.)
- d. Use deadheading crew members, if available and legal; to be briefed prior to flight departure.
- e. Take flight delay until emergency qualified substitute can be obtained.

f. Single exception: 749 - 749A Aircraft.

In view of the maximum passenger capacity of 62 passengers, it is permissible to operate these aircraft with one emergency qualified cabin attendant only under the following conditions:

- (1) Exhaust all procedures as stipulated in paragraph "B-1".
- (2) If the passenger load is less than 75% of the maximum 62 passengers, or 46 passengers, one cabin attendant may operate the flight.
- (3) Situations necessitating this deviation on this aircraft must be of the following nature:
 - (a) Due to irregular flight operations when this equipment is positioned or scheduled to extend a flight to a point where a full crew is available. The cabin attendants arriving on this aircraft under these conditions would not be required for further assignment.
 - (b) Due to injury, illness or absence (either unavoidable or unexplainable) of one cabin attendant.

2. Substitution for Service Qualified Cabin Attendant

To provide the level of passenger service desired by the Company, the following will apply:

- a. If there is less than a 65% load factor on any flight or on a night flight without a scheduled meal service regardless of load, the flight may depart with the minimum emergency qualified cabin attendant staffing.
- b. If a flight is scheduled for liquor and meal services and there is more than a 65% load factor:
 - (1) Procure reserve cabin attendant.
 - (2) Move up one of the cabin attendants available at the airport, if possible.
 - (3) Move up at domicile.
 - (4) Use Hostess/Purser supervisor, if available. (Non-uniform, if necessary.)
 - (5) Use deadheading cabin attendant, if available and legal.
 - (6) Assign station supervisor with in-flight service knowledge, if available for the assignment.
 - (7) Assign Transportation or Ticket Agent.
 - (8) Take flight delay of not more than one hour to obtain service qualified substitute.

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TRANS WORLD AIRLINES, INC.
FLIGHT SERVICE MANUAL

01.67.01

Jul-19-63

→ → CABIN ATTENDANT SCHEDULING POLICY

A. DOMESTIC

1. Purpose

To establish a policy as to the methods which will be used to schedule Hostesses out of their respective domiciles.

2. Foreword

a. Whenever a change of flight times, stops, layover points occurs on the domicile flight assignments, or if flights are added or deleted after the closing of bid preference sheets for any bid period, the decision regarding posting of new preference sheets shall be made by the District Transportation Manager - Flying. Such decision is to be made on the basis of the extent of such changes and the time of the month. At the time of bid preference sheet posting, a domicile flight assignment summary, showing all flights to be flown by that domicile shall also be posted and copies made available to all Hostesses. The following information shall be included:

- (1) Flight Number
- (2) Equipment
- (3) Departure Time
- (4) Crew Change Station
- (5) Scheduled Stops
- (6) Arrival Time
- (7) Layover Station and Time
- (8) Total Trip Hours
- (9) Total Scheduled Block-to-Block
- (10) Deadhead Pre-scheduled into a Flight Pattern
- (11) Total Round Trip Credit

b. The scheduling of Hostesses out of the domicile will be done in accordance with seniority, the provisions of this policy and the Hostesses' Working Agreement. Since all situations cannot be covered, any question of interpretation should be brought to the attention of the District Transportation Manager - Flying. If such interpretation is not satisfactory to the Hostess involved, she shall nevertheless follow instructions received from the District Transportation Manager - Flying without prejudice to her rights under Article XVI of the agreement.

3. Preparation of Run Selections

Upon receipt, the District Transportation Manager - Flying, shall analyze the flight assignments and develop them into run selections for posting on a standard form. Such run selections shall include all known flight time assigned to the domicile and shall be developed in the following manner:

a. Every effort shall be made to design run selections in such a manner that they are composed of a single flight assignment, however those flight assignments which will not provide a desirable run selection may be combined with other flight assignments in which event recognition of comparable equipment will be considered when such run selections are constructed.

b. Run selections shall be posted in such a manner as to reflect the flight number(s), dates of operations, and a projection of credited flight time.

c. All run selections should be projected to achieve, insofar as possible, maximum monthly utilization.

d. Relief run selections will be established and posted as required to protect open flight time, except that relief run selections will not be posted for those Hostesses who are scheduled to be unavailable for an entire bid period.

e. Reserve run selections shall be posted in such a manner as to reflect the projected reserve spread for each reserve.

4. Hostess Assignment and Bidding

a. Bid preference sheets for all run selections shall be posted and distributed, whenever possible, ten (10) days prior to the end of each month, or the effective date of each schedule change. Hostesses will be allowed a minimum of five (5) days, information permitting, to express their run selections or reserve run selection preferences. All such preferences must be indicated in ink in order to be valid. Those preferences which are not valid shall be handled as outlined in paragraph "A-4-b-(3)" following. The date and time of closing of bid preferences shall be posted and such date and time shall be final and binding in all instances.

- (1) Each Hostess shall indicate a minimum of six (6) choices on the preference sheet, regardless of seniority. These choices must include at least two (2) separate flight assignments.
- (2) Each run selection is numbered. The choice is to be indicated by using these numbers followed by "A", "B", or "C", etc., to indicate the rotation on that run selection. HOSTESSES SHALL NOT BID BY FLIGHT NUMBER. All run selection numbers must be followed by "A", "B", or "C", etc., to be valid.

Example: 1. 15A
2. 15B
3. 15C
4. 16A
5. 17C
6. 17B

NOTE: The "A", "B" and "C" in no way relates to the position or duties the Hostess will assume on the airplane.

- (3) Each Hostess shall complete the column provided on the bid preference sheet to indicate her preference of flights for balance and relief bid purposes.

FLIGHT SERVICE MANUAL

* * CABIN ATTENDANT SCHEDULING POLICY

A. DOMESTIC (Cont'd)

4. Hostess Assignment and Bidding (Cont'd)

a. (Cont'd)

- (4) It will be the responsibility of each Hostess to insure that her bid sheet is in the binder provided for that purpose by the time and date indicated. Non-receipt of a bid sheet will be handled in the same manner as an insufficient or invalid bid as outlined in paragraph "A-4-b-(3)" following. Bids for individual Hostesses must be recorded at the designated location.
- (5) To avoid excessive balancing at the beginning of a month or bid period, Hostesses should endeavor to bid a run selection which they will be legal to cover.
- (6) If two Hostesses desire to fly together, they shall bid individually and attempt to choose a run selection which both can be successfully awarded.
- (7) Any Hostess who is absent from the domicile for any reason during the bidding period shall bear the responsibility for having her bid preference indicated and submitted to Crew Scheduling during such bidding period.

b. Awarding of Run Selections

- (1) Run selections shall be awarded in accordance with seniority and posted. Every effort will be made to post the bid results within 48 hours after the bids have closed.
- (2) Hostesses who will not be available for an entire bid period will be by-passed in the awarding of run selections, however, it is recommended that such Hostesses submit a bid for such bid period.
- (3) If a Hostess fails to bid or insufficient bids are posted, such Hostess shall be assigned to reserve, an open run selection or to a pattern of open flights. However, in any month where it is necessary to rebid due to schedule changes, a Hostess who is absent from the domicile during the period the bid preference sheet is posted shall be awarded a bid in accordance with her original bid for the month.

NOTE: If such Hostess' bid flight no longer operates, she would revert to her next choice, etc.

- (4) A Hostess who is set up to transfer to another domicile or is resigning shall be entitled to bid in her present domicile for a run selection provided the effective date of the transfer or resignation falls on or after the fifteenth (15th) of the month for which the runs are bid.
- (5) If the transfer or resignation is effective prior to the fifteenth (15th) of the subsequent month, she will be assigned to a pattern of open flights or reserve in her present domicile.

- (6) If a Hostess' request for transfer to a domestic base station is awarded prior to, or during the bidding period and the effective date of the transfer is prior to the fifteenth (15th) of the subsequent month, she may file a bid in writing addressed to the Crew Schedule Section at the base to which she is being transferred. Such bid must be received by the Crew Schedule Section prior to closing of bids at that station.
- (7) If a bid is not filed in accordance with paragraph "A-4-b-(6)" preceding, the Hostess will be assigned to a pattern of open flights or reserve.
- (8) Run selections shall not be traded.
- (9) Run selections not covered by bid shall be assigned in inverse order of seniority, contingent upon qualifications.
- (10) Hostesses who are awarded relief run selections will be expected to cover open flights or reserve when a relief run selection is projected for less than the average number of hours for other run selections.

5. Scheduling Of Hostesses

- a. Each Hostess holding a run selection is subject to reassignment for balancing purposes, during the first part of a bid period. She is to be available to Crew Schedule until the balancing is completed and she has okayed her first flight. Open flights created due to illegality during the balancing period shall not be covered by reserves. The order in which such flights are to be covered is as follows:

- (1) Hostesses who are illegal for their first flight in their run selection.
- (2) Hostesses whose projected time for the bid period is low.
- (3) Automatic trade with bid Hostesses on the same flight, affecting the least number of Hostesses.
- (4) Automatic trade with bid Hostesses on any flight, affecting the least number of Hostesses.

- b. The following shall be the order for covering open flights at domicile stations:

- (1) Hostesses whose scheduled flight has been cancelled or who are illegal for their next scheduled flight will be scheduled in order of seniority.
- (2) Hostesses who have been granted relief due to prolonged delay of scheduled flights.
- (3) Hostesses returning from off duty status.
- (4) Hostesses on reserve status.
- (5) Move up Hostesses scheduled on the same flight the following day.
- (6) Assign the most junior qualified Hostess or Hostesses on the flight selected with comparable flight time scheduled out within the next 12 to 24 hours.
- (7) Assign the most junior qualified Hostess.

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→ → CABIN ATTENDANT SCHEDULING POLICY

A. DOMESTIC (Cont'd)

5. Scheduling of Hostesses (Cont'd)

- c. After exhausting the order for covering open flights at domicile stations as outlined in paragraph "A-5-b" preceding, in order to insure the availability of legal and qualified Hostesses only when no reserves are available or legal, the most junior qualified Hostesses required for such protection may be placed on stand by status.

6. Charter Flights

Upon receipt of pre-scheduled charter operations of which the Company has at least three (3) days notice, a special charter preference sheet shall be posted for bid. Such charter preference sheet shall be posted for bid for at least a forty-eight (48) hour period but in no event shall a bid close later than twenty-four (24) hours prior to the departure of the charter flight. If no Hostess requests such assignment, the Company may select any Hostess willing to take such trip. If no Hostess is willing to take the trip, the Company may select a reserve Hostess or may assign the most junior Hostess available. If the requirements of a particular charter trip justify, the Company may assign a Hostess to such charter trip without bidding and irrespective of her position on the seniority list.

7. Balancing of Time

- a. The Company shall have the prerogative of obtaining maximum utilization of each Hostess' monthly available flight hours.
- b. Every reasonable effort will be made to balance all Hostesses on their first trip or grouping of trips of the bid period.
- c. All other balancing due to irregularities will be done progressively during the month when necessary.
- d. Every effort will be made not to re-balance a Hostess after the initial balancing unless such Hostess is subject to paragraph "A-7-c" preceding.
- e. If, at any time during the month, the projected flights of a Hostess holding a run selection will cause her to exceed her allowable monthly maximum, she may be removed from such remaining flights as is necessary to restore her projection under her monthly maximum.

8. Reserve

- a. Reserve shall be open for bid at all base stations and may be bid in the month in which the Hostess' vacation is scheduled.
- b. Reserve openings not covered by bid shall be assigned in inverse order of seniority, contingent upon qualifications.
- c. All flight time which cannot normally be covered by Hostesses holding a run selection will be assigned to reserve Hostesses.

- d. Reserve status shall be considered twenty-four (24) hour on-call. Regardless of position on reserve, a Hostess shall request permission to leave home from Crew Schedule or give an alternate number where she can be reached.
- e. Reserve Hostesses shall be responsible for ascertaining their relative position on the domicile reserve list.
- f. Hostesses on reserve status shall be assigned to open flights on a "First In - First Out" basis providing less than four (4) flight pay hours differential exists between such Hostesses. If more than four (4) flight pay hours differential exists, the reserve with the least amount of flight pay hours shall be scheduled out first, operational requirements permitting.
- g. A reserve Hostess who has been assigned to an open flight may be removed from such flight to protect an earlier flight. Additionally, she may be displaced from such assigned flight by a Hostess holding a run selection who is low on time, up to four (4) hours prior to schedule departure of such flight if such reserve can be contacted.

h. Reserve Spread

- (1) The number of days of reserve spread are to be determined on a pro rata basis. This pro rata is as follows:

Duty Days Actual or Anticipated	Reserve Spread Days
1 to 5	0
6 to 9	1
10 to 15	2
16 to 21	3
22 to 27	4
Over 27	5

- (2) If a reserve spread is affected by late arrival at the domicile, this period will be extended immediately following the time off to compensate for the missed time.
- (3) Hostesses will not be scheduled for flight duty during their spread.
- (4) Hostesses will not be permitted to trade spreads.

9. Availability For Flight

a. At Base Station

If a Hostess has not "okayed" her flight three (3) hours prior to flight time, is not available at the time she is given her requested crew call, or has not checked in with Crew Schedule at the required check-in time, a reserve will be called to protect her flight. As soon as the reserve arrives at the field, the regular Hostess forfeits her right to the trip.

FLIGHT SERVICE MANUAL

+ → CABIN ATTENDANT SCHEDULING POLICY

A. DOMESTIC (Cont'd)

9. Availability For Flight (Cont'd)

b. At A Domicile Layover Station

If a Hostess cannot be contacted at her designated crew call time prior to the departure of her flight, the provisions of Section IV of the System Scheduling Policy shall be adhered to, then if it is necessary to call out a reserve to protect the flight, the reserve will protect the flight unless the Hostess to whom the flight was originally assigned arrives at the airport in sufficient time to board the plane without incurring a flight delay.

10. Trading of Flights

a. The mutual trading of flights between Hostesses shall be governed by the conditions outlined in Article XVIII of the Hostesses' and Flight Purser's Working Agreement signed January 25, 1963.

b. A standard form for trade requests shall be used at all domicile stations. On mutual trades, both Hostesses must sign the form.

c. The signed request for trade form shall be submitted to Crew Schedule where it will be time-stamped and checked for legality. Crew Schedule will submit the request to the Superintendent - Hostesses or her designated representative for approval. It shall be the responsibility of the Hostess or Hostesses requesting a trade to check with Crew Schedule to determine whether or not the request has been approved. If approved, the Hostesses will okay the flight as they would any other flight.

d. The number of trades creating open flight on any one day will be limited according to requirements at the domicile.

e. After a trade has been honored, if a request is submitted for a trade back to the original flight, it may be honored provided the Hostess' or Hostesses' quota of trades for the month is not exhausted. If a trade is made back to the original flight, two trades shall be charged to the Hostess or Hostesses.

f. Mutual trades between two Hostesses will be processed within twenty-four (24) hours of receipt in all locations except Newark, where they must be submitted no later than 1600 local time Friday for flights on weekends or holidays.

g. Two or more consecutive flights on successive days may be traded for another flight or sequence of consecutive flights on consecutive days, provided the departure time of the first flight in the sequence is within the provisions of Article XVIII (A) (1) (a) of the Working Agreement.

10. Legal Rest At Layover Station After One-Way Trip

When a Hostess is required to deadhead to her domicile station after flight assignment, she shall return to her domicile station on the first available flight, provided her elapsed time since her last legal rest period does not exceed 16 hours. If 16 hours would be exceeded, she will not be required to deadhead to her domicile station until she has received legal rest after which she shall be subject to re-assignment or must deadhead to domicile on the first available flight.

The only exception shall be when a Hostess (other than a reserve Hostess) obtains permission from the Superintendent - Hostesses, or her designated representative at the Hostess domicile station to remain at the layover station for an additional period of time.

11. Miscellaneous

a. Upon return to domicile from a flight assignment or other authorized absence, all Hostesses shall:

- (1) Okay their next scheduled flight prior to departing from the airport, or
- (2) Determine their relative position on the reserve list.

b. A Hostess may request telephone notification for her flight between the hours of 2000 local time and 1000 local time. Such notification shall be at Company expense, except that long distance notification shall be made at the Hostess' expense, subject to the policy in effect at that station.

c. Hostesses shall be considered to be on "Standby" duty if they are informed that they are assigned to "Standby" duty and they must stand by the telephone in their home in order to be available for immediate flight duty on other than their scheduled flight. Normally, Hostesses shall not be required to remain on standby duty in excess of 48 hours.

d. If a flight cancels and is re-originated or an extra section is operated in lieu of such flight, those Hostesses who were originally scheduled on the flight retain all rights to the flight which operates in lieu of their original flight.

e. If equipment is substituted on a flight and the number of Hostesses available is greater than required, the senior Hostess or Hostesses will have the option of taking out the flight.

f. A Hostess not on reserve shall be scheduled to receive a minimum of four (4) Forty-eight (48) hour periods per month, at her domicile, free from all duty with the Company.

TRANS WORLD AIRLINES, INC.
FLIGHT SERVICE MANUAL

CABIN ATTENDANT SCHEDULING POLICY

01.67.05

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A. DOMESTIC (Cont'd)

12. Trip Hours Formula Proration Chart (Domestic and International)

TRIP HOURS	HOURS OF CREDIT	TRIP HOURS	HOURS OF CREDIT	TRIP HOURS	HOURS OF CREDIT
EQUALS		EQUALS		EQUALS	
01 THRU 19:12	4:00				
20:00	4:10	46:00	9:35	71:00	14:47
21:00	4:23	47:00	9:47	72:00	15:00
22:00	4:35	48:00	10:00	73:00	15:12
23:00	4:48	49:00	10:12	74:00	15:25
24:00	5:00	50:00	10:25	75:00	15:37
25:00	5:13	51:00	10:37	76:00	15:50
26:00	5:25	52:00	10:50	77:00	16:02
27:00	5:37	53:00	11:02	78:00	16:15
28:00	5:50	54:00	11:15	79:00	16:27
29:00	6:02	---	---	80:00	16:40
30:00	6:15	55:00	11:27	81:00	16:52
31:00	6:27	56:00	11:40	82:00	17:05
32:00	6:40	57:00	11:52	83:00	17:17
33:00	6:52	58:00	12:05	84:00	17:30
34:00	7:05	59:00	12:17	85:00	17:42
35:00	7:17	60:00	12:30	86:00	17:55
36:00	7:30	61:00	12:42	87:00	18:07
37:00	7:42	62:00	12:55	88:00	18:20
38:00	7:55	63:00	13:07	89:00	18:32
39:00	8:07	64:00	13:20	90:00	18:45
40:00	8:20	65:00	13:32	91:00	18:57
41:00	8:32	66:00	13:45	92:00	19:10
42:00	8:45	67:00	13:57	93:00	19:22
43:00	8:57	68:00	14:10	94:00	19:35
44:00	9:10	69:00	14:22	95:00	19:47
45:00	9:22	70:00	14:35	96:00	20:00

CREDIT FOR MINUTES OVER 19:12 HOURS					
TRIP HOURS	CREDIT	TRIP HOURS	CREDIT	TRIP HOURS	CREDIT
EQUALS		EQUALS		EQUALS	
:00-:02	:00	:22-:26	:05	:46-:50	:10
:03-:07	:01	:27-:31	:06	:51-:55	:11
:08-:11	:02	:32-:35	:07	:56-:59	:12
:12-:16	:03	:36-:40	:08	1:00-1:02	:13
:17-:21	:04	:41-:45	:09		

FLIGHT SERVICE MANUAL

A → CABIN ATTENDANT SCHEDULING POLICY

B. INTERNATIONAL - AT DOMICILE

1. Purpose

To establish a policy as to the methods which will be used to schedule cabin attendants out of the New York International domicile.

2. Foreword

- a. Whenever a change of flight times, stops, layover points occurs on the domicile flight assignments, or if flights are added or deleted after the closing of bid preference sheets for any bid period, the decision regarding posting of new preference sheets shall be made by the District Transportation Manager - Flying. Such decision is to be made on the basis of the extent of such changes and the time of the month. At the time of bid preference sheet posting, a domicile flight assignment summary, showing all flights to be flown by that domicile shall also be posted and copies made available to all Cabin Attendants. The following information shall be included:

- (1) Flight Number
- (2) Equipment
- (3) Departure Time
- (4) Crew Change Station
- (5) Scheduled Stops
- (6) Arrival Time
- (7) Layover Station and Time
- (8) Total Trip Hours
- (9) Total Scheduled Block-to-Block
- (10) Deadhead Pre-Scheduled into a Flight Pattern
- (11) Total Round Trip Credit

- b. The scheduling of Cabin Attendants out of the domicile will be done in accordance with seniority, the provisions of this policy and the Cabin Attendants Working Agreement. Since all situations cannot be covered, any question of interpretation should be brought to the attention of the District Transportation Manager - Flying. If such interpretation is not satisfactory to the Cabin Attendant involved, he shall nevertheless follow instructions received from the District Transportation Manager - Flying without prejudice to his rights under Article XVI of the Agreement.

3. Preparation of Run Selections

Upon receipt, the District Transportation Manager - Flying, shall analyze the flight assignments and develop them into run selections for posting on a standard form. Run selections shall be developed in the following manner:

- a. Run selections shall be posted in such a manner as to reflect the flight number(s), dates of operations and a projection of credited flight time, for all flights operating after the balancing period.
- b. All run selections will be projected to achieve, insofar as possible maximum utilization.
- c. Relief run selections will be established and posted as required to protect open flight time, except that relief run selections will not be posted for those Cabin Attendants who are scheduled to be unavailable for an entire bid period.

4. Cabin Attendant Assignment and Bidding

- a. Bid preference sheets for all run selections shall be posted and distributed, whenever possible twenty (20) days prior to the end of each month, or the effective date of each schedule change. Cabin Attendants will be allowed a minimum of fifteen (15) days, information permitting, to express their run selections, or reserve bid. All such preferences must be indicated in ink in order to be valid. Those preferences which are not valid shall be handled as outlined in paragraph "B-4-b-(3)" following. The date and time of closing of bid preferences shall be posted and such date and time shall be final and binding in all instances.

- (1) Each Cabin Attendant shall indicate a minimum of six (6) choices on the preference sheet, regardless of seniority. These choices must include at least two (2) separate flight assignments. Cabin Attendants who exercise the option to be scheduled for the duration of the bid period with a minimum of sixty (60) hours rest between trips in accordance with Article VI (W) (1) of the Agreement shall do so at the time he or she posts his or her bid on the bid sheet for the following bid period. Any Cabin Attendant indicating a sixty (60) hour option may list on the bid preference sheet in the column so indicated the flight or flights by number, which shall be used as a guide. After all such preference indications have been awarded, open flights will be assigned to 60-hour rest option Cabin Attendants in seniority order, flight time limitations permitting.
- (2) Each run selection is numbered. Cabin Attendants shall bid by run selection, not by flight number.
- (3) Each Cabin Attendant shall complete the column provided on the bid preference sheet to indicate their preference of flights for balance and relief bid purposes.
- (4) It will be the responsibility of each Cabin Attendant to insure that his bid sheet is in the binders provided for that purpose by the time and date indicated. Non-receipt of a bid sheet will be handled in the same manner as an insufficient or invalid bid as outlined in paragraph "B-4-b-(3)" following. Bids for individual Cabin Attendants must be recorded at the designated location.
- (5) If two Cabin Attendants desire to fly together, they shall bid individually and attempt to choose a run selection which both can be successfully awarded.
- (6) Any Cabin Attendant who is absent from the domicile for any reason during the bidding period shall bear the responsibility for having his bid preference indicated and submitted to Crew Schedule during such bidding period.

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A → CABIN ATTENDANT SCHEDULING POLICY

B. INTERNATIONAL - AT DOMICILE (Cont'd)

4. Cabin Attendant Assignment and Bidding (Cont'd)

b. Awarding of Run Selections

- (1) Run selections shall be awarded in accordance with seniority and posted. Every effort will be made to post the bid results within forty-eight (48) hours after the bids have closed.
- (2) Cabin Attendants who will not be available for an entire bid period will be by-passed in the awarding of run selections, however, it is recommended that such Cabin Attendants submit a bid for such bid/period.
- (3) If a Cabin Attendant fails to bid, or posts an invalid bid or insufficient bids, such Cabin Attendant, after all other bids have been honored, shall be assigned in the following order, in accordance with seniority:
 - (a) An unbid run selection
 - (b) A pattern of unprotected flights
 - (c) Reserve
- (4) During any bid period in which it is necessary to re-bid because of schedule changes, a Cabin Attendant who is absent from the domicile during the re-bid period shall be awarded a bid in accordance with his/her original preference.
- (5) A Cabin Attendant who is set up to transfer to a domestic domicile or is resigning shall be entitled to bid for a run selection provided the effective date of the transfer or resignation falls on or after the midpoint of the bid period for which the run selections are bid.
- (6) If the transfer to a domestic domicile or resignation is effective prior to the midpoint of the subsequent bid period, he/she will be assigned open time (if available), or reserve.
- (7) If a Hostess' request for transfer from a domestic domicile to international is awarded prior to, or during the bidding period and the effective date of the transfer is prior to the 15th day of the subsequent bid period, she may file a bid in writing addressed to the Idlewild Crew Schedule office which must be received prior to closing of bids. If a bid is not filed, the Hostess will be assigned in accordance with paragraph "B-4-b-(3)" preceding. The provisions of this paragraph are also applicable to international cabin attendants returning from leave.
- (8) Run selections shall not be traded.
- (9) Run selections not covered by bid shall be assigned in inverse order of seniority, contingent upon qualifications.
- (10) Cabin Attendants who are awarded relief run selections will be expected to cover open flights or reserve when a relief run selection is projected for less than maximum utilization.

5. Scheduling of Cabin Attendants

When at the conclusion of a trip, it becomes necessary to withhold rest for balancing purposes, as described in the first paragraph of Article VI (W) of the Working Agreement, the minimum rest period shall be twelve (12) hours. However, for planning purposes, normally, the minimum rest period between trips will be eighteen (18) hours for Purser and thirty-six (36) hours for Hostesses.

- a. Each Cabin Attendant holding a run selection is subject to flight assignment for balancing purposes, during the first part of a bid period in accordance with Article VI (W), (W) (2) of the Working Agreement. He is to be available to Crew Schedule until the balancing is completed and he has okayed his first flight.
- b. Each Cabin Attendant will be scheduled on the first flight in his awarded run selection as indicated on the run selection information sheet.
- c. After the balancing period, assignment unprotected flights during a bid period will be made in seniority order within the following 6 classifications. Cabin attendants who are assigned under paragraphs (1) through (6) immediately following, shall be subject to balancing in accordance with Article VI paragraph (W) of the Working Agreement in the following order:
 - (1) Cabin Attendants awarded a run selection whose flight has cancelled.
 - (2) Cabin Attendants who are illegal to take their next scheduled flight.
 - (3) Cabin Attendants who have requested and received relief.
 - (4) Cabin Attendants who have been removed from their scheduled flight for training.
 - (5) Cabin Attendants whose projected time for the bid period is less than the domicile average for bid Cabin Attendants.
 - (6) Cabin Attendants who have missed a trip for any reason other than paragraphs (1) through (6) immediately preceding, (except excused absence without pay), may be reassigned to an unprotected flight, or group of flights in order to restore his or her time within the bid period.
- d. CABIN ATTENDANTS SUBJECT TO ASSIGNMENT UNDER PARAGRAPHS "B-5-c-(1), (3), (4), (5) AND (6) PRECEDING SHALL BE AVAILABLE FOR CONTACT (NOT ON STANDBY) BY CREW SCHEDULE FOR NOTIFICATION OF ASSIGNMENT BETWEEN THE HOURS OF 1000 AND 1200 LT AND 2000 AND 2200 LT NORMALLY FOR A MAXIMUM PERIOD OF FORTY-EIGHT (48) HOURS OR UNTIL ASSIGNED A FLIGHT, WHICHEVER IS SOONER. THE FORTY-EIGHT (48) HOUR PERIOD WILL BEGIN WITH THE SCHEDULED DEPARTURE TIME OF THE CANCELLED FLIGHT, THE FLIGHT FOR WHICH THE CABIN ATTENDANTS ARE ILLEGAL, AT THE COMPLETION OF THE TEN (10) HOURS OF REST FOLLOWING RELIEF, OR AT THE TIME OF RETURN TO DUTY, WHICHEVER APPLIES.

FLIGHT SERVICE MANUAL

A → CABIN ATTENDANT SCHEDULING POLICY

B. INTERNATIONAL - AT DOMICILE (Cont'd)

5. Scheduling of Cabin Attendants (Cont'd)

- e. Any flights which are not protected in accordance with paragraphs "B-5-a and c" preceding, shall be classified as open flights and will be covered in the following order:
 - (1) Cabin Attendants holding a run selection who have exercised the 60-hour rest option.
 - (2) Reserves, legal.
 - (3) Reserves, per Article VI (W) of the Agreement.
 - (4) Inverse seniority, legal - bid Cabin Attendants.
 - (5) Inverse seniority per Article VI (W) of the Agreement - bid Cabin Attendants.
- f. When an imbalance is created because of vacation schedules, Cabin Attendants holding a run selection may, in a vacation period, be rescheduled in order to restore his/her projection.
- g. Cabin Attendants whose run selections are affected by a change in turn patterns subsequent to the award of run selections will fly their original assignments out of New York. Should this create a reduction or increase in flight time, they will be rescheduled for maximum utilization.
- h. After exhausting the order for covering open flights at domicile stations as outlined in paragraph "B-5-d" preceding, in order to insure the availability of legal and qualified Cabin Attendants only when no reserves are available or legal, the most junior qualified Cabin Attendant required for such protection may be placed on stand-by status.

6. Charter Flights

- a. Upon receipt of prescheduled charter operations not operating in lieu of a scheduled flight of which the domicile has at least three (3) days notice, a special charter preference sheet shall be posted for bid. Such charter preference sheet shall be posted for bid for a maximum possible period, but in no event shall a bid close later than forty-eight (48) hours before the departure of the charter flight. Notwithstanding the above, if the requirements of a particular charter trip justify, the company may assign a Cabin Attendant to such charter trip without bidding and irrespective of such Cabin Attendant's position on the seniority list.
- b. In the event a scheduled flight is cancelled to provide equipment for the charter, the holders of the scheduled flight will protect the charter.
- c. If a charter flight is awarded by bid and the flight fails to operate, the holders of the bid:
 - (1) Will revert to their original bid flight, if the flight is available.
 - (2) Be scheduled in accordance with paragraph "B-5-c-(1)" preceding.
- d. Any charter operation which is not prescheduled and cannot be put up for bid, or any charter time not bid, shall be treated as open time.

7. Balancing of Time

- a. The company shall have the prerogative of obtaining maximum utilization of each Cabin Attendant's quarterly available flight hours.
- b. If, at any time during the bid period, the projected flights of a Cabin Attendant holding a run selection will cause him to exceed his allowable quarterly pro-rata maximum, he may be removed from such remaining flights as is necessary to restore his projection under such pro-rata maximum.

8. Reserve

- a. Reserve shall be open for bid and may be bid in the month in which the Cabin Attendant's vacation is scheduled.
- b. Reserve openings not covered by bid shall be assigned in inverse order of seniority, contingent upon qualifications.
- c. All flight time which cannot normally be covered by Cabin Attendants holding a run selection will be assigned to reserve Cabin Attendants.
- d. Reserve status shall be considered twenty-four (24) hour on-call. Regardless of position on reserve, a Cabin Attendant shall request permission to leave home from Crew Schedule or give an alternate number where he can be reached.
- e. Reserve Cabin Attendants shall be responsible for ascertaining their relative position on the domicile reserve list.
- f. Normally Cabin Attendants on reserve status shall be assigned to open flights on a first-in - first-out basis. However, the company reserves the right to equalize flight pay hours among all reserve Cabin Attendants.
- g. A reserve Cabin Attendant who has been assigned to an open flight may be removed from such flight to protect an earlier or later flight. Additionally, he may be displaced from such assigned flight by a cabin attendant holding a run selection who is low on time, up to four (4) hours prior to report time for such flight, if such reserve can be contacted.
- h. Reserves will be assigned to known unprotected flights between 1000 and 1200 for flights departing up to 2400 LT on the same day, and reserves will be assigned to known unprotected flights between 2000 and 2200 for flights departing prior to 1200 the following morning.

9. Availability for Flight

Any Cabin Attendant who has not okayed his/her flight within four (4) hours prior to the report time of his flight and Cabin Attendants who have not checked in to Crew Schedule at least two (2) hours prior to scheduled departure of his/her flight will forfeit his/her right to the trip at the time a relief Cabin Attendant notified to protect the flight has left his/her residence, unless it will cause a delay to the flight. Any bid Cabin Attendant not departing on his/her flight will be reassigned under paragraph "B-5-c-(6)" preceding.

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A → CABIN ATTENDANT SCHEDULING POLICY

B. INTERNATIONAL - AT DOMICILE (Cont'd)

10. Trading of Flights

- a. The mutual trading of flights between Cabin Attendants shall be governed by the conditions outlined in Article XVIII of the Hostesses' and Flight Purser's Working Agreement signed January 25, 1963.
- b. A standard form for trade requests shall be used at the domicile station. On mutual trades, both Cabin Attendants must sign the form.
- c. The signed request for trade form shall be submitted to Crew Schedule where it will be time-stamped and checked for legality. Crew Schedule will submit the request to the Superintendent Pursers/Hostesses or his designated representative for approval. It shall be the responsibility of the Cabin Attendant or Cabin Attendants requesting a trade to check with Crew Schedule to determine whether or not the request has been approved. If approved, the Cabin Attendants will okay the flight as they would any other flight.
- d. The number of trades creating open flights on any day will be limited according to requirements at the domicile.
- e. After a trade has been honored, if a request is submitted for a trade back to the original flight, it may be honored provided the Cabin Attendant's quota of trades is not exhausted. If a trade is made back to the original flight, two trades shall be charged to the Cabin Attendant or Cabin Attendants.
- f. Mutual trades between Cabin Attendants will be processed within twenty-four (24) hours of receipt.
- g. Trades to open flights will not be approved earlier than twenty-four (24) hours prior to the scheduled departure of the open flights.
- h. Re-assignment at company request shall not be considered as a trade.

11. Miscellaneous

- a. Upon return to domicile from a flight assignment or other authorized absence, all Cabin Attendants shall:
 - (1) Okay their next scheduled flight prior to departing from the airport, or,
 - (2) Determine their relative position on the reserve list.
- b. Cabin Attendants except those described in paragraphs "B-5-a, c and d" preceding shall be considered to be on "stand-by" duty if they are informed that they are assigned to stand-by duty and that they must stand-by the telephone in their home in order to be available for immediate flight duty on other than his/her scheduled flight. Cabin Attendants who are placed on stand-by must be able to report for flight duty immediately at the airport and under no circumstances later than one and three quarters (1-3/4) hours of notification.

- c. If a flight cancels and is re-originated or an extra section is operated in lieu of such flight, those Cabin Attendants who were originally scheduled on the flight will be rescheduled on the flight which operates in lieu of their original flight.
- d. Any Cabin Attendant holding a run selection who is awarded an open flight by approved trade or assignment cannot be involuntarily displaced by another Cabin Attendant.

C. INTERNATIONAL - AWAY FROM DOMICILE

1. Purpose

The following policy outlines the methods and procedures for the scheduling of all Cabin Attendants in both bid and reserve categories while away from their domicile.

The application of this policy will in no way cause a delay to any flight, any undue expense to the Company, or violation of any Civil Air Regulation or any applicable working agreement.

2. General Policy

- a. Designated Agency - Crew Planning at Idlewild (IDIWP) and Operational Planning at Paris (PARWQ) have the responsibility for scheduling all Cabin Attendants during cancellation or other irregularities affecting the normal operation of flights en-route to or from their domicile in accordance with the regulations contained herein.
- b. In recognition of circumstances which will arise that are not covered by the regulations contained herein, the decisions necessary to maintain the normal operation of flights shall be the responsibility of Crew Planning at Idlewild. Cabin Attendants shall abide by these decisions and if desired, register their complaints with their District Transportation Manager/Flying.
- c. It shall be the responsibility of each Cabin Attendant to maintain a contact with the appropriate operations office at a layover station. Cabin Attendants may be permitted to leave the layover station with the written approval of the District Transportation Manager/Flying or his designated representative.

3. Scheduling

a. Regular (at Crew Change Stations)

- (1) Cabin Attendants arriving at a crew change station will be scheduled on flights in accordance with the current domicile flight assignments or transition pattern.
- (2) Deadheading for the purpose of establishing protection at crew change stations will be done in accordance with the current transition pattern.
- (3) Mutual trades of flights may be made when approved by the District Transportation Manager/Flying or his designated representative.

FLIGHT SERVICE MANUAL

A * * CABIN ATTENDANT SCHEDULING POLICY

C. INTERNATIONAL - AWAY FROM DOMICILE (Cont'd)

3. Scheduling (Cont'd)

b. Irregular (at Crew Change Stations)

The following rules govern unprotected flights, cancellations, flight overflying crew change stations, excess Cabin Attendants and selection of deadheading Cabin Attendants. Each instance of irregularity shall be considered separately and the policy applied accordingly.

NOTE: For the purpose of protection westbound flights to SFO, LAX, ORD, YUL, etc., shall be considered as eastbound. All crews on a flight assignment with built-in reversal(s) will be considered as eastbound until such time as they are in the final westbound direction of their flight assignment.

(1) Unprotected Flights

If flight time limitations or legal rest prevents the use of a Cabin Attendant to complete his flight assignment or a Cabin Attendant has been previously reversed from his flight assignment, the next Cabin Attendant in sequence as listed below shall be used. A Cabin Attendant who is on a flight assignment containing built-in reversal(s) will not be considered as having been previously reversed; nor will a Cabin Attendant being reversed to a flight assignment with built-in reversal(s) be considered as having an additional reversal(s).

(a) When eastbound flights cannot be protected by the Cabin Attendants normally scheduled thereon; or when there is an additional unassigned eastbound flight:

- i. The flight shall be protected by the westbound Cabin Attendants selected in inverse order of scheduled departure.
- ii. If westbound Cabin Attendants are not available, then eastbound Cabin Attendants shall be moved up in order of scheduled departure.
- iii. Excess eastbound Cabin Attendants will assume the assignment of the Cabin Attendants who protected their flight.

(b) When a westbound flight cannot be protected by the Cabin Attendants normally scheduled thereon, or when there is an additional unassigned westbound flight:

- i. The flight shall be protected by moving up westbound Cabin Attendants in order of scheduled departure.
- ii. If westbound Cabin Attendants are not available the crew selected for protection shall be from eastbound Cabin Attendants in inverse order of scheduled departure.

(2) Cancellations or Flights Overflying Crew Change Stations

- (a) In the event of the cancellation of an eastbound flight or a flight overflies the crew change station, the Cabin Attendants normally scheduled thereon will be rescheduled westbound, first scheduled in first out if not required to deadhead to protect the remaining portion of the flight assignment.
- (b) In the event of cancellation of a westbound flight, Cabin Attendants will be rescheduled first scheduled out westbound, first out westbound.

(3) Delayed Departures

(a) Eastbound

Eastbound Cabin Attendants will remain with their scheduled flight until they will not be legal for the continuation of their flight assignment at their next layover station after which they will be rescheduled first scheduled in first out eastbound.

(b) Westbound

- i. Cabin Attendants scheduled on a flight where there is a further crew change will remain with their scheduled flight for a period of twelve (12) hours after which they will be rescheduled. First scheduled out westbound first out westbound on flights scheduled for another Cabin Attendant change prior to domicile.
- ii. Cabin Attendants scheduled to their domicile on a through flight without a change will be rescheduled, first scheduled out westbound first out westbound on flights scheduled for no change prior to domicile.
- iii. When a westbound flight to domicile is delayed so that the ETD is within fifteen (15) minutes of another westbound flight to domicile, the captain first scheduled out shall select the flight that in his opinion will afford him the earliest departure and advise the appropriate operations agent of his selection at least forty-five (45) minutes prior to departure of the earliest flight.

(4) Other Than Crew Change Stations

After any crew has been delayed for twenty-four (24) hours determined from last "in" block time, the flight crew on a through flight in the same direction will be displaced by the crew on the delayed flight. An aircraft must become airborne to establish a block-in time.

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A → → CABIN ATTENDANT SCHEDULING POLICY

C. INTERNATIONAL - AWAY FROM DOMICILE (Cont'd)

3. Scheduling (Cont'd)

b. Irregular (at Crew Change Stations) (Cont'd)

(5) Ferry Flights, Charters and Extra Sections

- (a) At a crew change station the selection of an equipment ferry crew shall be from the westbound crew members in inverse order of scheduled departure. If a westbound crew is not available, eastbound crews shall be used in inverse order of scheduled departure.
- (b) When an equipment ferry flight lands at a crew change station, the ferry shall then be rescheduled first scheduled in first out westbound. (Actual block in time to be used as scheduled in time for the ferry flight). The protection of a ferry flight will be considered as a reversal for the application of this policy.
- (c) In the event a ferry flight operates from a crew change station to Idlewild, the selection of a crew shall be in the same manner as for an unprotected westbound flight. (Ref. paragraph "C-3-b-(1) and (2)".
- (d) When a charter, combination charter ferry flight, or an extra-section is operated in lieu of a scheduled flight, the crew selected for the subject flight shall be the crew normally scheduled on the cancelled flight. If unable, such flight will be classified as an unprotected flight and protected accordingly. (Ref. paragraph "C-3-b-(1)" preceding. Upon arrival at the crew change station of the cancelled flight, this crew shall continue on the flight assignment of the crew on the cancelled flight.
- (e) The flight crew that has ferried to a non-crew change station will not displace the crew for which the ferry plane is intended. At the end of twenty-four (24) hours, the ferry crew shall displace the first westbound crew.
- (f) In the event identity of a ferry flight is not clearly established, for purposes of selecting a crew such ferry flight will be considered as an equipment ferry.

(6) Deadheading

Deadheading for the purpose of protection shall be done so as to provide the deadheading crew members ten (10) hours rest prior to being assigned to duty, at crew members option. A crew member will not be deadheaded to arrive more than thirty-six (36) hours prior to scheduled flight duty unless there is no other transport. In the determination of the crew member to deadhead, the time used shall be two (2) hours prior to the departure of the last transport that will position the deadhead crew member for the flight to be protected.

- (a) When necessary to deadhead a crew to protect a flight, designation of crew to be deadheaded will be in the following order.

- 1. The crew normally scheduled on that portion of the flight to be protected.
- ii. If unable, crew members scheduled in same direction as flight to be protected, in inverse order of scheduled departure.
- iii. If unable, crew members scheduled in opposite direction in inverse order of scheduled departure.

- (b) Designation of crew members to be deadheaded to protect "No Specific Flight" shall be as follows:

- 1. Westbound crew members in inverse order of scheduled departures.
- ii. If unable, eastbound crew members in inverse order of scheduled departure.

- (c) When necessary to deadhead excess crew members, they shall be deadheaded on a positive transportation basis on the first unconfirmed space available and the designation of crew members to be deadheaded will be in the following order:

- 1. Crew members planned to deadhead on current transition pattern.
- ii. Crew members whose flight is cancelled.
- iii. Crew members arriving on termination or extra section flights when such equipment is not scheduled to return, or when flight time is not available.
- iv. Last crew member scheduled in westbound on day of excess.

- (d) Scheduling of deadhead crews:

- 1. The flight crew arriving at a crew change station will be scheduled on the flight for which they were deadheaded to protect.
- ii. Flight crews deadheaded to protect "No Specific Flight" on arrival at crew change station will be rescheduled first scheduled in first out westbound.

"Scheduled In" time will be the scheduled arrival time of transport used, i.e., train, other air carrier, etc. When operating crew and deadhead crew have same block time, deadhead crew will be scheduled out ahead of operating crew.

(7) Miscellaneous

In the event a crew member is removed from schedule due to illness while overseas, he/she will be rescheduled first out westbound ten (10) hours after return to duty. Should his/her illness have caused deadheading from Idlewild or another crew change station, the returning crew member will either deadhead to the crew change station where a shortage exists or to Idlewild if there is an excess overseas.

* * *

FORMS AND
SPECIAL ORDERS
02

TRANS WORLD AIRLINES, INC.
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FORMS AND SPECIAL ORDERS

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Extra Cabin Attendant Authority	
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FORMS

A. UNNUMBERED FORMS

1. ACM Authority

- a. ACM Authority is a wire authority given to certain persons permitting them to ride TWA flights as additional crew members.
- b. The wire authority shall be shown to the C/A by the ACM and will be retained by him during entire trip for use in reboarding or in event removal becomes necessary.

2. Extra Cabin Attendant Authority

XCA, XCAP, is a wire authority permitting Cabin Attendants to ride TWA flights as Extra Cabin Attendants and is handled in the same manner as the ACM Authority.

3. Transit Without Visa Receipt

- a. Local transfer receipt form prepared for passenger in transit without visa, shall be given to C/A by agent where passenger boards.
- b. The receipt form shall be given to outgoing C/A at crew change points, and finally delivered to agent meeting flight at passenger's designation.

4. Overnight Bag Mail Order Envelopes

Located in magazine rack for passengers wishing to purchase red TWA Overnight Bag by mail.

5. Royal Ambassador Seat Card

Prepared by Transportation Agent for R/A flights and delivered to "A" cabin attendant prior to boarding passengers. The card will state the passengers name, destination, and seat number. "A" will attach the cards to the assigned seats and remove them when passenger is seated.

6. Flight Service Schedule

- a. Issued each schedule change.
- b. To be carried by C/A on all flights.
- c. Lists the following:
 - (1) Flight number, class of service, equipment.
 - (2) Time schedule by segment.
 - (3) Food and Wine provisioning by station.
 - (4) Serving schedule and approximate serving times.
 - (5) Explanation of symbols.
 - (6) Menu cycle.
 - (7) Special notes and instructions.

7. U.S. Customs Form T & E (Transportation and Exportation) - INT

- a. Form is given to C/A, (with the PAS-58-AR's) to cover carriage of tax-free liquor and cigarettes between stations within U.S.
- b. Cigarette and liquor kits will be sealed by Customs at IDL. These seals are not to be broken until after eastbound departure from the final U.S. port station.
- c. At transit U.S. stations, the T & E will be reviewed by Customs and returned. This form will be retained by Customs at port of departure from U.S.

8. Liquor and Cigarette Cash Summary Form (Overseas Region)

This form, stored at PAR Flight Dispatch Counter, will be processed in duplicate by Purser-in-charge, in-flight or at layover stations, and will constitute a complete record of all liquor, cigarettes, wine and beer sales from date of departure from Paris until return.

9. Passenger Information List

The PIL is a teletype message prepared at origin stations when total passenger load exceeds 80% of the total capacity at PIL time (3 hours before scheduled departure time), or at intermediate stations when the passenger load in any class is on a restricted condition at PIL time.

The PIL has a definite format indicating passengers' names, alphabetized and numbered consecutively. The PIL is not a printed form and, therefore, does not appear in chapter 02 of the Flight Service Manual.

Special information pertaining to individual passengers will be indicated opposite passenger's name. Special information may consist of Ambassador, VIP, With Infant, Kosher Meal, TWAIP, Unaccompanied Child, etc.

B. NUMBERED FORMS

1. Explanation of Delay for Members of the Armed Forces, PAS-32

This form shall be completed in duplicate by the C/A. Give original to delayed person, duplicate to the TA at the passenger's destination.

2. Lost Article Report - Form PAS-38

If an article is reported lost in flight the Cabin Attendant will complete form and give to TA at the next station.

3. Alcoholic Beverage and Cigarette Report, Form PAS-58-AR (Atlantic Region)
Liquor and Cigarette Control Report, Form PAS-58-INT (Overseas Region)

Used for reporting usage of liquors, champagne, wine and cigarettes and return of currency for liquor and cigarette sales.

a. Preparation

- (1) A ball point pen shall be used for all entries.
- (2) All entries must be completed and legible.
- (3) No erasures shall be made. (Correct by crossing out original figure and placing corrected figure in block provided.

FLIGHT SERVICE MANUAL

FORMS

B. NUMBERED FORMS (Cont'd)

3. Alcoholic Beverage and Cigarette Report, FormPAS-58-AR (Atlantic Region)Liquor and Cigarette Control Report, Form PAS-58-INT
(Overseas Region) (Cont'd)

b. Atlantic Region (Form PAS-58-AR)

(1) Preparation and Distribution of Form
PAS-58-AR

Form will be prepared in 7 copies by IDL Commissary. Copies will be distributed as follows:

- No. 1 - IDL Customs on flight departure
- No. 2 - IDL Customs on flight arrival
- Nos. 3 & 4 - IDL Commissary together with West-bound sales and arrival kits by westbound C/A
- No. 5 - Retained by overseas turn station for local use
- No. 6 - Retained and completed by C/A at overseas station and given to IDL Commissary on return to New York
- No. 7 - Retained by IDL Commissary departure control

(2) IDL Departure ("Outbound Issue" Column)

- (a) One set of forms will be issued to cover all items issued to a particular flight and will be delivered on board the aircraft 45 minutes prior to flight departure along with liquor.
- (b) Before departure, insure quantities shown as issued are correct. After checking, sign form at lower left.

(3) Overseas Arrival ("Turn Station Arrival" Column)

- (a) Upon arrival overseas, give liquors, etc., and all copies of PAS-58-AR to Commissary Supervisor.

NOTE: Assist Commissary personnel with arrival inventory but do not enter the figures; this is a Commissary function.

- (b) After Commissary Supervisor has entered arrival inventory in "Turn Station Arrival" inventory column and signed the forms, C/A shall recover Copy No. 6 and retain in his possession for balancing his Eastbound usage and sales upon his return to New York.

(4) Layover Station

C/A shall complete "Purser's Accounting" portion on Copy No. 6.

(5) Overseas Station Departure ("Turn Station Departure" Column)

- (a) At least 45 minutes prior to flight departure, Commissary will deliver to C/A on board the aircraft, wines, liquors, etc., and Copies No. 2, 3, 4 and 5 of PAS-58-AR.
- (b) C/A shall check kit contents against issue column on form and, after insuring that count is correct, sign for kits in space provided at bottom center of page and store kit in correct area.
- (c) Return Copy No. 5 to local Commissary Supervisor and retain Copies No. 2, 3 and 4 for use in clearing Customs and Commissary upon arrival in New York.

(6) New York Arrival ("Arrival U.S." Column)

- (a) Prior to arrival at New York, C/A shall complete arrival inventory column on all copies (using extreme care to insure a correct count) and make necessary entries in "Pursers Accounting" block. (See paragraph "B-3-b-(7)", this section.
- (b) After passengers have deplaned, make liquor kits available to Liquor Steward for transporting to Customs area.
- (c) Upon arrival at Customs Counter, present the following to Liquor Cashier;
 - i. Completed Copy No. 6 from C/A's East-bound flight and cash collected from sales on Westbound flight.
 - ii. Completed Copies No. 2, 3 and 4 of Westbound sheets and cash collected from sales on Westbound flight.

NOTE: The Eastbound transaction is completely independent of the West-bound transaction. Do not try to combine the Eastbound forms with the Westbound forms, nor the cash collected from Eastbound sales with that collected for Westbound sales.

- (d) After balancing out cash and kits, obtain receipt portions of Eastbound and West-bound forms from Liquor Cashier and retain in personal file for a least 90 days.

(7) Accounting on Jet Aircraft

There are two Forms PAS-58-AR provided. PAS-58-AR for complimentary liquor is handled by Cabin Attendant "A". PAS-58-AR for sale liquor is handled by Cabin Attendant "C".

(8) Cash Returned (Purser's Receipt)

Enter (by type) in left column foreign currency collected and transpose to dollar value in right column. After returning cash to Commissary Cashier, obtain receipt and retain in personal file for a least 90 days.

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FORMS

B. NUMBERED FORMS (Cont'd)

3. (Cont'd)

c. Overseas Region (Form PAS-58-INT)

(1) Outbound Procedures

- (a) Kits will be placed aboard aircraft prior to flight departure by Commissary.
- (b) C/A shall check kit contents to insure completeness and condition of supplies.
- (c) After determining that contents are complete, C/A shall place his locks on kits and sign all six copies of the PAS-58-INT.
- (d) He shall retain Copies 2, 3, 4, 5 and 6 for presentation to Lead Commissary Clerk at ROM, LIS, CAI, or PAR providing the station is a crew change or termination station. C/A will retain Copies No. 2 and 6 after arrival inventory at crew change points.

NOTE: With a change of cabin teams on a through flight at ROM and BOM, inbound C/A will turn over his kits and the corresponding copies of PAS-58-INT and inventory supplies with outbound C/A or Commissary Representative. New PAS-58-INT will be issued to outgoing C/A. Inbound C/A will retain his BOM Copies No. 2 and 6 and turn over Nos. 3, 4 and 5 to Commissary Representative.

(2) Flight Termination or Crew Change Point

- (a) Just prior to arrival, C/A shall inventory kit supplies (liquor, cigarettes, beer, etc.) and complete "units returned" column of PAS-58-INT. Commissary personnel will verify C/A's inventory and return Nos. 2 and 6 copies to C/A after arrival. Commissary will take over custody of kits.
- (b) At layover station, C/A shall (from the accumulated Nos. 2 and 6 copies of PAS-58-INT in his possession) consolidate the following on "Liquor and Cigarette Cash Summary form:

- i. PAS-58-INT numbers
- ii. Place of issue (PAR, ROM, LIS, CAI)
- iii. Date of issue
- iv. Date of return
- v. Total cash collected (dollar equivalent of corresponding PAS-58-INT).

- (c) Liquor kits will be placed in bond at LOD and CMB. At ROM, LIS, and CAI, kits will be handled as outlined in paragraph "B-3-c-(2)-(a)", preceding, except that currency will be held for return to PAR.

(3) Arrival at Paris

- (a) Upon arrival at PAR, C/A shall inventory his kit supplies with Lead Commissary Clerk meeting flight and complete "units returned" column of the PAS-58-INT covering final segment.

- (b) Complete recapitulation of accumulated cash from sales on the "Liquor and Cigarette Cash Summary" form.
- (c) Turn over all cash from sales of Alcoholic Beverages and Cigarette supplies, PAS-58-INT copies and "Cash Summary" form to Lead Commissary Clerk.
- (d) Obtain receipted copy of "Cash Summary" form and No. 6 copy of PAS-58-INT for personal records.

d. Polar Flights

(1) New York - Paris/London Segment

C/A will inventory bar supplies at Paris or London per established procedures and retain copy #6 of the PAS-58 Liquor and Cigarette Control Form, for reconciliation of E/B Trans-Atlantic sales, upon return to domicile.

(2) Paris/London

Departure W/B

Sign for receipt of bar supplies per established procedures.

(3) Los Angeles (W/B)

Inventory sale and complimentary bar supplies before arrival LAX. Clear account with LAX commissary Supervisor and turn over PAS-58's Retain #3 copy. Do not turn in cash for sales at LAX.

(4) Los Angeles - (E/B)

- (a) Acknowledge receipt of bar supplies at LAX by signing all copies of the PAS-58 forms.
- (b) Inventory amount of unused sale bar supplies before arrival YUL on notepaper.
- (c) Confirm inventory with outbound C/A and turn over to him all PAS-58 forms and cash for sales between YUL, LAX and YUL. (This includes the #3 copy received on LAX inbound). Obtain receipt from outbound C/A and keep for six months.

4. Crew Tag, Form O-64 - INT.

Each piece of crew baggage shall be tagged with a properly completed Crew Tag.

5. Coat and Parcel Identification, PAS-64

C/A shall complete and attach to all coats in the coat compartment, and to all coats and hats that are stored other than in general vicinity of passenger's seat.

6. Unaccompanied Child, Form PAS-97

Prepared in duplicate for all unaccompanied children. Original given to Cabin Attendant and duplicate is attached to child's ticket envelope at time of check-in for use by station personnel of destination station.

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FORMS

B. NUMBERED FORMS (Cont'd)

7. Arrival/Departure Record, Form I-94-INT

a. Eastbound

Form I-94 will be prepared by station personnel prior to departure of each passenger from the United States.

b. Westbound

- (1) Station personnel will prepare Form I-94 for those passengers requiring same and staple in the passport.
- (2) Passengers on westbound flights who are returning to the United States will have a duplicate (carbon) copy of Form I-94 that was prepared for them at the time they departed the United States. Passengers holding the duplicate copy are required only to include the westbound flight number, date and airline name in the appropriate box.
- (3) The Purser will examine all passports in flight and explain or assist as necessary in completing the I-94 forms. He will also carry a supply of 10-20 Forms I-94 on Polar flights for use in the event the check-in agent fails to include the form in the passport.

EXCEPTION: Form I-94 is not required for members of the U.S. Armed Forces; neither aboard MATS nor commercial flights. However, this form must be completed by military dependents, including children and infants, as well as all civilian passengers aboard MATS flights.

Pursers scheduled on westbound MATS flights are to carry a supply of (50) blank I-94's. Prior to arrival at WRI Purser is to collect I-94's, arrange in alphabetical order for presentation to the agent.

8. Flight Crew Time Log, Form O-105 - DOMESTIC

a. Normal Operations (every flight flown with Captain from own domicile). At end of round trip, Hostess shall provide Captain with the following:

- (1) Name and initials; payroll number.
- (2) Total taxis accrued from scheduled departure and actual arrivals from and at domicile between 2000 - 0800.
- (3) Flights worked and Flights deadheaded.
- (4) Expense hours - departure time from domicile to arrival time back at domicile. (Any fraction of an hour is an added hour.)

b. Split Crew Operations

- (1) When pre-scheduled split occurs or when pre-scheduled to protect flight with Captain from different domicile, Hostess shall maintain her own Form O-105 for entire flight assignment, recording flights worked and those deadheaded.

- (a) Upon completion of flight(s) with each Captain, obtain signature of Captain on reverse side.
- (b) Upon arrival at domicile, Hostess shall compute and record her total expenses and taxis on Form O-105.
- (c) Upon arrival at her domicile, Hostess shall submit Form O-105 to Crew Records Section or deposit card in appropriate box in Crew Scheduling office.

- (2) When split crew occurs at turnaround station due to weather, equipment, or other irregularities, Hostess shall fill out her own Form O-105 starting with the first flight after splitting away from her original Captain, recording flights worked and those deadheaded. Hostess shall complete remainder of card as stipulated above.

c. Deadheading to Domicile After Off Duty

- (1) If a Hostess requires relief from her flight due to illness or injury at a station other than her domicile, she should, when released to deadhead back to her domicile, do the following:
 - (a) Start a separate Form O-105 which contains a complete record of all flights and flight legs upon which she has deadheaded with the notation, "Deadhead - return to domicile account of illness."
 - (b) Have flight times verified by Captain's signature for each flight with a different crew.
 - (c) Upon return to domicile, Hostess shall submit Form O-105 to Crew Records Section or deposit card in appropriate box in Crew Scheduling.
 - (d) Hourly expenses will be allowed from time of departure from domicile to time of normal scheduled return to domicile. Expenses incurred in addition to this limitation must be submitted on an Expense Report, Form G-118, for approval by her supervisor and should indicate the entire period away from domicile.

- (2) If Hostess deadheads via surface transportation or on another airline, she should complete Form O-105 as above adding information such as airline, flight number, etc., under "Remarks" and hand into Crew Scheduling.

9. Expense Report, Form G-118

a. Domestic

- (1) Expense reports shall be submitted for non-routine and/or passenger handling expenses and should be typewritten or printed in ink.

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FORMS

B. NUMBERED FORMS (Cont'd)

9. Expense Report, Form G-118 (Cont'd)

- a. (2) Submit to the Hostess Office for approval by the 5th of the following month in which the expense occurred.

NOTE: Expenses incurred on special assignments shall be submitted for reimbursement on separate G-118 immediately following completion of such assignment.

- (3) If the amount is under \$50, expense report will be returned to Hostess after it has been approved and she will pick up amount at Petty Cash.

NOTE: If no Petty Cash at domicile, the G-118 must be processed through regular channels.

- (4) If you have received a travel advance or expenses are over \$50, the G-118 must be processed through regular channels.
(5) Item 25 ("Charge this expense to:") must be completed on every form. The charge numbers are as follows:

SFO - 869-890	BOS - 869-510
LAX - 869-867	EWB - 869-522
MKC - 869-750	LGA - 869-520
ORD - 869-669	

b. International

- (1) Per diem and transportation allowances shall not be reported on Form G-118, but shall be determined from the Crew Flight Time Log - International, Form O-105-INT, and paid automatically in regular pay check.
(2) During the hours when Company transportation is not available, and in those instances where expenses other than those indicated above are incurred, Form G-118 shall be prepared and submitted promptly at the conclusion of appropriate expense report period (15th and month-end) to the Regional Supervisor for approval.
(3) Item 25 ("Charge this expense to:") must be completed on every form. Charge numbers are as follows:

JFK - 879-526
PAR - 879-367
ROM - 879-333

10. Flight Crew List, Form O-121

At crew origin and crew change points, outgoing C/A shall enter name, initials and payroll Register Number on Form O-121 which will be provided at the Ramp Control Office. Names of C/A shall be signed in seniority order and note position working. The "split-crew" member, regardless of seniority, always signs the last position.

11. Captain/Cabin Attendant Load Memo, Form O-128

Form O-128 which is given to "A" by agent, shows passenger count, necessary seat blocking and food service. The top portion shall be given to the Captain prior to take-off. The Cabin Attendant portion may be destroyed after use unless actual passenger count differs from the number shown on form. In case of discrepancy, the Agent shall change "Total Passengers out", initial the form, and "A" shall submit with PAS-348. After taking passenger count on Jet aircraft, the number of passengers between class divider and aft edge of the most aft window exit will be inserted in appropriate block on form.

When it is necessary to relocate passengers for take offs and landings, it will be the responsibility of "A" to obtain from the Transportation Agent the number of passengers to be relocated in accordance with the Form O-128 and so advise the Captain.

Passenger Count Discrepancy

- a. On all domestic and international flights at all stations, the responsibility for taking the passenger count rests with the Cabin Attendant. Ramp/Gate Agents are not to board aircraft for the purpose of taking the passenger count.
b. If total passenger count does not agree with total shown on Form O-128, following steps shall be taken:

- (1) If no flight delay will result, cabin attendant will re-examine Ticket Envelopes to make sure passengers have boarded correct flight.
(2) If discrepancy cannot be corrected, agent shall correct and sign Form O-128 to agree with actual head count. FMR passenger breakdown shall be sent "PNDG COR".

12. Accident Report Passenger and/or Passenger's Property, Form PAS-160

- a. Form PAS-160 shall be completed as follows and all copies signed by C/A in case of:

- | | |
|--|--------------|
| (1) Illness of passengers in flight | } - 4 copies |
| (2) Injury to passengers on board aircraft | |
| (3) Damage to passenger's belongings | |

b. Preparation

- (1) Complete description of the incident shall be included.
(2) In the event of serious illness, serious injury, period of unconsciousness or death the following must be shown:

- (a) Name of pilot;
(b) Aircraft type, model, and identification number;
(c) Name of operator and flight number;

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FORMS

B. NUMBERED FORMS (Cont'd)

12. Accident Report Passenger and/or Passenger's Property, Form PAS-160 (Cont'd)

- (d) Name and address of passenger;
- (e) Sex and approximate age of passenger;
- (f) Nature of, or presumed cause of injury, illness, unconsciousness, or death and altitude at time of occurrence. Both flight altitude and cabin pressure altitude should be given in the case of pressurized airplanes;
- (g) Narrative description of entire incident;
- (h) Whether or not oxygen was aboard and available for use; if so, whether or not oxygen was used and how it was administered;
- (i) Other drugs or procedures administered;
- (j) If death occurred, name and address of coroner or doctor attending.

- (3) Cross reference on PAS-348 by indicating name of passenger and brief statement on incident.

c. Disposition

- (1) In event of death of passenger or if injury is of such a nature as to require removal of passenger from flight, original copy of PAS-160 shall be submitted to District Transportation Manager/SO for his further handling. Attach remaining copies to Form PAS-348.
- (2) In all other instances, all copies of PAS-160 shall be attached to PAS-348 and submitted to Transportation Manager-Purser and Hostesses.

13. Passenger Information Slip, PAS-176

- a. Prepared by agent at passenger check-in time, to furnish C/A with special information about passengers on flight. Used for the following purposes:
 - (1) To identify and transmit necessary details concerning Ambassador passengers and V.I.P.s.
 - (2) To advise C/A of details pertaining to specific passengers; e.g., approved medical clearance, no meal service, approved carriage of pets, etc.
 - (3) Mother with infant.
 - (4) Names of request passengers and flight and segment(s) requested. C/A shall advise Ramp Agent at enroute stations of all such passengers.
 - (5) Unaccompanied child under 12 years of age. Name of person meeting child at destination or transfer point shall be included in the "Remarks" section.
 - (6) To advise Cabin Attendants and Captain whenever military prisoners, armed law enforcement officers or armed guards are on board.
 - (7) To advise cabin attendants of carriage of runaway minor.
- b. The top portion of PAS-176 shall be attached to passenger's ticket envelope and the main portion given to the Hostess prior to passenger boarding.
- c. C/A shall inform Captain of all situations indicated on this form.

- d. At crew change, incoming C/A shall turn over PAS-176 to outgoing C/A along with other information beneficial to the passenger's well-being.

14. Ticket Envelope, Form T-197

- a. C/A shall inspect each Ticket Envelope for correct flight number as each passenger boards.
- b. C/A, when giving arrival speech for each station, shall advise passenger to take Ticket Envelope with them for identification when reboarding the aircraft.

15. Passenger Comment Folder, T-199

Located in Passenger Service Kit and magazine racks for use by passengers for writing letters of commendation and complaint.

16. Not Servicable Removal Information Tag, M-210D

This form shall be completed by C/A and attached to any removable equipment needing repair; such as, beverage jugs, casserole carriers which will not heat, etc., defective hot cups, inoperative "hi-low" switch on casserole containers, etc.

17. Class of Service Adjustment, PAS-296

This form will be completed in single copy by the C/A as the means of providing counter personnel with necessary information and authorization to handle additional collection and/or refund.

- a. When form completed, if an additional collection due, give to Agent meeting the flight at the next station and arrange a meeting of passenger and Agent.
 - b. If a refund is due passenger, give the complete form to him.
 - c. C/A will advise Agent of every case where passenger transfer is made so the FMR can be changed accordingly.
- 18. Flight Report, PAS-348**

The Flight Report shall be prepared for every flight by an "A" Cabin Attendant. Information regarding passenger load, air sickness, medication, dining service, turbulence, forms submitted, etc. shall be noted for both F/C and Coach. Also specify which class of service when referring to particular passenger or incident. List in and out times for originating and termination stations only. In addition to noting discrepancies and irregularities, indicate if Flight Service Schedule was followed. Present to the Captain for his comments and signature. Submit report immediately upon return to domicile.

TRANS WORLD AIRLINES, INC.
FLIGHT SERVICE MANUAL

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FORMS

B. NUMBERED FORMS (Cont'd)

19. Dining Service Memo, PAS-402

- a. Upon receipt of food and beverage service, check, sign form and retain the white copy.

- (1) Meal Count
- (2) Beverage Supplies
- (3) Menu
- (4) Special Meals (Kosher, Vegetarian)
- (5) Heating Instructions

NOTE: When "Top off" meals are added the PAS-402 will not be changed prior to take-off, but C/A shall note number of "Top off" meals provided.

- b. After serving, complete sections "To Be Completed by C/A".
- c. Attach to PAS-348 and submit to Transportation Manager - Purser/Hostesses immediately upon return to domicile.

20. Food Packing/Loading Diagram, PAS-403

Prepared by Commissary personnel for use of C/A in locating items stored in the galley on the 1049G and Jets.

21. Liquor, Form PAS-411 - Combined Complimentary and Sale Liquor Form (Domestic)

- a. Distribution of copies

- (1) Origin Commissary (Hostess signature)
- (2) -Terminating Commissary
- (3)
- (4) With money (sale liquor) placed in liquor envelope, dropped into safe, at flight termination.
- (5) For crew change C/A, handle same as No. 4.
- (6) Forward to Transportation Manager - Purser/Hostesses with flight report (PAS-348)
- (7) For crew change C/A, handle same as No. 6.

- b. Handling - "A" and "C" Hostess:

- (1) Origin

Sign Form PAS-411 upon receipt and count of liquor.

- (2) Crew Change

NOTE: If liquor was served prior to this point, incoming "A" and "C" must record number of full bottles.

- (a) Crew change or outgoing C/A signs Form PAS-411, retains copies 2, 3, 5 and 7.
- (b) Incoming or first Hostess detaches copies 4 and 6. Copy 4 deposit in safe, copy 6 turned in with flight report.

- (3) Termination

Liquor kit to be inventoried by Cabin Attendant noting number of bottles issued or sold and number returned or transferred. Cabin Attendants to remain on board until commissary has completed the inventory and signed PAS-411.

- c. Deadheading Liquor

A PAS-411 for deadheading liquor is handled in the same manner as before mentioned.

22. Electric Shaver Control, PAS-414

- a. The Commissary Clerk or Station Representative will issue the shaver to C/A when she leaves her domicile on the appropriate flight.

- b. "A" C/A will sign PAS-414 and keep shaver in her possession until she returns to her domicile. It will be the responsibility of C/A receiving the shaver on outbound flight to return shaver to turn-around flight.

**23. Envelope - Passenger Delay Information, Form T-553
Memo From Your TWA Hostess, Form T-553A**

- a. Form T-553A will be available in Passenger Service Kits.

- b. Form T-553A is to be given to First Class passengers under the following conditions:

- (1) Delay of three hours or more for any reason.
- (2) For any discrepancy involving a Royal Ambassador passenger.
- (3) First riders
- (4) Any incident wherein a company letter may retain or further the good will of the passenger involved; such as cases of mishandling, Golden Weddings, etc.

- c. All Passengers.

- (1) Involved in accidents or emergency landings.
- (2) When circumstances prevent complete showing of scheduled in-flight movie.
- (3) If an unusual delay occurs and, if in the opinion of the TWA employee, it would be desirable to explain and apologize to the passenger by letter.

- d. Forms T-553A are to be collected and inserted in Envelopes, Form T-553 (10 in Kit).

- e. Explanation of flight delay or other reasons for submitting T-553A is to be included in each envelope.

- f. Seal self-addressed envelope and forward to Customer Relations Department by dispatch as soon as possible.

- g. Any incident requiring T-553A's must be explained on Flight Report by Cabin Attendant.

TRANS WORLD AIRLINES, INC.
FLIGHT SERVICE MANUAL

FORMS

B. NUMBERED FORMS (Cont'd)

24. Record Ticket and Baggage Check, PAS-800

This form, prepared in triplicate is used for check-in, identification and control of nonrevenue passengers. Inspect form for flight number, date, destination and validation stamp.

- a. C/A will detach yellow copy and return ticket envelope to passenger with white copy still attached. This will apply both at gate check-in and lobby check-in stations.
- b. Yellow copy shall be retained by the C/A in case load necessitates removal of nonrevenue passenger at an intermediate station. (In this case the slips will be given to the agent and he will determine, from pass classification those to be removed.
- c. White copy of PAS-800 identifies passenger as a through nonrevenue passenger.

25. Record Ticket and Baggage Check, PAS-810

Used by annual pass holders. Handle the same as PAS-800.

26. Passenger Manifest, Form O-900-INT

List of passengers and destinations prepared by Ticket Counter if necessary.

27. General Declaration - Form O-927-INT

- a. This is the basic document used in the clearance of aircraft into and out of each country and between stations within each country. All crew members shall be listed thereon when required by the State. If deadheading crew member's name is not followed by designator "D/H", Purser will correct using pen and ink.
- b. The form is a master ditto partially completed, signed and run at crew change points and carried in respective station vertical file folders. The balance of the entries shall be made by the Purser (Using pen and ink or ballpoint pen) for "Inward" clearance as follows:
 - (1) Cross out the word "Outward" in heading.
 - (2) Enter name of last station in "Departure from" space.
 - (3) Insert next station in "Arrival at" space.
 - (4) Complete "Cargo Manifests attached" space by indicating number of cargo manifest pages attached.
 - (5) Complete "Declaration of Health" section. If no illness on board or no condition apparent which might lead to the spread of disease, state "none" in spaces provided.
 - (6) Complete "Details of each disinsecting" section. Indicate place, date, time and method.
 - (7) When the above information has been furnished; sign the declaration, if required by the State, on the line "Crew member concerned".
 - (8) Return form to station vertical file folder.

28. Hostess "Requisition" for Depleted Passenger Service Supplies, PAS-1025

Prior to arrival at a station where supplies are to be procured, the Cabin Attendant shall complete form. If at a crew change point, prepare in duplicate giving one copy to the outgoing Hostesses. Give copy to Commissary Representative or Transportation Agent.

29. Purser/Hostess Holding Time Authorization, Form PAS-1217

The following information pertains only to those Purser and Hostesses covered by the ALSSA Agreement:

Cabin Attendant shall complete PAS-1217 in duplicate, whenever he/she is obligated to care for passengers on the ground for longer than one hour not including scheduled ground time. Read form carefully for instructions.

Holding time is authorized by the DTM/SO or his designated representative. If the services of only one C/A are required the "A" C/A will assume the responsibility. If more than one is required the order is as follows: C, B, D, E, F, G.

30. Cabin Attendant Trade Request PAS-1220

A self-explanatory form for Cabin Attendants covered by the ALSSA Agreement.

31. Certificate of Exportation Form PAS-1231-INT

a. Sale by vendor

- (1) Articles in this category will be enclosed in a sealed package and must not be opened by the passenger until after departure from the United States.
- (2) Passengers will be given copies of Certificate of Exportation, Form PAS-1231 (see illustration next page), and a self-addressed envelope for returning one copy of the form to the store.

b. Handling by CTO and station personnel

- (1) Packages must be treated as cabin baggage.
- (2) Coat and Parcel Identification Tag, Part No. 3936, shall be attached to parcel. Under no circumstances shall Baggage Tags, Form O-835-INT or O-2531-INT be attached.
- (3) If applicable, collect charges for excess valuation or weight and issue Excess Baggage Ticket, Form 155 or 156.
- (4) Passenger shall be informed that the C/A will complete the Certificate of Exportation, Form PAS-1231, upon request and after leaving the United States.

c. Handling by Purser

- (1) Upon notification from the passenger that he has such a package, the Purser shall:
 - (a) Request the passenger to break the seal and open the package. If seal has previously been broken, do not sign Certificate of Exportation.
 - (b) Inspect contents of package for the purpose of listing exact contents on Form PAS-1231. Under no circumstances will anything except actual contents be listed.
 - (c) Complete Form PAS-1231, obtain passenger's signature on all copies.

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FLIGHT SERVICE MANUAL

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FORMS

B. NUMBERED FORMS (Cont'd)

31. Certificate of Exportation, Form PAS-1231-INT (Cont'd) |

c. (2) Form PAS-1231 shall be distributed as follows:

- (a) Original - To passenger for his return to store where merchandise was purchased.
- (b) Duplicate - To passenger for his record.
- (c) Triplicate - To District Transportation Manager/SO by Company mail at passenger's originating station and filed with other flight papers.
- (d) Quadruplicate - Retained by Purser for his record.

* * *

TRANS WORLD AIRLINES, INC.
FLIGHT SERVICE MANUAL
FREE TRANSPORTATION - TWA FORMS AND PRIORITY

CLASSIFICATION		FORM	ISSUED TO:	MAY BE USED:	JET F/C SURCHARGE	PASS PRIORITY
CLASS	TYPE					
12	2	800	Applicants for positions with other airlines	Space Available	Yes	26th
12	1	800	Employees of other airlines	Space Available	Yes	25th
11	3	800	Applicants for TWA positions	Space Available	No	24th
11	2	800	New TWA employees proceeding to place of work	Space Available	No	23rd
11	1	800	TWA employees returning from furlough.	Space Available	No	22nd
10	2*	800	Retired employees and Family Members with less than 20 years service at time of retirement.	Space Available	Yes	21st
10	1*	Term	Retired Employees with more than 20 years service at time of retirement and spouse.	Space Available, systemwide, including Transatlantic segment during pass open season (Oct. 15 thru May 15) only.	Yes	20th
9	1*	800	TWA employees on vacation or personal business, or returning from Class "A" or "B" emergencies	Space Available	Yes	19th
8	2*	Term	Other Airline Personnel	Space Available, systemwide excluding transatlantic segment	Yes	18th
8	1*	Term	TWA Management Personnel who are not issued higher class passes	Space Available, systemwide including transatlantic segment during pass open season (Oct. 15 thru May 15) only.	Yes	17th
7	1*	Term	Current Employees and Family Members with 20 years service.	Space Available, systemwide	Yes	16th
6	3*	800	Individuals on Class "B" emergencies	Space Available	No	15th
6	2	800	Routine Company Business by employee or Manufacturer's Representative. Other Airline employees traveling on Company business.	Space Available	No	14th

* Numerical seniority rating is indicated showing year and quarter year of employment. (e.g., employees hired in June 1940 has seniority rating number "402" - "40" indicates year and "2" indicates quarter of that year).

(Chart continued next page)

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TRANS WORLD AIRLINES, INC.
FLIGHT SERVICE MANUAL
FREE TRANSPORTATION - TWA FORMS AND PRIORITY

CLASSIFICATION		FORM	ISSUED TO:	MAY BE USED:	JET F/C SURCHARGE	PASS PRIORITY
CLASS	TYPE					
6	1	800	Flight Personnel returning from flight assignment	Space Available	No	13th
5	2	800	Urgent transfer of Personnel. Children of U.S. Nationals based overseas for international transportation from home to school.	Positive (Except Jet First Class)	No	12th
5	1	800	Urgent Company business by employee or Manufacturer's Representative	Positive (Except Jet First Class)	No	11th
4	1*	Term	TWA Management Personnel at discretion of Major Department or Division Head.	Positive (excluding First Class section of Jet Aircraft or Transatlantic segment). Space Available, including transatlantic segment during pass open season (Oct. 15 thru May 15) only.	No except on S.A. personal business	10th
3	2*	Term	TWA Management Personnel at discretion of Major Department or Division Head. Officers of other Airlines.	Positive or Space Available. Good for use systemwide.	No	9th
3	1*	Term	TWA Management Personnel at discretion of Major Department or Division Head. Officers of other Airlines.	Positive or Space Available. Good for use systemwide.	No	8th
2	4	800	Maintenance Personnel or Manufacturer's Representative proceeding to disabled aircraft	Positive	No	7th
2	3	800	Supervisory Flight Personnel to complete mandatory check assignments	Positive	No	6th
2	2	800	Flight Personnel proceeding to flight assignment	Positive	No	5th
1	3	Term	Staff and Regional Executives and Department Heads who are not officers of the Company as shown by title in Paragraph "a", Sec. 01.03, this manual and their eligible family members.	Positive	No	4th
1	2	Term	Officers of the Company who are not members of the Board and eligible Family Members	Positive or Space Available. Good for use systemwide.	No	3rd
1	1	Term	Members of TWA Board of Directors and eligible Family Members	Positive systemwide. Not subject to removal.	No	2nd
2	1	U.S. Gov't Form 160	Certain Government Officials upon presentation of U.S. Government, Form 160.	Positive or Space Available. (May not be removed for any reason when traveling on positive basis)	No	1st

* Numerical seniority rating is indicated showing year and quarter year of employment. (e.g., employees hired in June 1940 has seniority rating number "402" - "40" indicates year and "2" indicates quarter of that year).

TRANS WORLD AIRLINES, INC.
FLIGHT SERVICE MANUAL

02.30.01

Oct-7-64

PURSER'S PACKET OF COMPANY AND GOVERNMENT FORMS

1. Purser shall secure an adequate supply of all forms (Company and Government) necessary for his round trip through the office of Transportation Manager - Purser/Hostesses at his domicile station.
 - a. Purser shall make up his own packet at New York and Paris.
 - b. The station commissary at Cairo will prepare and place in a liquor kit, a packet of forms to provide clearance at Bombay, and the return to Cairo. Unused forms will be returned to the Commissary in one of the liquor kits upon arrival from the East.
2. Purser shall have these forms completed in accordance with instructions set forth in Chapter 03.
3. All forms, unless otherwise noted, shall be completed in block letters in ink.
4. All partially unused packets must be returned to the office from which secured.
5. Contents

NAME OF FORM	Atlantic Region	Overseas Region	
		Europe	Cairo
Lost Article Report, PAS-36	4	8	8
Accident Report and/or Passenger's Property, PAS-160	8	10	10
Purser/Hostess Flight Report, PAS-348-INT	8	16	16
Class of Service Adjustment, PAS-296	6	6	6
In-Flight Information Chart	6		
Purser/Hostess Holding Time Authorization, PAS-1217	14		
"Information to Captain"		6	6
<u>Canada</u>			
Immigration Form - IMM 100	12		
<u>Egypt</u>			
Police Cards		70	
Baggage and Currency Forms		70	
<u>England</u>			
Landing Card	140		
Aircraft Arrival and Surplus			
Stores Account, Form C.911	4		
Customs Declarations (Crew)	4		
<u>France</u>			
Embarkation/Disembarkation Cards	140	80	
<u>Greece</u>			
Police Cards		132	
<u>India</u>			
International Health Declaration			70
Disembarkation Cards			70
Crew Baggage Declaration			4

NAME OF FORM	Atlantic Region	Overseas Region	
		Europe	Cairo
<u>Ireland</u>			
Landing Card	140		
<u>Israel</u>			
Police Card/Customs Form		70	
<u>Italy</u>			
Police Cards	140	140	
<u>Portugal and Possessions</u>			
Embarkation/Disembarkation Cards	100	60	
<u>Spain</u>			
Police Cards	125	100	
<u>U.S.A.</u>			
California Department of Agriculture Forms (Polar Route Only)	140		
*Baggage Declaration and Entry	140		
Continuation Sheet	30		
Crew Baggage Declarations	15		
**Arrival/Departure Record Form, I-94	10		

*Purser shall take forms printed in French, Spanish, German, Italian, as well as English.
**20 required on Polar Flights.

* * *

TRANS WORLD AIRLINES, INC.
FLIGHT SERVICE MANUAL

02.40.01

Feb-6-63

GENERAL INSTRUCTIONS AND PROCEDURES

INFORMATION FOR FLIGHT CREW MEMBERS ON U.S. CUSTOMS
REGULATION

1. Responsibilities of the Aircraft Commander

a. Place of Landing

- (1) The aircraft commander is responsible for landing aircraft arriving in the United States from foreign territory at an airport having Customs officials and personnel. When emergency landings are made, Customs officials must be notified.
- (2) If a landing is made in an area at which Customs officials are not present, the aircraft commander must keep the passengers and crew members in a segregated place and must hold the aircraft and any cargo, including baggage, intact until Customs officials arrive for inspection.
- (3) In the case of an emergency or forced landing, departure of passengers or crew from the segregated place and the removal of cargo, mail, or baggage is permitted if necessary for safety, communication with Customs authorities or the preservation of life, health or property. The aircraft commander must notify the nearest Customs officer of the landing and of all relevant details as soon as practicable.

b. Departure from Landing Place after Arrival in the U.S.

The aircraft commander may not allow the aircraft to leave the first point of landing in the United States until authorized to do so by the Customs officer in charge.

c. Departure of Aircraft from the United States

When aircraft is leaving the United States for a foreign country, Customs must be satisfied that everything put aboard under export control or being exported from bond has been carried out of the country. Therefore, if an emergency landing is made within the United States after take-off from the last scheduled U.S. departure point, any cargo or baggage removed from the aircraft for security or safety purposes and not exported must be reported in detail to Customs.

d. Import Declaration

The aircraft commander is responsible for the complete manifesting of all merchandise (including purchases and imports by crew members) carried aboard an international flight arriving in the United States.

e. Penalties

The commander is personally subject to prosecution and a civil penalty of \$500 if he or a crew member under his command violates regulations as to manifesting or declaration of merchandise or other Customs laws or regulations.

2. Flight Purser

a. Crew Purchase Declaration Forms

Under TWA's procedures, the Flight Purser is responsible for providing every crew member on an international flight arriving in the United States with a Crew Purchase Declaration form.

b. Ship's Supplies

On departure from the United States, the Purser is responsible for Customs clearance at the last airport in the United States of any bonded ship's supplies (liquor and tobacco) aboard the aircraft.

3. Articles Imported by Any Crew Member (Including Commander and Purser)

a. Declarations

- (1) Before entering U.S. Customs, each crew member must prepare a crew purchase declaration on Customs Form 5123. This declaration must include any imported item, whether or not the item is duty-free.
- (2) Repairs made abroad to articles owned by crewmen are considered "purchases", and the cost of labor and materials for such repairs must be declared.

b. Free Allowance

- (1) A crew member may bring into the United States on each arrival from a foreign trip and without payment of duty or internal revenue taxes up to:
 - (a) One U.S. quart total, in any combination of lesser quantities, of liquor, spirits, or wines;
 - (b) 300 cigarettes or their equivalent in tobacco;
 - (c) \$10 in value of all other dutiable merchandise.
- (2) This allowance is forfeited if any category is exceeded or if any article is being imported for sale or "on commission" for another person.
- (3) The allowance is applicable only to articles accompanying the crewmen.
- (4) Crewmen may not pool their free allowances. This means that no crew member may import any article intended for, or acquired abroad by, any other member of the same flight crew, whether or not such a transaction involves any payment by one crew member to another. Within the free allowance, however, articles may be imported as gifts for persons other than flight crew members.

c. Duty-Free Articles

A crewman who believes that an article that he is importing into the United States falls within the class of certain original works of art and other materials that are duty-free should secure advance advice from Customs officers as to whether this specific article is indeed exempt from duty. Any such article, even if duty-free, must be listed on the crew purchase declaration form.

TRANS WORLD AIRLINES, INC.
FLIGHT SERVICE MANUAL

GENERAL INSTRUCTIONS AND PROCEDURES

**INFORMATION FOR FLIGHT CREW MEMBERS ON U.S. CUSTOMS
REGULATIONS (Cont'd)**

**3. Articles Imported by Any Crew Member (Including Commander
and Purser) (Cont'd)**

d. Final Trip Allowances

- (1) A crewman who is leaving international service and is arriving in the United States on his last international flight as a crewman is eligible for the same duty-free allowances as a resident returning to the United States as a passenger. The liquor allowance in either case is one gallon. In addition to completing the regular crew member Customs Declaration, a crew member on his last trip who is claiming this additional allowance must also complete the standard passenger Customs Declaration.
- (2) In order for the crewman to qualify for the final trip allowance, his declaration form must state that he will not be returning to international flight duty. The Customs Inspector may require that this notation be verified by the signature of the aircraft Commander or by a letter from the Company.
- (3) Articles not accompanying the crewman but to be imported later may be included among the purchases declared for free entry in the case of final international trip.

* * *

FLIGHT SERVICE MANUAL

Feb-6-63

CLEARANCE DOCUMENTS & GOVERNMENT REQUIREMENTS
(OTHER THAN THE UNITED STATES)

A. ALGIERS

1. Each terminating passenger shall complete one copy "Embarkation/Disembarkation Card" and retain with his passport for presentation to authorities.

2. General Declaration

Purser shall complete two (2) copies and place in station vertical file.

B. ATHENS

1. Each terminating passenger shall complete one copy "Embarkation/Disembarkation Card".

2. Terminating Crew Members

Camera and radio importation restricted. No documentation required.

3. General Declaration

On departure for Tel Aviv, one (1) stamped "General Declaration" is to be placed in the plane pouch.

C. BOMBAY

IMPORTANT: USE INK IN COMPLETING ALL FORMS

1. Aircraft and Crew Clearance

- a. Upon arrival, passengers are to be informed that they must remain in their seats while the Health Officer sprays the aircraft with DDT. They will not be permitted to deplane until five minutes have elapsed after the Health Officer's arrival on board.
- b. One copy "Crew Baggage Declaration - India". Secure an entry and signature from each crew member and clip the completed form to one of the required copies of the General Declaration. (Required if any crew member deplaning.) The same form is necessary on departure.
- c. Each terminating crew member shall complete one Currency Declaration to cover all currencies, other than sterling, in his possession. Sterling currencies shall be covered on a separate form. (This form is obtained at the Customs counter upon arrival.)
- d. It is important that each crew member personally checks with the Health Authorities in Bombay upon arrivals, departures, and transit flights.
- e. The importation of flowers and fruit is restricted.

2. Each terminating passenger shall complete:

- a. One copy of "Disembarkation Card". (To be retained with passport for presentation to airport officials.)
- b. One copy of Health Declaration form.

3. General Declaration

Purser shall complete three (3) copies and place in station vertical file. On eastbound departures, two general declarations are to be placed in the plane pouch, one (1) stamped by the Health Department and one (1) by the airport authorities for clearance Colombo.

4. Handling to be Given Baggage and Health Declaration

Purser will collect all "Personal Declarations of Origin and Health" from terminating passengers only, prior to arrival Bombay. These forms shall be attached to one copy of the "General Declaration" and one copy of the passenger manifest to be handed to the Health Officer when he boards the aircraft. This form is not required of transit passengers and crew.

5. Liquor Restrictions

Due to prohibition in effect at this station, all liquor bottles, including empties, shall be placed in respective kits and locked prior to arrival.

6. Currency Restrictions

- a. All currency imported into India must be declared to Customs by passengers upon arrival, and is subject to the following limitations:
 - (1) Import of gold and silver bullion, gold coins and uncurrent silver coins is prohibited unless covered by a permit from the Reserve Bank of India.
 - (2) Import of Bank of England notes is restricted up to £10/- per passenger. Amounts in excess of this limit require a permit from the Reserve Bank of India.
- b. All other foreign currency notes may be imported without limit provided such currency is declared in the proper form to the Customs Officer on arrival.

D. CAIRO

1. Each terminating passenger shall complete an arrival card and retain it with his passport for presentation to government authorities.
2. Each terminating passenger and crew member shall complete a currency declaration and retain it for presentation to government authorities.
3. Purser shall collect terminating crew member passports and passport record cards and place them in the station vertical file prior to arrival.

4. General Declaration

Purser shall complete four (4) copies and place in station vertical file.

May-6-63

TRANS WORLD AIRLINES, INC.
FLIGHT SERVICE MANUAL

CLEARANCE DOCUMENTS & GOVERNMENT REQUIREMENTS
(OTHER THAN THE UNITED STATES)

D. CAIRO (Cont'd)**5. Currency Restrictions**

Egyptian currency notes may not be imported or exported by residents or non-residents.

E. DHAHRAN**1. Terminating Passengers**

No documentation is required.

2. Transit Passengers

No documentation required.

NOTE: Passengers must be advised that no liquor may be carried off the airplane or into the country. Empty liquor glasses must be removed from trays and returned to their respective kits. Kits must be locked with Purser's padlocks.

3. General Declaration

Purser shall complete four (4) copies and place in station vertical file.

4. Passenger Manifest

Purser shall assemble three (3) copies of passenger manifest and place in station vertical file.

5. Passports

- a. Purser shall collect crew members' passports prior to arrival for presentation to Saudi Arabian Passport Officer.
- b. Passengers are to be informed that the officer boarding the flight will collect passports and vaccination certificates at the cabin door.

6. U.S. Military Personnel

U.S. Military Personnel arriving in Saudi Arabia are required by Saudi Arabian authorities to be in possession of the following:

a. Valid Passport

NOTE: Must be U.S. born citizen and not naturalized.

b. Saudi Arabian Entry Visa

If military passenger arrives from a country not having either a Saudi Embassy or Legation this requirement is waived providing passenger has not been for 24 hours within a country having an Embassy or Legation. (In cases of doubt, passport is inspected.) If passenger has a 24-hour stop-over in a country having Saudi Representation a visa must be obtained. This could apply in some cases to passengers arriving before Midnight of one day and leaving after Midnight of the next if passport was so stamped.

F. FRANKFURT**1. General Declaration**

Purser shall complete two (2) copies and place in station vertical file.

2. Customs Bondage

Items removed from bond will have the customs seal intact. The seal shall not be broken until the aircraft is airborne out of the station. Violators will be subject to penalties.

3. Currency Regulations

- a. Unit is Deutsche Marks (DM) - equal to approximately \$.25 in U.S. currency.
- b. All passengers regardless of nationality are allowed to bring into the country unlimited amounts of either German or foreign currencies.
- c. All passengers regardless of nationality may take out of the country unlimited amounts of either German or foreign currencies; however, residents desiring to purchase free convertible foreign currencies must present Entry Visa, or, if no visas are necessary, must present air or boat tickets.

G. GANDER**1. Smallpox Certificate (Westbound Only)**

Each passenger and crew member will be given a plain red card upon deplaning from the aircraft and certificates will be checked at the National Health Office in the terminal before passengers will be permitted to enter the main lobby.

2. General Declaration

Purser shall complete five (5) copies and place in station vertical file.

3. Customs Bondage

On flight delayed at Gander, cigarette kits, liquor kits and champagne cases must be entered into bond and withdrawn from bond by Purser.

FLIGHT SERVICE MANUAL

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CLEARANCE DOCUMENTS & GOVERNMENT REQUIREMENTS
(OTHER THAN THE UNITED STATES)

G. GANDER (Cont'd)

4. Animal Restrictions

Dogs or other animals are not allowed off the aircraft.

EXCEPTION: A seeing-eye dog accompanying a blind passenger who is dependent on such dog may be deplaned at Gander while in transit. A seeing-eye dog may be deplaned with passenger destined Gander only if dog is properly inoculated and carries certificate per regulations regarding importing of dogs to Canada.

5. Immigration Form IMM-1000

Canadian citizens born abroad coming forward for the first time who have not been documented by a Canadian Immigration Officer and immigrants visaed by External Affairs or British Consular Officers arriving in Canada from overseas flights must complete Immigration Form IMM-1000 prior to arrival.

H. GENEVA

No documentation required.

I. LISBON

1. Each terminating passenger shall complete one copy of "Embarkation/Disembarkation Card" and retain for presentation, together with his passport, to immigration authorities in the terminal building.

2. General Declaration

Purser shall complete one (1) copy and place in station vertical file.

J. LONDON

1. Each non-British terminating passenger will complete one copy of "Landing Card" and retain for presentation to government authorities with his passport.

The following passengers are not required to complete the card.

- a. Aliens under the age of 16.
- b. Commonwealth citizens.
- c. Citizens of the Republic of Ireland.
- d. Passengers in transit London.

2. In all cases, Purser shall complete the Aircraft Arrival and Surplus Stores Account, Form C.911. Prepare in duplicate. Original must be signed by the Captain. Place one copy in station vertical file and retain the other for presentation to the boarding Customs Officer.

3. General Declaration

Purser shall complete eight (8) copies and place seven (7) copies in station vertical file. Remaining copy, bearing original signature of Captain certifying the health information, shall be handed to the Customs Officer meeting the flight.

4. Customs Bondage

Items removed from bond will have the customs seal intact. The seal shall not be broken until the aircraft is airborne out of the station. Violators will be subject to penalties.

5. Crew Clearance

All crew members on both transit and terminating flights are required to submit a written declaration of any dutiable material in their possession. Forms should be numbered consecutively in ink and distributed early in flight to each crew member. Captain's signature is required on the form with the highest or last number. Forms should be collected prior to arrival and arranged in numerical order for presentation to the boarding official at London.

6. Tax Exemption Parcels - London

a. General

- (1) Passenger's tax exempt parcels will be delivered by the vendor to TWA station ground personnel.
- (2) Station personnel will prepare Form PTE covering the tax-free parcels.
- (3) After the parcels have been cleared by Customs and the PTE stamped, the cargo agent will deliver the following to the Purser on board the aircraft:
 - (a) One copy of the PTE,
 - (b) All unchecked parcels,
 - (c) Baggage checks for checked parcels.

b. Purser Handling

- (1) After receipt of the item listed in paragraph "A-6-a-(3)" preceding, the Purser shall place the cabin parcels and baggage checks in a safe location.
- (2) As soon after take-off as is practical, the Purser shall deliver to those passengers listed on the PTE their tax-free merchandise and obtain their signatures in the spaces provided on the Form PTE.
- (3) The Purser shall present the correct baggage claim checks to those passengers whose articles are checked (identified with a "C" in the weight column on the PTE) and obtain their signatures in the spaces provided on the PTE.

NOTE: Passengers who hesitate to sign receipt of their articles because they do not actually have them should be assured that they were loaded on board under direction of the Customs authorities and are definitely on board. Further, they may be advised that without the check they cannot claim the parcel at their destination station.

FLIGHT SERVICE MANUAL

CLEARANCE DOCUMENTS & GOVERNMENT REQUIREMENTS
(OTHER THAN THE UNITED STATES)

J. LONDON (Cont'd)

6. Tax Exemption Parcels - London (Cont'd)

b. Purser Handling (Cont'd)

- (4) The completed Form PTE shall be attached to the Purser/Hostess Flight Report, Form PAS-348-INT, and forwarded to the Regional Superintendent - Purser and/or Hostesses for filing in Purser's personal file.

7. Pets

Pets may be carried on through flights but will not be permitted to leave the aircraft during transit; except that if the flight is delayed or canceled at London airport, the pet will be removed by qualified personnel who will take it to the Animal Centre on the airport until reshipment can be made. Pets in transit must be in a cage or secured by chain or muzzle guard. This regulation does not apply to pets from the United Kingdom.

8. Currency Restrictions

a. Import

No limit

b. Export

- (1) Limited to 50 pounds sterling.
(2) Other currencies.

Residents - Not to exceed a total of £ 50 sterling per individual.

Nonresidents - Up to the value of those currencies the Customs Officer is satisfied were brought into the country plus £ 50 sterling.

NOTE: Passengers may be requested to declare all currencies upon entry and departure.

K. LOD

1. Purser shall collect all crew and ACM passports prior to arrival and place them in the plane pouch for the station personnel to handle with the authorities.
2. Certain passengers may have received a Government of Israel Tourist Entry FORM K3 at the time a visa was issued. If passenger does have this form it should be completed in lieu of the Registration of Entry form (E/D card).

3. General Declaration

Purser shall complete three (3) copies and place in station vertical file.

NOTE: Disinfect aircraft thirty (30) minutes prior to landing.

L. MADRID

1. All terminating passengers regardless of citizenship and all terminating crew members are required to complete an Embarkation/Disembarkation card to present with their passport upon disembarking.

2. General Declaration

Purser shall complete one (1) copy and place in station vertical file.

M. MILAN

1. Each terminating passenger shall complete one Disembarkation Card and retain with passport for presentation to sanitation authorities.

2. General Declaration

Purser shall complete four (4) copies and place in station vertical file.

N. MONTREAL

1. Westbound

a. General Declaration - Purser shall complete 1 copy.

b. Crew

- (1) Inbound crew will clear Health Immigration and Customs.
- (2) Crew must obtain Customs clearance before contacting outbound crew members.

2. Eastbound

a. General Declaration - 1 copy in care of Captain.

b. Crew

Clear Customs and Immigrations (No Health Inspection).

O. PARIS

1. Each terminating passenger shall complete one copy "Embarkation/Disembarkation Card" and retain with passport for presentation to government authorities.

2. General Declaration

Purser shall complete one (1) copy and place in station vertical File.

P. ROME

1. Each terminating passenger shall complete one Disembarkation Card and retain with passport for presentation to sanitation authorities.

2. General Declaration

Purser shall complete six (6) copies and place in station vertical file.

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CLEARANCE DOCUMENTS & GOVERNMENT REQUIREMENTS
(OTHER THAN THE UNITED STATES)

Q. (RESERVED)

c. Aircraft shall not be sprayed while passengers are partaking of food or drink.

d. Record the times, method of spraying and by whom, on the General Declaration.

4. Animal Restrictions

Animals in transit must be in a cage or secured by chain or muzzle guard and remain aboard aircraft. Transfer to another aircraft or to deplane an animal must be authorized in writing by authorized Irish government representatives.

EXCEPTION: This regulation does not apply to animals from the United Kingdom.

R. SANTA MARIA

1. Each terminating passenger shall complete one copy of "Embarkation/Disembarkation" form and retain for presentation to government authorities.

2. General Declaration

Purser shall complete one (1) copy and place in station vertical file.

3. Passenger Manifest

Purser shall attach one copy of the Passenger Manifest for terminating passengers to a copy of the General Declaration and present it to agent meeting flight.

4. Pets

Pets may be walked on the ramp on a leash, but are not permitted to enter the terminal building.

S. SHANNON

1. Each terminating passenger shall complete one copy "Irish Landing Card" and retain for presentation with passport to government authorities.

2. General Declaration

Captain or Purser signs copy #1 of General Declaration for Public Health, completes and presents to boarding official.

3. Disinsectization

a. Two disinsectizations are required: The first, immediately after take-off from the airport preceding Shannon; the second, 30 minutes before arrival at Shannon. (The first spraying only is required on flights arriving from Frankfurt or London.

b. Prior to spraying, Purser shall advise passengers that in-flight disinsectization is an Irish Public Health requirement.

T. TRIPOLI

1. General Declaration

Purser shall complete five (5) copies and place in station vertical file.

2. Currency Regulations

a. Unit is the pound equal to \$2.80 U. S. currency.

b. No import/export restrictions.

U. TUNIS

1. General Declaration

Purser shall complete five (5) copies and place in station vertical file.

2. Currency Regulations

a. Unit is Dinar equal to \$2.38 U. S. currency.

b. May not be imported or exported by passengers or crew.

V. ZURICH

No documentation required.

* * *

TRANS WORLD AIRLINES, INC. FLIGHT SERVICE MANUAL

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CLEARANCE DOCUMENTS - UNITED STATES

A. GENERAL CLEARANCE PROCEDURES

On westbound flights, in addition to assembling the required sets of manifests (see respective port station charts, paragraph "B" this Section), Purser shall accomplish the following before arrival at the first port in the United States:

1. Passenger Identification Customs Form - 6059-B

a. Preparation

All passengers or heads of family are required to complete first four lines.

- (1) Non-Residents need only make oral declaration of articles brought into the U.S., regardless of total value.
- (2) Residents need only make oral declaration provided:
 - (a) There are no articles acquired abroad that are being shipped separately, or
 - (b) The value of articles acquired abroad does not exceed \$100.00 per person.

If either (a) or (b) apply, the passenger must list all articles on the reverse side of form.

Passengers will complete and retain form for presentation to the Immigrations officer. After being processed by Immigrations, passengers will present Form 6059-B to the Customs Officer for baggage clearance. Forms are in Spanish as well as English.

2. Declaration and Entry of Crew Member for Imported Articles (Customs Form 5123)

- a. All crew members (including those deadheading in or out of uniform) must be listed on the General Declaration and shall complete one copy in detail in ink prior to arrival.
- b. The individual crew member will carry his baggage declaration to Customs and present it to the Customs office at the time his baggage is cleared.
- c. All passengers must deplane with Passports and Inoculation record in order to clear Health and Immigrations.

B. GENERAL DECLARATION AND CARGO MANIFEST REQUIREMENTS

1. Boston

Westbound (Inward)

<u>Agency</u>	<u>General Declaration</u>
Public Health	1
Immigrations	1
Customs	1

2. New York

Westbound (inward)

<u>Agency</u>	<u>General Declaration</u>	<u>Cargo Manifests</u>	
		<u>Transit</u>	<u>Terminating</u>
Public Health	1	1	1
Immigrations	1	1	1
Customs	1	1	1

3. Chicago

Westbound

<u>Agency</u>	<u>General Declaration</u>	<u>Cargo Manifests</u>	
		<u>Transit</u>	<u>Terminating</u>
TWA	3		
Immigrations	1		
Public Health	1		1
Customs	1		1

Prior arrival ORD, citrus fruits, vegetables and unused meat products must be placed in a refuse bag by Cabin Attendants to be given to the Plant Quarantine Officer after landing.

NOTE: On westbound flights through New York, General Declarations are not required.

All passengers and crew must deplane and take personal belongings with them to clear Public Health, Customs, and Immigration.

FLIGHT SERVICE MANUAL

A → → CLEARANCE DOCUMENTS - UNITED STATES

B. GENERAL DECLARATION AND CARGO MANIFEST REQUIREMENTS (Cont'd)

4. Military Airports (Westover, Mass.; McGuire A.F.B.; Other)

Westbound (Inward) - Follow same procedures as if entering Idlewild.

5. San Francisco - Los Angeles

Westbound

- Each passenger must complete a Baggage Declaration and Entry, Form 6059B. Handle the same as if entering JFK. (Purser working Europe - Montreal segment is responsible for distribution).
- Crew members must complete the Declaration and Entry of Crew Member for Imported Articles, Customs Form 5123.
- Disinsect aircraft 30 minutes prior to arrival at the first port of entry. Record the times, method of spraying and by whom on the General Declaration.
- Manifest Requirements and Distribution

(1) San Francisco

Agency	General Declaration
--------	---------------------

Customs	1
Immigrations	1
Public Health	1
TWA	2
Total	5

(2) Los Angeles

Agency	General Declaration
--------	---------------------

Customs	1
Immigrations	1
Public Health	1
TWA	2
Total	5

- Prior to arriving LAX or SFO, citrus fruits must be separated from other refuse.

C. DISINSECTIZATION

- Aircraft must be disinsected 30 minutes prior to arrival at first port of entry in the United States under the following conditions:

a. April 1 Through September 30

Aircraft arriving from an area between 45° north latitude and 45° south latitude (ALG, ATH, BKK, BOM, CAI, CMB, DHA, LIS, MAD, ROM, SMA, TUN, TLU) must be disinsected prior to arrival at all United States ports north of 35° north latitude (BAL, BOS, DCA, EWR, IDL, ORD, PHL, SFO, YIP) during the period April 1 through September 30.

b. Year Round

Aircraft arriving from the area 45° north latitude and 45° south latitude at a United States port north of 35° north latitude and proceeding to a port south of that latitude (LAX) shall be disinsected prior to arrival at any time of the year.

- Prior to spraying, Purser shall advise passengers that in-flight disinsectization is a U.S. Public Health Service requirement.

- Aircraft shall not be sprayed while passengers are partaking of food or drink.

- Record the times, method of spraying, and by whom, on the General Declaration.

D. CANADIAN IMMIGRANTS

When Canadian Immigrants are on flights to the United States for Transfer to Canada, their documentation is to be handled as follows:

- Form IMM-1000 (Pale Blue) will be completed by Canadian Immigration Staffs at posts outside of Canada for immigrants due to arrive in Canada on or before December 31, 1960.

- Each immigrant visaed by a Canadian Immigration Officer will be provided with a complete Form IMM-1000 sealed in 8½" x 4" envelope bearing the following information typewritten in English and the language of the immigrants country:

"Important

This Envelope Contains your Document for Admission to Canada

It must be handed - Unopened - to Representatives of Shipping Company or Airline prior to Boarding the Ship or Aircraft."

- The envelopes and Forms IMM-1000 will be picked up by the ticket counter and presented to the "A" Purser prior to flight departure.

- After completion of the forms (Item "C") they are to be placed in the plane pouch folder for the proper ports of entry.

- Immigrants processed by the Canadian Department of External Affairs and British Consular offices will not be provided with Form IMM-1000. In such instances, they are to be handled as follows:

The "A" Purser must provide each Canadian Immigrant with Form IMM-1000 (Pale Blue). The passenger is to be assisted in the completion of this Form - in block letters in ink. The passenger is to retain this card with his passport.

- The "A" Purser is to add the following information in the two blocks in the upper right hand corner of the IMM-1000: (This applies to both condition in paragraphs "E-1 and 2".)

- TWA flight number.

- Overseas departure port and United States arrival port.

- Date of arrival in the United States.

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CLEARANCE DOCUMENTS - UNITED STATES

D. CANADIAN IMMIGRANTS (Cont'd)

3. (Cont'd)

- d. The airline, flight number and date of departure of the passenger from the United States to Canada.
(This information to be obtained from the passenger's ticket.)

EXAMPLE OF ENTRIES

TWA 701
London to New York
June 6, 1960
TCA 24
June 7, 1960

4. Canadian Immigrants will be listed on the PAS-358 with the following symbols:
- a. J. Jones - "EM - IMOP" (For Canadian Immigration Open Placement)
- b. W. Smith - "EM - LOD" (For Canadian Labor Open Placement)
5. Passengers are to be advised that their baggage will be held in bond while in the United States and will be delivered to them after they arrive in Canada.
6. The maximum number of Immigrants that can be carried on TWA flight is 24, therefore, Purser's should have 24 of the IMM-1000 Forms.

* * *

EMERGENCY - EQUIPMENT
03

TRANS WORLD AIRLINES, INC.
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03.00.01

May-20-64

EMERGENCY - EQUIPMENT

LOCKHEED CONSTELLATION 749/749A - - - - -	03.10
LOCKHEED CONSTELLATION 1049G - - - - -	03.15
LOCKHEED CONSTELLATION 1649A - - - - -	03.20
CONVAIR 880 - - - - -	03.25
BOEING 707 AND 727 - - - - -	03.30
FIRE EXTINGUISHERS - - - - -	03.45
EMERGENCY EQUIPMENT CHECK LIST - - - - -	03.50
SERVING CARTS - - - - -	03.55
PASSENGER SAFETY - - - - -	03.60
EMERGENCY PROCEDURES - - - - -	03.70
AVIATION FIRST AID - - - - -	03.80

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TRANS WORLD AIRLINES, INC.
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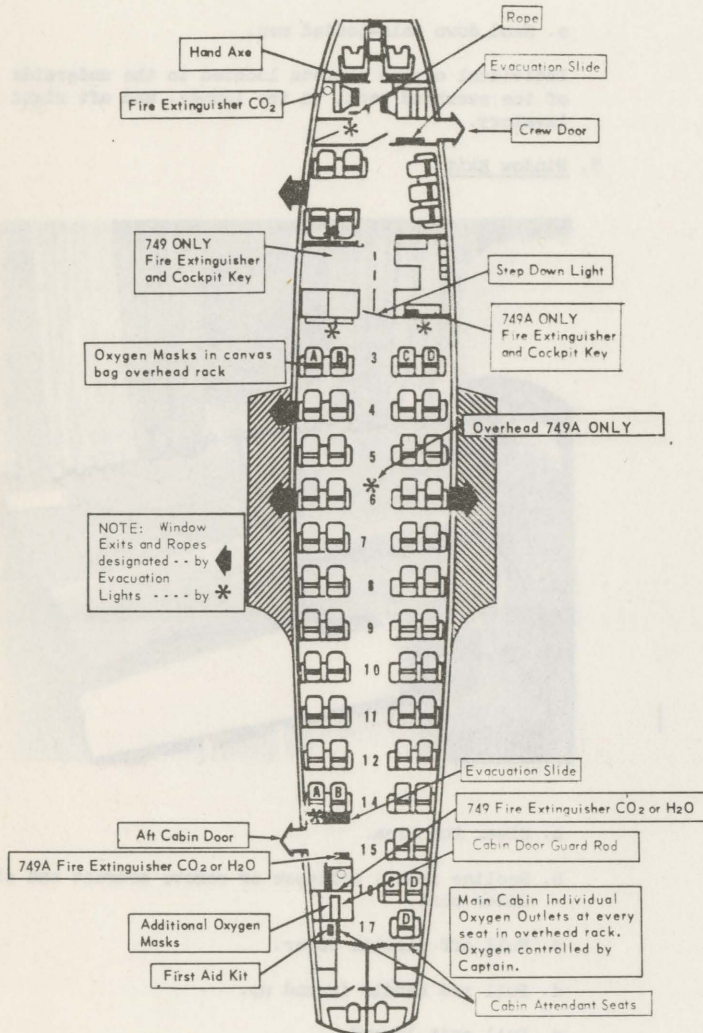
03.10.01

Oct-7-64

LOCKHEED CONSTELLATION 749/749A

A. AIRCRAFT DIAGRAM

Applies to all configurations.



B. OPERATION OF EMERGENCY EQUIPMENT

1. Cargo Area Smoke Detectors (749/749A)

- Located at escape slide housing at aft cabin door.
- System provides a constant sampling of air from cargo area into cabin in flight.
- Cockpit should be notified immediately if odor of smoke is detected in this area.

2. Use of Oxygen

- Request captain to turn oxygen on.
- Plug mask into outlet.
- Check bag for flow.
- Strap mask onto passenger.

03.10.02

Oct-7-64

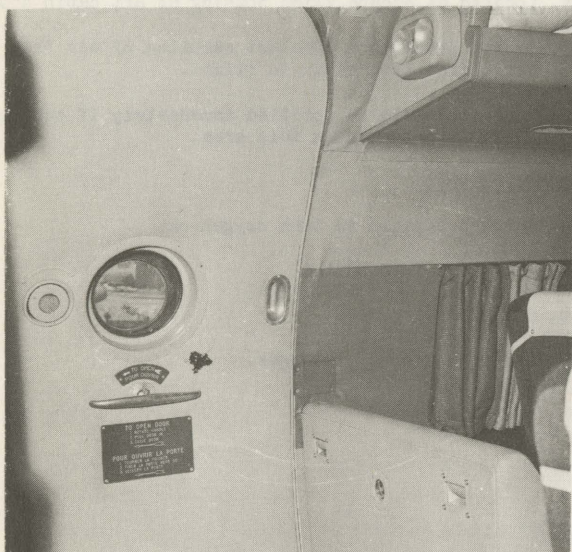
TRANS WORLD AIRLINES, INC.

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LOCKHEED CONSTELLATION 749/749A

B. OPERATION OF EMERGENCY EQUIPMENT (Cont'd)

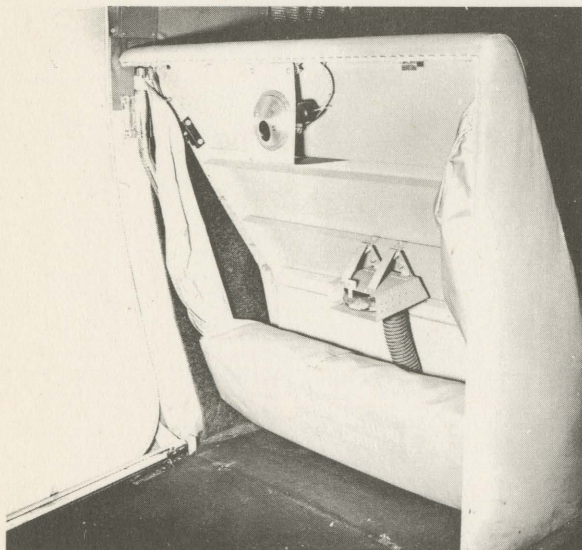
3. Aft Cabin Door



To Open:

- a. Rotate handle counter clockwise.
- b. Pull door in.
- c. Slide aft.

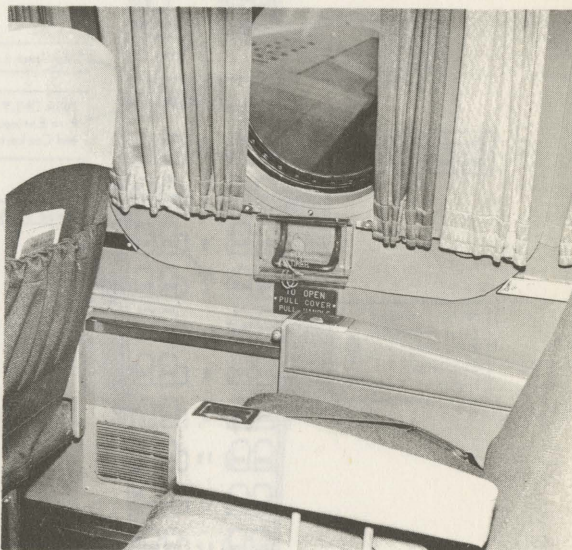
4. Evacuation Slide - Aft Cabin Door



- a. Open door.
- b. Remove slide housing cover and throw it out door.
- c. Swing aisle arm of slide into bracket at aft side of door.
- d. Pull straps to break safety wire, unsnap slide, and push it out.
- e. Send down able-bodied men.

Individual oxygen outlets located in the underside of the overhead rack, in the lounge, and aft right lavatory.

5. Window Exit



- a. Clear the area.
- b. Recline seats; collapse or remove armrest and stow under seat.
- c. Pull off plastic cover.
- d. Pull red handle in and up.
- e. Pull exit inward.
- f. Stow exit in seat.
- g. Pull rope to its fullest extent.
- h. Exit leg-body-leg.

* * *

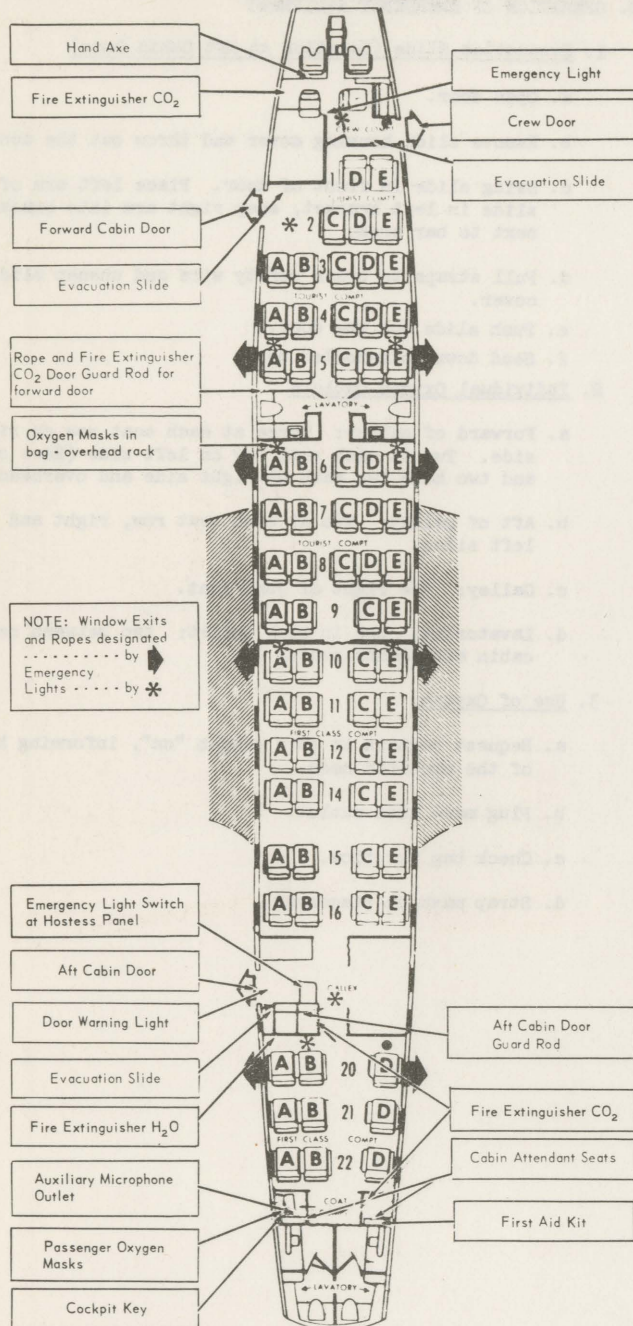
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Oct-7-64

LOCKHEED CONSTELLATION 1049G

A. AIRCRAFT DIAGRAM - MIXED CONFIGURATION



B. OPERATION OF EMERGENCY EQUIPMENT

1. Evacuation Slide (Location at Aft Cabin Door)

- Open door.
- Remove slide housing cover and throw out the door.
- Swing slide in front of door. Place left arm of slide in left bracket, snap right arm into bracket next to bar area.
- Pull straps to break safety wire and unsnap slide cover.
- Push slide out the door.
- Send down able-bodied men.

2. Individual Oxygen Outlets

- Forward of galley: Three at each seat row on right side. Two at each seat row on left side (Rows one and two have two each on right side and overhead.)
- Aft of galley: Two at each seat row, right and left sides.
- Galley: One right of jump seat.
- Lavatories: One in each toilet; two between rear cabin attendant seats.

3. Use of Oxygen

- Request captain to turn oxygen "on", and inform him of your specific need.
- Plug mask into outlet.
- Check bag for flow.
- Strap mask on passenger.

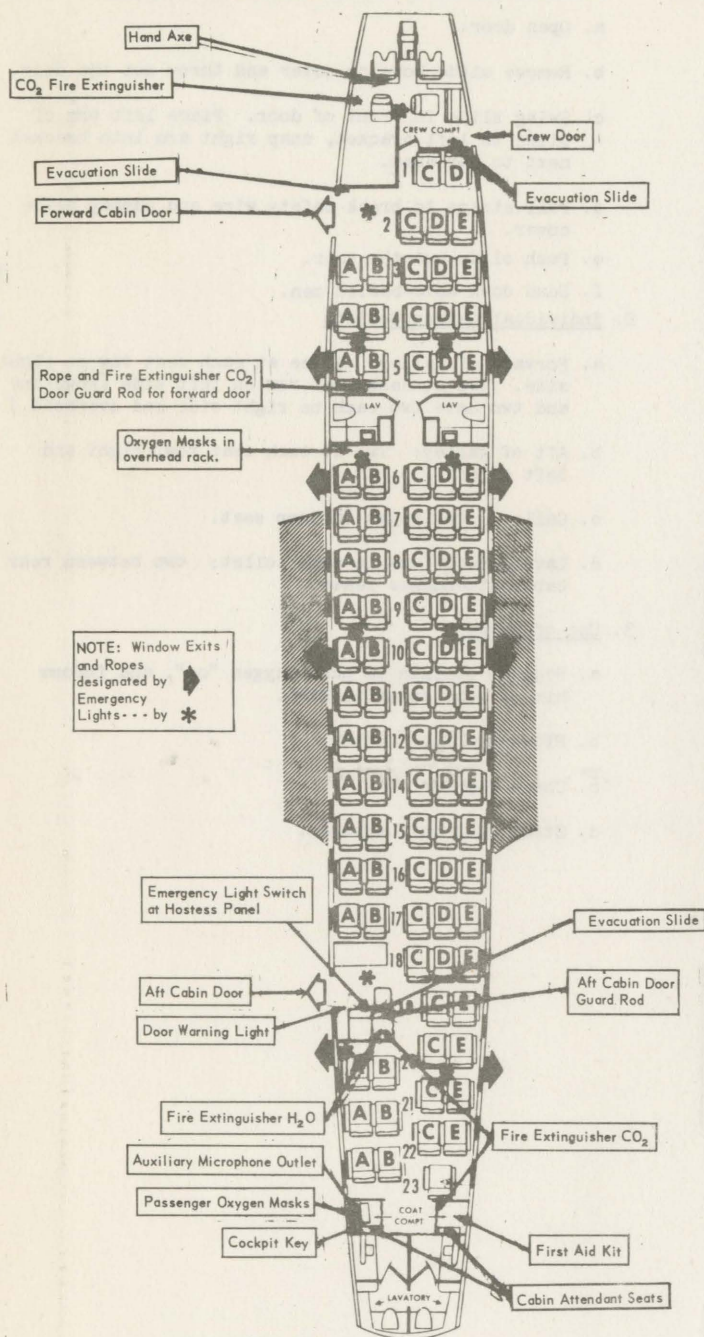
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Oct-7-64

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LOCKHEED CONSTELLATION 1049G

C. AIRCRAFT DIAGRAM - ALL COACH



D. OPERATION OF EMERGENCY EQUIPMENT

1. Evacuation Slide (Location at Aft Cabin Door)

- Open door.
- Remove slide housing cover and throw out the door.
- Swing slide in front of door. Place left arm of slide in left bracket, snap right arm into bracket next to bar area.
- Pull straps to break safety wire and unsnap slide cover.
- Push slide out the door.
- Send down able-bodied men.

2. Individual Oxygen Outlets

- Forward of galley: Three at each seat row on right side. Two at each seat row on left side (Rows one and two have two each on right side and overhead.)
- Aft of galley: Two at each seat row, right and left sides.
- Galley: One right of jump seat.
- Lavatories: One in each toilet; two between rear cabin attendants seats.

3. Use of Oxygen

- Request captain to turn oxygen "on", informing him of the specific need.
- Plug mask into outlet.
- Check bag for flow.
- Strap mask on passenger.

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03.15.03

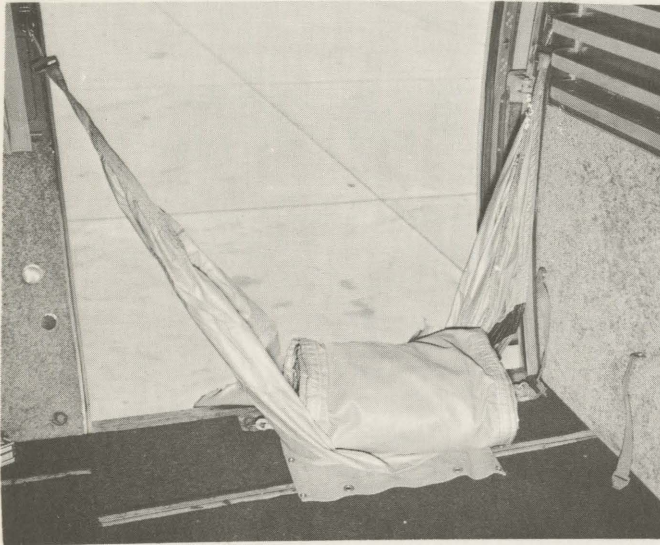
Oct-7-64

LOCKHEED CONSTELLATION 1049G

D. OPERATION OF EMERGENCY EQUIPMENT (Cont'd)

5. Exit

4. Forward Cabin Door Slide



- a. Open door and lock with latch.
- b. Release slide from bulkhead. Fasten yellow and silver hooks to appropriate floor brackets.
- c. Pull cable to release pins.
- d. Unsnap slide cover.
- e. Attach blue hook to blue bracket on aft side of door frame.
- f. Push slide out the door.
- g. Send down able-bodied men.
- h. Proceed with evacuation.



- a. Clear the area.
- b. Recline seat backs; remove armrest and stow under seat.
- c. Lift valance.
- d. Pull off plastic cover.
- e. Pull red handle in and down.
- f. Stow exit in seat.
- g. Pull rope to its fullest extent.
- h. Exit leg-body-leg.

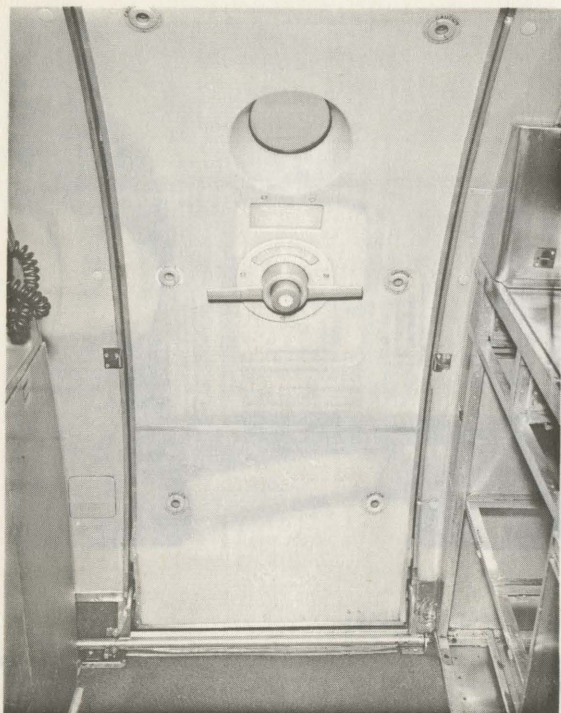
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Nov-20-63

TRANS WORLD AIRLINES, INC.
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LOCKHEED CONSTELLATION 1049G

D. OPERATION OF EMERGENCY EQUIPMENT (Cont'd)

6. Aft Cabin Door



To Open:

- a. Depress button.
- b. Rotate handle counter clockwise.
- c. Pull door in.
- d. Slide aft.

* * *

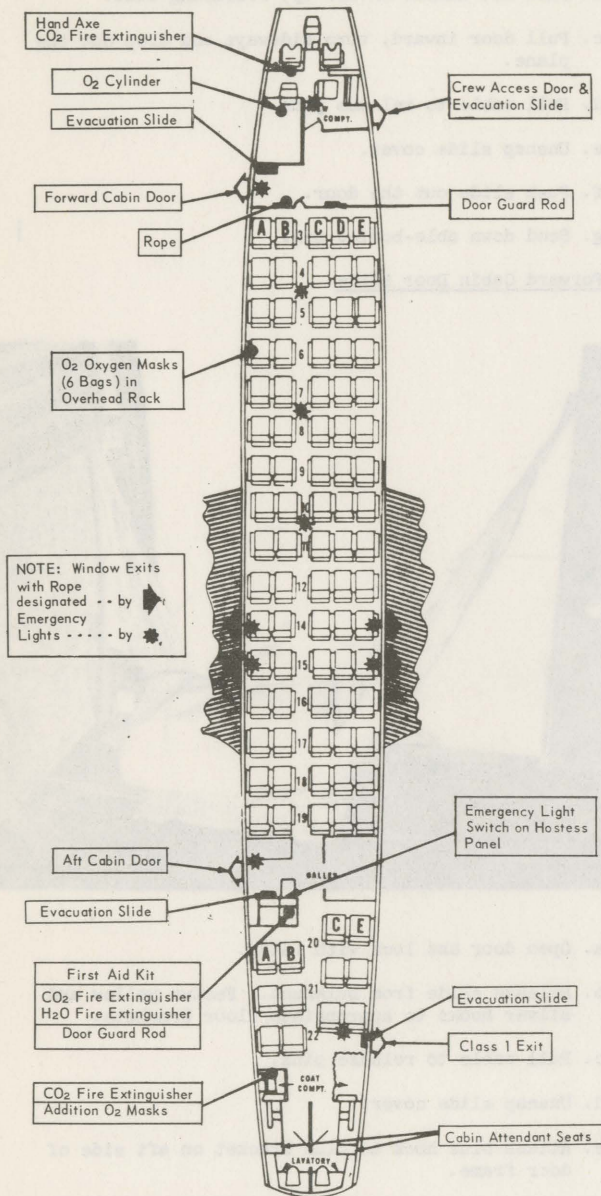
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03.20.01

Oct-7-64

LOCKHEED CONSTELLATION 1649A

A. AIRCRAFT DIAGRAM - 1649A



A/C #'S 314, 318, & 321 ONLY

B. OPERATION OF EMERGENCY EQUIPMENT

1. Individual Oxygen Outlets

- Forward of galley: Three at each seat row on right side. Two at each seat row on left side (Rows one and two have two each on right side and overhead.)
- Aft of galley: Two at each seat row, right and left sides.
- Berths: One on each rear wall
- Galley: One right of jump seat
- Lounge area: Seven on left and nine on right wall.
- Lavatories: One in each toilet: two between rear cabin attendants seats.

2. Use of Oxygen

- Request captain to turn oxygen "on", and inform him of your specific need.
- Plug mask into outlet
- Check bag for flow.
- Strap mask on passenger.

TRANS WORLD AIRLINES, INC.
FLIGHT SERVICE MANUAL

LOCKHEED CONSTELLATION 1649A

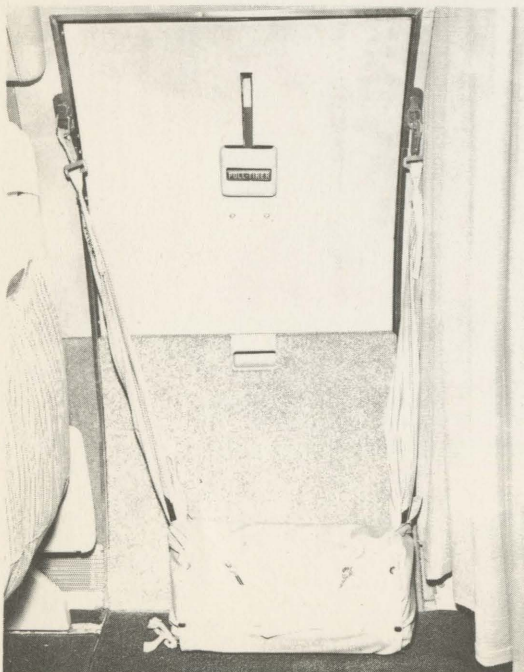
B. OPERATION OF EMERGENCY EQUIPMENT (Cont'd)

3. Exit



- a. Clear the area.
- b. Recline seat backs; remove armrest and stow under seats.
- c. Pull off plastic cover.
- d. Pull red handle in and down.
- e. Stow exit in seat.
- f. Pull rope to its fullest extent.
- g. Exit leg-body-leg.

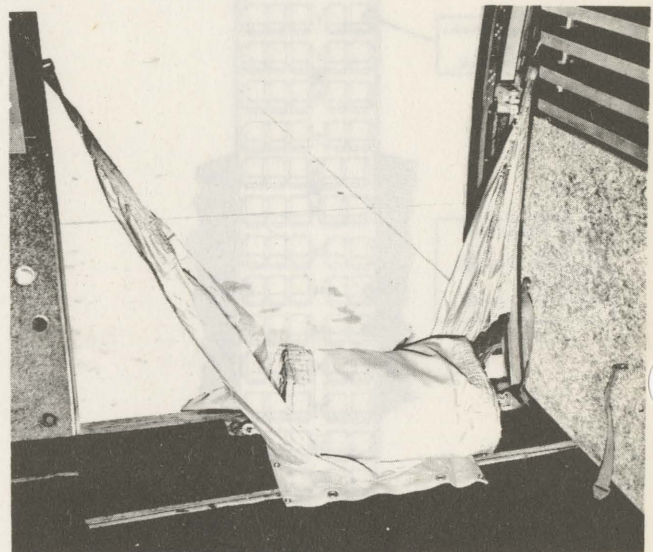
4. Class 1 Exit



Evacuation slide is permanently attached but should be checked during pre-flight duties.

- a. Remove plastic cover over handle.
- b. Pull red handle in and up, releasing exit.
- c. Pull door inward, turn sideways and drop out the plane.
- d. Pull cable to release pins.
- e. Unsnap slide cover.
- f. Push slide out the door.
- g. Send down able-bodied men.

5. Forward Cabin Door Slide



- a. Open door and lock with latch.
- b. Release slide from bulkhead. Fasten yellow and silver hooks to appropriate floor brackets.
- c. Pull cable to release pins.
- d. Unsnap slide cover.
- e. Attach blue hook to blue bracket on aft side of door frame.
- f. Push slide out the door.
- g. Send down able-bodied men.
- h. Proceed with evacuation.

TRANS WORLD AIRLINES, INC.
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LOCKHEED CONSTELLATION 1649A

B. OPERATION OF EMERGENCY EQUIPMENT (Cont'd)

6. Evacuation Slide (Located at Aft Cabin Door)



- a. Open door.
- b. Release panel and lock to floor.
- c. Pull straps to break safety wire and unsnap slide cover.
- d. Attach red hook to bracket at forward side of door frame.
- e. Push slide out door.

* * *

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FLIGHT SERVICE MANUAL

03.25.01 ✓

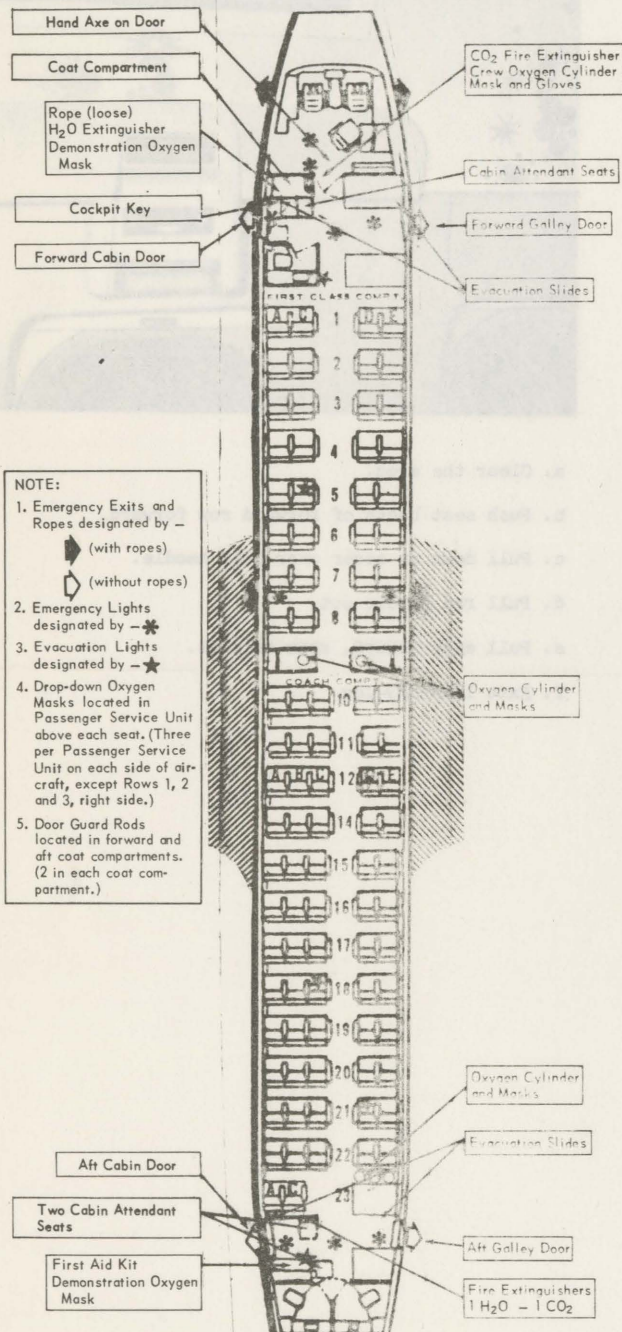
Oct-7-64

CONVAIR 880

A. EMERGENCY EQUIPMENT LOCATIONS

CONFIGURATION C32-62

(Diagram applicable to all seating configurations)



B. OPERATION OF EMERGENCY EQUIPMENT

1. Emergency Lights - Activated By:

- An ON-OFF switch on forward and aft Hostess panels.
- An ON-OFF-SHUTDOWN switch on Captain's panel.
- Inertia.
- Loss of D.C. power (aircraft electrical power) if Captain's switch in the OFF position.
- Evacuation Lights: (Dual lens type) activated by
 - "On"-Automatic switch on the light.
 - Inertia.

2. Oxygen System

Masks will automatically drop when cabin altitude reaches 14,000 feet or when Captain activates them. Oxygen will not flow through masks until passenger pulls down on mask to open the valve.

3. Use of O₂ Cylinder

Turn yellow knob to "on" position, plug mask into appropriate outlet, push in, turn to right to lock. Check bag for flow. Strap mask on passenger.

03.25.02

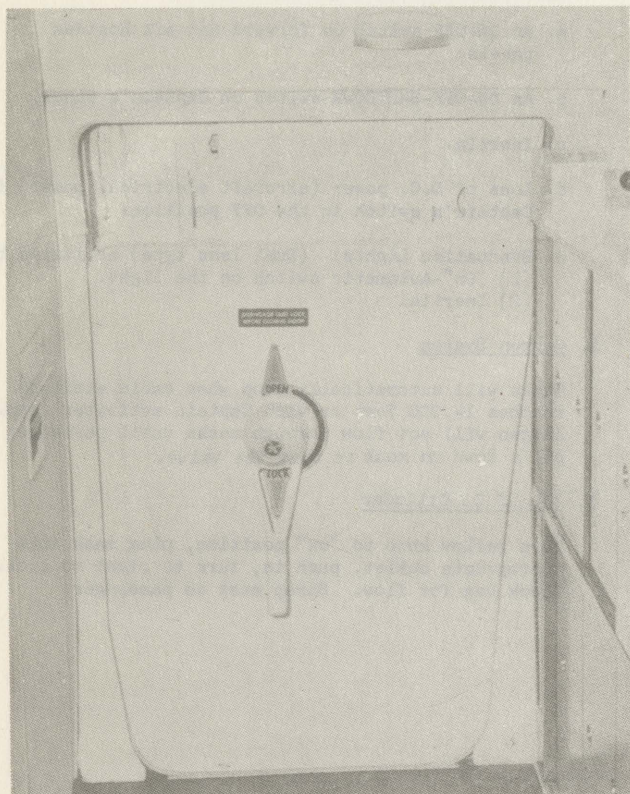
Oct-7-64

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FLIGHT SERVICE MANUAL

CONVAIR 880

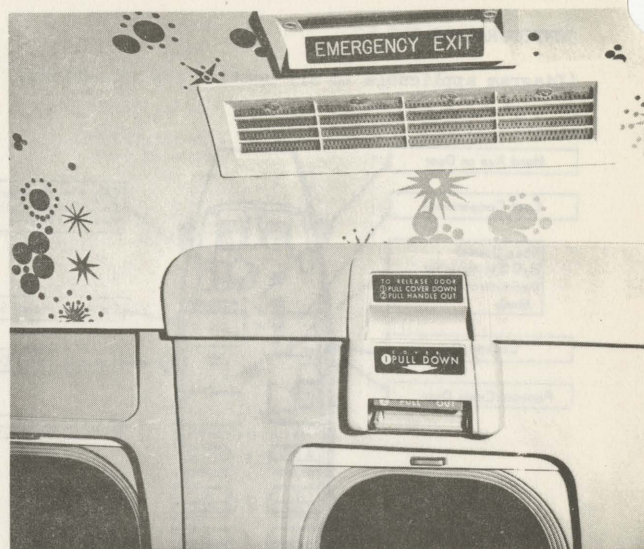
B. OPERATION OF EMERGENCY EQUIPMENT (Cont'd)

4. Door



All doors open by turning handle 180° counterclockwise and securing door against forward fuselage.

5. Window Exit



- a. Clear the area.
- b. Push seat backs of forward row forward.
- c. Pull down on cover over exit handle.
- d. Pull red handle out.
- e. Pull exit inward, stow in seat.
- f. Exit leg-body-leg.

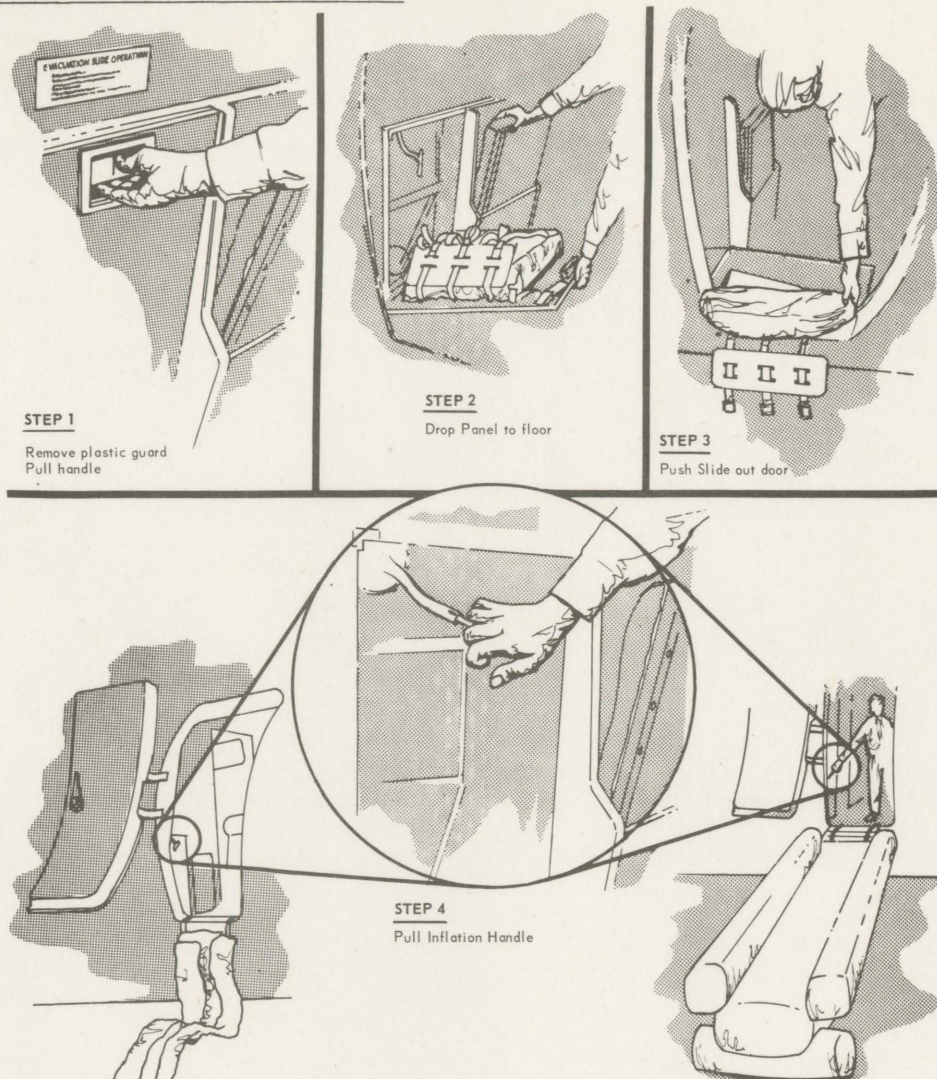
TRANS WORLD AIRLINES, INC.
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CONVAIR 880

C. OPERATION OF INFLATABLE EVACUATION SLIDE - CONVAIR 880



1. Evacuation Slides

Located on bulkhead forward of each door.

- a. Open door.
- b. Remove plastic guard if necessary, grasp handle, pull towards you.
- c. Allow panel to drop to floor.
- d. Push slide out door.
- e. Pull inflation handle until slide is inflated.
If slide does not inflate on initial pull, pull inflation handle again.
- f. Send down able-bodied men.
- g. Proceed with evacuation.

2. Flotation

To use as flotation, proceed as above. Disconnect two (2) "pie shape" wedge fittings. After passengers are outside, disconnect air hose.

CAUTION: Slide will be pulled under when aircraft sinks unless all three (3) points are disconnected.

* * *

TRANS WORLD AIRLINES, INC. FLIGHT SERVICE MANUAL

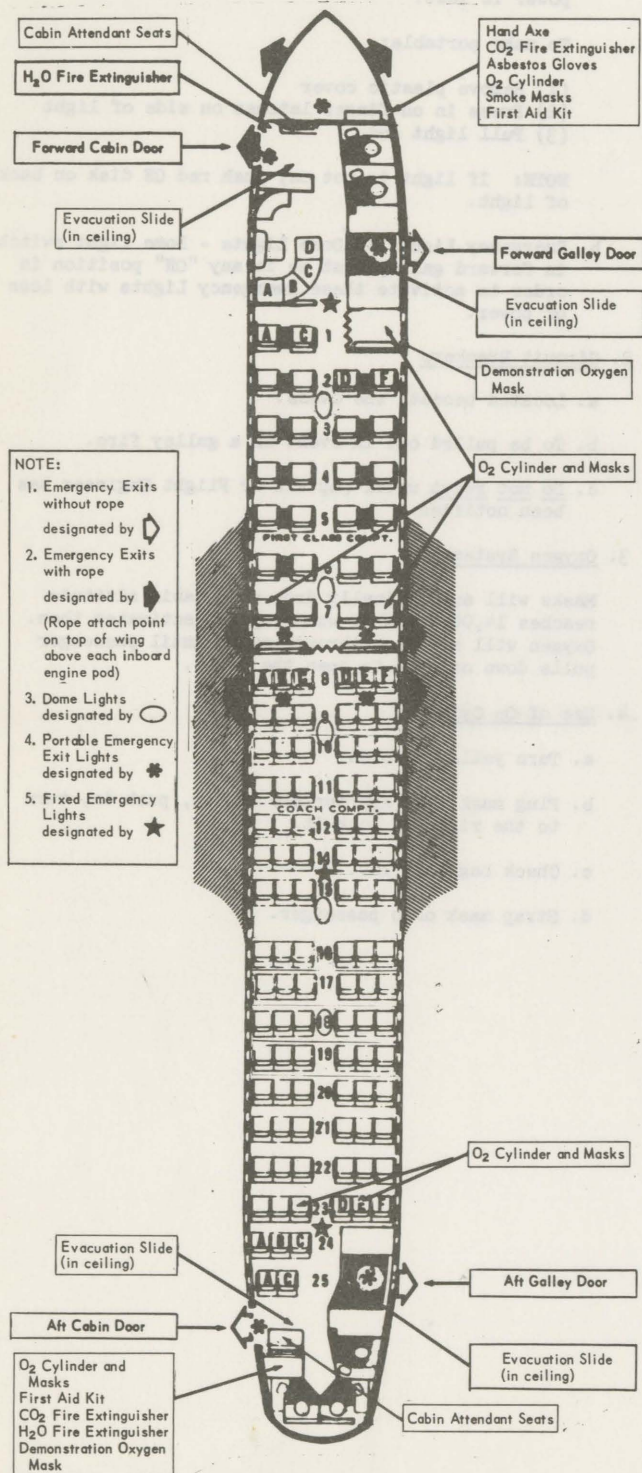
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Oct-7-64

BOEING

A. BOEING 707-131 EMERGENCY EQUIPMENT LOCATIONS

(Diagram applicable to all seating configurations)



1. Emergency Lights

- Located over doors and exits - come on automatically if Captain's switch is in ARMED position and D.C. power is lost.

To make portable:

- (1) Remove plastic cover
- (2) Press in on finger latches on side of light
- (3) Pull light out

NOTE: If light is not on, push red "ON" disk on back of light.

- Emergency lights in Dome lights - Dome light switch in forward galley must be in any "ON" position in order to activate these Emergency Lights with loss of power.

2. Circuit Breakers

- Locate beneath the ovens.
- To be pulled out in event of a galley fire.
- Do not reset until Captain or Flight Engineer has been notified. Reset only once.

3. Oxygen System

Masks will automatically drop when cabin altitude reaches 14,000 feet or when Captain activates them. Oxygen will not flow through masks until passenger pulls down on mask to open the valve.

4. Use of O2 Cylinder

- Turn yellow knob on.
- Plug mask into appropriate outlet, push in, turn to the right to lock it.
- Check bag for flow.
- Strap mask onto passenger.

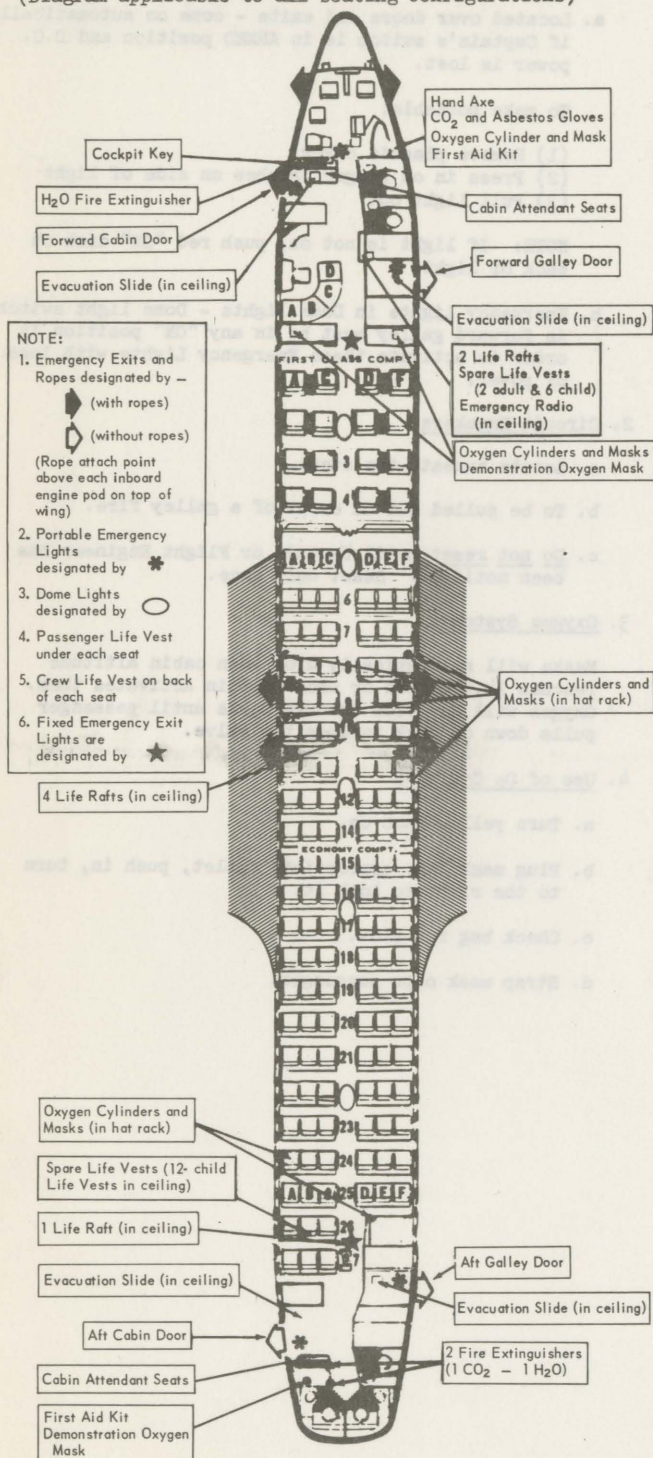
TRANS WORLD AIRLINES, INC.

FLIGHT SERVICE MANUAL

BOEING

B. BOEING 707-331 EMERGENCY EQUIPMENT LOCATIONS

(Diagram applicable to all seating configurations)

1. Emergency Lights

- Located over doors and exits - comes on automatically if Captain's switch is in ARMED position and D. C. power is lost.

To make portable:

- Remove plastic cover
- Press in on finger latches on side of light
- Pull light out

NOTE: If light is not on, push red ON disk on back of light.

- Emergency Lights in Dome Lights - Dome light switch in forward galley must be in any "ON" position in order to activate these Emergency Lights with loss of power.

2. Circuit Breakers

- Located beneath the ovens.
- To be pulled out in event of a galley fire.
- Do not reset until Captain or Flight Engineer has been notified.

3. Oxygen System

Masks will automatically drop when cabin altitude reaches 14,000 feet or when captain activates them. Oxygen will not flow through masks until passenger pulls down on mask to open the valve.

4. Use of O₂ Cylinder

- Turn yellow knob on.
- Plug mask into appropriate outlet, push in, turn to the right to lock it.
- Check bag for flow.
- Strap mask onto passenger.

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03.30.02 A

Oct-7-64

REMOVAL OF STRAPS - BOEING 707-131 & 331 EVACUATION SLIDES

A modification order has been established to remove the guide/stabilization straps on all overhead mounted evacuation slides on Boeing 707 aircraft. In addition, the following modifications will be completed concurrently with the strap removal:

1. Change color of wooden balls on retaining bar lanyard from red to yellow on all Boeings.
2. Revise slide pack cover on 131 and 331 aircraft by removing pack release ring and cable and replacing with velcro tape.

Effective with these modifications all overhead mounted slides will operate in the same manner as those presently installed above galley service doors on 131B/331B aircraft. The operational steps are as follows:

1. Open door.
2. Open small hinged panels in ceiling and release bar by use of lanyards or pull directly on ends of bar.
3. Pull bar toward door and allow to free fall.
4. Position end of bar into floor brackets.
5. Push slide package out door.
6. Pull inflation handle.
7. Send down able-bodied men.
8. Proceed with evacuation.

This modification will be accomplished at base overhaul and during line maintenance check "C", therefore, you are requested to check the aircraft prior to departure to see if this modification has been accomplished on your aircraft. This can be done by checking the wooden balls on the lanyards; if they are yellow, - the modification has been accomplished.

03.30.02 B

Mar-4-64

TRANS WORLD AIRLINES, INC.

FLIGHT SERVICE MANUAL

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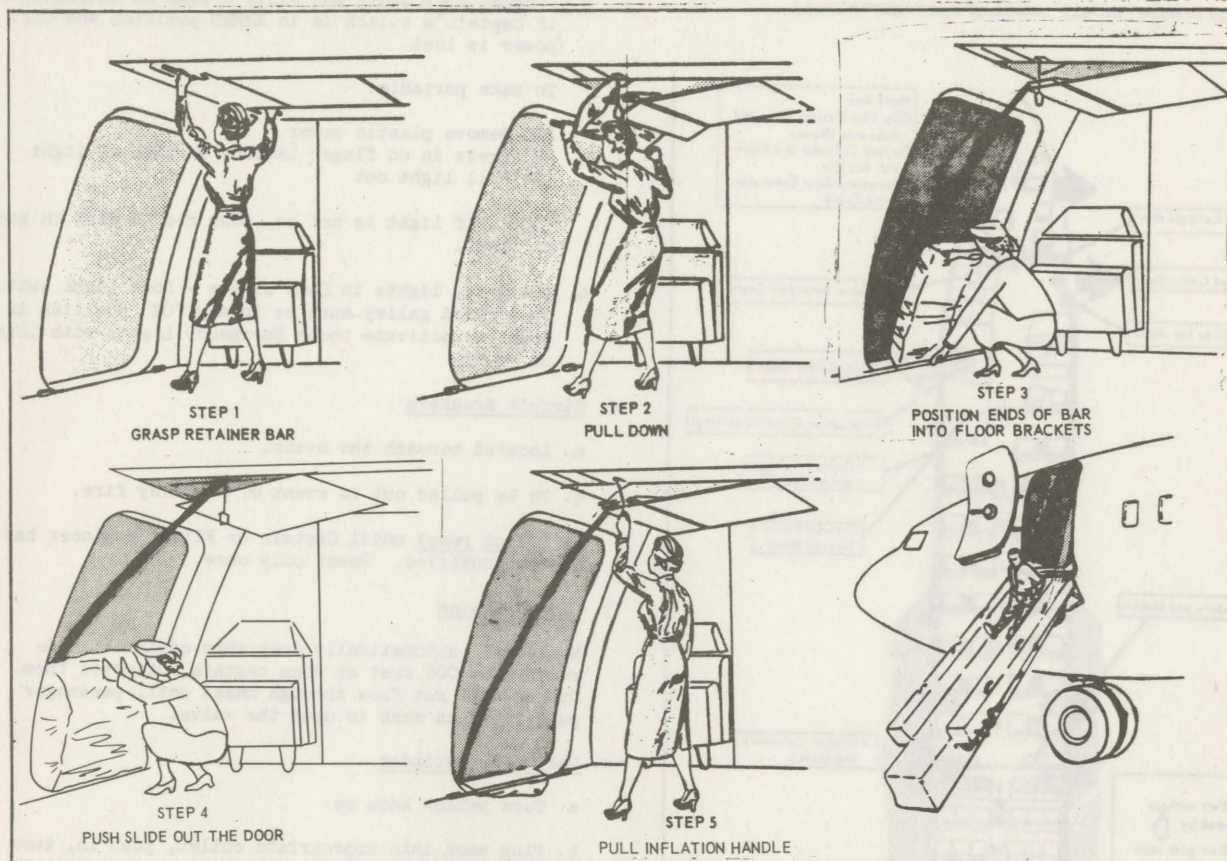
TRANS WORLD AIRLINES, INC.
FLIGHT SERVICE MANUAL

03.30.03

Oct-7-64

BOEING

C. OPERATION OF INFLATABLE EVACUATION SLIDE - 707-131, 331



1. Evacuation slides: located in ceiling above each Galley | door.
 - a. Open door.
 - b. Open small hinged panels in ceiling and release bar by use of lanyards or pull directly on ends of bar.
 - c. Pull bar toward door and allow to fall free.
 - d. Position ends of bar into floor brackets, push slide package outside the door.
 - e. Pull inflation handle until slide is inflated. If slide does not inflate on initial pull, pull inflation handle again.
 - f. Send down able-bodied men.
 - g. If slide does not inflate, use as noninflatable type.
 - h. Proceed with evacuation.

2. To use as flotation, proceed with above without positioning bar in brackets. Disconnect hose after passengers are out and prior to leaving aircraft.

Caution:

The hose is strong enough to pull slide under if aircraft sinks.

03.30.04

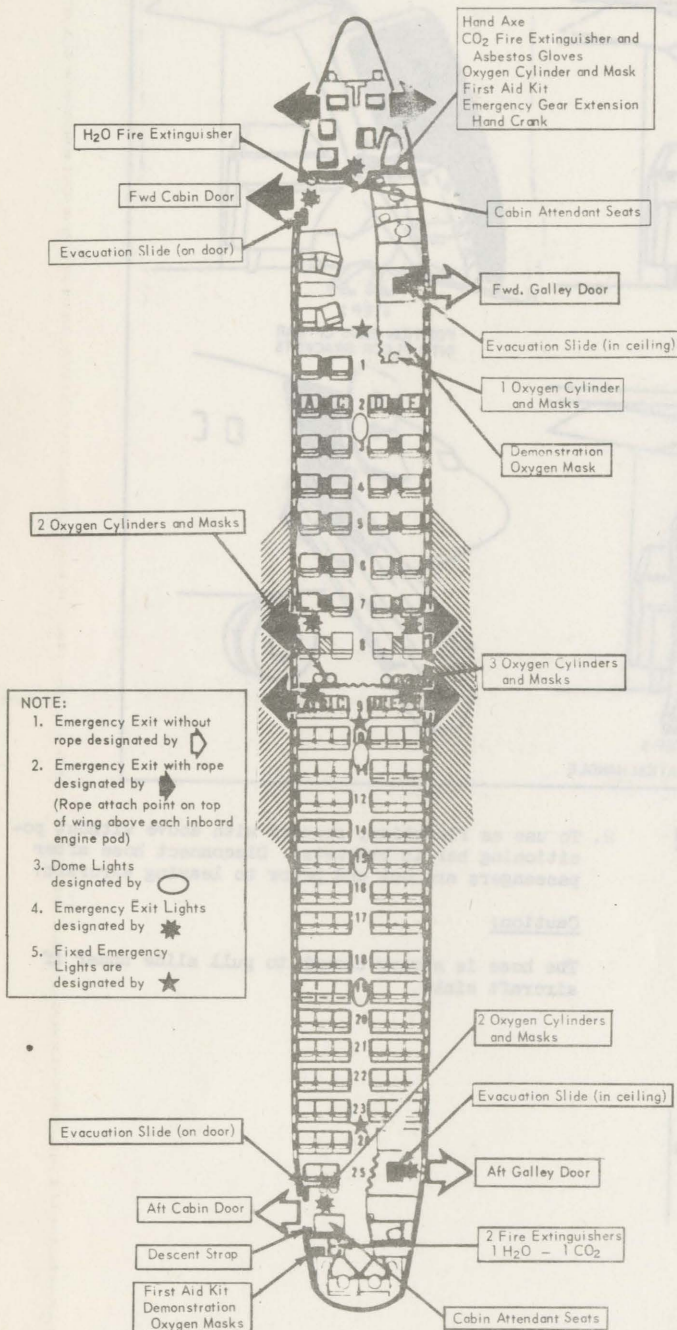
Oct-7-64

TRANS WORLD AIRLINES, INC. FLIGHT SERVICE MANUAL

BOEING

D. BOEING 707-131B EMERGENCY EQUIPMENT LOCATIONS

(Diagram applicable to all seating configurations)



1. Emergency Lights

- Located over doors and exits - come on automatically if Captain's switch is in ARMED position and D.C. power is lost.

To make portable:

- (1) Remove plastic cover
- (2) Press in on finger latches on side of light
- (3) Pull light out

NOTE: If light is not on, push red ON disk on back of light.

- Emergency lights in Dome lights - Dome light switch in forward galley must be in any "ON" position in order to activate these Emergency Lights with loss of power.

2. Circuit Breakers

- Located beneath the ovens.
- To be pulled out in event of a galley fire.
- Do not reset until Captain or Flight Engineer has been notified. Reset only once.

3. Oxygen System

Masks will automatically drop when cabin altitude reaches 14,000 feet or when captain activates them. Oxygen will not flow through masks until passenger pulls down on mask to open the valve.

4. Use of O₂ Cylinder

- Turn yellow knob on.
- Plug mask into appropriate outlet, push in, turn to the right to lock it.
- Check bag for flow.
- Strap mask on passenger.

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03.30.05

Oct-7-64

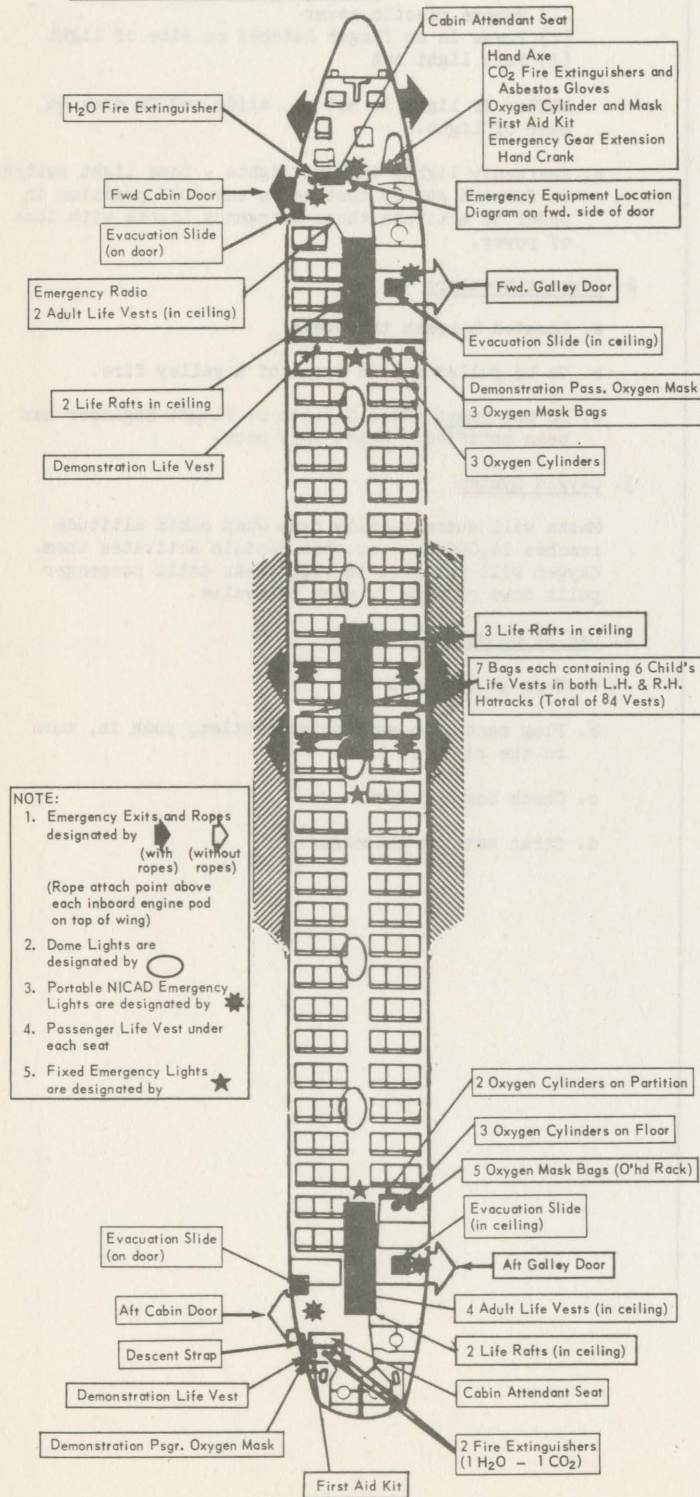
BOEING

E. BOEING 707-331B EMERGENCY EQUIPMENT LOCATIONS

(MATS Charter Configuration)

NOTE:

1 each Supplemental Oxygen Mask and
1 pair Smoke Goggles at each crew station



NOTE:

- Emergency Exits and Ropes designated by (with ropes) (without ropes)
(Rope attach point above each inboard engine pod on top of wing)
- Dome Lights are designated by
- Portable NICAD Emergency Lights are designated by
- Passenger Life Vest under each seat
- Fixed Emergency Lights are designated by

1. Emergency Lights

- Located over doors and exits - come on automatically if Captain's switch is in ARMED position and D.C. power is lost.

To make portable:

- Remove plastic cover
- Press in on finger latches on side of light
- Pull light out

NOTE: If light is not on, slide red ON disk on base of light.

- Emergency lights in Dome lights - Dome light switch in forward galley must be in any "ON" position in order to activate these Emergency Lights with loss of power.

2. Circuit Breakers

- Located beneath the ovens.
- To be pulled out in event of a galley fire.
- Do not reset until Captain or Flight Engineer has been notified. Reset only once.

3. Oxygen System

Masks will automatically drop when cabin altitude reaches 14,000 feet or when Captain activates them. Oxygen will not flow through masks until passenger pulls down on mask to open the valve.

4. Use of O₂ Cylinder

- Turn yellow knob on.
- Plug mask into appropriate outlet, push in, turn to the right to lock.
- Check bag for flow.
- Strap mask on passenger.

03.30.06

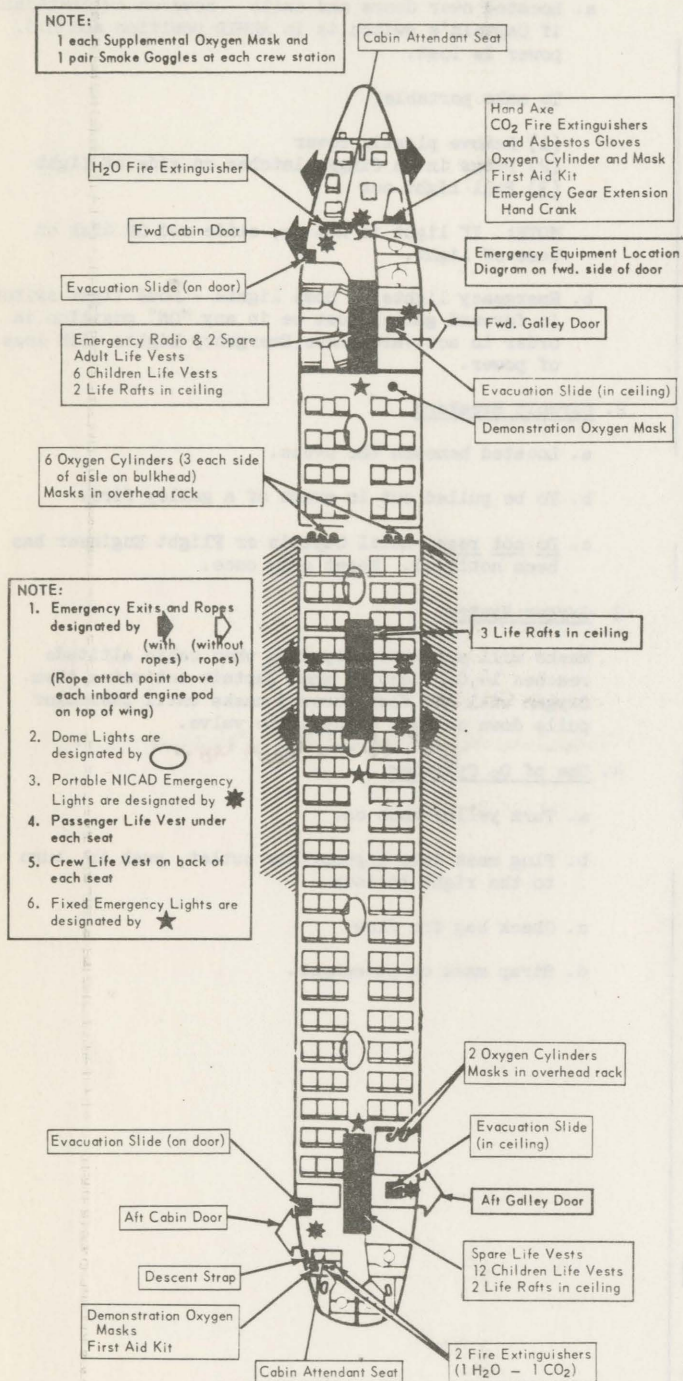
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TRANS WORLD AIRLINES, INC. FLIGHT SERVICE MANUAL

BOEING

F. BOEING 707-331B EMERGENCY EQUIPMENT LOCATIONS

(Diagram applicable to all seating configurations)



1. Emergency Lights

- Located over doors and exits - come on automatically if Captain's switch is in ARMED position and D.C. power is lost.

To make portable:

- Remove plastic cover
- Press in on finger latches on side of light
- Pull light out

NOTE: If light is not on, slide red ON disk on base of light.

- Emergency lights in Dome lights - Dome light switch in forward galley must be in any "ON" position in order to activate these Emergency Lights with loss of power.

2. Circuit Breakers

- Located beneath the ovens.
- To be pulled out in event of a galley fire.
- Do not reset until Captain or Flight Engineer has been notified. Reset only once.

3. Oxygen System

Masks will automatically drop when cabin altitude reaches 14,000 feet or when Captain activates them. Oxygen will not flow through masks until passenger pulls down on mask to open the valve.

4. Use of O₂ Cylinder

- Turn yellow knob on.
- Plug mask into appropriate outlet, push in, turn to the right to lock.
- Check bag for flow.
- Strap mask on passenger.

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03.30.07

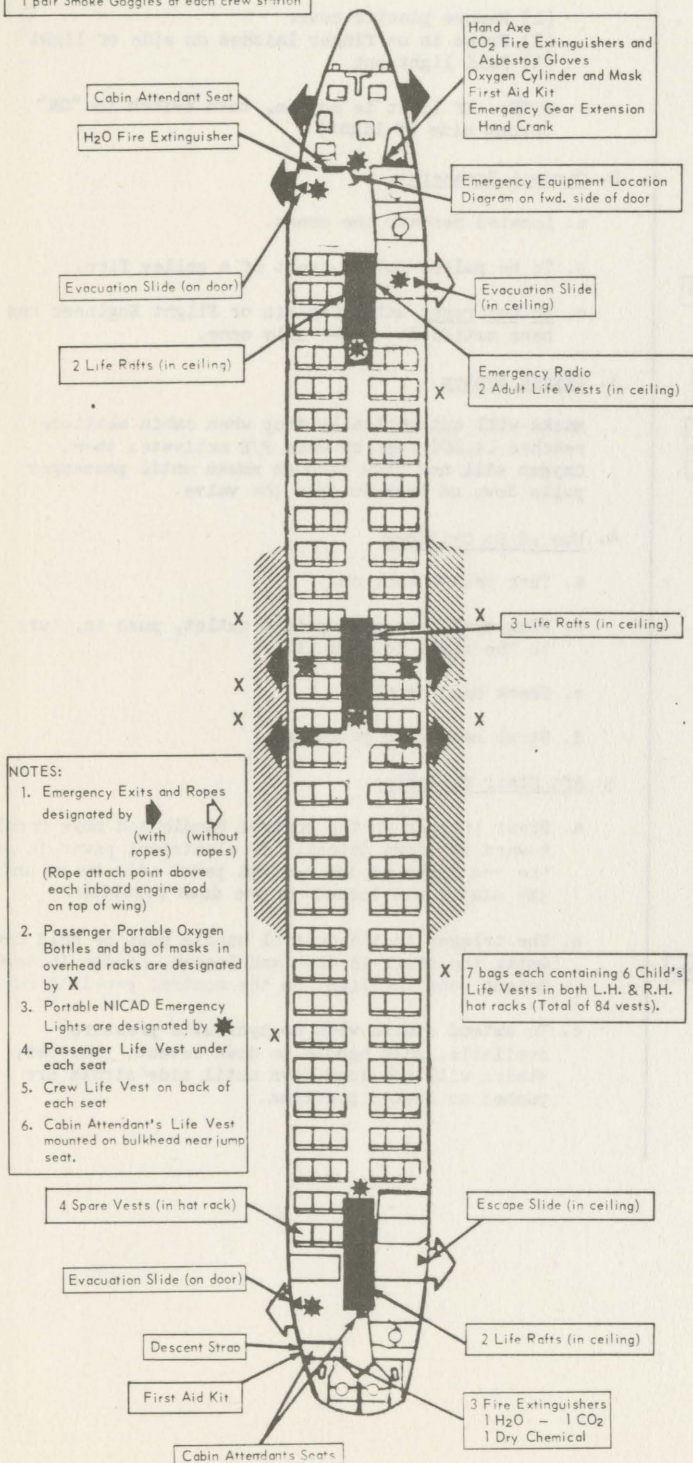
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BOEING

G. BOEING 707-331C EMERGENCY EQUIPMENT LOCATIONS

(Diagram applicable to all seating configurations)

NOTE:
1 each Supplemental Oxygen Mask and
1 pair Smoke Goggles at each crew station



- NOTES:
1. Emergency Exits and Ropes designated by (with ropes) and (without ropes). (Rope attach point above each inboard engine pod on top of wing)
 2. Passenger Portable Oxygen Bottles and bag of masks in overhead racks are designated by X
 3. Portable NICAD Emergency Lights are designated by *
 4. Passenger Life Vest under each seat
 5. Crew Life Vest on back of each seat
 6. Cabin Attendant's Life Vest mounted on bulkhead near jump seat.

1. Emergency Lights

- a. Located over doors and exits - come on automatically if Captain's switch is in ARMED position and D.C. power is lost.

To make portable:

- (1) Remove plastic cover.
- (2) Press in on finger latches on side of light.
- (3) Pull light out.

NOTE: If light is not on, turn switch to "ON" (front side of light).

- b. Strip lights located above hat racks will activate and provide emergency cabin lighting, providing the overhead light switch is in "ON" position.

2. Circuit Breakers

- a. Located beneath the ovens.
- b. To be pulled out in event of a galley fire.
- c. Do not reset until Captain or Flight Engineer has been notified. Reset only once.

3. Oxygen System

Masks will automatically drop when cabin altitude reaches 14,000 feet or when Captain activates them. Oxygen will not flow through masks until passenger pulls down on mask to open the valve.

4. Use of O₂ Cylinder

- a. Turn yellow knob on.
- b. Plug mask into appropriate outlet, push in, turn to the right to lock.
- c. Check bag for flow.
- d. Strap mask on passenger.

03.30.08

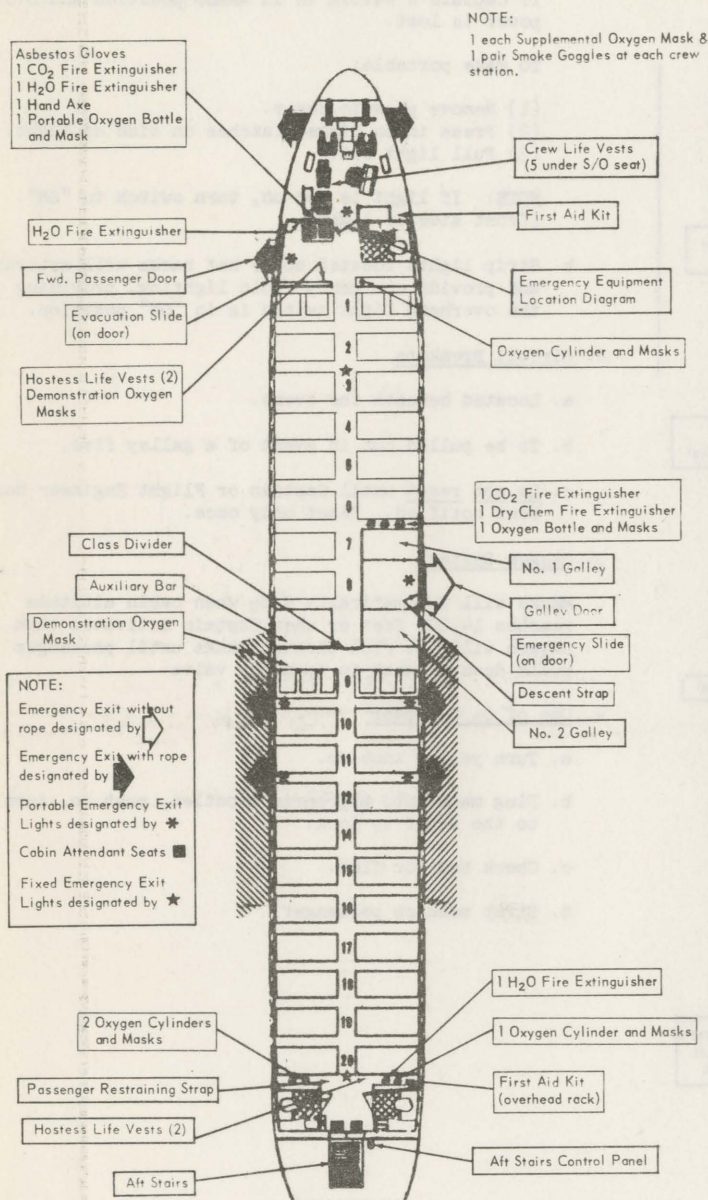
Oct-7-64

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BOEING

H. BOEING 727 EMERGENCY EQUIPMENT LOCATIONS

(Diagram applicable to all seating configurations)



1. Emergency Lights

- Located over doors and exits - come on automatically if Captain's switch is in ARMED position and D.C. power is lost.

To make portable:

- Remove plastic cover
- Press in on finger latches on side of light
- Pull light out

NOTE: If light is not on, turn switch to "ON" (front side of light)

2. Circuit Breakers

- Located beneath the ovens.
- To be pulled out in event of a galley fire.
- Do not reset until Captain or Flight Engineer has been notified. Reset only once.

3. Oxygen System

Masks will automatically drop when cabin altitude reaches 14,000 feet or when F/E activates them. Oxygen will not flow through masks until passenger pulls down on mask to open the valve.

4. Use of O₂ Cylinder

- Turn yellow knob on.
- Plug mask into appropriate outlet, push in, turn to the right to lock it.
- Check bag for flow.
- Strap mask onto passenger.

5. Aft Stair Extension

- Press trigger on the control handle and move handle toward the down detent. If electrical power is on the red light at the control panel will be on until the stairs are locked in the down position.
- The trigger on the control handle must be held down until the stair is down and locked, handle in down detent, and the light on the control panel is out.
- To extend stairs with no hydraulic pressure available, push handle to down detent. However, stairs will not lock down until side struts are pushed to locked position.

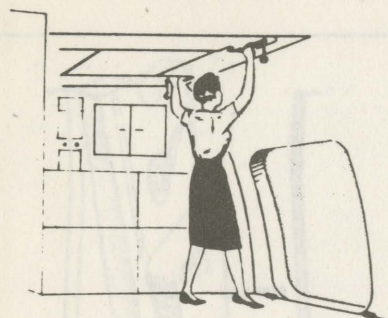
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Oct-7-64

BOEING

I. OPERATION OF INFLATABLE EVACUATION SLIDE EJECTION - 707-131B-331B-331C - GALLEY DOORS



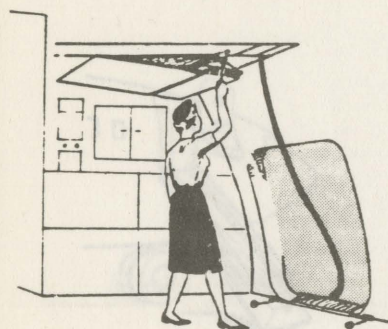
STEP 1
GRASP RETAINER BAR



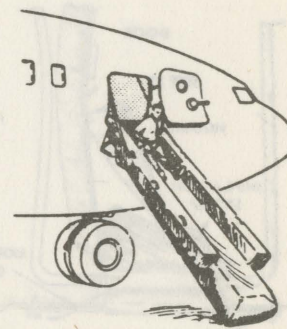
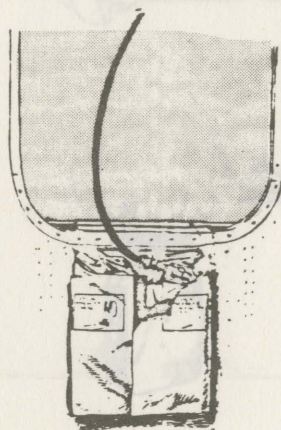
STEP 2
PULL DOWN



STEP 3
POSITION ENDS OF BAR
INTO FLOOR BRACKETS



STEP 4
PULL INFLATION HANDLE



1. Evacuation slides: located in ceiling above each Galley door.
 - a. Open door.
 - b. Open small hinged panels in ceiling and release bar by use of lanyards or pull directly on ends of bar.
 - c. Pull bar toward door and allow to fall free.
 - d. Position ends of bar into floor brackets.
 - e. When slide is outside aircraft, pull inflation handle until slide is inflated. If slide does not inflate on initial pull, pull inflation handle again.
 - f. Send down able-bodied men.
 - g. If slide does not inflate use as noninflatable type.
 - h. Proceed with evacuation.

2. To use as flotation, proceed with above without positioning bar in brackets. Disconnect hose after passengers are out and prior to leaving aircraft.

Caution:

The hose is strong enough to pull slide under if aircraft sinks.

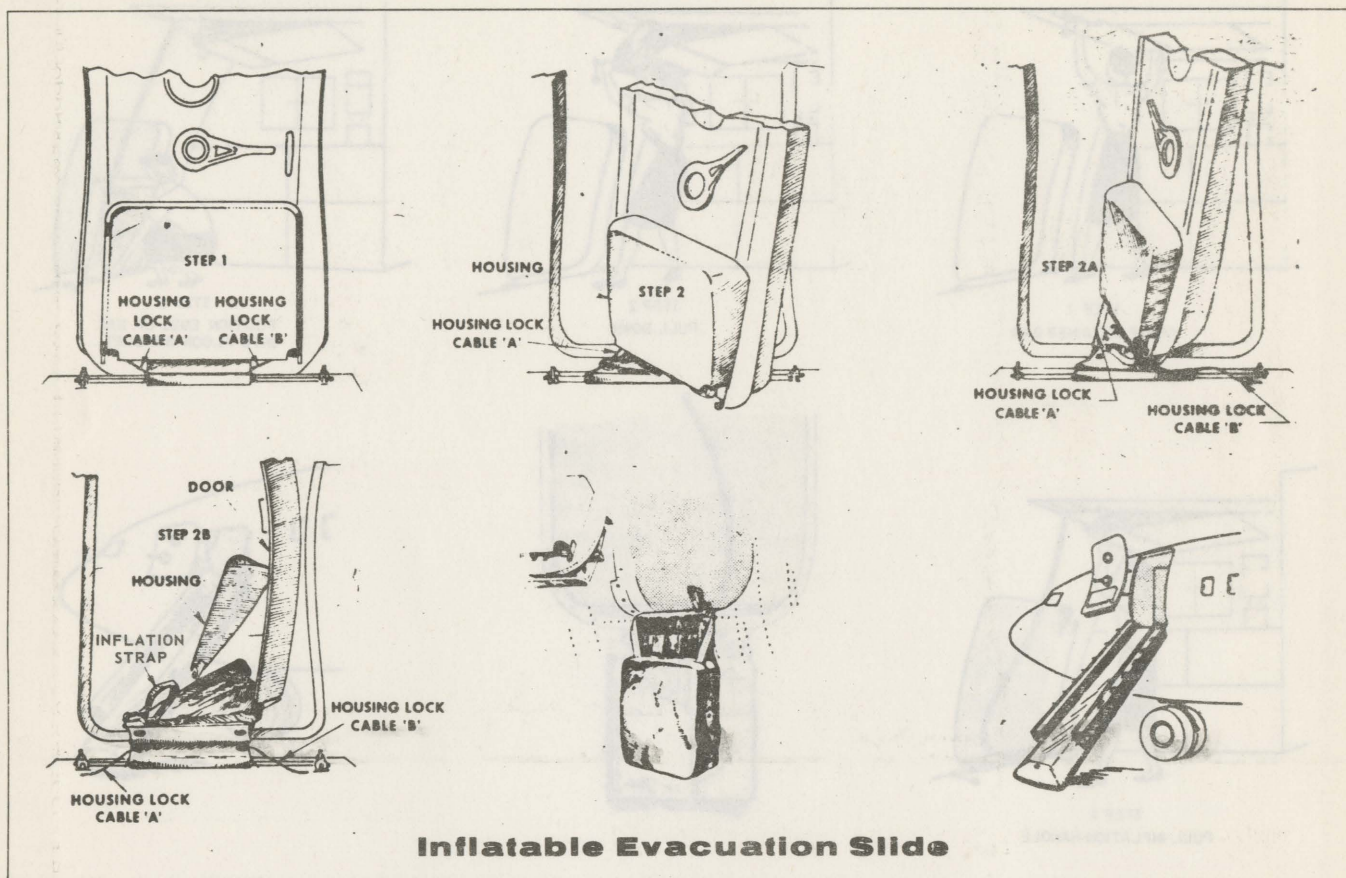
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TRANS WORLD AIRLINES, INC.
FLIGHT SERVICE MANUAL

BOEING

J. OPERATION OF INFLATABLE EVACUATION SLIDE EJECTION - 707-131B-
331B - 331C - CABIN DOORS AND 727 FORWARD CABIN AND GALLEY DOOR



1. Operation:

- a. Remove bar from door brackets.
- b. Lock bar into floor brackets.
- c. Open and lock door against forward fuselage, which will pull slide out of housing.
- d. Pull canvas inflation strap on door sill until slide is inflated. If slide does not inflate on initial pull, pull inflation strap again.
- e. Send down able-bodied men.
- f. If slide does not inflate, use as noninflatable type.
- g. Proceed with evacuation.

NOTES:

- (1) Inflation handle of 727 slide is located at right side of door sill pad.
- (2) 727 slide has no housing lock cables.

2. To use as flotation, proceed with above. Detach bar from floor brackets prior to leaving aircraft.

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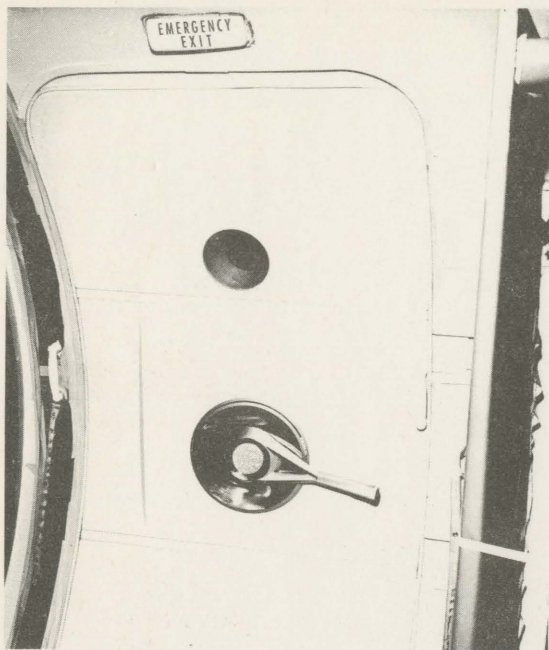
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Oct-7-64

BOEING

K. OPERATION OF DOOR - 707-131, 131B, 331, 331B AND 331C

BOEING 727 NOTES



1. Forward Cabin and Galley doors operate in the same manner as doors on other Boeing models.
2. To operate aft Cabin Door, rotate handle to left and pull door inward. Secure door in open position by use of wire cable attached to right lavatory bulkhead.

* * *

All doors open by rotating handle aft and swinging door against forward fuselage.

L. OPERATION OF EMERGENCY EXIT - 707-131, 131B, 331, 331B, 331C AND 727



1. Clear the area.
2. Push seat backs of forward row forward.
3. Pull down on cover over exit handle.
4. Pull red handle in and down.
5. Pull exit inward, stow in seat.
- 6 Exit leg-body-leg.

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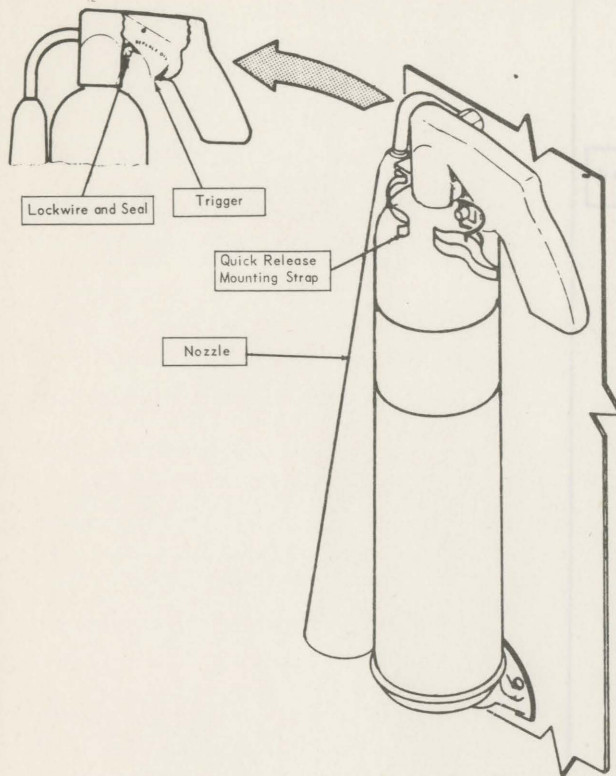
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Oct-7-64

FIRE EXTINGUISHERS

A. OPERATION OF CARBON DIOXIDE (CO₂) EXTINGUISHER

Carbon Dioxide (CO₂) - Check safety wire in pre-flight check. Extinguisher not acceptable if wire broken or missing.



Use on Electrical, Grease, Fuel Fires

To Operate

1. Remove from rack.
2. Rotate nozzle 90 degrees, aim at base of flames.
3. Squeeze trigger, discharge at base of flames (except for liquid fires) while playing nozzle slowly back and forth.

Caution:

CO₂ will produce freezing if it comes in contact with the skin. Do not touch the nozzle or spray on persons.

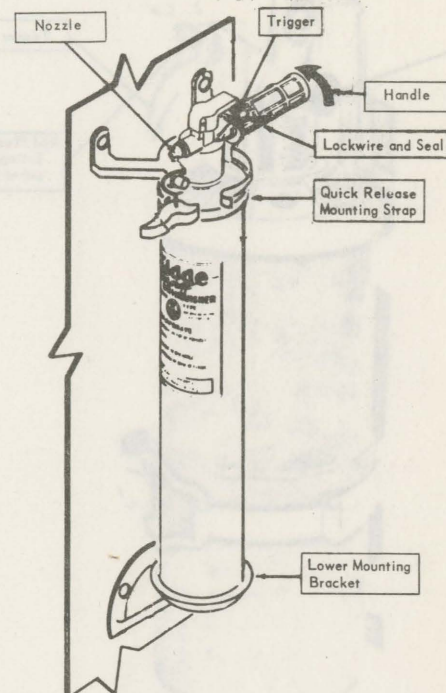
NOTE NO.: 1. Stand as close to fire as possible as CO₂ has an effective range of only three feet.

2. The same rule applies with the H₂O extinguisher even though the effective range is 10 - 12 feet.

3. Cockpit must be notified immediately in case of fire.

B. OPERATION OF WATER (H₂O) EXTINGUISHER

Water (H₂O) - Check safety wire in pre-flight check. Extinguisher not acceptable if wire broken or missing.



Use on Fabric, Paper, Wood Fires

To Operate

1. Remove from rack.
2. Turn handle to right as far as possible.
3. Depress trigger on top of handle. Direct spray at base of flames.

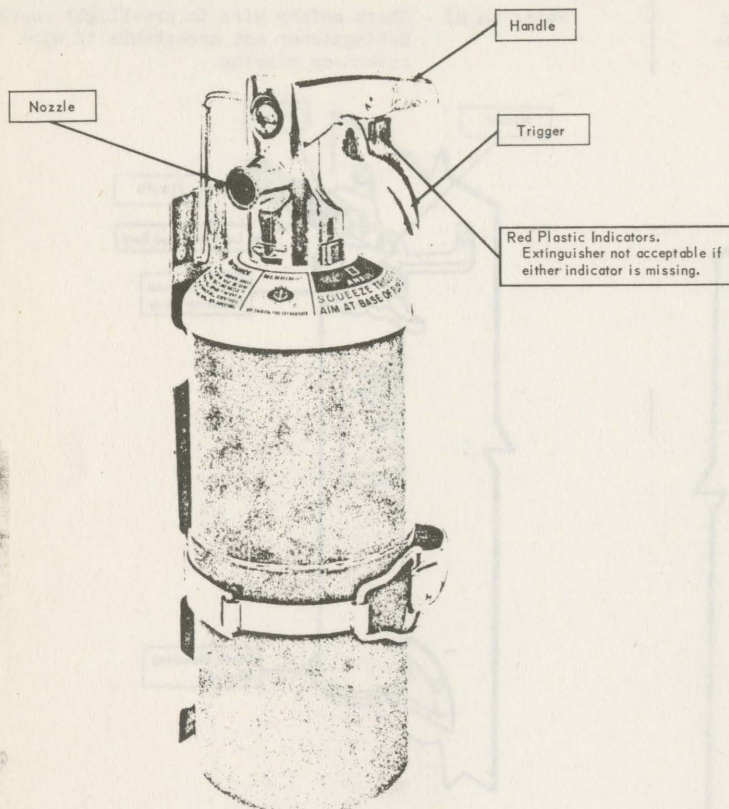
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Oct-7-64

TRANS WORLD AIRLINES, INC.
FLIGHT SERVICE MANUAL

FIRE EXTINGUISHERS

C. DRY CHEMICAL EXTINGUISHER



Use On Electrical, Grease, Fuel Fires

To Operate

1. Release from rack.
2. Squeeze full-grip trigger handle, aim at base of flames.

NOTE NO: 1. Stand as close to fire as possible, although effective range is 8 - 11 feet.

2. Cockpit must be notified immediately in case of fire.

* * *

TRANS WORLD AIRLINES, INC.
FLIGHT SERVICE MANUAL

03.50.01

Jan-3-64

EMERGENCY EQUIPMENT CHECK LIST

A. JET EMERGENCY EQUIPMENT

CHECK ALL EMERGENCY EQUIPMENT AFTER BOARDING YOUR FLIGHT		
EQUIPMENT	CONVAIR 880	BOEING 707-131, 331, 131B, 331B
EMERGENCY SLIDES	Forward of all cabin and galley doors Inflatable	<u>131-331</u> In ceiling above each cabin and galley door Inflatable <u>131B & 331B</u> On both cabin doors In ceiling above galley doors Inflatable
EMERGENCY EXITS	Cockpit: one left side-one right side Wing Area: one left side-one right side F.C.D./F.G.D./A.C.D./A.G.D.	Cockpit: one left side-one right side Wing Area: Two left side-two right side F.C.D./F.G.D./A.C.D./A.G.D.
EMERGENCY LIGHTS	Cockpit Overreach EE and door Center aisle forward and aft Switch in cockpit and each galley panel Also inertia, loss of D.C. power Evacuation lights (dual lens type) at aisle side of FC lavatory bulkhead, at aisle side of aft coat compartment above Seats 5C, 12D, 18C and 21D. Inertia - Manual	Cockpit Portable lights over each EE and door. Forward, center and aft lowered ceiling have nonportable E. lights. On-off switch on reverse side Dome lights - Switch in forward galley Loss of D.C. power or when removed
FIRE EXTINGUISHERS	CO ₂ : Cockpit Aft of Row 23ABC H ₂ O: Forward coat compartment Aft of Row 23ABC	CO ₂ : Cockpit Aft coat compartment H ₂ O: Forward of FCD Aft coat compartment
AIRCRAFT OXYGEN SYSTEM	Controlled by Captain or automatically activated when cabin altitude reaches 14,000 ft.	Controlled by Captain or automatically activated when cabin altitude reaches 14,000 ft.
MASKS FOR AIRCRAFT OXYGEN SYSTEM	In passenger service units Lavatories Over Hostess jump seats Ceiling in lounge area	In passenger service units Lavatories Over Hostess jump seats Compartment over cove lights in lounge
PORTABLE OXYGEN	Cockpit Forward coat compartment 4A, 9E, 17A, 23A, B&C	Cockpit <u>131</u> 7AF, 23AF Fwd & Aft coat compts <u>331</u> 1AF, 8AF, 10A, 11F, 24A Right aft coat compt <u>131B & 331B</u> Fwd bulkhead of fwd coat compt (131-B) On right & left class partition after row 8 (131-B) after row 4 (331-B) Aft of row 25 (131-B) Right aft coat compt (331-B)
MASKS FOR PORTABLE OXYGEN	In pouch with portable oxygen bottle	In pouch with portable oxygen bottles
OXYGEN OUTLETS	On portable oxygen bottle Also individual valve in each passenger service unit	On portable oxygen bottle Also individual valve in each passenger service unit
HAND AXE	Cockpit	Cockpit
FIRST AID KIT	Aft coat compartment	Cockpit Aft left coat compartment

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EMERGENCY EQUIPMENT CHECK LIST

B. PISTON EMERGENCY EQUIPMENT

CHECK ALL EMERGENCY EQUIPMENT AFTER BOARDING YOUR FLIGHT			
EQUIPMENT	STANDARD 749 & 749A	SUPER Q 1049G	JETSTREAM 1649A
EMERGENCY SLIDES	Cockpit Forward of ACD Non-inflatable	Cockpit Forward of FCD Aft of ACD Non-inflatable	Cockpit Forward of FCD Aft of ACD Class I Exit Non-inflatable
EMERGENCY EXITS	Cockpit: CAD 1A 4A 6AD A.C.D.	Cockpit: CAD 5AE, 6AE 10AD, 20AD F.C.D./A.C.D	Cockpit: CAD 14AD 15AD Class I Exit F.C.D./A.C.D.
EMERGENCY LIGHTS	Cockpit: ACD Row 2 left bulkhead Row 3 left and right bulkhead End of overhead rack Row 14AD 749A additional light Row 6 ceiling Switch on light Also inertia	Cockpit: FCD and ACD Over each EE and door Switch in cockpit and galley panel Also inertia	Cockpit: CAD, FCD 14AD 15AD ACD and Class I exit Switch in cockpit and galley panel Also inertia
FIRE EXTINGUISHERS	CO ₂ : Cockpit Fwd left bulkhead 749 galley Aft right bulkhead 749A galley CO ₂ or H ₂ O: Sliding panel aft of ACD 749A Aft coat compartment 749	CO ₂ : Cockpit Behind Row 5AB Galley coat compartment Aft right coat compartment H ₂ O: Galley coat compartment	CO ₂ : Cockpit Galley coat compartment Aft left coat compartment H ₂ O: Galley coat compartment
AIRCRAFT OXYGEN SYSTEM	Controlled by Captain	Controlled by Captain	Controlled by Captain
MASKS FOR OXYGEN SYSTEM	3AB overhead rack Additional masks either in aft coat compartment or behind Row 17D	6AB overhead rack Additional masks left aft coat compartment	6AB overhead rack Additional masks left aft coat compartment
OXYGEN OUTLETS	Overhead rack every other row in cabin Behind curtain or arm rest level in lounge Right aft lavatory	Arm rest level or behind curtains on fuselage Lavatories Galley Between Hostess jump seats	Arm rest level or behind curtains on fuselage Lavatories Galley Between Hostess jump seats
PORTABLE OXYGEN	Cockpit	Cockpit	Cockpit
HAND AXE	Cockpit	Cockpit	Cockpit
FIRST AID KIT	Aft coat compartment	Right aft coat compartment	Galley coat compartment

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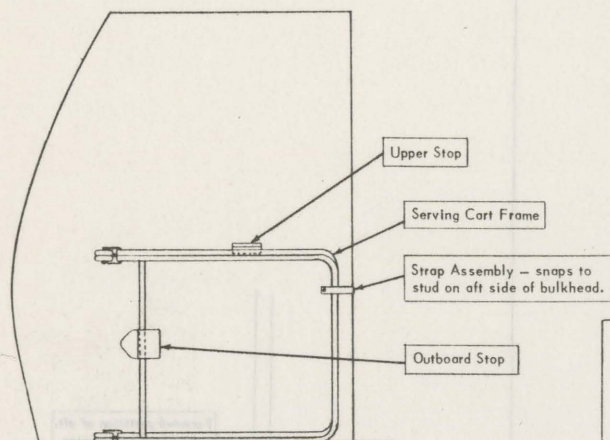
Mar-1-63

SERVING CARTS

A. CONVAIR 880

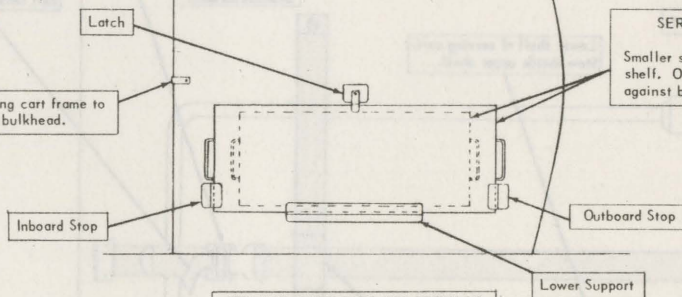
1. Cart must be stored in proper position for all take-offs and landings.

2. Illustration



SERVING CART FRAME STOWAGE

View looking aft at forward face of R. H. center closet forward bulkhead.



SERVING CART SHELVES

Smaller shelf is stowed within larger shelf. Open side of shelves to be against bulkhead.

SERVING CART SHELVES STOWAGE

View looking forward at aft face of R. H. center closet forward bulkhead.

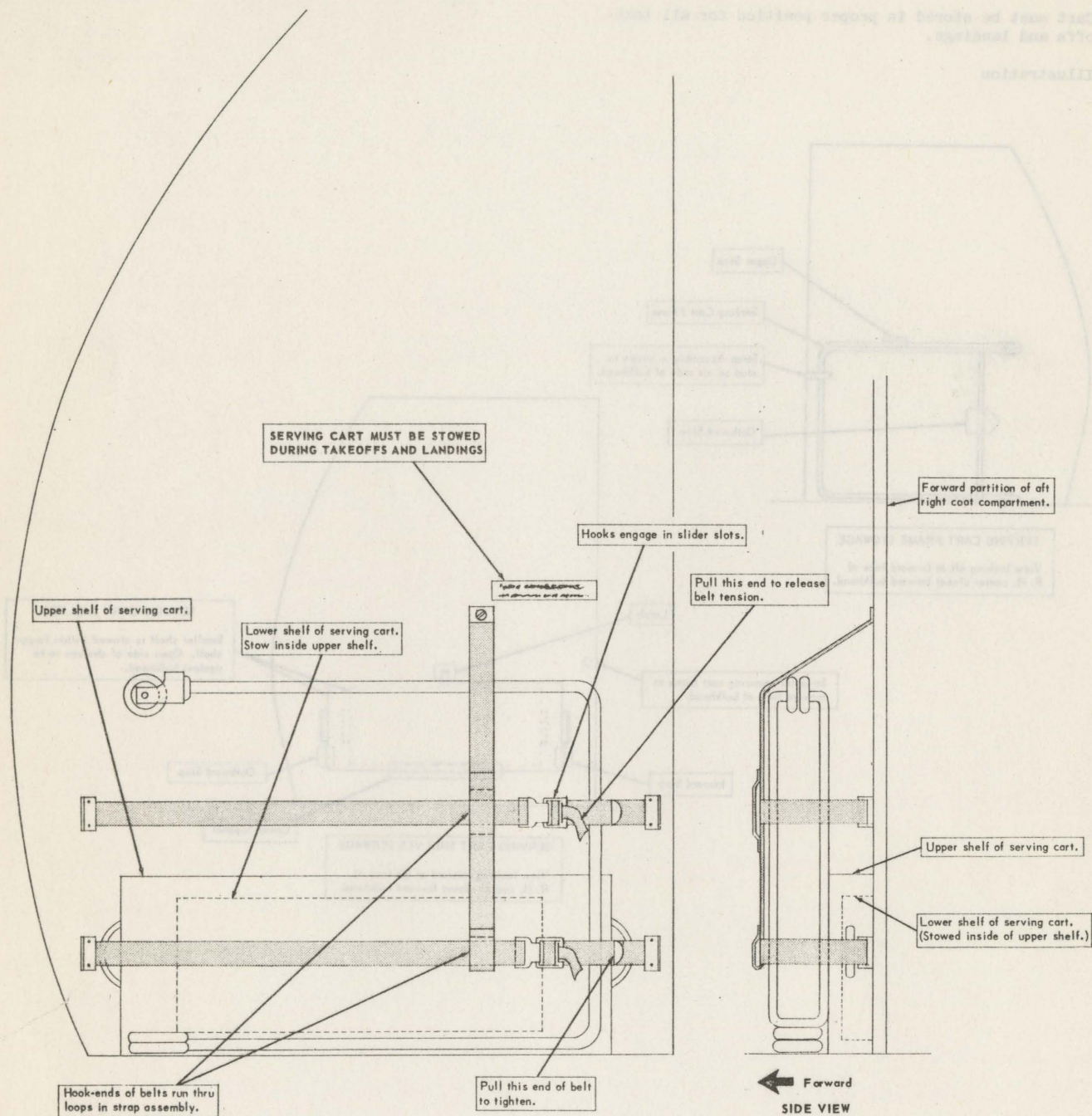
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SERVING CARTS

B. BOEING 707



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PASSENGER SAFETY

A. AIRCRAFT ENGINES

Avoid propellers whether or not engines are running.
Avoid intake and exhaust areas near jet engines.

B. SEAT BELTS - MUST BE FASTENED (Refer Section 04.05, this Manual.)

1. Whenever the sign is on. (Take off, landing, turbulence)
2. Whenever passengers are sleeping.
3. A seat belt shall never be fastened around both an adult and an infant. When checking belts, be sure that only the adult is fastened in and that the infant is held securely on the adult's lap.
4. Seat belt extensions aboard piston aircraft are stored attached to the coat rack rods. Aboard jets, stored in pouches on shelves in coat compartment.

C. FIRE PREVENTION

1. Passengers are not allowed to smoke

- a. Whenever the "No Smoking" sign is on during take-off and landing.
- b. When aircraft is on the ground, except as provided in Section 04.05, this Manual.
- c. In the area 3 rows forward and aft of a passenger taking oxygen.
- d. In the lavatories.
- e. Standing in the aircraft.
- f. When boarding or deplaning.

2. Fire Hazards

- a. Watch for lighted cigarette stubs on returning passenger meal trays.
- b. Do not display matches in the lavatories for passenger use.
- c. Do not store matches in overhead racks or near electrical circuits. Store only in P.S.K.
- d. Do not use bun warmers as storage space for paper supplies.
- e. Never attempt to shade lights by placing paper or cardboard around exposed light bulb.
- f. Be aware of the smoke detector on the 749, 749A.

3. Fire fighting procedure on board the airplane

- a. Class A fire (fabric, wood, paper, etc.)
 - (1) Use blanket to smother fire.
 - (2) Take nearest H₂O fire extinguisher, aim at base of the fire and discharge.
 - (3) Simultaneously another Cabin Attendant notifies the cockpit of the fire.

b. Class B fire (grease, inflammable liquids)

c. Class C fire (electrical)

- (1) Pull circuit breakers out or turn power switches off.
(For oven fires: close oven door and air vents on door)
- (2) Use nearest CO₂ or dry chemical fire extinguisher. Aim at base of fire and discharge for class C fires. Aim slightly above flames for class B fires.
- (3) Simultaneously another Cabin Attendant notifies the cockpit of the fire.

NOTE: When in doubt, use CO₂ or dry chemical fire extinguisher.

D. OVERHEAD RACKS

No heavy or bulky articles shall be carried in the overhead racks. Except for cabin supplies stored there, only passengers' wearing apparel shall be placed in the racks.

NOTE: Removable arm rests must never be placed in overhead racks. They shall be placed on the floor under the seats.

E. PASSENGER LOADING

1. Before allowing passengers to deplane, cabin attendant should be sure that loading steps are in position.
2. If loading steps are icy, cabin attendant shall request another stair. If unable to provide one, the agent will stand at the foot of the steps and cabin attendant shall caution passengers to be careful as they deplane.
3. If a delay is encountered on the ground and passengers are aboard the cabin doors may be opened with the captain's permission, but the guard rod or straps must be installed. Cabin attendant must stand at the door at all times when guard rod or straps are in place and the loading steps are not in position.

F. "STEP-DOWN" ON CONSTELLATION AIRCRAFT (749-749A)

1. If "Step-down" lights are burned out, cabin attendant shall report it to the cockpit crew at once.
2. When possible, passengers approaching the "Step-downs" should be warned to "Watch Your Step".

G. AISLES

1. Seat belts, blankets, papers, and other items should not be allowed to extend into the aisle.
2. Loose aisle carpets are to be reported to the cockpit.

H. WINDOWS AND WINDOW EXIT HANDLES

1. Children shall not be seated beside a window exit.
2. If the Cabin Attendant observes a child pounding on the aircraft window (which could result in loosening and loss of window) he shall request the parent to stop such action.

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A → → PASSENGER SAFETY

I. CABIN CHECK LIST PRIOR TO TURBULENCE

1. When advised by the captain that either a moderate or severe turbulent condition is anticipated and time permits, make a complete check as follows:

- a. Check seat belts.
- b. Secure galley.
- c. Secure all curtains and compartment dividers in an open position.
- d. Check overhead racks for heavy articles.
- e. Secure loose cabin objects in lavatories.
- f. Take your seat and fasten seat belt.

2. It is important that upon completion of all dinner/beverage services, that all unsecured objects be returned to their proper storage area.

3. The varying degrees of turbulence are defined as follows:

a. Light

A turbulent condition during which occupants may be required to use seat belts, but objects in the airplane remain at rest. (Follow normal procedures if seat belt sign is turned on.)

b. Moderate

A turbulent condition in which occupants require seat belts, and are occasionally thrown against the belt. Unsecured objects in the aircraft move about.

c. Severe

A turbulent condition in which objects not secured in the aircraft are tossed about.

J. BAYONET TRAYS DROP DOWN TABLES

Never to be positioned prior to take off and must be stowed prior to landing.

* * *

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EMERGENCY PROCEDURES

A. GENERAL - ALL AIRCRAFT

General Crash Landing Regulations

1. TWA escape procedures have been formulated from past experience and are offered here only as a guide. Each situation, as it occurs, has variables of its own which will have to be handled according to the good judgment of those concerned. Only proper knowledge and preparation will insure the best possible outcome of any emergency.
2. The variable nature of emergencies makes it difficult to arbitrarily establish procedures for combating them. Flight crews must be prepared, as individuals, to function at any key point, in the evacuation movement, irrespective of their assigned emergency procedural duties. Crew members must be prepared to depart from the procedure at any time the requirement of the emergency dictates.
3. Insofar as practical, the captain has not been assigned to any specific location or detail. This will allow him more freedom to evaluate the emergency situation and take command at points where discretion and judgment may dictate. This will also allow his instigation of alternate procedures which he may feel are more practical when applied to the specific emergency at hand.
4. Should an interruption in command occur such as crew member becoming incapacitated, the remaining ranking crew member will be expected to take command. Thus, it becomes imperative that all crew members are familiar with the complete procedure. The "command area" is the wing window exit area.
5. If a night crash landing is anticipated, the emergency lights should be turned on manually on piston equipment prior to impact; on the Convair they are turned on by "A" Cabin Attendant after initial briefing by the captain (evacuation lights must be turned on prior to impact). Should an emergency landing be unanticipated and the self-activated emergency lights fail to come on, they should be turned on manually as soon as possible after impact.
6. If any additional crew members are carried, they may be directed by the captain, or ranking crew member, to assume duties in the cabin to form back-up assistance.
7. Each crew member stationed in the cabin should have an able-bodied person close by to assist him.
8. Whoever briefs the passengers shall explain the situation in a calm and professional manner so as to instill confidence in the passengers that the crew knows exactly what they are doing. Proper briefing is most important in preventing shock or panic after the landing is made. Included in the briefing shall be instruction that they remove themselves as far as possible from the airplane, depending on the circumstances and remain in one group. Also warn passengers of the possibility of two impacts on landing, the second more severe.
9. In some emergency conditions, the captain may be too occupied to signal the cabin attendants. Under these conditions, it shall be the responsibility of the "A" cabin attendant to go to the cockpit. (There are several good indications such as fire, high descent rates, severe vibration, etc.)
10. The basic escape procedures are developed around the premise that, for a crash landing, the galley and cabin doors will be the primary escape route, with the wing exits as a secondary choice, while for a ditching, the wing exits are primary and the cabin and galley doors are secondary.
11. With all evacuation slides in operation, the window exits become of secondary importance. Only if a slide exit point becomes inoperative should the crew members involved consider proceeding to the window exits.
12. If fire prevails in an emergency, opening the window exits could cause an extremely rapid deterioration of the escape potential. These exits should never be opened airborne except on specific direction of the captain. They should never be opened on the ground until an evaluation of fire conditions indicates such action to be prudent.

If instructed to remove:

 - a. In Flight

Stow in lavatories.
 - b. On the Ground

Stow on the seat.
13. It is recommended that on the jets the inflatable evacuation slides be utilized regardless of aircraft attitude as long as the aircraft is right side up. The crew member in charge of evacuation at any door should determine the best method for passengers to enter the slide. When an aircraft is in normal position with all gears extended, the passengers should jump into the slide as this is the most rapid means of exit. Should all gears be collapsed, the passengers may conveniently walk down the slide. To expedite the evacuation, passengers should leave the aircraft doorway as soon as the preceding person has entered the slide.

Passengers must be warned not to grasp the available straps, as severe hand injury can result and evacuation slowed down.

FLIGHT SERVICE MANUAL

EMERGENCY PROCEDURES

A. GENERAL - ALL AIRCRAFT (Cont'd)

14. The same procedure is true for the noninflatable slide, except that with all gears collapsed its use would depend on the distance between the door sill and the ground.

Although the (domestic) jets are not equipped with overwater survival equipment, if they had to be ditched in the water, the two aft evacuation slides may be used as life preservers by people holding on to straps attached to the sides of the slide. The individual seat cushions may also be used as life preservers.

Since crew member seat cushions are not detachable, life vests are provided for crew on the 727.

Due to the probable position of the aircraft in the water, the forward cabin and galley door will be partially or completely submerged. In this case Do Not Open exits or doors forward of the wing.

NOTE: In addition to the two aft evacuation slides, the slide at the forward cabin doors of the 131B - 331B - 331C - 727 (and galley door) may also be used as flotation gear, at one of the aft doors, since this equipment has the inflation bottle mounted on the slide.

15. When the aircraft is clear, departing crew members should then direct their attention to the security of the passengers who may still be in the vicinity.
16. It is not intended that crews assume needless and unnecessary risks. When everything possible has been done to provide for passenger security, they should leave the aircraft without delay.

B. FOREWARNED EMERGENCY - ALL AIRCRAFT

1. Captain notifies cabin attendant "A" by the six bell signal and briefs on the situation.
2. "A" briefs other cabin attendants.
3. Turns on all cabin lights (on the Convair 880, emergency lights can be turned on at this time.)
4. Brief the passengers on the PA and issue instructions. If the PA is inoperative, cabin attendants brief and issue instructions in their respective areas or cabins:

Piston -

"A" - brief aft to forward
 "B" - brief forward to aft
 "C" - as directed by "A"

Jet -

a. Four cabin attendants

"A" - F/C cabin forward to center
 "B" - F/C cabin center to forward
 "C" - Coach cabin center to aft
 "D" - Coach cabin aft to center

- b. NOTE: With three cabin attendants on the jet, "A" is responsible for entire F/C cabin and "B" takes over "D" duties.

c. Able-bodied men

- (1) Two able-bodied men shall be instructed in the operation of the door and slide. Ideally, however, there should be five men. These men should be selected mentally by cabin attendants in their respective areas before every takeoff.
- (2) They should be instructed how to open the door, and release the slide.
- (3) In the case of piston equipment, how to shinny down the slide, sitting on the door sill, swinging out, grasping the side of slide and going down it as they would a rope.

Instruct them which handles to hold on the piston slide: normally, on a full gear down landing, the handles closest to the aircraft are held, making sure that the extra length of the slide is folded under.

On a tail-high nose gear failure grasp the handles farthest away from the airplane.

On jet equipment, the ABM should be directed to assist people out of the slide, since it is not absolutely necessary to hold the inflated slide, but holding the slide is desirable, and necessary if it becomes punctured.

- (4) On 131B, 331B, 331C position retainer bar into floor brackets of forward and aft cabin doors. On 727, position retainer bar into floor brackets of forward cabin and galley doors.

d. "Buddy System" is Put into Effect

Cabin attendants seat able-bodied men next to those who may be in need of assistance. These men are told that the passenger assigned to them is their responsibility, and that they should do everything possible to remove this person safely from the airplane.

e. Cabin Attendants Ready Passengers (Working in their respective areas)

- (1) Seats are put in an upright position.
- (2) Footrests are out of the way. (piston only)
 If aircraft is provided with foam rubber footrests, they may be used as protective padding.
- (3) Seat belts are fastened.
 - (a) Be sure they are tight and are positioned across the thighs, below abdominal area. This is particularly important with pregnant women.
 - (b) Be sure no cushioning is used between the passenger and the belt.
 - (c) Brief passengers on how to unfasten their seat belts.

(4) Adults with children

If possible, children shall occupy a seat with the belt tight and properly positioned.

- (5) Distribute pillows, blankets, coats, etc. and show the passengers how to use them for protection. Caution them to place these articles in seats after the landing has been accomplished, otherwise, they may block the aisle area.

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EMERGENCY PROCEDURES

B. FOREWARNED EMERGENCY - ALL AIRCRAFT (Cont'd)

4. (Cont'd)

e. (6) Instruct the proper landing position.

Instruct the passengers to lean forward as far as possible, press arms close to sides of thighs, and hold a pillow, blanket or clothing over their head as a cushion against impact. Tell the passengers that they will be notified when they are to assume this position prior to landing.

NOTE: Passengers in rear facing seats will remain in them, but will sit upright with pillows and blankets in back of their heads.

- (7) Instruct passengers to remove dentures, eyeglasses, and shoes. Shoes may be placed in front of passenger, but is best to collect and stow all loose items in lavatory.
- (8) Instruct passengers to leave all personal belongings on the airplane when evacuating.
- (9) Passengers should loosen collars and remove any sharp objects from their pockets.

f. Galley Check

- (1) Stow and secure loose galley supplies.
- (2) Turn off all galley switches, except cabin lights.
- (3) See that all retainers are secured in place.
- (4) Open and secure galley doors, curtains and compartment dividers.
- (5) Remove and secure the work table on the jets.

g. Cabin Check

- (1) Check overhead racks for heavy articles.
- (2) Remove bayonet tables from seat pockets on piston. (If time does not permit, place pillows in front of tables.)
- (3) Remove hand luggage from passenger seats.
- (4) All these items may be stored and locked in lavatories, or as a last resort against a forward bulkhead.

NOTE: Due to the door opening, no heavy articles should be stored in the forward lavatory of the Convair 880.

(5) Locking of Lavatory doors:

In order to facilitate locking of lavatory doors from the outside when they are used for storage of gear and heavy cabin articles:

- (a) Slide inside bolt to "lock" position as far as is practical without preventing door from closing.
- (b) Close door.
- (c) Insert knife or sharp object in slot from the outside and force "Occupied-Vacant" panel to the "occupied" position.

h. Give captain all secure report.

1. To be turned on by "A" just prior to impact

Piston:

Evacuation lights on 749/749A, emergency lights on 1049G and 1649A.

Jet:

Evacuation lights on Convair 880

- j. Cabin attendant "A" tells passengers to assume the proper landing position and takes assigned seat.

C. ACTUAL EVACUATION

1. Cabin attendants at their respective positions, open doors, position slides, and then direct able bodied men to climb down slide and hold it by the appropriate holding straps. (Piston Equipment)
2. Other passengers are now told to jump in a sitting position into the slide. As each passenger reaches the door, the cabin attendant assists the passenger in the jump. Old, infirm, etc., may have to sit down and slide out.
3. During this time, any crew member (active or deadhead) will assist passengers in unfastening belts. Ascertain that all passengers unable to assist themselves are aided by a stronger person. Direct passengers to nearest exit.

4. Piston Equipment

If window exits are used, wing exits are preferable since passengers can step onto the wing and slide off the extended flaps.

5. If at all possible and time permits remove First Aid Kit from aircraft.
6. It is mandatory that once an evacuation has started it is to be stopped only on explicit command of the captain or ranking crew member.

D. ON GROUND PROCEDURES (ALL AIRCRAFT)

1. Once clear of the airplane, the ranking crew member will take charge and try to determine that all passengers are accounted for.
2. Have passengers move as far as possible from the plane, and stay in one group. Direct passengers to the windward side of the plane.
3. Do not disturb or allow to be disturbed any wreckage or cargo except to care for injured or to prevent further damage.
4. Do not make any statement concerning possible cause of accident. The Public Relations Department releases this information.
5. Do not prevent news photographers from taking photographs, except to prevent a fire hazard.
6. Do not discuss anything about insurance.

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EMERGENCY PROCEDURES

D. ON GROUND PROCEDURES (ALL AIRCRAFT) (Cont'd)

7. Do not do or say anything that might imply that the Company is admitting liability for the injury or damage.

E. EVACUATION WITH NO FOREWARNING

Assume post crash landing stations and duties without waiting for direction from the cockpit or command area.

1. In event of an unanticipated emergency since passengers have not been briefed, the cabin attendant must employ the necessary measures to expedite the evacuation and eliminate panic. Experience has proved that the majority of emergency landings occur with little or no forewarning; therefore, it is essential that the cabin attendant be able to evacuate using only procedures vital for survival.

- a. Cabin attendant will have able-bodied men hold the passengers back until the door is opened and the slide is installed.

NOTE: The choice of exits will depend on the type of landing made, the attitude of the airplane, the presence of fire and smoke density in the cabin.

- b. The able-bodied men will go down the slide. The cabin attendant will then command the passengers to leave their seats and evacuate the aircraft immediately.
2. In cases of extreme emergencies, time is of the essence; cabin attendants must let good judgment dictate the actions to be taken. When everything possible has been done to provide for passenger safety, leave the aircraft without delay.

F. JET EMERGENCY PROCEDURES

1. Rapid Decompression

Rapid decompression can be caused by the loss of a window or a door and requires immediate use of oxygen and immediate descent.

a. Signs of Decompression

(1) Objective Signs:

NOTE: These will vary depending on proximity to the opening.

- (a) A loud bang should be expected in the vicinity of the defect or opening.
- (b) A rumble or rush of air (demoralizing to some)
- (c) A rapid drop in temperature, and will probably be accompanied by fogging of the cabin.
- (d) The cabin may be filled for few moments with dust, debris and loose objects.

(2) Subjective Signs

NOTE: These, again will vary with the speed of the loss of pressure.

- (a) You may note a slight movement of the chest as the air is sucked out of your lungs.
- (b) Sinuses and ears may feel full momentarily, but usually no pain. (This will be noted during a quick descent.)
- (c) Cold sensation with feeling of faintness by some for a few seconds.
- (d) Speaking will be more difficult.

These signs are all brief in duration, but tend to be panic producing and manifest confusion, especially to the inexperienced.

2. Slow Decompression

A slow decompression could be caused by an improperly sealed door or exit.

a. Objective signs:

Due to a gradual loss in cabin pressure, there will be no definite indication when this happens. However, as soon as the cabin pressure reaches 14,000 feet, the oxygen system will be activated.

b. Subjective signs:

Subjective signs such as fatigue, lassitude, dizziness, headache, or euphoria (state of well-being) may or may not appear. It is therefore important to report any such symptoms to the cockpit immediately.

3. Procedure to Follow if Decompression Occurs

- a. Put on the nearest available oxygen mask from the airplane's emergency supply, and sit down in a seat until the signal from the captain to start checking the passengers.
- b. Obtain the nearest portable bottle and place straps as instructed. Put on portable mask and plug into bottle outlet (Hi).
- c. Rapidly determine if mask doors have all opened where passengers are seated and if not, open door and apply masks to passengers if they are not able to do so.
- d. Quickly determine if any of remaining passengers did not get their masks on, even though doors opened.
- e. Now go more slowly and check each passenger for trouble signs.

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EMERGENCY PROCEDURES

G. CREW POSITION/DUTY CHART - CONSTELLATION AIRCRAFT

CREW	PRE-LANDING DUTIES	PRE-LANDING STATION	POST LANDING DUTIES
Captain	Initiate applicable emergency check list action. Notify ground of emergency. Advise cabin attendants and issue instructions. Brief passengers on P.A.	Cockpit	Proceed to wing exit area and take command.
First Officer	As directed by Captain	Cockpit	749/749A Climb down and assist Flight Engineer in holding slide until evacuation movement is established, then proceed to aft cabin door area. 1049G-1649A Proceed to forward passenger door. Activate slide and direct alternate passengers forward to crew door.
Flight Engineer	As directed by Captain	Cockpit	749/749A Activate crew door slide. Climb down and hold slide until enough male passengers are available to support it. Take position at end of slide to assist and direct passengers. 1049G-1649A Open crew door, activate slide and direct passengers off the aircraft.
Cabin Attendant "A"	Will proceed to cockpit for direction when alerted by six-bell signal. Return to cabin and carry out cabin preparations. Advise Captain when cabin preparation is completed.	Aisle seat near aft cabin door.	Open aft cabin door. Activate slide and direct passengers.
Cabin Attendant "B" (If aboard)	Secure equipment in galley. Stow all heavy articles in lavatories. Aid in preparation of cabin.	Aisle seat near aft cabin door (On 1649A seat near Class I exit)	Proceed to most rearward seated passengers and direct movement to rear evacuation slide, work to cabin center. (1649A, activate class I exit/slide and direct passengers).
Cabin Attendant "C" (If aboard)	Aid in preparation of cabin	Aisle seat in wing exit area (on multiple service aircraft, aisle seat in coach section wing exit area)	Direct passengers to front or rear evacuation slides in accordance with evaluation of conditions. Window exits to be used in accordance with Captain's discretion.

PASSENGER - CABIN PREPARATION

1. "A" proceeds to cockpit on six bells, briefed by Captain.
2. Brief other cabin attendants.
3. Turn on cabin lights.
4. Inform passengers of situation and issue instructions over P.A., if P.A. inoperative each cabin attendant briefs passengers in their respective cabin sections:
 - a. Secure seat belts and give release instructions, seats upright.
 - b. Secure loose cabin objects in lavatories.
 - c. Brief and position ABM near doors.
 - d. Demonstrate landing position, distribute pillows, blankets, coats.
 - e. Remove and stow all shoes, sharp objects, glasses, dentures.
 - f. Use buddy system.
 - g. Secure galley and class divider in open position.
5. Give all secure report to Captain.
6. Turn on emergency lights.
7. Instruct passengers to assume landing position.

TRANS WORLD AIRLINES, INC.
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EMERGENCY PROCEDURES

H. CREW POSITION/DUTY CHART - CONVAIR AND BOEING 707 AIRCRAFT

CREW	PRE-LANDING RESPONSIBILITY	PRE-LANDING STATION	POST LANDING RESPONSIBILITY
CAPTAIN	Initiate applicable emergency check list action. Notify ground of emergency and give position report. Advise Cabin Attendants and issue directions. Brief passengers. When Flight Engineer has concluded cockpit preparation send aft to assist in cabin preparation.	COCKPIT	Proceed to cabin and establish command. Evaluate situation and initiate alternate action as required.
FIRST OFFICER	As directed by Captain.	COCKPIT	Proceed to forward door area. Monitor opening of forward doors activation of escape slides and assume any action necessary to expedite escape movement. IF GALLEY DOOR UNATTENDED: Open forward galley door, activate evacuation slide and remain in area to expedite passenger movement.
FLIGHT ENGINEER	Secure cockpit station, proceed to cabin and assist where needed.	AFT CABIN DOOR AREA	Proceed to aft door area. Monitor opening of doors, activation of evacuation slide and assume any action necessary to expedite escape movement.
CABIN ATTEND. "A"	Proceed to cockpit for instructions. Brief cabin attendants and passengers. Coordinate all cabin preparation. Advise Captain when preparation completed.	CABIN ATTENDANT SEAT AT FORWARD PASSENGER DOOR	Open forward passenger door, activate evacuation slide and remain in area to expedite passenger movement.
CABIN ATTEND. "B"	4 Or More Cabin Attendants		
	Assist in forward cabin preparation.	CABIN ATTENDANT SEAT AT FWD. PSGR. DOOR	Open forward galley door, activate evacuation slide and remain in area to expedite passenger movement.
	3 Cabin Attendants		
	Assist in coach cabin preparation.	CABIN ATTENDANT SEAT AT AFT PSGR. DOOR	Open aft galley door, activate evacuation slide and remain in area to expedite passengers movement.
CABIN ATTEND. "C"	Assist in coach cabin preparation.	CABIN ATTENDANT SEAT AT AFT PASSENGER DOOR	Open aft passenger door and activate slide and remain in area to expedite passenger movement.
CABIN ATTEND. "D"	Assist Cabin Attendant "C" as required. (If Aboard)	CABIN ATTENDANT SEAT AT AFT PSGR. DOOR	Open aft galley door activate evacuation slide and remain in area to expedite passenger movement.
OTHER CREW AND CABIN ATTEND. WHEN AVAILABLE	Assist as required.	AS DIRECTED BY CABIN ATTENDANT "A"	Assist as required.

PASSENGER - CABIN PREPARATION

1. "A" proceeds to cockpit on six bells, briefed by Captain.
2. Brief other cabin attendants.
3. Turn on cabin lights (and emergency lights on Convair 880).
4. Inform passengers of situation and issue instructions over P.A., if P.A. inoperative each cabin attendant briefs passengers in their respective cabin sections:
 - a. Secure seat belts and give release instructions, seats upright.
 - b. Secure loose cabin objects in lavatories.
 - c. Brief and position ABM near doors and position retainer bar on floor brackets of forward and aft cabin doors of 131B and 331B aircraft.
 - d. Demonstrate landing position, distribute pillows, blankets, coats.
 - e. Remove and stow all shoes, sharp objects, glasses, dentures.
 - f. Use buddy system.
 - g. Secure galley and class divider in open position.
5. Give all secure report to Captain.
6. On CV-880 turn on additional evacuation lights.
7. Instruct passengers to assume landing position.

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EMERGENCY PROCEDURES

I. CREW POSITION/DUTY CHART - BOEING 727

CREW	PRE-LANDING RESPONSIBILITY	PRE-LANDING STATION	POST LANDING RESPONSIBILITY
CAPTAIN	Initiate applicable check list action. Notify ground of emergency and give position report. Advise Cabin Attendants and issue instructions. Brief passengers. When Flight Engineer has finished cockpit preparation, send aft to assist in cabin preparation.	COCKPIT	Go to cabin center section - Evaluate situation - initiate action as required.
FIRST OFFICER	As directed by Captain.	COCKPIT	Go to forward door area. Assist in installing slide and door opening. Assist in evacuation.
FLIGHT ENGINEER	Secure cockpit station, then go to cabin and assist where needed.	AISLE SEAT 1st ROW COACH COMPART	Go to galley door area. Assist in installing slide and door opening. Then proceed to aft stairs and assist in evacuation.
CABIN ATTEND. "A"	Proceed to cockpit for instructions. Brief cabin attendants and passengers. Coordinate all cabin preparation. Advise Captain when preparation completed.	CABIN ATTEND. SEAT AT FORWARD PASSENGER DOOR	Position slide retainer bar, open forward passenger door and activate evacuation slide. Remain in area to assist in evacuation.
CABIN ATTEND. "B"	Assist in cabin preparation.	AISLE SEAT 1st ROW COACH COMPART	Position slide retainer bar, open galley door and activate evacuation slide. Remain in area to assist in evacuation.
CABIN ATTEND. "C"	Assist in cabin preparation.	CABIN ATTENDANT SEAT AT AFT PSGR. DOOR	Check aft stair well area for fire or smoke, if clear - open door and drop stairs. Remain in area to assist in evacuation.
OTHER CREW AND CABIN ATTEND WHEN AVAILABLE	Assist as required.	CABIN ATTEND. SEAT AT AFT PSGR. DOOR OR AS DIRECTED BY CABIN ATTEND. "A"	Assist as required.

PASSENGER - CABIN PREPARATION

1. "A" proceeds to cockpit on six bells, briefed by Captain.
2. Brief other cabin attendants.
3. Turn on cabin lights.
4. Inform passengers of situation and issue instructions over P.A., if P.A. inoperative each cabin attendant briefs passengers in their respective cabin sections:
 - a. Secure seat belts and give release instructions, seats upright.
 - b. Secure loose cabin objects in lavatories.
 - c. Brief and position AEM near doors and position retainer bar on floor brackets of forward cabin and galley doors.
 - d. Demonstrate landing position, distribute pillows, blankets, coats.
 - e. Remove and stow all shoes, sharp objects, glasses, dentures.
 - f. Use buddy system.
 - g. Secure galley and class divider in open position.
5. Give all secure report to Captain.
6. Instruct passengers to assume landing position.

FLIGHT SERVICE MANUAL

EMERGENCY PROCEDURES

J. ANTICIPATED DITCHING - DUTIES AND STATIONS - BOEING 707-331 - 331B - 331C

1. This procedure is based on the following crew members - Captain, First Officer, Flight Engineer and 3 or 4 Cabin Attendants. If fewer than the above mentioned crew members are aboard, the wing exit area should first be staffed with those available excluding the Captain and First Officer in the Cockpit. Any crew member, in addition, should be located at the forward raft area.

2. Every effort must be made to board one crew member into every raft that is launched to take command and activate the raft emergency equipment. Every crew member on board must bear in mind the importance of the emergency radio and food supplies and stowing them in raft(s). This will apply regardless of any specific duties assigned to a crew member.

3. Prior to ditching, fill cabin seats from wing exits either way, selecting able bodied men for seating in the wing exit area.

4. Abandonment

a. The emergency escape hatches which have not previously been removed will be jettisoned and the life rafts removed from stowage. The rafts are accommodated in drop ceiling areas in the passenger compartments located as follows:

707-331 - two forward galley door area, four near wing exits, one aft galley door area.

707-331B - Two forward galley door area, three near wing exits, two aft galley door area.

The lowering of a panel in the bottom of the fairing allows the life raft to be lifted off the panel. Each raft is equipped with a launching line, one end of which protrudes from the carrying case. The projecting end of the line should be secured to the airplane before the raft container is thrown overboard.

b. Rig escape ropes from the overwing emergency escape hatches to the attachment fittings on the wings aft of inboard nacelle strut.

c. The container is pushed or thrown out an exit and a sharp tug on the launching line will release an air inflation charge. This inflation will pop the raft out of its container. If the airplane should sink while the rafts are moored to it, the launching lines will break before the rafts are pulled under.

d. Do not moor rafts with escape ropes as they are strong enough to pull the raft under. This raft may be used either side up. Two external pads permit easy access into the raft. There is a buoyancy chamber in the center of the raft which should be inflated with the hand pump.

e. Keep life rafts away from damaged aircraft structure that might tear them, including the vortex generators on each inner wing section.

f. Shoes and sharp objects should be removed prior to getting into the rafts.

g. Distribute emergency supplies among the rafts and tie down to prevent loss in the event the raft should capsize.

h. See that each passenger's life vest is inflated after leaving the airplane.

i. Load the available rafts equally.

j. As each raft is loaded move it clear of the airplane.

k. Rope rafts together with enough line to prevent a raft from being pulled under or breaking the line when another raft drops into a trough.

l. Make an effort to remain in the vicinity of the aircraft as long as it remains afloat.

m. Automatic sea anchors will keep leeward drift to a minimum. Search will start at the ditching position if known and rescue will be expedited by reducing drift from the area as much as possible.

n. Rig the raft canopy and secure. Every effort must be made to reduce exposure to the elements to a minimum. The decks should be kept as dry as possible. Extra clothing and blankets should be distributed and all crew members must be constantly alert to the symptoms of shock in the passengers.

o. Bail raft dry with sponges and bucket.

p. Remove wet clothing and wring out dry as possible. This will restore about 50% of insulation.

q. Where frigid survival conditions are encountered, it is vital to keep the canopy-spray shield assembly rigged snugly.

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EMERGENCY PROCEDURES

J. ANTICIPATED DITCHING - DUTIES AND STATIONS - BOEING 707-331 - 331B - 331C (Cont'd)

5. 331 - 331B - 331C Anticipated Ditching - Crew Duties and Procedures Check List

CREW	PRE-DITCHING RESPONSIBILITIES	PRE-DITCHING STATION	POST DITCHING RESPONSIBILITIES
CAPTAIN	Initiate applicable check list action. Radio position and nature of emergency. Advise Cabin Attendants and issue instructions. Brief passengers. When Flight Engineer has concluded cockpit preparation, send aft to ditching station.	COCKPIT	Proceed to cabin and establish command. Evaluate situation and initiate alternate action as required. When cabin clear, exit and board raft. Disconnect and keep raft clear of aircraft.
FIRST OFFICER	As directed by Captain.	COCKPIT	Proceed to forward raft stowage area and transport rafts and emergency radio to escape area assisted by able-bodied men. Assist in passenger movement. When cabin clear, exit and board raft. Disconnect and keep raft clear of aircraft.
FLIGHT ENGINEER	Secure cockpit station. Proceed to cabin and assist where needed.	FWD. RIGHT WING EXIT. AISLE SEAT.	<ol style="list-style-type: none"> 1. Wing exit removal. 2. Remove raft(s). 3. Secure raft mooring line. 4. Launch and inflate rafts. 5. Check life vest inflation 6. Aid in boarding raft. 7. Disconnect and keep raft clear of aircraft.
CABIN ATTEND. "A"	Proceed to cockpit for instructions. Brief Cabin Attendants and passengers. Coordinate all cabin preparation. Inform Captain when preparation completed.	FWD. LEFT WING EXIT. AISLE SEAT.	
CABIN ATTEND. "B"	Assist in forward cabin preparation.	AFT RIGHT WING EXIT. AISLE SEAT.	
CABIN ATTEND. "C"	Assist in coach cabin preparation.	PASSENGER SEAT ROW 20. AISLE SEAT.	
CABIN ATTEND. "D"	(If aboard) Assist Cabin Attendant "C" as required.	PASSENGER SEAT ROW 20. AISLE SEAT.	
OTHER CREW AND CABIN ATTEND. WHEN AVAILABLE	Assist as required.	LOUNGE OR PASSENGER SEAT IN WING AREA IF AVAILABLE	Assist as required.

PASSENGER - CABIN PREPARATION

1. "A" proceeds to cockpit on six bells, briefed by Captain.
2. Brief other cabin attendants.
3. Turn on cabin lights.
4. Inform passengers of situation and issue instructions over P.A., if P.A. inoperative each cabin attendant briefs passengers in their respective cabin sections:
 - a. Secure seat belts and give release instructions, seats upright.
 - b. Secure loose cabin objects in lavatories.
 - c. Place able-bodied men in each seat nearest a window exit, and brief on steps necessary for opening. He should be advised that it is to be opened only when directed by a crew member, and then only after the aircraft comes to a complete stop.
 - d. Demonstrate landing position, distribute pillows, blankets, coats.
 - e. Remove and stow all shoes, sharp objects, glasses, dentures.
 - f. Use buddy system.
 - g. Secure galley and class divider in open position.
 - h. Instruct passengers in use of life vests.
5. It is essential that Crew members be assigned and occupy the designated cabin seats in a ditching. Should the aircraft be fully loaded, it might be necessary to brief one of the passengers on proper bracing procedure and they may be placed on the floor, facing aft, aft of a convenient bulkhead and provided with sufficient blankets and pillows for maximum protection possible.
6. Give all secure report to Captain.
7. Instruct passengers to assume landing position.

* * *

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AVIATION FIRST AID

A. GENERAL

1. In cases of injury or illness, Cabin Attendant shall use his best judgment as to the extent of service to be rendered. He shall administer first aid, keep calm and reassure other passengers. He will not discuss injury or illness with other passengers. Under no circumstances shall any hypodermic medications be given passengers by Cabin Attendants. Do not administer any medications other than provided by TWA.

2. Report illness or injury on Comment Log and Accident Report - Passengers and Their Property, Form PAS-160. (See Section 02.10.)

3. Advise Captain

Cabin Attendants shall fully inform Captain of injuries or serious illnesses so he may be able to relay sufficient information to guide physician in making a decision relative to need for ambulance, hospitalization, etc.

4. At Point of Crew Change

If passenger continues a flight to his destination and crew is changed en route, the Cabin Attendant will furnish the relieving Cabin Attendant with complete details of illness or injury and extent of services rendered.

5. At intermediate or terminal stations, Cabin Attendant will personally turn over any deplaning ill or injured passenger to the Transportation Agent.

6. Emergency Care

In caring for a passenger who is ill or has been injured, the Cabin Attendant shall:

- a. Keep the passenger in as near reclining position as possible.
- b. Endeavor to determine the nature of illness or injury. In case of injury, be sure that all injuries are found, paying special attention to serious bleeding, cessation of breathing, wounds, burns, fractures, and dislocations.
- c. Keep the passenger warm to prevent shock.
- d. Do not give an unconscious person liquids. If patient is conscious and requests fluid, or if stimulant is needed, give water, hot tea or coffee, slowly in sips.

7. First Aid Kits

First Aid Kits are carried on all aircraft.

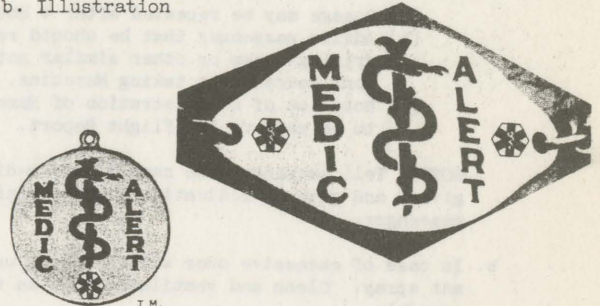
NOTE: If adhesive bandages are found to be dried and nonadhesive, place box in dispatch addressed to: Manager - Commissary Service, Room 205 AP, MKC.

Should you have occasion to open the kit, inform Flight engineer for write up in the log book.

8. Medic Alert Emblem

- a. Medic Alert Emblem is a metal disc worn by persons with known chronic ailments, etc. It may be worn attached to a chain around neck or as a charm bracelet.

b. Illustration



c. In Emergency Look For Message On The Back

Medic Alert Emblems are worn by Diabetics, Epileptics, Hemophiliacs, Laryngectomees (neck breathers), persons with Myasthenia Gravis, Multiple Sclerosis, severe allergies to horse serum, antibiotics, bee stings, persons taking anticoagulants, Cortisone and Antabuse, etc., skin divers, commercial deep sea divers, persons wearing contact lenses and others.

d. Medic Alert Central Reference File

The Medic Alert Foundation, Turlock, California, provides a Central Registration Service with serial number, name file and any additional information a member may record. Twenty-four-hour phone service is maintained, accepting collect calls from Doctors and Public Safety Officials anywhere in the world.

B. COMMON EMERGENCIES

1. Airsickness

- a. This is the most common illness encountered in flight, and should be handled by Cabin Attendant as follows:

- (1) Move passenger to front of plane, if possible.
- (2) Make sure that clean airsickness container is always available.
- (3) Put chair in reclining position and offer pillow.
- (4) Open individual ventilator for fresh air.
- (5) Advise passenger to breathe deeply.
- (6) Cover passenger with blanket.
- (7) Advise passenger to relax and try to sleep.
- (8) Give ammonia inhalant.
- (9) Give Marezine as prescribed below:

Preventive Cure

Adults:	1 tablet	2 tablets
Children over 4:	$\frac{1}{2}$ tablet	1 tablet
Children under 4:	Should not be administered.	

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AVIATION FIRST AID

B. COMMON EMERGENCIES (Cont'd)

1. Airsickness (Cont'd)

a. (Cont'd)

(9) Give Marezine as prescribed below: (Cont'd)

- (a) Dosage may be repeated after 4 hours.
- (b) Advise passenger that he should refrain from driving a car or other similar activity for four hours after taking Marezine.
- (c) Notation of administration of Marezine is to be made on the Flight Report.

NOTE: Tell passenger the name of any medication given, and give no medication without approval of passenger.

- b. In case of excessive odor within cabin, use deodorant spray. Clean and ventilate cabin as well as possible.
- c. If passenger does not respond to treatment, request Captain to radio ahead for medical advice.

2. Ear Distress (Aero-otitis)

- a. Passengers should be carefully watched for ear trouble whenever the plane changes altitude. Persons unaccustomed to air travel may be offered a Benzedrex inhaler when other measures are ineffective.
- b. When passengers complain of ear distress, suggest:
 - (1) Yawning,
 - (2) Swallowing,
 - (3) Hold nose and close lips and force air gently, by exhaling into mouth sufficiently to puff out cheeks, which should produce a "popping" sound in ears as eustachian tube opens and pressure is equalized.

NOTE: If passenger has a cold, this should not be done.

- c. If ear distress is encountered while plane is ascending and normal remedies are ineffective, Hostess may ask Captain to level off or descend enough to relieve discomfort until adjustment to altitude is made.

3. Nosebleed

- a. Person should sit up, hold head level at first, so blood doesn't drain into throat and gag the person.
- b. Loosen tie and collar.
- c. Press nostrils firmly together for 4 or 5 minutes.
- d. Have passenger avoid activity, blowing nose, coughing, etc.
- e. If unsuccessful, have Captain radio for medical aid and reason.

4. Hiccoughs

- a. Have passenger hold breath as long as possible, or drink glass of cold water slowly.
- b. Pull tongue out as far as comfortable for a minute or two.
- c. Breathe into paper bag fitted tightly over face.
- d. If hiccoughs persist and patient is too apprehensive, have Captain radio for medical aid with reason for need.

5. Pains in Abdomen

- a. Gas pains frequently occur while flying at high altitude. These may be recognized by intermittent colicky pains. If passenger experiences persistent pain, tenderness, nausea or vomiting, even if for only two or three hours, a more serious illness should be suspected.
- b. Constant severe pain in the abdomen may indicate serious disease. In these cases, the following procedure should be followed:
 - (1) Keep passenger quiet in whatever position is most comfortable.
 - (2) Give nothing by mouth.
 - (3) Place ice pack over painful area.
 - (4) Notify Captain to have a doctor advised to meet plane at next landing and reason needed.

6. Colds

Keep passenger warm and offer:

- a. Bufferin, aspirin or anacin tablets, one or two of each every three hours ($\frac{1}{2}$ aspirin for infants).
- b. Extra fluids to drink.
- c. Benzedrex inhaler to keep nose and ears open; this is especially important before descent.
- d. For cough, give cough syrup or cough drops.
- e. Persistent cough, pain in chest, chills and fever, suggest pneumonia, and the following care should be given:
 - (1) Keep warm.
 - (2) Give ample fluids by mouth.
 - (3) Give oxygen if breathing is labored or color is poor.

7. Sinus Headache (Sinusitis)

- a. Results from change in pressure and usually is associated with a cold. There may be pain in the regions under or over the eyes, pain in the face or headache.
- b. Give bufferin or anacin tablets.
- c. Offer Benzedrex inhaler, with instructions on its use.

8. Toothache

- a. Give bufferin or anacin.
- b. Apply either hot or cold compresses to jaw.

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AVIATION FIRST AID

C. SHOCK

1. Measures of Prevention

- a. Heat to body.
- b. Reclining position.
- c. Mild stimulants.
- d. Try to allay pain and fear.

2. Symptoms (Some or all may be present)

- a. Pale face with anxious expression. Lips, fingernails, and ears have bluish tinge. Eyes weary, lusterless, half covered eyelids, have glossy and vacant expression.
- b. Cool, clammy skin, perspiration at forehead, lips and palms of hands.
- c. Pulse rapid and weak.
- d. Severe chill, body shakes violently, teeth chatter.
- e. Lies quietly and takes little interest in activities about him. May be restless or completely unconscious.
- f. Nausea and vomiting.
- g. Breathing may be irregular, long deep sighing breaths alternating with shallow ones.

3. Treatment

- a. Heat - prevent loss of body heat, keep out of draft (shut off fresh air vent).
- b. Position - as nearly reclining as possible.
- c. Stimulants - aromatic spirits of amonia inhalant. Coffee or tea, hot as can be taken. Never attempt to force passenger to drink. Give no stimulants in case of severe bleeding until bleeding has been checked. Give no stimulant if passenger has fractured skull or if pulse is strong and face red.
- d. Administer oxygen with a mask.
- e. If shock is severe or passenger is unconscious, request Captain to radio ahead and advise doctor of condition.

D. SHOCK ACCOMPANIED BY SEVERE BLEEDING

Symptoms are same as for shock except the passenger may be restless and apprehensive and very thirsty. Care for the same as for shock; also:

1. Control bleeding first (See paragraph "E-3".)
2. Give water except when bleeding from stomach.
3. Do not give stimulant.

E. WOUNDS

1. Types

There are four kinds of wounds:

- a. Puncture or stab, caused by penetrating instrument such as a nail or wire. Blood does not flow freely from such a wound. Difficult to clean and easily infected.
- b. Abrasion, caused by rubbing or scraping. Easily infected.
- c. Incised, caused by sharp cutting instrument. Such a wound bleeds freely, is cleanly cut across and not so liable to become infected.
- d. Lacerated or torn, caused by blunt instrument - a severe bump breaking the skin such as falling against angular surfaces. Hemorrhage is not so severe. Torn across irregularly and infection danger is greater.

2. When Bleeding is NOT Severe

When bleeding is not severe apply antiseptic to wound, but do not wash or touch with hands. Cabin Attendant shall apply a sterile dressing or Band Aid and advise passenger to go to a doctor.

3. When Bleeding IS Severe

- a. Arterial bleeding may come in spurts. It tends to be bright red. It should be stopped by pressing on the pulsating artery, between the wound and the heart. Use the "pressure points" where the artery crosses a bone close to the skin (inside upper arm, groin). Resort to a tourniquet only when manual pressure is not effective or cannot be maintained because of shortage of help. If tourniquet is used, release for 15 seconds every 20 minutes.
- b. Venous bleeding flows steadily.
- c. Applying Pressure

To stop bleeding from wounds, use one of the following methods of pressure as appropriate:

- (1) Direct Pressure - for arterial or venous bleeding. Press with fingers directly over wound. Use a sterile compress (or clean compress if sterile one is not available). Do not put fingers directly into wound.
- (2) Compress - for arterial or venous bleeding. Place compress over wound and wrap bandage tightly to exert pressure.
- (3) Digital Pressure - for arterial bleeding. Apply hand pressure between the cut and heart at proper digital pressure point where the main arteries lie close to a bone.

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AVIATION FIRST AID

E. WOUNDS (Cont'd)

3. When Bleeding IS Severe (Cont'd)

c. Applying Pressure (Cont'd)

(4) Tourniquet - for arterial bleeding. If hand pressure is ineffective or difficult to keep up, tourniquet should be applied:

- (a) Around the upper arm about a hand's breadth below the armpit.
- (b) Around the thigh about the same distance below the groin.

4. Punctured Wounds

Such wounds are easily infected because:

- a. They do not bleed freely.
- b. Difficult to clean.
- c. Difficult to apply antiseptic.
- d. Tetanus (lock jaw) may develop from a puncture wound. Passengers with puncture wounds should be told that only incomplete first aid treatment can be given on the plane - that they should consult a doctor promptly after arrival.

5. Wounds in Which Foreign Bodies Remain

- a. Such wounds may be caused by splinters of wood or small pieces of glass.
- b. If foreign body is near the surface, it can be picked out.
 - (1) Sterilize the skin with an antiseptic.
 - (2) Sterilize a knife point, needle or tweezer by passing through a flame.
 - (3) Remove.
 - (4) Make bleed if possible.
 - (5) Apply antiseptic after bleeding stops.
 - (6) Apply compress or bandage.
- c. If foreign body is under the nail, it can be removed in the same manner as stated, unless it is broken off, in which case, trim the nail and remove.
- d. If foreign body is buried deeply in an important body structure (chest, abdomen, eye):
 - (1) Do not remove.
 - (2) Request Captain to radio ahead to have a doctor meet the plane, giving diagnosis.
 - (3) Apply antiseptic and proper dressing.

6. Eye Wounds

a. Foreign Bodies in Eye

- (1) Do not rub; do not be rough.
- (2) Do not pull splinters from eye.
- (3) Never attempt to remove object with sharp instrument.
- (4) Close the eye, grasp the lashes of upper lid and pull out and down over the lower lid.
- (5) Look under lower lid. Place thumb near edge of lid and press down while passenger looks up.
- (6) Look under upper lid. Grasp central lashes between thumb and index finger and pull down and away from eyeball. Have passenger look down.
- (7) Instructions for turning lid. To turn upper lid, place a small applicator on upper lid about one-half inch from its edge and press downward, and at the same time quickly turning lid upward.
- (8) If foreign body is found, gently but quickly remove with a clean, moistened applicator.

b. Wounds of the Eyeball

Wounds to the eyeball are always serious and the removal of a splinter or such other object which has penetrated the eye should never be attempted by the Cabin Attendant. Captain shall be notified to radio ahead for a doctor (Eye Specialist) immediately.

- c. If pain severe, cover eye with compress and bandage loosely.

F. INTERNAL INJURIES

Internal injuries result from blows on the abdomen and the like. The nature and extent of such injuries is not always clear. The Cabin Attendant shall:

- 1. Keep passenger in reclining position.
- 2. If necessary to move, do so in lying position.
- 3. Treat for shock.
- 4. Internal bleeding - Do not give fluids if gastric.
- 5. Request Captain to radio for a physician.

G. BOILS

1. Symptoms

- a. Redness,
- b. Heat,
- c. Pain,
- d. Swelling,
- e. Formation of pus.

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A → AVIATION FIRST AID

G. BOILS (Cont'd)

2. Treatment

- a. Apply hot compresses during trip.
- b. Before passenger leaves plane, apply a dry sterile dressing.
- c. Instruct passenger to report to physician upon arrival.

H. BONE FRACTURES

1. Simple Fractures

- a. A simple fracture is one in which the bone is broken but there is no associated skin wound.
- b. Improper handling of a simple fracture may cause compound fracture. In examining the injury, compare the part where fracture is suspected with corresponding part of uninjured side. Gently run finger over the suggested point of fracture. Tenderness is present and uneven places may be felt. The limb may lie in an unnatural position.
- c. Symptoms (All of these may not be present in every fracture.)
 - (1) Person frequently feels or hears bone snap.
 - (2) Pain, tenderness, deformity.
 - (3) Partial or complete loss of motion in adjacent joints.
 - (4) Swelling, discoloration, (later).
 - (5) Grating may be felt. (Cabin Attendant is not to make any attempt to elicit this grating.)
- d. Immediately request Captain to radio ahead for a physician and, while waiting, proceed as follows:
 - (1) Prevent further damage. If in doubt about the injury being a fracture, always care for as a fracture.
 - (2) Make passenger comfortable.
 - (3) If evidence of bleeding, remove sufficient clothing to determine if a compound fracture.
- e. In case of broken limbs, if condition permits, do not move the passenger or the broken limb until the doctor arrives. Make passenger as comfortable as possible.
 - (1) Do not attempt to set a bone.
 - (2) Do not attempt to pull limb into a normal position.
 - (3) Do not splint unless absolutely necessary.
 - (4) If necessary to move, apply splints first.
 - (5) Keep passenger quiet.
 - (6) If upper extremity, some relief may be given by applying a sling from triangular bandage, especially if fracture involves forearm or shoulder.

2. Compound Fractures

- a. A compound fracture is one in which the bone is broken and there is a connecting wound.
- b. The symptoms of a compound fracture are the same as those for a simple fracture, in addition to the following:
 - (1) Wound.
 - (2) End of bone may protrude.
 - (3) Severe bleeding is frequent.
 - (4) Shock is apt to be more severe.
- c. Request Captain to radio for a doctor and in the meantime administer first aid as follows:
 - (1) If arterial bleeding is present, control by digital pressure. Apply tourniquet only if necessary. Loosen tourniquet every 15 minutes.
 - (2) If arterial bleeding is not present, place tourniquet loosely so that if bleeding begins it can be immediately tightened.
 - (3) Care for wound with mild antiseptic, sterile dressing and bandage. If bone is protruding, apply sulfanilamide powder over end of bone and into wound, then cover completely with large sterile compresses.
 - (4) Other treatment, same as for simple fracture.

3. Skull Fracture and Brain Concussion

- a. Regard no head injury lightly. Request Captain to radio for a doctor and keep passenger quiet until he is available.
- b. If a passenger is unconscious following an accident in which he received a physical injury, a head injury is usually the cause.
 - (1) A skull fracture is where bone cracks in a more or less straight line but no bone is driven into the brain.
 - (2) Depressed fracture is where pieces of bone are driven into the brain.
 - (3) Concussion is caused by bruising of brain which results in swelling of brain tissues and sometimes breaking of blood vessels.
- c. Symptoms of a head injury vary greatly and may be as follows:
 - (1) Bump or cut may be on head.
 - (2) Passenger may or may not be unconscious.
 - (3) Pupils of eyes may be unequal in size; if present, may indicate serious brain injury (but some people born that way).
 - (4) May be bleeding from one or both ears. (Usually definite sign of fracture. May be bleeding from nose.)
 - (5) Face may be flushed, normal or pale depending on damage done to brain.
 - (6) Pulse may be rapid or weak, normal or slow and strong, again depending on internal damage.

TRANS WORLD AIRLINES, INC.
FLIGHT SERVICE MANUAL

A → → AVIATION FIRST AID

H. BONE FRACTURES (Cont'd)

3. Skull Fracture and Brain Concussion (Cont'd)

- d. In all doubtful cases of head injury, care for as an actual fracture.

- (1) Keep passenger in reclining position.

- (a) Head slightly raised if face normal or red.
(b) Head level, if face is pale.

- (2) Move only in lying position and handle carefully.
(Handle carefully and only if absolutely necessary.)

- (3) Apply cold cloths to head.
(4) Give no stimulant.
(5) Keep warm.
(6) Care for any scalp wounds by application of dressing and antiseptic.
(7) Administer oxygen routinely with a mask.

4. Fracture of Finger

This type of fracture shows the usual symptoms of a fracture. Administer first aid as follows:

- a. Support hand in sling.
b. Sling may be used safely without splint.

5. Fracture of Spine

- a. Permanent paralysis and even fatalities can result from wrong handling of spine injuries; therefore, it is extremely important that the passenger receive the proper care if he has sustained such an injury.

b. Symptoms:

- (1) If passenger is conscious, he may tell where he is hurt and what happened.
(2) Pain in neck or back may be only symptom.
(3) Ask if he can move feet, toes, hands, and fingers.
(4) If he cannot open and close fingers rapidly or grasp hands firmly, neck is probably broken.
(5) If he can move fingers but not feel feet or toes, back is probably broken.

- c. Immediately request Captain to radio ahead for doctor and administer first aid as follows:

- (1) Do not lift head even enough for a drink.
(2) Do not let passenger rise or even sit up.
(3) Treat for shock.
(4) Make sure that any moving of patient is done in natural (Straight) position with all parts of the body well supported by an instructed group of carriers.

I. DISLOCATIONS

1. A bone getting out of place at a joint is a dislocation. Except in certain emergencies, only, a doctor should attempt to "reduce" (put back in place) the location.

2. Symptoms

- a. Pain, often intense.
b. Deformity of the joint.
c. Marked swelling.
d. Shock may develop.

3. Treatment

- a. Make passenger comfortable as possible.
b. Cold compresses to joint.
c. Treat for shock.
d. If dislocated hip and necessary to move, place pillow under the injured member.
e. A dislocated shoulder or elbow may be supported by an arm sling.
f. Request Captain to radio for a doctor.

J. SPRAINS

1. A sprain is a tearing or bruising of a ligament and is caused by violent stretching or twisting of a joint.

2. Symptoms

- a. Pain at time of injury.
b. Rapid swelling over joint.
c. Increasing pain when used.
d. Discoloration, immediate or delayed.

3. Treatment

- a. Elevate the part.
b. Apply cold applications for a few hours or until physician is consulted.
c. Do not use part, if injury is severe.
d. Do not bandage sprained ankle with tape. Elastic bandage is permissible.

NOTE: It is often difficult to tell the difference between a sprain and a fracture. If in doubt, treat as a fracture.

K. STRAINS

1. A strain is an injury to a muscle to tendon resulting from severe exertion.

2. Symptoms

- a. Pain at time of injury.
b. Stiffness and painful movement of part.

3. Treatment

- a. Resting injured muscle.
b. Applying heat.

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AVIATION FIRST AID

L. BRUISES (CONTUSIONS)

1. Such an injury is sustained by a blow to some part of the body which breaks the small blood vessels in the tissues just under the skin. Usually the skin is not broken.

2. Symptoms

Pain, swelling, and discoloration.

3. Treatment

Ordinarily, first aid care is unnecessary; however, when it is indicated, proceed as follows:

- a. Cold cloths help prevent discolorations, reduce swelling and relieve pain.
- b. If skin is broken, care for as a wound.

M. BURNS

1. Description

Burns are classed in three different degrees according to depth to which body tissues are injured:

- a. First Degree - Skin reddened.
- b. Second Degree - Skin blistered.
- c. Third Degree - Skin charred, cooked.

2. Treatment

a. First and Second Degree Burns

- (1) Apply burn ointment.
- (2) Bandage lightly for protection.
- (3) Never use iodine or apply cotton for dressing.
- (4) Do not open blisters.
- (5) Do not attempt to remove any substance stuck to skin.

b. Third Degree Burns

- (1) Treat for shock.
- (2) Request Captain to radio for a doctor.

c. Frost Burns Caused by CO₂ Fire Extinguisher or Dry Ice

- (1) Quickly warm the part affected. Use warm wet cloth pack or immerse in warm water.
- (2) Then treat as a first degree burn.

d. Burns of the Eye

- (1) If, of the lids only, treat as any other burn.
- (2) Chemical burns of eyeball (most common source probably fire extinguisher and deodorizer).
 - (a) Have passenger flush out eye with clear water at wash basin. Use large amounts of water. This is always to be done with any type of chemical burn.
 - (b) Apply loose bandage.
 - (c) Have Captain radio for a doctor, preferably an Eye Specialist.

N. UNCONSCIOUSNESS

1. Apoplexy or Stroke (Caused by rupture of blood vessel in brain)

a. Symptoms

- (1) Perhaps a few minutes warning - headache, dizziness, ringing in ears, specks before eyes.
- (2) Sudden deep unconsciousness.
- (3) Face usually red but may be ashen gray.
- (4) Respiration, slow - noisy.
- (5) Pulse strong, but slow.
- (6) Pupils often unequal.
- (7) One side of body often more limp than other.
- (8) Mouth may be drawn to one side and saliva draining out the corner.
- (9) Breathing difficult.
- (10) Temperature often subnormal.
- (11) Partial or complete paralysis.

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AVIATION FIRST AID

N. UNCONSCIOUSNESS (Cont'd)

1. Apoplexy or Stroke (Caused by rupture of blood vessel in brain) (Cont'd)

b. Treatment

- (1) Administer oxygen with a mask.
- (2) Keep warm, quiet, in reclining position with head slightly raised, or turn to one side to allow saliva to drain out and be wiped away.
- (3) Cold applications to head - warmth to body.
- (4) Give no stimulant.
- (5) Loosen clothing.
- (6) Have Captain radio for doctor.

2. Alcoholic Intoxication

a. Symptoms

- (1) Odor of alcohol.
- (2) Partial or complete unconsciousness.
- (3) Face flushed at first, then pale.
- (4) Pulse strong, then weak.
- (5) Breathing slow and deep, as in sound sleep.
- (6) Vomiting and incontinence.

b. Treatment

- (1) Apply external heat, if chilling.
- (2) If passenger can be roused, give black coffee.

NOTE: Do not assume passenger is drunk if he is unconscious and odor of alcohol is present. In case of doubt, treat as case of apoplexy or skull fracture.

3. Fainting

Fainting is unconsciousness brought on by insufficient blood to brain, which may be brought about by extreme hunger, fatigue, fear, severe emotional shock, internal bleeding, or severe pain.

a. Symptoms

- (1) Pale face.
- (2) Dizziness and feeling of weakness.
- (3) Passenger will slump or fall, becoming completely unconscious.
- (4) Breathing shallow.
- (5) Pulse weak and slow.
- (6) Perspiration on forehead.

b. Treatment

- (1) Bathe face and neck with cold water.
- (2) Keep passenger lying down, with head low, or lower head between knees.
- (3) Loosen tight clothing.
- (4) Give ammonia inhalant. If doesn't respond quickly, administer oxygen with a mask.
- (5) Give stimulants, when conscious.
- (6) If unconsciousness is prolonged, request Captain to radio for a doctor.

4. Epilepsy

a. Symptoms

- (1) Violent involuntary muscle contractions - may be over entire body or just part of body.
- (2) Face pale - becomes reddened.
- (3) Involuntary action of bowels and bladder may be present with severe type.
- (4) After few seconds to several minutes, convulsions cease and passenger may fall into deep sleep.

b. Treatment

- (1) Surround passenger with pillows and blankets to prevent injury.
- (2) Do not attempt to place anything in mouth to prevent biting of tongue. (Usually not possible and danger of getting bit.)
- (3) Do not try to restrain movements.
- (4) Do not give stimulant.
- (5) As soon as convulsion ceases, place person in comfortable position and allow him to sleep.

NOTE: Epileptic convulsions or fits are not often seen and are not brought on by flying. Other passengers should be advised that person is having an attack which will last only a short while.

5. Heart Attack

a. Symptoms

- (1) Pain in region of heart, usually severe pressure or vice-like, suffocating and associated with fear of death at times.
- (2) Pulse weak and rapid; sweating; color pale or blue.
- (3) There may or may not be loss of consciousness.

b. Treatment

- (1) Rest and reassurance. Semi-reclining position is usually best.
- (2) Stimulants
 - (a) Ammonia inhalant for faintness.
 - (b) Coffee or tea.
 - (c) Whiskey with hot water may give relief to passenger having severe pain.

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AVIATION FIRST AID

N. UNCONSCIOUSNESS (Cont'd)

5. Heart Attack (Cont'd)

b. (3) Oxygen - Very Important

NOTE: In addition to heart attack or pneumonia, pain in the chest may indicate:

PLEURISY: Pain is sharp and increased by breathing. May be relieved by hot water bottle and aspirin.

LUNG COLLAPSE: Sudden onset with shortness of breath. Color may be blue. Administer oxygen and have doctor available on arrival.

O. PREGNANCY

1. If passenger complains of regular abdominal pains at frequent intervals, bleeding or membranes rupturing, have Captain radio for a doctor and stop at nearest station.
2. If the nearest station is several hours away, delivery must be prepared for and the following procedure will be followed:
 - a. Place passenger in most isolated part of plane - depending on type.
 - b. Hostess must appoint one assistant, preferably the Flight Purser or experienced person if one aboard (crew or passenger).
 - c. Offer fluids and reassure passenger.
 - d. Cover floor with blankets, partially lined with clean towels.
 - e. Assistant should have on hand:
 - (1) Two blankets,
 - (2) Twelve clean towels,
 - (3) Six sanitary napkins,
 - (4) Hot water bottles,
 - (5) Warm soapy water.
 - f. When delivery is imminent (pains every two minutes or less and passenger complaining of uncontrollable pressure) place her on the floor, head on pillow and cover her with a blanket.
 - g. Advise her to rest between contractions.
 - h. At actual time of delivery, passenger will flex legs.
 - (1) Allow baby's head to deliver itself - guide shoulders with well scrubbed hands. Wipe mucus, etc., away from mouth and nose.
 - (2) When baby is completely delivered, wrap in towel lined blanket and wait for placenta to deliver itself. Do not cut cord. Gush of dark blood usually precedes or follows "after birth".
 - (3) Baby with placenta may then be wrapped in blanket and kept close to mother for warmth.

1. Immediately after delivery of child, Hostess should place her hand on mother's abdomen and hold fundus. If it becomes boggy, gently massage. This will prevent hemorrhage.
- j. Check frequently for bleeding.
- k. Wash mother with warm soapy water. Adjust sanitary napkin and have passenger lie quietly with legs together.
1. Do not leave passenger alone.

P. DIABETES

A passenger with diabetes may get into trouble in two different ways, if not receiving proper treatment.

1. Diabetic Coma (Due to lack of Insulin)

- a. Symptoms
 - (1) Onset usually gradual.
 - (2) Breathing rapid and deep - breath smells like alcoholic's.
 - (3) Skin dry and warm - flushed.

b. Procedure

- (1) Give Captain detailed description of symptoms so he may initiate necessary action for care of passenger.
- (2) Attempt should be made to determine when he took his last insulin, and if dose is needed and passenger has it with him, and knows how much to take, encourage him to take it.

2. Insulin Shock

a. Symptoms

- (1) Nervousness and apprehension; then may progress to loss of consciousness and convulsions.
- (2) Skin cold, clammy, and pale.

b. Treatment

Passengers often forget to eat if not used to flying and if they took their usual dose of insulin in morning - may need food. Start with orange juice, ginger ale, or sweetened tea.

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Q. HYSTERICAL ATTACKS

1. Symptoms

- a. May be laughing and/or crying.
- b. Unconsciousness is not generally present.
- c. If unconsciousness is present, it can be distinguished from other attacks by the following symptoms:
 - (1) Face does not change color.
 - (2) Passenger will resist any attempt to open eyes.
 - (3) Usually falls on something soft.
 - (4) Seldom occurs unless someone present.

2. Treatment

- a. Hold ammonia inhalant quite close to nose.
- b. Do not give more attention than necessary.
- c. If persistent, ask Captain to radio for a doctor.

R. HYPOXIA

The condition in which there is interference with the utilization of oxygen by the tissues of the body.

1. Symptoms commonly accompanying deficiency are as follows:

- a. Headache,
- b. Respiratory changes and difficulties,
- c. Excessive sleepiness,
- d. Vertigo (dizziness),
- e. Lassitude and indifference, or euphoria (intoxication signs),
- f. Fatigue,
- g. Sensory impairment,
- h. Extreme air nausea.

2. Treatment

- a. Administer oxygen. Since hypoxia is of slow and insidious onset, the various senses become clouded before the passenger perceives the change. Therefore, very few persons will request oxygen. It is of extreme importance that the Cabin Attendant observes each passenger for symptoms of hypoxia.
- b. Persons with heart disease are particularly susceptible to hypoxia, and will become cyanotic (blue) upon the least effort at altitudes as low as 6,000 feet.
- c. Cabin Attendants should take oxygen themselves if they become unduly fatigued or sleepy.

S. PSYCHOTICS (MENTALLY DISTURBED OR INSANE)

- 1. Known psychotics are not allowed to be carried under any circumstance.
- 2. If any individual presents an abnormal behavior, suspicious of a psychosis, while in flight the Captain should be notified immediately. There are no specific first aid rules to handle this type of emergency, but if the following general points are followed, serious harm can usually be prevented. Any mental case should be removed from the airplane as soon as practical and turned over to a physician (preferably a psychiatrist) or responsible authorities.
 - a. Whenever possible, have patient talk about his problems. Try to listen whether he makes sense or not.
 - b. Do not try to interrogate patient. Questions should be presented with the attitude of helpfulness and sincere interest in his problem.
 - c. Consider any attempt or gesture of restraining or subduing patient only as a last resort. Do not attempt or consider such without adequate assistance and in the interest of safety.
 - d. Do not administer medications.

T. ADMINISTRATION OF OXYGEN - PISTON AND JET AIRCRAFT

- 1. Loosen collars, ties, or any tight neckline article on passenger.
- 2. Request passengers seated within a radius of three rows on both sides to refrain from smoking.
- 3. Request captain to turn oxygen to "HI" on Piston Aircraft. Turn yellow knob to "ON" on cylinder.
- 4. On Piston Aircraft, insert mask plug into outlet nearest passenger to whom oxygen is to be administered. On Jet Aircraft, plug mask plug into "HI" outlets. Check for security.
- 5. Check bag for flow of oxygen.
- 6. Strap mask onto passenger.
 - a. If passenger is unconscious or obviously ill, hostess must remain with him while oxygen is being administered.
 - b. Oxygen should continue to be administered until symptoms disappear. Usually 15 to 20 minutes will relieve passenger.
- 7. When symptoms disappear, remove mask and turn yellow knob on cylinder to "OFF". On Piston Aircraft, request captain to turn O₂ off.
- 8. Replace tubing and mask in green bag. If disposable mask was used, remove tubing from mask, retain tubing, but dispose of mask. Never use same mask for more than one passenger.
- 9. Advise passengers they may smoke.
- 10. Check passenger frequently for recurring symptoms.

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AVIATION FIRST AID

T. ADMINISTRATION OF OXYGEN - PISTON AND JET AIRCRAFT (Cont'd)

11. Inform captain and flight engineer of use of oxygen and mask.

NOTE: When administering oxygen to infants, two methods may be employed:

- a. Hold mask in place about an inch from infant's face. Strapping mask onto child's face will probably frighten him.
 - b. Remove tubing from mask and insert tube through hole punched in bottom of paper cup and hold inverted cup over infant's nose and mouth.
12. Administration of Oxygen to Laryngectomized Passengers (Neck Breathers). These passengers have had a tracheotomy, or surgery of the windpipe which necessitates breathing through a tube in the throat rather than through the mouth or nose.
 - a. Loosen collars, ties, scarfs, or any other neckline article. Women frequently conceal the neck tube by wearing a silk scarf around their neck.
 - b. Place the conventional mask over the tube at the front of the neck rather than over the nose and mouth.

→ U. HYPERVENTILATION (OVER-BREATHING)

1. Frequently develops as a result of emotional tension, anxiety or air sickness. The deep, rapid breathing lowers the body's carbon dioxide (acid) level and causes alkalosis symptoms listed below.

2. Symptoms

- a. Visible over-breathing.
- b. Dizziness and blurring of vision.
- c. Numbness and tingling of hands, feet and lips.
- d. Stiffness and muscle spasm especially hands and feet.
- e. Loss of balance, faintness to unconsciousness.

3. Treatment

- a. Give simple explanation to passenger as to cause of his symptoms and reassurance.
- b. Instruct him to breathe slowly and hold breath a few moments in between.
- c. May breathe slowly into a paper bag or oxygen mask (not plugged into bottle).

* * *

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Mar-8-63

FLIGHT PROCEDURES

CABIN MANAGEMENT - - - - -	04.05
NIGHT FLIGHT PROCEDURES - - - - -	04.10
ANNOUNCEMENTS - - - - -	04.15
CONDITIONS OF CARRIAGE - - - - -	04.20
PRE-FLIGHT DUTIES - DOMESTIC - - - - -	04.25
CHECK LIST - JET AIRCRAFT - DOMESTIC - - - - -	04.30
CHECK LIST - CONSTELLATION AIRCRAFT - DOMESTIC - - - - - (749-749A - SUPER G)	04.35
PRE-FLIGHT DUTIES - INTERNATIONAL - - - - -	04.40
CHECK LIST - INTERNATIONAL - - - - -	04.45

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TRANS WORLD AIRLINES, INC.
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CABIN MANAGEMENT

STORAGE OF HOSTESS' PERSONAL BELONGINGS

1. Coat, purse, etc., are never to be stowed in passenger seats. To block approved seats for personal use, place a "Seat Occupied" card in chair.
2. Do not store purse in visible, unguarded place.

CABIN CLEANLINESS - INTERMEDIATE STOPS AND CREW CHANGE POINTS

1. All cabin attendants are responsible for keeping the cabin clean and in order throughout the flight.
2. No equipment, supplies (including dining items) or personal belongings are to be stored in the lounge.
3. Prior to each landing, cabin shall be made as orderly as possible. Cleaning will be completed on the ground by cabin attendants. Straighten all seats, those of through passengers as well as those of passengers who have terminated.
4. At crew change points, the cabin must be in order before incoming cabin attendants deplane. Outgoing cabin attendants shall assist in straightening the cabin.

5. Check List

- a. Replace armrests.
- b. Fold and store blankets not in use. Replace pillows not in use.
- c. Clean galley. Be sure supplies are returned to proper storage.
- d. Inspect and clean lavatories frequently. Under no circumstances shall lavatories be inspected and cleaned less frequently than once per hour.
- e. Use deodorant spray to neutralize odor when necessary.
- f. Keep magazines, newspapers and other flammable litter, etc. off the floor.
- g. If galley or auxiliary bar areas are unclean and floor or seats have been badly soiled due to airsickness, food spillage in turbulence, etc., and cleaning is mandatory, notify captain that special cleaning service is necessary. Cabin attendants are to use this "alert" only when absolutely necessary.
- h. At flight origin and termination stations, duties related to aircraft cleanliness will be handled by ground personnel.

SEAT BLOCKING

1. For Groups of Two or More Passengers Traveling Together

It is TWA's policy to permit passengers traveling together to occupy adjacent seats. The following procedures apply, except on coach flights.

- a. Origin Station
 - (1) "Available for Passengers Traveling Together" signs are provided on Constellation aircraft and are located in the overhead rack, aft section of aircraft.
 - (2) Cabin Attendant shall block 3 sets of double seats throughout the aircraft. Aft seats should be left open.

- b. In all possible instances, passengers traveling together should be seated to their satisfaction when they board; however, if this cannot be accomplished without undue confusion, inform the passengers that an attempt will be made after takeoff to work out seating. On night flights, no sleeping passenger should be disturbed to accommodate groups desiring adjacent seating.

- c. At enroute stations, cabin attendants will make every effort to accommodate passengers traveling together.

2. Mail

If mail is carried in the cabin, a suitable explanation shall be made to the passengers.

PASSENGERS GIVEN BOARDING PREFERENCE

1. Mothers with infants.
2. Aged or infirm passengers.
3. Blind passengers.
4. Children traveling alone.

BOARDING PASSENGERS

1. See "Cabin attendants check list" for proper boarding position.
2. Check ticket envelopes carefully at all stations for flight number, date, destination, validation stamp and allowable carry-on articles.
 - a. On multiple service flights, ticket envelopes of coach passengers will have flight number circled. Economy passengers' ticket envelopes will have the word "Economy" stamped on them and the letter "Y" inserted next to the flight number.
 - b. Nonrevenue passenger who fails to "list" himself for flight may have his ticket envelope stamped "no meal".
 - c. When nonrevenue passenger boards, remove yellow copy of form and retain.
3. Greet passengers graciously and with a SMILE.
4. Suggest to boarding passengers that brief cases, hat boxes, etc., be stored under the seats.
5. Request passengers to take coats to seats to permit identification prior to storing.

NOTE: Garment bags are to be hung in the coat compartment along with coats.

PASSENGER COUNT

1. Walk from rear to front to make initial count; re-check front to rear.
2. Avoid counting unticketed children and ACMS.

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CABIN MANAGEMENT

PASSENGER COUNT (Cont'd)

3. Give total count to Transportation Agent. On multiple service flights, give separate Coach and First Class count.

4. Passenger Count Discrepancy

On all domestic and international flights, at all stations, the responsibility for taking the passenger count rests with the Cabin Attendant. Transportation agents are not to board aircraft for the purpose of taking the passenger count. If total passenger count does not agree with total shown on Form O-128, following steps shall be taken:

- a. If no flight delay will result, cabin attendant will re-examine ticket envelopes to make sure passengers have boarded correct flight.
- b. If discrepancy cannot be corrected, agent shall correct and sign Form O-128 to agree with actual head count. FMR passenger breakdown shall be sent "PNDG COR".

5. Cabin Attendant

- a. When passenger count does not agree with Agent's count, cabin attendant will double check count and request Captain to radio to determine whether or not original count was accurate. When radio contact is not possible, Cabin Attendant will give this information to Gate Agent at next stop.
- b. When recount does not match original count on Form O-128, cabin attendant shall examine each passenger's ticket envelope, while in flight, to determine if flight coupon for trip has been lifted or if passenger is on wrong flight.
- c. If any error is noted on a ticket or ticket envelope, the cabin attendant will request passenger's permission to hold entire ticket for correction at next station, and will write passenger's name on envelope for return. If passenger does not relinquish his ticket, record his name and destination and report to Transportation Agent at next station.

SEAT BELT REGULATIONS

1. Check Belts Individually

- a. Do not assume a passenger will fasten his belt; check each one to be sure. Offer to assist, if indicated. Show first riders how to unfasten as well as fasten.
 - b. This regulation applies to non-revenue passengers and dead-head crew members as well.
2. Cabin Attendants shall be seated in designated seats with seat belts (and shoulder harness on Jets) fastened for all take offs, landings, and during turbulence.
 - a. Seat belt to remain fastened.
 - (1) After take off until sign is off.
 - (2) After landing, until thrust is reversed.

- b. If cabin attendant feels he is needed by passenger during slight turbulence when sign is on, he may call the captain on the interphone to request permission to leave seat.

3. Place passenger seat belts parallel to armrests when not in use.

4. Cabin attendant seat belts are to be folded across seats when not in use.

5. Seat belt extension - located in coat compartments.

SEAT BELT SIGN

When seat belt sign is activated in coach cabin by cabin attendant, advise cockpit. Do not make general P.A. announcement.

HANDLING OF COATS

1. If possible, collect all coats prior to takeoff.
2. As coat is taken from passenger, attach ID tag through buttonhole and note seat number and passenger destination on tag.

EXCEPTION: If passenger is going beyond your crew change point, add his name on tag as you pick up coat.

3. Offer to hang coats held by passengers whenever coat compartment space is available. If no space available, offer to place coats in overhead rack. Do not allow coat-tails, sleeves, etc., to protrude from overhead rack.

NOTE: Perishable fur coats are to be folded inside out and placed in the overhead rack. Explain to passenger that this handling is recommended by furriers.

4. If coat or hat is placed in the overhead rack in rear of aircraft away from passengers seat, tag with seat number and destination.

5. Keep coat rack curtains closed.

BELONGINGS OF THROUGH NO SHOWS

1. If items can be positively identified, give to Transportation Agent, and report on Form PAS-348.
2. If items not positively identified, hold until flight termination: If not claimed, treat as found article.

FLOWERS, CORSAGES, AND PERISHABLES

1. Do not accept flowers, corsages, or perishables for storage in galley area. Advise passengers to keep at seats.
2. Corsages may be pinned to window curtains or seat backs.
3. To keep boxed flowers cool, a piece of wrapped dry ice may be placed in corner of box away from blossoms.

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04.05.03

Oct-7-64

CABIN MANAGEMENT

ELECTRIC SHAVERS

Jet Aircraft

Two outlets provided in each lavatory on Jet Aircraft. 28 volt outlet is provided for regular aircraft shaver. 115 volt outlet is provided for passenger's personal shaver. (See Form PAS-414).

ACCESS TO PILOTS' COMPARTMENT

1. Only Company personnel in the line of duty and persons authorized by FAA are permitted in the cockpit.
2. Cabin attendants are to remain in the cockpit only as long as necessary, and not more than five minutes.

MULTIPLE SERVICE FLIGHTS

Separation of First Class and Coach areas.

1. Due to tariff regulations, Coach passengers must be denied the right to occupy First Class or lounge seats. It is the responsibility of the cabin attendant to enforce the regulation, and to explain that tariff regulations will be noted, if he should enter the First Class section. Explain that it is a violation of the tariff regulation.
2. First Class passengers are permitted in the coach area. If a First Class passenger elects to sit in the Coach section to visit with friends, etc., he may do so but must return to the F/C area to be served drinks and/or a meal. No First Class service may be offered in the Coach section.

LOUNGE AREA ON AIRCRAFT

A lounge is provided in the First Class section of all Boeing 707 models except the 331C. On domestic flights these seats are offered for sale. If the First Class cabin is not full, the lounge is intended for the use and enjoyment of all First Class passengers.

BAYONET TRAYS AND PILLOWS

1. On piston aircraft, bayonet trays are to be used for all First Class services except beverage. In the event this is impossible due to short flight time or turbulence, note this on your PAS-348. Take into consideration passenger load as well as time.
2. Bayonet trays and drop-down tables shall never be positioned prior to takeoff and must be stored prior to landing.
3. Pillows may be used for beverage services on piston aircraft.
4. Drop-down tables are to be used for all services on jets.

SMOKING REGULATIONS

1. Smoking is prohibited during takeoff or landing and aboard or near the plane while it is on the ground. A passenger taking oxygen and the people three rows forward and aft shall not smoke while oxygen is turned on.
2. Passengers may smoke in cabin in flight at any time the "No Smoking" sign is not lighted, providing passengers remain seated while smoking. Smoking is prohibited in the lavatories.
3. Cigarette smoking only in the main cabin, however, pipes and cigars are permitted in lounges.

Exception: Cigar and pipe smoking is permitted in the main cabin only if all passengers are contacted and there are no objections.

4. Smoking may be permitted on Domestic Jet aircraft on the ground under the following conditions:
 - a. Aircraft encounters a delayed departure from the gate, providing fuel servicing is not in process.
 - b. A delay awaiting gate space is encountered.
 - c. A delay awaiting take-off at the end of the runway is encountered.

The Captain or his designated representative will:

- a. Determine when smoking on aircraft will be permitted.
- b. Make announcement on public address system when smoking is permitted, giving appropriate reason for this action.
- c. Deactivate the "No Smoking" signs.
- d. Advise passengers and hostesses via the public address system when smoking is prohibited and activate the "No Smoking" signs.

Hostesses will keep cabin under constant surveillance to insure that safety regulations are not violated. During delays encountered at the gate area prior to departure, hostesses will be stationed at the aircraft exits assuring passengers do not leave aircraft while smoking.

04.05.04

Jan-3-64

TRANS WORLD AIRLINES, INC.

FLIGHT SERVICE MANUAL

CABIN MANAGEMENT

CALL SYSTEM

1. One Bell

Passenger Call

2. Two Bells

Signal that "Fasten Seat Belt" sign has been turned "on" or the cabin attendant is wanted on interphone by the cockpit.

3. Three Bells

Signal from Pilot to cabin attendant to come to cockpit.

4. Four Bells

Severe or unexpected turbulence. Fasten seat belts expeditiously. Announce seat belt sign.

5. Five Bells

Unassigned

6. Six Bells

AN EMERGENCY EXISTS - "A" cabin attendant report to cockpit for instructions.

SUMMER OPERATIONS

Under certain conditions, as the air conditioning system cools the air, more moisture is created than can be carried off by the system. This free moisture sometimes enters the cabin through the ceiling and front ducts. When this occurs, the vapor resembles smoke. The cabin attendant should be familiar with this phenomenon and offer an adequate explanation to passengers immediately.

REPORTING MALFUNCTIONING EQUIPMENT

1. Permanent

Whenever the cabin attendant observes equipment which is malfunctioning, in need of repairs, soiled, etc., it is to be called to the attention of the captain for inclusion in the Log Book.

2. Removable

If removable equipment is malfunctioning, tag it with Form M-210D.

NOTE: If item is emergency equipment, also notify captain.

CONTROLLING CABIN TEMPERATURES

1. Cabin attendant must be alert to observe passenger reaction to existing temperatures. Keep flight engineer informed of cabin requirements.
2. Be alert to avoid drafts. Ceiling vents, open for ventilation on the ground, must be observed for necessary adjustment following takeoff. (Normally ceiling vents will be closed during flight.) Individual vents at vacant seats are to be closed.

ROYAL AMBASSADOR HOT/COLD TOWEL SERVICE

1. Commissary will provide two tubs, one iced, with 20 towels in each tub. Five dampened, tightly rolled towels will be placed in each of eight aluminum foil packages.

2. Offer as follows:

Domestic

- a. Forty-five minutes prior to arrival on all non-stop R/A flights.
- b. Prior to M.S./Breakfast on night flights.
- c. In the event of long, humid ground delays.

International

- a. On the ground, immediately after takeoff during June through October. Cairo - East, year round.
- b. Prior to breakfast or snack service, year round.

3. Preparation

- a. Hot Towel Service - place towels in oven for five minutes at 200°. After removing from oven, remove aluminum foil, sprinkle with Aqua Velva.
- b. Cold Towel Service - remove aluminum foil, sprinkle with Aqua Velva.
- c. Place towels, half of each type on base tray lined with linen napkin and offer to all R/A passengers.
- d. Pick up used towels shortly after use.

PASSENGER OXYGEN MASK REPACKING

When it is necessary to repack a passenger "drop down" mask in flight, seat number and location must be reported to the captain for entry in the aircraft log.

TRANS WORLD AIRLINES, INC.
FLIGHT SERVICE MANUAL

04.05.05

Oct-7-64

CABIN MANAGEMENT

ADVISE CAPTAIN OF CONNECTING PASSENGERS ON BOARD

When a flight is operating late and passengers are concerned about making close connections, advise the captain of the name of airline and flight number on which the passengers are holding space so that he may in turn advise the station that connecting passengers are aboard. No commitment is to be made by the Cabin Attendant that the connecting flight will hold.

ACCEPTING UNSTAMPED MAIL FROM REVENUE PASSENGERS

1. Cabin Attendant may accept unstamped mail and cards from revenue passengers for mailing at TWA expense providing it is TWA stationery. They will be sent regular mail unless marked "Airmail". TWA will not assume charges for Registered Mail, Special Delivery, or foreign postage.
2. Letters or cards given to the Cabin Attendant must be given to the Agent at next stop for mailing. In no case, shall the Cabin Attendant carry such mail through to destination.

WHEEL CHAIRS

A wheel chair is available for use at each station. Advance arrangements are usually made by the boarding station to have the flight met at the passenger's destination with a wheel chair. If this has not been done, and a wheel chair is desired, advise the agent meeting the flight.

DENIAL OF A PASSENGER'S REQUEST

When it is necessary, because of Company policy, to deny the request of a passenger, offer an explanation rather than simply stating that "it is contrary to regulations".

Example: If a passenger wishes to place a briefcase in the overhead rack, an answer such as "I'm afraid it might fall and I don't want you to be hurt" is much more effective than "It is against regulations to put it there".

**IN-FLIGHT MOTION PICTURES - INT. (F/C AND ECONOMY)
- DOM. (F/C AND COACH)**

1. Equipment

Serviced by Inflight Motion Pictures, Inc.

- a. Projectors and audio amplifiers for First Class and Economy/Coach.
- b. Screens - to be hung from the overhead rack (331, 331B) Row 1 and 8 and from the drop ceiling Row 1 and 10 (131B). Stored in special containers.
- c. Headphones - found in First Class and Economy/Coach coat compartments individually sealed in plastic bag marked "TWA Inflight Movie".
- d. Headphone jacks - one for each seat. First Class headphone plug is inserted into the jack located on forward edge of the divider table which also contains individual volume controls. Economy/Coach - jacks located at forward edge of seats.

2. Procedures

- a. Programs and movie information folders are located in the overhead rack above the First Class coat compartment. Before starting the movie, "A" will make announcement (refer to announcement section this chapter), offer a program and headphone to each passenger in First Class. "C" and "D" will offer program and headphone to passengers in coach. Cabin Attendants shall assist passengers in locating the plug for headphones and invite passengers seated close to the screens to take another seat, if available.
- b. Coach - While offering earsets and programs, "C" and "D" shall collect receipts from those passengers that paid for their earphones at the ticket counter. Other passengers may rent an earphone and the hostesses must collect a rental fee of one dollar. Earset Control Section of the PAS-411 must be completed.
- c. Economy - Passengers are charged one dollar for the use of headphones. Purser will collect money as headphones are issued. Passenger may have coupon which he purchased prior to flight departure. Purser will record money and coupons collected on chart. Chart shall be turned in with Flight Report. Money and coupons for eastbound and westbound flights shall be turned in to commissary with Liquor, Cigarette Sales report upon arrival at JFK.
- d. As passengers are briefed, "A" and "C" will position the screens.
- e. "A" will then inform the captain and request that film be started. The PA should not be used during the movie except in case of emergency since it cuts into the movie sound.
- f. Upon completion of film, collect used headphone sets and place in bag, stow the screen and replace the screen cover.
- g. The movie audit form should be completed by "A" certifying that a movie has or has not been shown. Remove #4 (airline yellow copy), add any passenger comments on space provided, and seal and submit to supervisor with Form PAS-348, Flight Report. The remaining copies must be returned to the holder in the Coach coat compartment. If for any reason the film is not shown during a flight on which it is scheduled, the following procedures are to be observed.
 1. Passengers should be advised individually of the reason for cancellation.
 2. T-553 should be submitted to Director - System Customer Relations, explaining why film was not shown.
 3. If there has been a cancellation or incomplete showing due to malfunctioning of equipment, the captain should be advised and the facts noted in the log book.
 4. If it is known in sufficient time prior to boarding of passengers that the film will not be shown it will be the responsibility of the Ticket Counter to so advise the passengers that the picture will not be shown and reason for cancellation.

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TRANS WORLD AIRLINES, INC. FLIGHT SERVICE MANUAL

CABIN MANAGEMENT

IN-FLIGHT MOTION PICTURES - INT. (F/C AND ECONOMY) (Cont'd)
- DOM. (F/C AND COACH)

2. Procedures (Cont'd)

g. (Cont'd)

5. Economy - if movie is not shown, Purser will refund collected money to passengers. Stamp the coupons, REFUND, with stamp provided in Flight Kit, and return to passenger with instructions to contact ticket counter at destination.
6. Coach Section - if movie is not shown, hostess will refund one dollar to those who have paid rental fee or return receipt to those who paid for movie at Ticket Counter. Inform passengers that receipt may be refunded at the Ticket Counter.

3. Points to remember

- a. Movies are to be shown only on flights on which they are scheduled.
- b. Movies not to be shown if only nonrevenue passengers are aboard or on charter flights.
- c. Cockpit personnel are permitted to repair minor mechanical problems concerned with the movie.
- d. If audio portion is not functioning, check all PA headsets to make sure they are all properly placed in the cradles.

REIMBURSEMENTS TO PASSENGERS

Should Cabin Attendant accidentally spill liquid or food upon passenger, offer passenger \$2.00 as reimbursement for cleaning. Cabin Attendant will complete PAS-160 and G118. Attach to PAS-348 in order to claim reimbursement.

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TRANS WORLD AIRLINES, INC.
FLIGHT SERVICE MANUAL

04.10.01

Mar-8-63

NIGHT FLIGHT PROCEDURES

CEILING LIGHTS

1. Shall be "on" at originating and terminating stations and during ground time at intermediate stations only if passengers are awake.
2. May be "on" in flight until 2100 if passengers are awake and desire them.
3. Dome lights must always be in an "on" position on Boeing aircraft.

LIGHTS

1. At intermediate stations, individual reading lights above vacant seats shall be turned "on" before passengers en-plane. Turn reading lights "off" over unused seats after passengers have boarded.
2. Lights in galleys, lounges, coat compartments, etc., shall be "off" when not in use.

PREPARING PASSENGERS FOR SLEEPING

1. Place pillow behind passenger's head, recline seat.
2. Unfold blanket and place over passenger's knees and legs.
3. Have passenger fasten seat belt outside blanket and explain reason to passenger.
4. If passenger advises he does not wish to be awakened for breakfast or any meal, make a notation of this and retain in galley.
5. Turn out individual reading light.

MAINTAINING QUIET

1. Cabin attendants shall avoid visiting together on night flights and should discourage passengers from standing in the galley or rear of plane to visit.
2. Talk in low tones with agent; keep ground crew quiet. If profane or questionable conversation is audible in cabin, report as completely as possible on Form PAS-348.

CHECKING CABIN

Make a cabin check at least every 20 minutes, being alert for burning cigarettes dropped on floors, rugs, or upholstery.

* * *

TRANS WORLD AIRLINES, INC.
FLIGHT SERVICE MANUAL

04.15.01

Jul-16-64

ANNOUNCEMENTS

A. GENERAL INFORMATION

1. Public address announcements are to be made on all originating, transiting and terminating flights.
2. Announcements are to be made clearly, with warmth, and with dignity. Be sure to pronounce names slowly and clearly. Avoid casual expressions.
3. Do not use public address system for food, beverage and bar services on multiple service flights, unless it is applicable to all classes.
4. Request captain to turn the cabin blowers off prior to making preflight announcement.

B. PREFLIGHT

1. This announcement shall be made on the ground prior to every departure. It should be given, if possible, prior to starting of the engines and never during engine run-up.
2. The oxygen mask demonstration must be given prior to every jet aircraft takeoff regardless of the hour, and the altitude to be flown.
3. The type of service designations to be used in preflight announcements are as follows:

a. Jet Flights

"TWA's Star Stream Flight No. _____".

b. Piston Flights

- (1) Sky Chief Flights (749-749A, 1049G)
"TWA's Sky Chief Flight No. _____".
- (2) Golden Banner - All Coach
"TWA's Golden Banner Flight No. _____".

4. Piston Aircrafts - Preflight

(Check with captain prior to departure to see if the captain or cabin attendant is going to make the preflight announcement.)

"Good (morning, afternoon, evening) and welcome aboard. The first stop on TWA's (service designation) Flight No. _____ will be (city, state) in (hours, minutes). We will be flying at an altitude of _____ thousand feet. In command of your flight is Captain _____. I am (first and last name). After takeoff, we will offer _____ (example: bar service, beverage, breakfast, lunch, dinner, snacks).

"Please refrain from using portable AM or FM radio receivers because of their possible interference with our radio navigation system.

"We will do our best to make your flight a pleasant one."

5. Jet Aircraft - Preflight

**"Good (morning, afternoon, evening) Ladies and Gentlemen and welcome aboard. The first stop on TWA's (service designation) Flight No. _____ will be (city, state) in (hours, minutes). We will fly at an altitude of _____ feet. In command of your flight is Captain _____. I am (first name and last name).

"Please give your attention to the hostess at the front of your cabin. The overhead compartment contains your individual reading light, air vent, hostess call button, and automatic oxygen equipment.

"Should oxygen be required, the mask will drop in front of you. Take the mask in your hand, place it over your nose and mouth and breathe normally. Emergency exits are located over the wings. (Hostess giving oxygen demonstration points to exits.) When directed by a crew member, the exits may be removed.

**INTERNATIONAL
OVER WATER
FLIGHTS
ONLY**

The life jacket is located in the container under your seat. The hostess will now demonstrate the correct method of using the jacket. Slip the jacket over the head, fasten in front, and adjust straps until comfortably tight. To inflate, pull sharply downward on the cords in front. The jacket can also be inflated by blowing air into the tubes at the top. The jacket is not to be inflated while inside the cabin.

Life rafts are located in the ceiling storage compartments. (Hostess points to life raft storage area.)

"More information concerning these items is given on the card in each individual seat pocket. We suggest you read it at your leisure.

"Please refrain from using portable AM or FM radio receivers because of their possible interference with our radio navigation system.

"We will do our best to make your flight a pleasant one."

For preflight announcements promoting one carrier Domestic/International service, begin the preflight announcement with:

"Welcome aboard TWA's (equipment), Flight _____ operating to (Rome) with intermediate stops at (Chicago, New York, Paris)."

**Short version of departure speech is to be made in the language of the country to which flight is scheduled, or from which it departs in addition to the English announcement which shall be made first.

NOTE: Include the FAA regulation on FM radio receivers in all origin and transit speeches.

TRANS WORLD AIRLINES, INC.

FLIGHT SERVICE MANUAL

ANNOUNCEMENTS

INTERMEDIATE AND TERMINATING STATION ARRIVALS

1. When "seat belt sign" is turned "on" the following is given:

"Please fasten your seat belts in preparation for landing. (Pause) The noise which you will soon hear is the normal sound of the landing gear being lowered."

2. When "No Smoking" sign goes "ON" the following is given:

"Will you please observe the 'No Smoking' sign."

3. Announcement is made after reversal of propellers or thrust.

4. All Aircraft

- a. Intermediate Station Arrival

"This is _____. The local time is _____. We hope you have enjoyed your flight and thank you for giving TWA this opportunity to serve you."

"The flight will be on the ground for _____ minutes. If those passengers continuing on with us wish to deplane, please take your ticket envelopes with you for reboarding purposes and place a seat occupied card on your chair cushion."

"Please remain seated until we have parked at the ramp."

- b. Terminating Station

"This is (city and state). The local time is _____. We hope you have enjoyed your flight and we thank you for giving TWA this opportunity to serve you. If you are planning a future vacation or business trip, we would like to remind you that TWA offers fast convenient jet service to and from major U. S., European and Asian cities. We hope you will choose TWA for your next trip. (Pause) Please remain seated until we have parked at the ramp."

D. ADDITIONAL INFORMATION

This information is to be included in announcements whenever applicable.

1. Early Arrivals

"This is (city). We are (time) ahead of schedule. The local time is _____."

2. At Crew Change

"We will be deplaning here and you will have a new crew on this flight from _____ to _____."

3. Delay or Cancellation

After consultation with the captain, either cabin attendant or captain will make an appropriate expression of regret if delays or other irregularities have occurred which will not include the words "apologize or apology". The announcement will state -- "We regret that you may have been inconvenienced by this delay/cancellation, but hope you will give TWA the opportunity to serve you again soon."

4. Operating Behind Schedule

"Ladies and gentlemen, we anticipate gaining some ground time at this station. We, therefore, suggest you remain in the immediate vicinity of the gate and check with the agent for an approximate departure time."

5. Lounge (749/749A)

When no passengers are seated in the lounge of aircraft so equipped, announce the availability of this accommodation to passengers.

6. Ceiling Vapor

"The vapor you see coming from the ceiling vents is caused by the plane's air conditioning and will disappear shortly."

7. En Route

Use the public address system for disseminating items of interest to passengers, such as:

- a. Points of interest along the way.
- b. Temperature and/or weather conditions at next stop.
- c. Scores in sports events (World Series, etc.)
- d. Advise passengers to fasten seat belts in the event of sudden severe turbulence.

8. Newark Flight Terminations

"This is Newark Airport serving New York City. We hope you have enjoyed your TWA flight and that we may serve you again soon."

9. JFK International Airport Flight Termination

"We have arrived at the Trans World Flight Center serving greater New York City."

10. Madrid - Lisbon

At Madrid - Lisbon add the following information:

"Your flight will depart in approximately 20 minutes. In view of the distance to the terminal you will find it more convenient to remain aboard."

TRANS WORLD AIRLINES, INC.
FLIGHT SERVICE MANUAL

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Oct-7-64

ANNOUNCEMENTS

D. ADDITIONAL INFORMATION (Cont'd)

11. Dhahran

"Government regulations require all terminating passengers to deplane first and have their passport and vaccination certificate available in their hand for collection by the Immigration officer at the aircraft door. Will all transit passengers please remain seated until all the Dhahran passengers have deplaned."

12. First Port of Entry - Boston - Chicago

"Because this is the first port of entry in the United States, it will be necessary for all passengers to deplane for Public Health clearance. You will need your passports and health certificates when you go into the station terminal."

13. Form I-94

Prior to arrival U. S. Ports:

"United States Immigrations regulations require that all passengers possess a completed Form I-94. Please examine your passport for the Form I-94. This form must be completed, in ink, printed in block letters. Should you require assistance, or a blank form, we will be pleased to help you."

14. Domestic/International Flights

"This is (city, state). The local time is _____. It has been a pleasure having you on board the _____ segment of Flight _____. The continuing international portion of Flight _____, or your connecting international flight, will be announced when ready for boarding in the Station terminal. It is not necessary to check in again at the ticket counter. Please remain seated until we are parked at the ramp."

15. International Transit Stops

"Would all passengers please check their boarding pass and assure that the seat number shown on it corresponds to the seat you are presently occupying. We are expecting a large number of passengers to board at _____. Most of the seats which were unoccupied on departure from _____ have been assigned to the _____ boarding passengers. Your assurance that you are occupying your assigned seat will eliminate any inconvenience to you at _____. Thank you".

16. Noise Abatement J.F.K. International Airport, New York

To be made just prior to take-off by the Captain or Purser/"A" hostess.

"Shortly after take-off you will notice a marked decrease in engine noise due to a reduction in power. This is perfectly normal and is done as a courtesy to those who live near the airport and in the direct flight path."

17. Seat Belt Security

To be made by Purser/"A" hostess when the seat belt sign has been turned off after departure.

"You will notice that the seat belt sign has been turned off and you are now free to move about the cabin. When you are seated, however, we suggest you keep your seat belt fastened."

18. Thrust Reversing on Landing

To be made by Purser/"A" hostess after announcing "No Smoking" prior to landing. "D" hostess on CV-880.

"After we land you will notice an increase in the sound level as the engines are reversed to help reduce forward speed."

19. Movie

"Ladies and Gentlemen,

For your enjoyment TWA is pleased to present a current movie. In approximately fifteen minutes your hostesses will distribute individual earsets and the film will begin. Tonight/Today (stars names) will appear in (Movie Company's Name, e.g., MGM, Warner Brothers, etc.) production of (Name of Movie).

Your hostesses will demonstrate the correct method of wearing the earset. The sound loop should be placed under your chin and the earpiece with the wire attachment in your left ear. The volume control and sound connection are located at the side of your seat."

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TRANS WORLD AIRLINES, INC. FLIGHT SERVICE MANUAL

ANNOUNCEMENTS

D. ADDITIONAL INFORMATION (Cont'd)

20. MATS

a. Pre-Flight Departure Speech - E/B and W/B Flights

Good (morning/afternoon/evening) ladies and gentlemen. Welcome aboard TWA's Super Jet flight (851/852) operating non-stop to (Frankfurt/McGuire Air Force Base). Our flying time will be _____ hours and _____ minutes, at an altitude of _____ feet.

Captain _____ is in command of this flight and I am your Purser, _____ (first and last name).

We are required by Government regulations to call your attention to the following emergency equipment.

The small compartment overhead contains the individual reading lights, call button and automatic oxygen equipment.

If the use of oxygen is required, the small door in the underside of the compartment will open and the oxygen mask will drop in front of you. If this occurs, it is important that you make use of the oxygen without delay.

Your hostess will now demonstrate the correct method of using the mask. The mask will drop in front of you. Take it in your hand, pull down firmly which will open the oxygen valve in the compartment, place it over the nose and mouth and breathe normally.

Emergency exits are located over the wings. (Hostess giving oxygen demonstration points to exit). If directed by a crew member, the exits may be removed by pulling on the handle as indicated on the placard. All emergency exits open inward.

The life jacket is located in the container under your seat. Special children's life jackets are located in ceiling compartments forward and aft, and in the overhead racks.

The hostess will now demonstrate the correct method of using the adult jacket.

Slip the jacket over the head, fasten in front, and adjust the straps until comfortably tight. To inflate, pull sharply downward on the cords in front. The jacket can also be inflated by blowing air into the tubes at the top. The jacket is not to be inflated while inside the cabin.

Life rafts are located in the ceiling storage compartments. (Hostess points to life raft storage areas).

The emergency radio is located in the forward, ceiling storage compartment. (Point out location) ... One first aid kit is located in the cockpit and the other in the aft coat compartment.

In the event of an emergency your cabin crew will instruct you in the proper procedures to follow.

More detailed information is given on the cards in the seat pocket in front of you. We suggest that you read them at your leisure.

Shortly after departure _____ will be served and _____ will be served prior to arrival (Frankfurt/McGuire).

We solicit your cooperation by asking you to refrain from the use of any portable FM radio receivers while on board the aircraft because of the possible interference with the radio navigation system.

We will do our best to make your flight a pleasant one.

b. Arrival - Overseas

Use standard arrival speech, adding that a local MATS representative will board the aircraft and make an announcement to the passengers over the PA-system.

Until the MATS announcement is made, passengers must remain seated.

PARIS

Advise all passengers to have copy of their travel orders, passport or I.D. card, plus the completed French police card in hand when deplaning.

c. Arrival McGuire

This is McGuire Air Force Base, Wrightstown, New Jersey. The local time is _____.

We hope you have enjoyed your trip and we are pleased that TWA has had this opportunity to serve you.

If you are planning a future vacation or business trip, we would like to remind you that TWA offers fast, convenient jet service to and from major U.S., European and Asian cities.

If you plan to continue to an inland U.S. city and wish to book a reservation on a TWA flight, we would like to remind you a representative of the Joint Airline and Military Ticket Office facility in the terminal building will be pleased to assist you.

After we have parked at the ramp, please remain seated until the Health Officer has examined your health certificate for smallpox vaccination. To expedite examination please have your health certificate open at the page containing the vaccination entry.

* * *

TRANS WORLD AIRLINES, INC.
FLIGHT SERVICE MANUAL

04.20.01

Oct-7-64

CONDITIONS OF CARRIAGE

The responsibility of decisions as to whether or not a passenger and/or his belongings will be carried, rests with District Transportation Manager/SO and the Captain. Normally, the cabin attendant will be advised prior to boarding of passengers if any passengers and/or cargo have been accepted by special arrangements. However, due to the possibility of the cabin attendant being the first to observe any irregularity, it is his responsibility to call to the attention of the Transportation Agent any situation or person whose acceptance is questionable.

In all such cases, the captain is to be advised prior to takeoff that the passengers and/or cargo have been accepted for carriage.

A. REGULATIONS

1. Passengers shall be accepted in accordance with current Passenger Tariffs.
2. Passengers known to have physical defects, or who are aged or infirm, or who are pregnant and have admitted abnormalities or complications with pregnancy, are required to produce Certificate of Medical Examination, Form O-347. TWA may refuse passage to persons who are incapacitated even though Certificate of Medical Examination has been completed.
3. Passengers may not be accepted if disease is contagious or if their condition is offensive to others.

B. PRISONERS

1. Military Prisoners

Military prisoners will be accepted for carriage on domestic flights, accompanied by guards with or without sidearms subject to conditions outlined in Chapter 03 of the Passenger Service Manual.

2. Civilian Prisoners

TWA shall not accept civilian prisoners for transportation. Persons who have been subpoenaed to appear as witnesses in a civil suit, even though accompanied by guards, are not considered as prisoners.

C. ILL OR INFIRM PASSENGERS

Upon receipt of approval of carriage of passengers requiring special attention, District Transportation Manager/SO shall notify Captain and cabin attendant of flight involved as soon as possible. Notification to the cabin attendant shall be made with Form PAS-176 for domestic flights.

1. Ambulatory Passengers

- a. Any passenger who may require special assistance and attention may be accepted only after examination and certification for air travel by a qualified physician. Certificate of Medical Examination, Form O-347, shall be completed in accordance with instructions in paragraph "D", this section.

2. Stretcher Passengers

- a. Stretcher cases may be accepted on all flights providing prior approvals have been obtained.
- b. A single kit occupies the area of four seats.
- c. Passengers accepted must be accompanied by at least one attendant. Loading and unloading is responsibility of such attendant(s) as may be arranged by passenger. TWA employees will not be permitted to handle stretcher or patient. All arrangements for ambulance or other special services will be at passenger's expense. Passenger must obtain medical clearance prior to booking.

3. Paraplegic Passengers

Acceptance regulations of paraplegic passengers are as follows:

- a. One to five paraplegic cases may be accepted on flights not to exceed six hours without an attendant being required.
- b. One to five paraplegic cases may be accepted on flights for trips in excess of six hours provided at least one attendant (supplied by passenger(s) travels with passenger(s).
- c. If more than five paraplegic cases are to be carried on same aircraft, specific approval from Reservations Service Office - NYC must be obtained.
- d. TWA employees may assist in boarding and deplaning all paraplegics or other wheel chair passengers and shall volunteer their services where necessary.
- e. Paraplegic passengers are not to be seated next to emergency exits aboard aircraft.

4. Wheel Chair Passengers

- a. Passengers, including paraplegics, who require the use of a wheel chair may be accepted in accordance with paragraph "3" preceding, except that attendant will not be required on trip in excess of four hours if passengers present a statement from their doctors certifying that passengers can make the trip without difficulty or special attention in flight.
- b. Wheel chair passengers are not to be seated next to emergency exits aboard aircraft.

D. PASSENGERS CERTIFICATE OF MEDICAL EXAMINATION, FORM O-347

1. Form O-347, in triplicate, is required for any passenger:
 - a. Whose age, physical, or mental condition renders him incapable of caring for himself.
 - b. Whose carriage might involve hazard or risk to himself, aircraft, passengers, crew, or cargo.

FLIGHT SERVICE MANUAL

CONDITIONS OF CARRIAGE

D. PASSENGERS CERTIFICATE OF MEDICAL EXAMINATION,
FORM 0-347 (Cont'd)

1. (Cont'd)

- c. Whose carriage might contribute to discomfort or cause annoyance to other passengers or crew.

2. District Sales Manager, District Transportation Manager/SO, or Captain of aircraft, shall have the right to refuse carriage even though physician's certificate is furnished.

E. UNACCOMPANIED CHILDREN

1. Children in various age groups will be accepted for transportation on an unaccompanied basis providing following conditions are complied with.
 - a. A child shall be considered unaccompanied if not accompanied by a passenger 12 years of age or over paying applicable adult fare. On multiple-service flights, child shall be considered unaccompanied unless child and adult are seated in the same compartment.
 - b. The station or ticket office checking the child in as a passenger will deliver the child to the Purser or Hostess on the flight with information concerning child's name, destination, en route transfers; copy of written proof that child will be met at destination airport by an adult guardian and containing name, address and contact of party meeting the child; and copy of physician's certificate that child does not have a communicable disease and air travel is permitted.
 - c. No unaccompanied child shall be removed at origin or an intermediate point to relieve an oversale.
 - d. At destination, Transportation Agent meeting the flight shall personally deliver child to person designated to meet child. Sufficient identification shall be required of person meeting the child in order that proper person named by origin station takes custody of the child.
 - e. If person designated by origin station to meet the unaccompanied child cannot be located upon arrival of child at destination, origin station must be notified immediately, requesting arrangements for care and payment of any charges for services of nurse, hotel, etc.
 - f. The following condensed chart gives quick reference to basic regulations.

AGE GROUP	DOMESTIC FLIGHTS - ON-LINE ONLY	
	Coach and Coach Section of Multiple Service Flights	First Class & First Class Section of Multiple Service Flights
Over 2 Yrs. but under 5 Yrs.	Not Acceptable	Not Acceptable
Ages 5, 6, and 7 Yrs.	Acceptable subject to following conditions listed below: (1), (2), (3), (4), (5), (6), (7)	Acceptable in First Class Compartment of jet flights and on all other First Class service subject to following conditions listed below: (1), (2), (3), (4), (5), (6), (7)
Ages 8, 9, 10, and 11 Yrs.	Acceptable without restrictions	Acceptable in First Class compartment of jet flights and on all other First Class service without restrictions.

Domestic Conditions

- (1) Child must be brought to airport of departure by a parent or responsible adult who remains with the child until enplaned.
- (2) Satisfactory evidence in writing (duplicate with child) must be furnished to carrier that child will be met by another parent or responsible adult upon deplaning at child's destination.
- (3) Flight on which child holds a reservation must not be expected to terminate short of or bypass child's destination.
- (4) Advance arrangements must be made.
- (5) On-line only.
- (6) Space has been confirmed to child's destination or next point of stopover.
- (7) Only when through service is provided without change of aircraft, unless parent, guardian, or other responsible adult at point of origin presents evidence in writing, (duplicate of which must be in child's possession) that arrangements have been made to provide a responsible guardian at the flight transfer points.

2. International Conditions

- a. In the event cabin attendants change enroute, it shall be the responsibility of the deplaning cabin attendants to furnish the oncoming cabin attendants with the same complete information set forth in paragraph "E-1-b" preceding.
- b. The Purser shall prepare necessary government forms for children at transit and terminating stations.

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CONDITIONS OF CARRIAGE

E. UNACCOMPANIED CHILDREN (Cont'd)

2. International Conditions (Cont'd)

- c. The cabin attendant on the plane at destination shall be responsible for delivering the child and the data outlined in paragraph "E-1-b" preceding and necessary arrival papers to the Transportation Agent meeting the flight.
- d. The child will be under the supervision of the cabin attendants on the flight.
- e. Supernumerary attendant responsibilities (Children 3 months to 8 years of age).
 - (1) Supernumerary cabin attendants to accompany children on International routes will be provided at no cost to the passenger.
 - (2) One cabin attendant may accompany up to four children over two, but under five years of age. Each unaccompanied child over three months, but under two years requires a separate seat and a cabin attendant.
 - (3) Attendant, upon arrival at origin station, shall immediately contact selling office for instructions.
 - (4) Attendant shall comply with the instructions of the guardian or parent in the care and feeding of the child.
 - (5) All necessary documents (including copy of written proof that adult will meet child at destination, copy of physician's certificate and copy of bilingual release and indemnity form) will be entrusted to the attendant who shall deliver them to the proper government officials for clearance at destination station. Any TWA documents not required by government officials shall be delivered to the District Transportation Manager/SO at destination.
 - (6) The attendant shall be in charge of the child's baggage and shall effect clearance through Customs and delivery to the awaiting guardian or parent of the child.
 - (7) In the event child is not met at destination, attendant must remain with child until instructions for disposition are received and attendant is relieved by a representative authorized by the Staff Vice-President and General Sales Manager or the Regional Director-Customer Service.
 - (8) Attendant shall obtain receipt for child, documents and baggage when delivery is made to receiving parent or guardian. Receipt form shall be filed in the files of the receiving District Transportation Manager/SO.
 - (9) If, for any reason, it is necessary for attendant and child to be transferred to any other flight while en route, attendant shall send message to District Transportation Manager/SO at destination station with a copy to JFKKM, advising of such changes.

F. RUNAWAY MINORS

TWA will accept minors who are being returned to their parents or guardians, but will not be responsible for restraining the minor at origin, intermediate, or terminating stations. The individual who accompanies the minor to the airport shall escort the passenger to his seat and inform the Cabin Attendant of the circumstances.

G. PETS

1. Seeing Eye Dogs

Dogs trained to lead the blind, if accompanying a passenger who is dependent on the dog and if the dog is properly harnessed, may be carried on all TWA passenger aircraft without charge.

2. Passengers' Pets

Defined in current passenger tariffs; when in a container and accompanied by a passenger, may only be carried on passenger aircraft if in accordance with the following conditions:

a. Constellation Aircraft

One pet container may be carried per flight leg. In case of multiple service flights, two pet containers may be carried per flight leg in each compartment.

Advance arrangements must be made with Reservations Service Office - NYC.

b. Jet Aircraft

- (1) Pets in approved containers are to be carried in the belly compartments. No advance approval is necessary.
- (2) Two pets per cabin may be carried with specific advanced approval of the Reservations Service Office.

c. Pet must remain in closed container.

d. Passenger and pet if annoying to other passengers may be removed at any station by the captain.

H. PASSENGERS TRAVELING WITHOUT A VISA

1. The U.S. Immigration Service allows certain aliens to travel across the country without visas. TWA is completely responsible for them while traveling on TWA aircraft
2. When such passengers are boarded, they will be identified to the cabin attendants by the Transportation Agent, who will give the cabin attendants copies of Transfer Receipt Forms.
3. These passengers shall not be allowed to deplane at intermediate stations.
4. At crew change give Transfer Receipt Forms to outgoing cabin attendants.
5. At passenger's destination, cabin attendants shall turn passengers over to Transportation Agent, with all copies of Transfer Receipt Forms and any pertinent information.
6. In event of delay or cancellation cabin attendants shall release passengers to Transportation Agent, or escort passengers himself. If passengers attempt to escape, TWA Transportation Agent shall be notified immediately. It is necessary to physically guard passengers only when they are identified as "I.N.S." Custody cases.

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CONDITIONS OF CARRIAGE

H. PASSENGERS TRAVELING WITHOUT A VISA (Cont'd)

1. Make the following comment on your flight report:
"Mr. _____ TRWOV, was aboard this flight from _____
to _____ and was turned over to the Agent meeting
the flight in _____."

I. DEPORTEES - U. S. IMMIGRATION AND NATURALIZATION SERVICE

1. A sealed envelope containing the deportees' documents with instructions on the outside of the envelope to call the U. S. Immigration and Naturalization Service if the aircraft returns to the U. S. is presented to the Purser by the Transportation Agent.
2. Present the envelope to the passenger after the aircraft passes the point of no return.
3. Follow the directions on the envelope should the aircraft return to a U. S. port.

J. FIREARMS

Firearms may be carried in the cabin by officials of Municipal, State, or Federal Governments. Firearms carried by these individuals may be loaded if the official concerned decides that a loaded weapon is necessary for the fulfillment of his mission. Sporting firearms, i.e., rifles and shotguns, when not loaded and encased in a suitable container, may be carried in the cabin by passengers. Passengers will be required to demonstrate to Check-in Agent that firearm is unloaded. Agent shall enter number of pieces of cabin baggage, including firearms, on face of ticket envelope. Should the cabin attendant observe any passenger carrying firearms in the passenger cabin, he will make no comments to the passenger concerned, but shall immediately report same to the Captain who shall take action as appropriate. (Government agents carrying firearms shall not be questioned.)

K. BOMB THREAT OR HIJACKING

"Any conversation or comment overheard or observed by a cabin attendant about a bomb being on board an aircraft or contained in a package or piece of baggage intended to be boarded on an aircraft, or if an individual behaves in a suspicious or threatening manner toward cabin attendants or crew implying hijacking, the following procedures will apply:

1. When the aircraft is at the ramp, a cabin attendant should first promptly advise the Captain or other male crew member, if on board, then Ramp Supervisor or ramp agent working the flight of any passenger who makes a statement implying a bomb threat or package containing a bomb or who behaves in a suspicious manner implying a threat of hijacking. The captain or other male crew member and/or Ramp Supervisor will contact the District Transportation Manager/SO or his designated representative. Appropriate instructions will then be issued and carried out.
2. If the plane is airborne, the cabin attendant should advise the Captain when the aforementioned situations exist in flight. Communication should first be attempted by interphone or finally a visit to the cockpit if circumstances permit. Appropriate instructions will then be issued by the Captain and will be carried out.
3. TWA will cooperate in every way possible with the FBI, local Government Agency, Police, Railway Express Agency, Post Office Department and Federal Aviation Agencies, to apprehend and prosecute offenders. Therefore, notes of conversation, witnesses, name and address, and a report of the incident should be made and retained for future use."

* * *

TRANS WORLD AIRLINES, INC.
FLIGHT SERVICE MANUAL

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PRE-FLIGHT DUTIES - DOMESTIC

It shall be the responsibility of each Hostess to report to the airport in sufficient time to complete the following prior to boarding the aircraft.

Domicile

Layover

- | | |
|---|--|
| 1. Check in person with scheduling a minimum of one hour prior to flight. | Check in person with control office one hour prior to departure. |
| 2. Check ETA and ETD. Obtain names of crew. Set watch to correct time. | Same |
| 3. Check hostess room, mail box, and read bulletin board. | Omit |
| 4. Sign Flight Crew List in Ramp Office. | Same |

Board aircraft as follows:

Thirty minutes prior to ETD: 749/749A, "All Coach" 1049G
Forty-five minutes prior to ETD: 1049G, Boeing, Convair

Meet through flight with Agent. Board aircraft as soon as passengers have deplaned. Assist incoming hostesses in cleaning cabin.

Note: The estimated time to complete pre-flight duties may vary by domicile. If more than one hour is required, local domicile policy will apply.

Post Flight Duties

Domicile

Layover

- | | |
|--|---|
| 1. Be certain name and payroll number are on Form 0-105. Obtain flight time, expense hours and number of taxis from Form 0-105. | Leave contact and amount of crew call desired with scheduling or designated control office. |
| 2. Contact Crew Schedule to okay next scheduled flight, by phone or in person <u>if a bid flight is held</u> . Indicate amount of crew call you need depending on departure time of flight. | |
| 3. However, a <u>reserve</u> cabin attendant <u>must contact crew schedule in person</u> to record flight time and determine reserve status. | |
| 4. The procedures outlined above however, in no way absolve a cabin attendant from the responsibilities of keeping informed, reading the bulletin board, checking mailbox or submitting reports. | |

* * *

TRANS WORLD AIRLINES, INC. FLIGHT SERVICE MANUAL

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CHECK LIST - JET AIRCRAFT - DOMESTIC

A. CONVAIR 440 AND BOEING 707 AIRCRAFT

Hostess Designation

- "A" Hostess - in charge of First Class compartment.
- "B" Hostess - in charge of First Class galley.
- "C" Hostess - in charge of Coach compartment.
- "D" Hostess - in charge of Coach galley.
- "E" Hostess - (if aboard) - Aisle seat wing area.

2. Flight Procedures

a. Stow tote bags as follows:

- (1) Convair 440 - Two behind last row of first class seats. Two behind row 22DD and E.
- (2) Boeing 707-131, 131B - two behind last row of first class seats and two in aft coat compartment.
- (3) Boeing 707-331, 331B in coat compartment.

b. Review emergency equipment and duties upon boarding aircraft.

c. Prior to Boarding Passengers

"A" Hostess

Check first class lavatory and cabin supplies. Test PA, interphone and Muzak (coordinate with "C" hostess). Check Passenger Service Kit on Boeings & remove necessary items. Check Liquor and silver service - sign Form PAS-411. Obtain flight information from Captain. On Royal Ambassador flights attach seat cards to assigned seats. The cards will be removed and discarded by the cabin attendants at the time the passenger is seated. Obtain special information from agent. Start filling in PAS-348

"C" Hostess

Check Coach lavatory and cabin supplies. Close divider door. Sign Form PAS-411 for sale liquor. Test PA, interphone and Muzak (coordinate with "A" hostess). Check Passenger Service Kit on Convair & remove necessary items. Obtain O₂ demonstration mask.

"B" Hostess

Check galley loading. Check food - sign Form PAS-402. Attach PAS-403 to galley bulkhead. Check commissary supplies. Check all galley retainers. Prepare silver shell with gum and candy. Set lights for boarding on Boeing. Close galley curtains on Boeing. Obtain O₂ demonstration mask.

"D" Hostess

Check galley loading. Check food - sign Form PAS-402. Attach PAS-403 to galley bulkhead. Check commissary supplies. Check all galley retainers. Close galley curtains on Boeing. Set lights for boarding on Convair. Obtain O₂ demonstration mask.

NOTE: Passengers may be boarded while galleys are being serviced.

d. Duties During Boarding of Passengers

"A" Hostess

Greet passengers at forward cabin door. Check ticket envelopes. Assist "B" with coats.

"C" Hostess

Greet passengers at aft cabin door. Check ticket envelopes.

"B" Hostess

Stand in center of first class cabin. Assist passengers in first class cabin. Tag and hang coats.

"D" Hostess

Stand in forward part of coach cabin to assist passengers. Stow passengers' belongings.

NOTE: Convair Coach Section - When a full load exists, seat parents with lap children on right side of aircraft where an extra mask is available in event oxygen is required.

e. Pre-Taxi Duties

"A" Hostess

Take passenger count (coordinate coach count with "C" hostess) and take Form O-128 to cockpit immediately after inserting conversion number. Check hinge plate cover at forward cabin door on Boeing. Alert other hostesses for departure announcement. Make announcement. (Refer Section 04.15, this Manual) Pass magazines.

Hostesses jointly responsible for checking overhead racks.

"C" Hostess

Take passenger count in aft section (coordinate count with "A" hostess). Check hinge plate cover at aft cabin door on Boeing. Take position at first row of seats in coach cabin and demonstrate oxygen mask. Open class divider. Pass magazines.

"B" Hostess

Check hinge plate covers of galley door on Boeing. Open galley curtains on Boeing. Check seat belts, secure bayonet and drop down tables and pass gum and candy. Take position at first row of seats in first cabin and demonstrate oxygen mask. Set lights for takeoff on Boeing.

"D" Hostess

Check hinge plate covers of galley door on Boeing. Open galley curtains on Boeing. Check seat belts, secure bayonet and drop down tables. Pass gum. Take position in middle of coach cabin and demonstrate oxygen mask. Set lights for takeoff on Convair.

NOTE: Oxygen mask demonstration must be given immediately after delivering Form O-128 to cockpit.

TRANS WORLD AIRLINES, INC.
FLIGHT SERVICE MANUAL

CHECK LIST - JET AIRCRAFT - DOMESTIC

A. CONVAIR 440 AND BOEING 707 AIRCRAFT (Cont'd)

1. Flight Procedures (Cont'd)

i. Take Off

As soon as possible after the aircraft starts to move, all hostesses must be in their assigned seats as follows:

(1) Boeing

- "A" - forward cabin attendant seat.
- "B" - forward cabin attendant seat.
- "C" - aft cabin attendant seat.
- "D" - aft cabin attendant seat.
- "E" - (if on board) - aisle seat in Coach or F/C cabin if available, otherwise lounge seat.

(2) Convair

- "A" - forward cabin attendant seat.
- "B" - forward cabin attendant seat.
- "C" - seat at aft cabin door.
- "D" - forward facing seat in front of aft lavatories.

NOTE: On a three hostess flight, "B" hostess shall be seated in "D" hostess seat.

ii. In-Flight

"A" Hostess

Turn off Muzak.
Care for crew.

"C" Hostess

Close divider door.
Pass magazines.

All hostesses - conduct food and beverage services as scheduled in the Flight Service Schedule.

"C" Hostess - if serving impossible due to turbulence (Boeing aircraft only), turn on seat belt sign and advise captain that this has been done.

h. Prior to Arrival

"A" Hostess

"Fasten Seat Belt" announcement.
Clean and tidy cabin.
Distribute coats.
Announce "No Smoking" on Boeing.
Turn on Muzak.

"B" Hostess

Clean, tidy and secure galley and auxiliary bar areas.
Secure open galley curtains, on Boeing equipment.
Check seat belts, secure bayonet and drop down tables and pass gum and candy.
Distribute coats.
Set lights for landing on Boeing.

"C" Hostess

Clean and tidy cabin.
Distribute coats.
Open class divider.
Set lights for landing on Convair.

"D" Hostess

Clean, tidy and secure galley and auxiliary bar areas.
Secure open galley curtains on Boeing equipment.
Check seat belts, secure bayonet and drop down tables and pass gum.
Distribute coats.
Announce "No Smoking" and "Thrust Reversal" on Convair.
Set lights for landing on Convair.

All hostesses must be in assigned seats when "No Smoking" sign goes on.

i. After Landing

"A" Hostess

Make station announcement.
When transportation agent knocks twice open FWD cabin door and secure it against the fuselage.
Stand at forward cabin door as passengers deplane.

"B" Hostess

Set lights for deplaning on Boeing.
Close galley curtains on Boeing.
Assist passengers in deplaning.

"C" Hostess

When transportation agent knocks twice open aft cabin door and secure it against the fuselage.
Stand at aft cabin door as passengers deplane.

"D" Hostess

Set lights on Convair for deplaning.
Close galley curtains on Boeing.
Close divider door & remain to assist & direct deplaning passengers.
Stand by class divider in order to assist coach passengers.

NOTE: Whenever the Captain has been notified that only one pair of steps or one Jetway is available, or when the "D" hostess observes that all first class passengers have deplaned she will then open the divider and permit coach passengers to deplane through the first class main cabin exit.

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CHECK LIST - JET AIRCRAFT - DOMESTIC

A. CONVAIR 880 AND BOEING 707 AIRCRAFT (Cont'd)

(2) O₂ mask demonstration

1. Flight Procedures (Cont'd)

j. After Passengers have Deplaned

"A" Hostess

Straighten first class cabin.
Check liquor, wine and silver service with commissary or outgoing hostess if crew change point or flight termination.
Check for lost articles. If through flight, turn over necessary forms to outgoing hostess.
Advise ground personnel and/or outgoing cabin team at crew change points whenever additional cleaning will be necessary at intermediate station stops. If special cleaning is mandatory due to airsickness, food spillage in turbulence etc., notify captain that such service is requested and only when absolutely necessary.

"C" Hostess

Straighten coach cabin.
Check for lost articles. If through flight, turn over necessary forms to outgoing hostess.
Check sale liquor with commissary or outgoing hostess if crew change point or flight termination.
Advise ground personnel and/or outgoing cabin team at crew change points whenever additional cleaning will be necessary at intermediate station stops. If special cleaning is mandatory due to airsickness, food spillage in turbulence etc., notify captain that such service is requested and only when absolutely necessary.

k. Muzak

- (1) "A" hostess is responsible for testing, setting, and operating the Muzak for the entire flight.
- (2) Muzak shall be "on", except in flight.
- (3) Muzak not to be played after 21:00 except at originating and terminating stations.

l. Tri-Level Procedures

(1) Hostess boarding positions:

"A" - forward cabin door.
"B" - first class and economy cabins.
"C" - aft cabin door.
"D" - coach cabin

First class - economy divider to be open for boarding purposes only.
Closed when in-flight and deplaning.

"B" Hostess

Straighten first class Cabin.

"D" Hostess

Straighten coach cabin.

"B" - first class cabin.
"C" - economy cabin.
"D" - coach cabin.

- m. Regardless of what position you are working, help your fellow hostess with her duties if she needs your help and you are not busy.

B. BOEING 727 AIRCRAFT

1. Hostess Designations

"A" Hostess - in charge of First Class Compartment
"B" Hostess - in charge of First Class Galley
"C" Hostess - in charge of Coach Compartment
"D" Hostess - (if aboard) Coach Section

2. Flight Procedures

a. Stow tote bags

- (1) two behind row 8A
- (2) one behind row 20A

b. Review emergency equipment and duties upon boarding aircraft.

c. Prior to Boarding Passengers

"A" Hostess

Check first class lavatory and cabin supplies.
Test PA, interphone and Muzak.
Check liquor and silver service - sign PAS-411.
Obtain flight information from Captain.
Obtain special information from the agent.
Check Passenger Service Kit & remove necessary items.
Start filling in PAS-348.

"C" Hostess

Check coach lavatory and cabin supplies.
Close divider door.
Sign PAS-411 for sale liquor.
Obtain O₂ demonstration mask.

"B" Hostess

Check galley loading.
Check food - sign PAS-402.
Attach PAS-403 to galley bulkhead.
Check commissary supplies.
Check galley retainers.
Prepare silver shell with gum and candy.
Set lights for boarding.
Close galley curtains.
Obtain O₂ demonstration mask.

d. Duties During Boarding of Passengers

"A" Hostess

Greet passengers at forward cabin door.
Check ticket envelopes.
Assist "B" with coats.

"C" Hostess

Greet passengers at aft stairs.
Check ticket envelopes.
Assist passengers in the coach cabin.
Stow passengers' belongings.

"B" Hostess

Stand in center of first class cabin.
Assist passengers in first class cabin, placing coats in the overhead rack.

NOTE: If time permits, "B" should assist "C" in the coach cabin.

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CHECK LIST - JET AIRCRAFT - DOMESTIC

F. BOEING 747 AIRCRAFT (Cont'd)

1. Flight Procedures (Cont'd)

e. Pre-Taxi Duties

"A" Hostess

Take passenger count (coordinate coach count with "C" hostess) and take 0-128 to cockpit immediately after inserting conversion number

NOTE: Conversion number is entire first class count.

Check hinge plate cover at FCD.

Alert "B" and "C" hostess for departure announcement.

Make announcement.
Pass magazines.

"C" Hostess

Take passenger count in coach and give count to "A".

Take position at first row of seats in coach cabin and demonstrate oxygen mask.

Pass gum, check seat belts, secure bayonet tables and drop down tables.

Open class divider.

Pass magazines.

The aft door and stairs will be closed by the TA

"B" Hostess

Open galley curtains.
Check hinge plate cover on galley door.

Check seat belts, secure bayonet and drop down tables, and pass gum and candy in first class.

Take position at first row of seats in first class cabin and demonstrate oxygen mask.

Set lights for takeoff.

NOTE: Demonstration masks are located in overhead rack above first row of coach.

h. Prior to Arrival

"A" Hostess

"Fasten Seat Belt" announcement.
Clean cabin.
Distribute coats.
Announce "No Smoking"

"C" Hostess

Clean coach cabin.
Distribute coats.
Open class divider.

"B" Hostess

Clean and Secure galley
Secure open galley curtains.
Check seat belts, secure bayonet and drop down tables and pass gum and candy.
Distribute coats.
Set lights.

i. After Landing

"A" Hostess

Make station announcement.
Open FWD cabin door, after two knocks from TA.
Stand at Forward Cabin Door for deplaning.

"C" Hostess

After two "high tone" chimes from the cockpit, open the aft door and lower the stairs.
Stand at aft door as passengers deplane.
Check sale liquor.

"B" Hostess

Set lights for deplaning.
Close galley curtains.
Close the Class divider.
Assist passengers in deplaning.
Straighten coach cabin.
Check for lost articles.
If through flight, turn over necessary forms.

f. Takeoff

As soon as possible after the aircraft starts to move, all hostesses must be in their assigned seats as follows:

"A" - forward cabin attendant seat
"B" - forward cabin attendant seat
"C" - aft cabin attendant seat

g. In-Flight

"A" Hostess

Turn off Muzak.
Care for crew.

"C" Hostess

Close class divider (keep it closed as much as possible during flight)

"B" Hostess

Set up galley.

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CHECK LIST - JET AIRCRAFT - DOMESTIC

B. BOEING 727 AIRCRAFT (Cont'd)

2. Flight Procedures (Cont'd)

J. After passengers have deplaned

"A" Hostess

Straighten first class cabin.

Check liquor, wine and silver service with commissary or outgoing hostess if crew change point.

Check for lost articles. If through flight, turn over necessary forms to outgoing hostess.

"C" Hostess

Straighten coach cabin. Check for lost articles.

If through flight, turn over necessary forms to outgoing hostess.

Check sale liquor with commissary or outgoing hostess if crew change point or flight termination.

"B" Hostess

Straighten first class cabin.

Duties of "D" Hostess (if aboard)

1. Stow tote bag behind row 20E
2. Check emergency equipment
3. Assist "C" prior to boarding
4. Assist seating of passengers
5. Give oxygen mask demonstration center cabin of coach
6. Assist "C" during liquor and meal service
7. Assist passengers in deplaning and straightening cabin

3. Call Bell System

- | | |
|-------------|--|
| One Bell | - Passenger Call (on 727 one low tone chime can be either the Seat Belt Sign or the No Smoking Sign) |
| Two Bells | - Lower the Aft Stairs on the 727 |
| Three Bells | - Summons to cockpit, either go to the cockpit or use the interphone |
| Four Bells | - Severe or unexpected turbulence - fasten seat belts immediately |
| Five Bells | - Unassigned |
| Six Bells | - An emergency exists - "A" hostess report to the cockpit immediately |

* * *

FLIGHT SERVICE MANUAL

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CHECK LIST - CONSTELLATION AIRCRAFT - DOMESTIC
(749 - 749A - Super-G)

A. BOARDING AIRCRAFT

Stow tote bags as follows: 749 - 749A - Coat Compartment
1049G - 2 behind 22A
(A and B)
1 under seat 22B
(C)

B. PRIOR TO BOARDING PASSENGERS

Stow belongings.
Assist incoming hostesses in cleaning airplane of through flight.
All cabin attendants review duties and emergency equipment upon boarding aircraft.
Check personal appearance.

"A" Hostess

1. Check liquor and sign Form PAS-411.
2. Check PA, lavatories and cabin supplies, Passenger Service Kit & remove necessary items.
3. Receive special information from agent.
4. Pre-flight announcement data.
5. Set lights.
6. Start filling in PAS-348.

"B" Hostess

1. Check food and beverage, sign Form PAS-402. Attach PAS-403 to Refrigerator wall. (1049-G)
2. Check galley equipment and supplies.
3. Be sure all galley equipment is in place and secured.
4. Secure galley cabin and galley lounge doors open on 749/749A.
5. Super - G
 - a. Refrigerator and hot water switch "on".
 - b. Galley curtains closed, sink cover in place.
 - c. Be sure door is closed between first class and coach.

C. BOARDING PASSENGERS

"A" Hostess

1. Stand inside aft cabin door to greet passengers and check ticket envelopes.
2. Take passenger count.
3. Form O-128 is to be taken to cockpit IMMEDIATELY upon receipt from Transportation Agent.

"B" Hostess

1. Stand in center aisle forward part of cabin.

Super-G

- Stand at forward cabin door, check ticket envelopes. Assist and direct passengers to seats.
2. Take coach passenger count and give to "A".

Hostesses jointly responsible to tag and hang coats, place coats in overhead rack on coach flights, and check overhead racks.

4. Pre-flight announcement.
5. Pass magazines (if time permits, before takeoff).

3. Pass gum and check seat belts. Secure bayonet tables.
4. Open and secure divider door between first class and coach compartments.

Check individual reading lights

6. Overhead lights off for takeoff and landing.

5. Turn off all galley switches, except hot water and refrigerator switches on 1049G.

D. SEATS FOR TAKEOFF AND LANDING

749/749A - "A" hostess - coat compartment cabin attendant seat.
"B" hostess - cabin attendant seat in ladies lavatory or 16C

1049G - "A" hostess - cabin attendant seat rear cabin or aisle seat, row 16 (all coach Super-G - cabin attendant seat or aisle seat, row 18)
"B" hostess - cabin attendant seat rear cabin or aisle seat in rear cabin.

NOTE: The above passenger seats are not to be blocked for personal use unless load is less than 50% and/or these seats have not been specifically requested by passengers.

FLIGHT SERVICE MANUAL

CHECK LIST - CONSTELLATION AIRCRAFT - DOMESTIC
(749 - 749A - Super-G)

E. IN FLIGHT

"A" Hostess	"B" Hostess
Complete passenger service duties	
1. If multiple service flight, close door between first class and coach section per instructions.	1. Set up galley.
Hostesses jointly responsible for visiting with passengers and attending to passenger's comfort.	
Conduct food and beverage services as per Flight Service Schedule.	
2. Responsible for lounge and lavatory cleanliness.	2. Responsible for galley cleanliness.
(Assisting each other on these two items is very important)	

All Hostesses Responsible for a Clean and Neat Airplane

F. PRIOR TO ARRIVAL

"A" Hostess	"B" Hostess
RETURN coats to passengers from coat compartments and overhead racks.	
1. "Seat belt" announcement. Fill out Form PAS-411.	1. Form PAS-1025 ready. (This should have been completed during flight by both Hostesses. Be sure it is complete and accurate).
2. Clean and tidy cabin.	2. Check seat belts and secure bayonet tables.
3. Turn overhead lights off.	3. Secure galley cabin door in open position.
4. "No Smoking" announcement.	4. Clean, tidy and secure galley and auxiliary bar areas.
	5. Galley switches off and equipment locked in place.
	6. If multiple service flight, open and secure door between first class and coach sections.

Occupy Same Seats for Landing as for Takeoff

G. AFTER LANDING

"A" Hostess	"B" Hostess
1. Make station announcement.	1. On multiple service flights, close door between first class and coach section.
2. Open door when transportation agent knocks twice.	2. Stand at forward part of cabin (Super-G at forward cabin door. Open door when Transportation Agent knocks twice.) Assist with deplaning of mothers and infants.
3. Stand at aft cabin door.	
4. Turn over PAS-1025 to outgoing hostess.	
5. Check cabin for lost articles.	
6. If you have any of the following forms, turn them over to outgoing "A" hostess:	
a. Non. Rev. forms.	
b. TRWOV transfer receipt forms.	
c. PAS-176	
7. Submit any Forms T-553 to agent.	
8. If termination of flight (and liquor on board), check it with commissary representative; if thru flight, have outgoing hostess sign Form PAS-411.	
9. Advise ground personnel and/or outgoing cabin team at crew change points whenever additional cleaning will be necessary at intermediate station stops. If special cleaning is mandatory due to airsickness, food spillage in turbulence etc., notify captain that such service is requested and only when <u>absolutely necessary</u> .	

NOTE: When no forward cabin steps on Super-G's, open dividing door after all first class passengers have deplaned, and allow coach passengers to deplane through aft cabin door.

Assist Outgoing Hostesses in Cleaning Airplane.

Regardless of what position you are working, help your fellow hostess with her duties if she needs your help and you are not busy.

FLIGHT SERVICE MANUAL

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CHECK LIST - CONSTELLATION AIRCRAFT - DOMESTIC
(749 - 749A - Super-G)

H. "C" HOSTESS DUTIES

If a "C" hostess is on a flight, she will take over the following duties from "A" and "B" hostesses and be responsible with them for duties they do jointly.

1. Prior to Boarding Passengers

Check lavatories and cabin supplies in coach section.
Check sale liquor, sign PAS-411.

2. Boarding Passengers

- a. Assist and direct passengers to seats.
- b. Place coats in overhead rack and check overhead racks in coach section.
- c. Pass magazines.

3. Seat for Takeoff - Landing

1049G - 9B

4. In Flight

- a. Responsible for cleanliness and supplies in forward lavatories.
- b. Beverage server during meal service.
- c. In charge of comfort of coach passengers.

5. Prior to Arrival

- a. Ready coach passengers.
- b. Occupy same seat for landing as for takeoff.
- c. Clean and tidy cabin.

6. After Landing

- a. Stand at forward part of F/C section and assist passengers deplaning.
- b. Advise ground personnel and/or outgoing cabin team at crew change points whenever additional cleaning will be necessary at intermediate station stops. If special cleaning is mandatory due to airsickness, food spillage in turbulence, etc., notify Captain that such service is requested and only when absolutely necessary.

* * *

TRANS WORLD AIRLINES, INC.
FLIGHT SERVICE MANUAL

04.40.01

Oct-7-64

PRE-FLIGHT DUTIES - INTERNATIONAL

A. PRE-FLIGHT DUTIES

1. Reporting In-Flight Duty

All cabin attendants will report to Crew Scheduling or designated control two hours prior to flight departure and present passport and World Health Organization Booklet (shot record) to the Crew Scheduler for inspection.

2. Check ETA, ETD. and Plane Number

Set watch to correct time.

3. Proceed to Mailroom if at Domicile

- a. Check mailbox and answer mail.
- b. Read bulletin board notices.
- c. Pick up necessary paper supplies.
- d. Check personal appearance.

4. Pre-flight Briefing

- a. "A" (Purser-in-Charge) is responsible for pre-flight briefing of all cabin attendants on service to be offered in flight.
- b. Proceed to designated area for briefing by Captain or his representative.
- c. Present briefing information on services to Captain.
- d. Assign himself, or some other qualified cabin attendant to give cabin speech in second language.

5. Boarding the Flight

- a. Board origin 45 minutes prior to ETD.
- b. Meet through flight with agent when plane arrives at the ramp.
- c. Only purser kit permitted in the cabin.
- d. All cabin attendants responsible to review emergency equipment and duties.

* * *

TRANS WORLD AIRLINES, INC.
FLIGHT SERVICE MANUAL

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CHECK LIST - INTERNATIONAL

CABIN ATTENDANT DESIGNATION, DUTIES, AND ASSIGNMENTS

1. "A" Purser-in-Charge

Responsible for cabin service both First Class and Economy. Responsible for all announcements, all Company and government forms. All forms are signed by him. assists in serving as specified in serving procedures and as the situation warrants.

2. "B" Hostess

Work First Class galley during all services. Check all galley supplies and report all discrepancies to Purser.

3. "E" Hostess

Work First Class cabin during all services. Check all First Class cabin and lavatory supplies and report all discrepancies to Purser.

4. "D" Hostess

Work Economy galley during all services. Check all galley supplies and report all discrepancies to Purser.

5. "C", "F" and "G" ("F" will also take over the duties of "G" on a six cabin attendant flight).

Work Economy cabin for all services. Check Economy cabin and lavatory supplies and report all discrepancies to purser. Sell liquor and cigarettes and turn over all receipts to purser prior to flight destination on crew change point.

NOTE: Standard positions, assignments, and recognition of work positions by seniority bid preference will prevail. Whenever an excessive passenger imbalance exists between F/C and Economy, or service requirements justify the reassignment of members of the cabin team by cabin or work position, the "A" Purser has the authority and responsibility to make adjustments necessary to provide the best possible service to all passengers. On flights with 2 pursers, the junior purser will work "C" position.

6. Prior to Boarding Passengers

a. "A" (Purser-in-Charge)

- (1) Check all emergency equipment and retention provisions in First Class cabin.
- (2) Obtain flight information from captain.
- (3) Test PA, intercom and music (coordinate with "C").
- (4) Sign all Company and government forms required.
- (5) Obtain PIL (when provided) from Ramp Agent 45 minutes prior to loading.
- (6) Attach place cards to assigned seats. The cards will be removed and discarded by the cabin attendants at the time passengers are seated.

b. "B"

- (1) Check First Class galley loading.
- (2) Check silver service.
- (3) Check commissary supplies.
- (4) Check all galley retainers.
- (5) Set lights for boarding.
- (6) Close galley curtains.
- (7) Present all forms to Purser-in-Charge for his signature. Report all discrepancies at this time.
- (8) Assist boarding of F/C section.

c. "E"

- (1) Check lavatory.
- (2) Check auxiliary box.
- (3) Check liquor, ice, white wine and champagne.
- (4) Check cabin supplies.
- (5) Check First Class storage compartment ascertaining that table extensions are serviceable.
- (6) Check demonstration emergency equipment.
- (7) Turn on all cabin lights.
- (8) Close divider door.

d. "D"

- (1) Check Economy galley loading.
- (2) Check food.
- (3) Check Commissary supplies.
- (4) Report all discrepancies to Purser.
- (5) Purser signs all forms.
- (6) Close galley curtains.

e. "C"

- (1) Check auxiliary bar (Economy section).
- (2) Check lavatories.

f. "F" and "G"

- (1) Check emergency demonstration equipment.
- (2) Check cabin supplies.
- (3) Turn on reading lights.

NOTE: Passengers may be boarded while galleys are being serviced.

7. Boarding Passengers

a. Duties During Boarding

(1) "A" (Purser-in-Charge)

Greet passengers at forward cabin door.

(2) "B"

Assist passengers in forward cabin. Tag and hang coats.

(3) "E"

Assist passengers in forward cabin. Tag and hang coats.

(4) "F"

Assist passengers in aft cabin. Tag and hang coats. When coat compartment is full, fold coats and place in overhead rack.

(5) "C"

Greet passengers at the aft cabin door and direct them to their assigned seats.

TRANS WORLD AIRLINES, INC.
FLIGHT SERVICE MANUAL

CHECK LIST - INTERNATIONAL

A. CABIN ATTENDANT DESIGNATION, DUTIES, AND ASSIGNMENTS
 (Cont'd)

7. Boarding Passengers (Cont'd)

a. (6) "D"

Assist passengers in rear cabin. Tag and hang coats. When coat compartment is full, fold coats and place in overhead rack.

(7) "G"

Assist passengers in rear cabin. Tag and hang coats. When coat compartment is full, fold coats and place in overhead rack.

B. PRETAXI DUTIES

1. "A" (Purser-in-Charge)

a. "A" (Purser-in-Charge) will take passenger count from front to rear and receive Form O-128 tear-off and the plane pouch from agent at aft cabin door. He will proceed forward and count the number of passengers seated between the most aft window emergency exit and the class separator. He will insert this number in the block provided on the Form O-128 tear-off before presenting the form to the Captain.

b. Alerts "E", "C", and "G" that departure speech is to be made immediately.

c. Ask Captain to turn blowers off prior to making announcement.

d. Check hinge plate covers on Fwd. Cabin Door.

2. "B"

a. Secure all galley equipment in First Class galley.

b. Set lights for takeoff.

c. Open galley curtains.

d. Check hinge plate on forward galley door.

3. "E"

a. Check seats belts in First Class cabin. Pass candy and gum.

b. Take position (with O₂ mask and life jacket) in center aisle of Row 1.

c. Demonstrate oxygen mask and life vest in First Class section.

4. "F"

a. Secure all equipment in aft auxiliary bar.

b. Check seat belts.

c. Open divider door.

5. "D"

a. Secure all galley equipment in Economy galley.

b. Open galley curtains.

c. Check hinge plate covers on galley door.

6. "C"

a. Take position (with O₂ mask and life jacket) at Row 19.

b. Demonstrate oxygen mask and life vest in Economy section.

c. Check seat belts in Economy section and pass gum.

d. Check hinge plate covers on aft cabin door.

7. "G"

a. Take position (O₂ mask and life jacket) at Row 6.

b. Demonstrate O₂ mask and life jacket.

c. Check seat belts.

NOTE: Oxygen mask and life jacket demonstration must be given immediately after delivering Form O-128 to cockpit.

C. TAKEOFF

As soon as the aircraft starts to move, all cabin attendants are to be in their assigned seats. Seat assignments are as follows:

*"A" (Purser-in-Charge) - Forward cabin attendant seat.

*"B" Forward cabin attendant seat.

*"C" Aft cabin attendant seat.

*"D" Aft cabin attendant seat.

"E" } Aisle seat in coach cabin if
 "F" } available, otherwise lounge seat.
 "G" (If on board)

* Shoulder harness must be used.

NOTE: On a three qualified cabin attendant flight, "B" shall be seated in aft cabin attendant seat.

D. IN FLIGHT

1. "A" (Purser-in-Charge)

Initiate and coordinate services both First Class and Economy per procedures.

2. "B"

Ready First Class galley for service.

3. "E"

a. Pass magazines and newspapers to First Class passengers.

b. Monitor and clean First Class lavatories throughout flights.

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CHECK LIST - INTERNATIONAL

D. IN FLIGHT (Cont'd)

4. "F"

- a. Close divider door.
- b. Pass magazines and newspapers to First Class passengers.
- c. Monitor and clean First Class lavatories throughout flights.

5. "D"

Ready Economy galley for services.

6. "C"

- a. Pass magazines and newspapers to Economy passengers.
- b. Monitor and clean lavatories throughout flight.

7. "G"

- a. Pass magazines and newspapers to Economy passengers.
- b. Monitor and clean lavatories throughout flight.

8. All Cabin Attendants

Conduct food and beverage services as per Flight Service Schedule.
Refer to specific instructions as to working positions.

E. PRIOR TO ARRIVAL

1. "A" (Purser-in-Charge)

Distribute required forms for passenger completion.

- a. Assist passengers in completion of forms.
- b. Make PA announcement to observe "No Smoking" sign.

2. "B"

- a. Secure First Class galley.
- b. Secure serving cart.
- c. Set lights for landing.
- d. Open curtain.

3. "E"

- a. Distribute passengers' coats.
- b. Check seat belts.

4. "F"

- a. Distribute passengers coats.
- b. Check seat belts.
- c. Open divider door.

5. "C"

- a. Assist "A" (Purser-in-Charge) in distribution of required forms for passenger completion and assist passengers in completion of forms.
- b. Secure bar.
- c. Secure serving cart.
- d. Check seat belts.

6. "D"

- a. Secure Economy galley.
- b. Set lights for landing.
- c. Open curtains.
- d. Distribute passengers coats.

7. "G" (If on board)

- a. Assist "C" in distributing passengers' coats.

8. All Cabin attendants

- a. Be seated when "No Smoking" sign goes on.
- b. Occupy same seat for landing as for takeoff with shoulder harness and seat belt fastened.

F. AFTER LANDING

All cabin attendants take same positions for deplaning as for boarding.

1. "A" (Purser-in-Charge)

- a. Make station announcement.
- b. Place forward cabin attendant's seat in "up" position.
- c. When ramp agent knocks twice, open door and secure it against the fuselage.
- d. Stand at forward cabin door as passengers deplane.

2. "B"

- a. Close galley curtains and set lights for deplaning.
- b. Assist Economy passengers in deplaning.
- c. Check for lost articles.

3. "E"

- a. Assist First Class passengers in deplaning.
- b. Check for lost articles.

TRANS WORLD AIRLINES, INC.

FLIGHT SERVICE MANUAL

CHECK LIST - INTERNATIONAL

F. AFTER LANDING (Cont'd)

4. "F"

- a. Assist First Class passengers in deplaning.
- b. Check for lost articles.
- c. Close divider door.

5. "C"

- a. Place rear cabin attendant's seat in "up" position.
- b. When ramp agent knocks twice, open door and secure it against the fuselage.
- c. Stand at rear cabin door as passengers deplane.

6. "D"

- a. Close galley curtains and set lights for deplaning.
- b. Assist Economy passengers in deplaning.
- c. Check for lost articles.

7. "G" (If on board)

- a. Assist Economy passengers in deplaning.
- b. Check for lost articles.

G. AFTER PASSENGERS HAVE DEPLANED

1. "A" (Purser-in-Charge)

Check Economy liquor with "C" and commissary agent.

2. "B"

Check First Class liquor and silver service with commissary agent. Turn over all forms to "A" (Purser-in-Charge).

3. "E" and "F"

Straighten First Class cabin.

4. "C"

Check Economy liquor with commissary agent and purser.

5. "D"

Straighten Economy cabin.

6. "G" (If on board)

Straighten Economy cabin.

H. MUZAK

1. "A" (Purser-in-Charge) is responsible for testing, setting, and operating the Muzak for the entire flight. It shall be "on" except in flight.

2. Not to be operated after 21:00.

I. POLAROID CAMERA SERVICE

1. This service will be offered to R/A passengers when it does not interfere with the meal service and only with the specific permission of the passenger.

J. CAPTAIN'S NAVIGATION GAME

Captain's Navigation Game will be utilized to stimulate passenger interest.

IMPORTANT: Non-revenue passengers may participate, but should be advised that if they win, they will not receive the prizes.

K. PILOT CREW MEMBER REST SEAT

1. Trans-Atlantic Flights

Seat 1-F will be blocked for use by a pilot crew member on all flights scheduled in excess of eight (8) hours which have a scheduled enroute stop.

2. Polar Flights

Four (4) F/C curtained seats reserved for crew rest.

3. MATS Flights

The window seat of the two most forward cabin seats will be blocked for use by a pilot crew member. The curtain is to be positioned on the forward side of the seat backs to prevent the curtain from hanging in the laps of passengers seated immediately behind the curtain. The curtain must be in stowed position for take-offs and landings.

Except on MATS flights, pursers are to identify crew rest seats with an R/A Reserved Card marked "Reserved for Crew", prior to boarding of passengers.

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DINING, LIQUOR AND
CIGARETTE SERVICE
05

TRANS WORLD AIRLINES, INC.
FLIGHT SERVICE MANUAL

05.00.01

Oct-18-63

DINING, LIQUOR AND CIGARETTE SERVICE

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GENERAL INFORMATION - DINING SERVICE

A. POLICY

1. Cabin Attendants are to serve passengers no food other than that which is supplied by TWA.
2. Insofar as possible, all passengers should receive dining service when they desire it.
3. Nondrinking passengers who are desirous of immediate meal service shall be served during liquor service.
4. Deadheading crew members who wish to eat ahead of passengers are not to be fed in view of passengers. On Economy flights, crew members will eat meals in the cockpit or in a row of seats where no passengers are seated.

B. TOP-OFF MEALS

1. Major stations are required to have a program whereby meals are deliberately underordered and extra meals are provided just prior to departure to conform to the final passenger count.
2. The top-off meals should correspond to the menu of the class of service offered. It may be necessary to use a First Class top-off for coach or vice versa.
3. If top-off meals are boarded in cardboard boxes, the food is to be removed and set up according to the class of service being provided.
4. For Royal Ambassador services, the food is arranged on china plates and presented as an R/A meal.

C. NONROUTINE SITUATIONS

1. Whenever a flight is diverted enroute, "A" shall check with Captain to determine the flight time to point of diversion and adjust the services accordingly.
2. Whenever a substitution of equipment is made, Cabin Attendants shall remain available until transfer of cabin equipment is completed. If, due to the substitution of equipment, the class of service offered is changed or time does not permit a particular type of service, "A" shall so inform the District Transportation Manager/SO or his representative, resolve the type of service to be offered and brief other Cabin Attendants on all changes.
3. "Insufficient meals" is a term used when, through no fault of TWA, there are more passengers than meals. Cabin Attendant should not report on Form PAS-402 as a shortage. A passenger making a reservation too late for a meal to be provided should be so advised by ticket agent and his name should be furnished the Cabin Attendant by the transportation agent working the flight on the Form PAS-176 or Form O-128. Should the flight depart from a station without top-off meals, the following steps shall be taken.
 - a. Check in other cabin or class if extra meals are available.
 - b. Nonrevenue passenger's meal - "Non-revs" are required to "list" themselves well in advance of a particular flight. If they fail to do this, ticket envelopes may be stamped "No Meal" or a P.I.L. (Passenger Information List) may be provided the Cabin Attendant noting this.

- c. Nonrevenue passengers - space available, highest to lowest classification.
- d. Nonrevenue passenger - positive space, highest to lowest classification.
- e. The revenue passenger who did not make a reservation may have his ticket envelope stamped "No meal".
- f. Determine if any crew member is willing to relinquish his meal.

NOTE: Always offer beverage, snack, etc., or whatever available.

4. "Meal shortage" is a term used when there are less meals boarded than listed on the Form PAS-402. Cabin Attendant did not catch error before take-off due to miscounting or lack of time to adequately check. Such shortages are to be reported on the PAS-346 (Flight Report) so that TWA does not get charged for them. A meal shortage is to be handled the same as "insufficient meals" as far as the passenger is concerned.

5. Adjustments

If a revenue passenger has not been served, he will be offered either an equivalent meal in the airport restaurant or cash. The Cabin Attendant will identify the passenger to the TA meeting the flight, who in turn will direct the passenger.

D. SERVING POINTS TO REMEMBER

1. Cabin Attendant shall systematize his duties and develop such essential qualities as orderliness, organization, cleanliness, and alertness, to passengers' needs and requests.
2. Serve children first. Mother and child should not be served at the same time unless requested.
3. Serve any passenger first if requested.
4. Once serving is begun, it should be done as efficiently as possible to insure foods being served at the proper temperature and to avoid passengers waiting unnecessarily for trays, or to have trays collected.
5. If serving is interrupted by a passenger's question or requests for other service, handle as quickly as possible. Do not become engaged in lengthy conversations during serving periods.
6. Awaken passengers for meal and liquor services only. Before takeoff on night flights when breakfast is to be served prior to landing, Cabin Attendant shall determine whether or not passenger wishes to be awakened for the service. Cabin Attendant shall make a note of this and retain in galley.
7. Whenever a flight is extremely rough and meal service is aboard, Cabin Attendant shall check with Captain before serving. If turbulence is believed temporary, delay meal service and explain delay to passengers. When necessary to serve during rough weather, offer little or no liquids.

FLIGHT SERVICE MANUAL

GENERAL INFORMATION - DINING SERVICE

D. SERVING POINTS TO REMEMBER (Cont'd)

8. Have the passenger's chair back in upright position before serving his tray.
9. When offering services always preface question with "May I serve you _____?" "Would you care for _____?" etc. Never use the expression "Do you want _____?", or "Are you having dinner _____?" etc.
10. Always position a table or place a pillow on each passenger's lap before serving trays. When pillows are used, place open end of pillow toward the window.
11. If man and woman are seated together and the man occupies the window seat, it is permissible to ask the woman her beverage preference first; but window seat passengers are always served first, to avoid serving over an aisle seat passenger who may have already started his meal. An explanation to the woman passenger should be made.
12. When time permits, offer water with First Class Ambassador meal services.
13. Exercise care in pouring coffee at the passenger's seat. Always have passenger place cup on snack or silver tray, hold tray over aisle when pouring.
14. On short flights, defer the serving of second cups of coffee until all passengers have their meal trays unless it can be done without delaying completion of the meal service.
15. Two trays are to be carried. Hold one directly above the other while walking down aisle. Carry all services including water to passengers and crew on snack tray.
16. Nonrevenue passengers shall be served with other passengers when sufficient meals are provided.
17. Pick up trays and return to galley as soon as passengers finish. Picking up trays on return trips to the galley saves valuable time and energy.
18. After using snack trays, wipe clean with a damp towel and reline the trays before replacing them in tray carrier, except when flight is terminating or if it is known that clean trays will be furnished at the next stop.
19. A special stand-by fare, less than either the Coach or First Class fare, is in effect between PHL-PIT-PHL. These passengers are boarded last and can be identified by a green envelope. No attempt will be made to board meals for such passengers; however if extra meals are available, these passengers are to be served.
20. Whenever "beverage" is the only service scheduled, the service is to be offered regardless of equipment, class, or load factor.
21. 4-2-2 System - obtain 4 orders. Relay 1 and 2 to the galley Hostess. Before serving 1 and 2 give galley Hostess orders 3 and 4. After serving 1 and 2, take orders 5 and 6. When you return to the galley 3 and 4 will be ready to serve. Give galley Hostess orders 5 and 6 and serve 3 and 4. In this manner, you will always be two orders ahead of the galley Hostess. This procedure is used to determine beverage preference and fish or meat entree choice when provided.

22. On flight segments where a meal is to be offered to local boarding passengers only, cabin attendants are to make every effort to identify these passengers. If this is not possible, cabin attendants are to ask passengers at which station they boarded the flight.

E. FISH ENTREES

1. On fast days, a choice of fish or meat may be offered. The ratio of meat to fish will vary with flight time and type of equipment. This information is included in the PAS-402.

2. When a choice of meat or fish is offered, Cabin Attendants shall offer choice by naming both.

Example: "We are serving filet mignon and lobster. Which would you prefer?"

F. PRINTED MENUS

Provided for Royal Ambassador and Economy International services.

G. TABLECLOTHS

1. Domestic

Provided for all First Class Jet Breakfast, Lunch and Dinner flights when flying time exceeds two hours.

2. International

Provided for all First Class services.

H. SILVER SERVICE

International

Silver items for Royal Ambassador service are listed on PAS-1028.

I. GALLEY EQUIPMENT

1. Use of Galley Switches

- a. Galley switches are to be "OFF" for take-off and landing on all piston aircraft; however, the refrigerator and hot water switches may be in the "ON" position on 1049G and 1649A aircraft.
- b. Switches shall be turned "ON" immediately after food is boarded. Turn "OFF" just prior to take-off. (749/749A).
- c. When a carrier or jug is emptied or the service completed, turn switch "OFF". Heat applied to an empty container may damage it.
- d. If a switch trips "OFF", replace it in "ON" position. If it returns to "OFF" position, do not attempt to reset it again. Report it at once to the Captain and Flight Engineer.
- e. Jet ovens may be activated while on ground for short segment flights with cockpit permission.

TRANS WORLD AIRLINES, INC.
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GENERAL INFORMATION - DINING SERVICE

1. GALLEY EQUIPMENT (Cont'd)

2. Hot Cup

- a. Do not allow hot cup to heat without some liquid in it. Hot cups will boil dry quickly. Do not leave galley when hot cup is turned on.

NOTE: On Super-G and Jetstream equipment, heating period can be controlled by electric timer. To set timer, turn past arrow, then set.

- b. CHECK TO BE SURE HOT CUP SWITCH IS "OFF" AND HOT CUP IS UNPLUGGED WHEN SEAT BELT SIGN IS TURNED ON BY CAPTAIN.

3. Hot Plate - 1049G and 1649A

Turn off well in advance of landing to prevent passengers from burning themselves when deplaning.

4. Bun Warmer

Installed in all Jet Galleys. Not to be used for storage of supplies (paper napkins, etc.)

5. Electric Ovens - Jet

- a. Set temperature control.
b. Set timer, turn past 30, then back to desired time.
c. Fans must rotate freely, otherwise a fire hazard may result. Be sure fan is not restrained by oven rack.
d. When chime sounds timer has returned to zero.

6. Electric Ovens - 1049G - 1649A

- a. Set temperature control.
b. Set timer, turn past 30, then back to desired time.
c. Turn on switch.
d. When buzzer sounds turn off switch.

7. Coffee Maker - Jets

- a. Depress hot water spigot momentarily.
b. Turn heater switch on.
c. Insert coffee bag - seam down - spread evenly - lock brewing chamber.
d. Position coffeepot.
e. When cycle light goes out, press HOT COFFEE button.
f. Turn on warmer pad.

NOTE: The above procedure is for brewing the initial pot. For additional coffee, follow steps c and e.

8. If machine malfunctions, check the following:

- (1) No water flows.
(a) Probes must be inside the pot.
(b) Water pump switch must be on. (Boeing)
(2) If overflowing.
(a) One section of probe may be missing.
(b) Clean probes of carbon.

CAUTION - TO AVOID POSSIBLE SCALDING

If brewing chamber opened inadvertently while machine in operation, turn switches off before closing chamber, restart machine.

8. Faulty or Inoperative Equipment

- a. Be sure all galley equipment is properly in place to insure electrical contact.
b. Removable galley equipment which is damaged or inoperative shall be marked with an M-210-D tag.
c. Nonremovable malfunctioning equipment must be reported to the Captain.
d. If electrical equipment is inoperative even though moved to another outlet, the fault probably lies with the equipment, which must be tagged. If equipment will not heat in one outlet but does heat when moved to another location, the first outlet is inoperative and is to be reported to the Captain for notation in the Log Book.

* * *

TRANS WORLD AIRLINES, INC.
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GENERAL INFORMATION - LIQUOR AND CIGARETTES SERVICE

05.10.01

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A. LIQUOR

1. Policy - Domestic

Alcoholic beverages are to be served as designated in the Flight Service Schedule. Jet coach passengers on selected flights (as per Flight Service Schedule.)

a. Complementary drinks shall be offered to First Class passengers.

b. Sale drinks are available to Coach passengers at the following prices:

Liquor	- \$1.00 per miniature jet and piston.
Beer	- .50 per can jet only.
Sherry Wine	- .50 per miniature.

2. Regulations - Domestic

a. Liquor shall not be served between PHL-PIT, STL-MKC, OKC-TUL and other such segments as may be designated in the Flight Service Schedule because of state laws.

b. Liquor shall not be served to minors (under 21 years of age). If a passenger requests liquor and appears to be under 21 years of age, cabin attendants shall tactfully request an identification card and check the passenger's date of birth. If passengers who appear to be minors are observed drinking from their own supply of alcoholic beverages, cabin attendants shall request an identification card and, if under 21 years of age, shall take possession of the liquor and hold in custody of TWA until passengers deplane. Whenever passengers who appear to be minors and whose behavior is such that it would seem that they were unobtrusively imbibing alcoholic beverages, request an identification card, engage them in conversation; and maintain discreet surveillance in the area of their seats to ascertain their possible use of alcohol.

Military personnel aboard a scheduled flight (other than Military Charters) may be served liquor if they are 21 years of age or over.

Liquor may be served on the ground by request of the DTM/SO or his alternate.

3. ATA Agreement - Domestic

a. A passenger may be served a maximum of two miniatures during any period when such drinks are offered, provided the passenger has not been obviously affected by previous drinking. In addition to the above, a passenger may be served wine, beer and/or champagne with a meal.

b. Always offer wine and champagne at least twice; if time permits, offer additional wine and champagne.

c. A reasonable amount of beer or wine may be offered. Use good judgement, cabin attendants should not be responsible for passengers becoming intoxicated.

4. Policy - International

a. Bar Service will not be offered:

- (1) Between U.S. co-terminal stations, except that on Polar Flights, tax-paid drinks may be served between LAX and SFO, and on certain other flights between IDL - BOS, ORD - BOS.
- (2) To passengers originating at a station within a country and terminating at a station within the same country.
- (3) On the ground unless release has been obtained from local Customs authorities by the District Transportation Manager/SO or his alternate.
- (4) On Military charters.
- (5) Liquor shall not be served to minors (under 21 years of age). If a passenger requests liquor and appears to be under 21 years of age, cabin attendants shall tactfully request an identification card and check the passenger's date of birth. If passengers who appear to be minors are observed drinking from their own supply of alcoholic beverages, cabin attendants shall request an identification card and, if under 21 years of age, shall take possession of the liquor and hold in custody of TWA until passengers deplane. Whenever passengers who appear to be minors and whose behavior is such that it would seem that they were unobtrusively imbibing alcoholic beverages, request an identification card, engage them in conversation, and maintain discreet surveillance in the area of their seats to ascertain their possible use of alcohol.

FLIGHT SERVICE MANUAL

GENERAL INFORMATION - LIQUOR AND CIGARETTES SERVICE

A. LIQUOR (Cont'd)

4. Policy - International (Cont'd)

- b. Bar Service shall be offered to passengers as indicated in the Flight Service schedule.

- (1) At any time upon passenger request.
- (2) When delay or irregularities justify the service.
- (3) Complimentary drinks shall be offered to all First Class passengers.
- (4) Sale drinks are available to Economy passengers at the following prices:

Champagne	- \$1.00
Liquor	- .50
Wine	- .25
Beer	- .25

- (5) Soft drinks are available to all passengers without charge.
- (6) The policy, as stated, is to be used as a general guide for serving drinks. Extraordinary circumstances may warrant curtailment or omission of this service. Under these circumstances, the judgment of the Purser is relied upon to dictate proper course to follow. The Captain shall be consulted before deviations are made.

5. Single/Double Drink Service - Domestic and International.

Double Drinks: (Serve two at one time)

All flights except those designated below as Single Drink.

Single Drinks: (Two Drinks offered, one at a time)

First Class Non-Stop Transcontinental and International flights.

Coach Non-Stop Transcontinental and departing before 1200 or 1800 local time when a meal is scheduled.

When "Double Drink" service is indicated, consideration should be given to passenger load and if it is light, "Single Drink" service should be utilized.

6. Civil Air Regulations (41.371)

- a. No person shall drink any alcoholic beverage aboard an air carrier aircraft unless such beverage has been served to him by the air carrier operating the aircraft.
- b. No air carrier shall serve any alcoholic beverage to any person aboard an air carrier aircraft if such person appears to be intoxicated.
- c. No air carrier shall permit any person to board an air carrier aircraft if such person appears to be intoxicated.
- d. An air carrier shall report to the Administrator within 5 days any incident in which a person aboard its aircraft refuses to comply with paragraph "A-6-a", this section, or any disturbance caused by a person who appears to be intoxicated while aboard its aircraft.

7. Company Policies Resultant From Civil Air Regulations

- a. If a passenger is observed drinking an alcoholic beverage other than one supplied by the Company, or if he asks for a set-up to prepare a drink, the Cabin Attendant will explain the provisions of the Civil Air Regulations to him.
- b. If the passenger presents his own supply and asks Cabin Attendant to prepare and serve him a drink, if time permits the Cabin Attendant will do so, and return the bottle to the passenger when the drink is served.
- c. The Cabin Attendant shall refrain from serving a drink to a passenger who appears to be intoxicated, the "appearance" to be indicated by his speech or instability of his movements. The detection of alcohol on a passenger's breath or an admission by the passenger that he has been drinking is not sufficient cause for refusing to carry him.
- d. TWA personnel must never tell a passenger that he "appears intoxicated." When absolutely necessary to refer to a passenger's condition as the reason for refusal, it is best to say that he appears to have been "drinking" and that his condition could be disturbing to other passengers. When the passenger refuses to accept this explanation, he may be told that Civil Air Regulations prevent us from carrying him.

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A * * GENERAL INFORMATION - LIQUOR AND CIGARETTES SERVICE

A. LIQUOR (Cont'd)

7. Company Policies Resultant From Civil Air Regulations
(Cont'd)

- e. Check-in or gate agent shall refuse any passenger who is obviously intoxicated. Borderline cases will be referred to the supervisor on duty for handling.
- f. If a passenger appears intoxicated or is in any way annoying to other passengers or C/A to point of being objectionable, C/A shall report matter to the Captain.
- g. It is the final responsibility of the Captain to personally contact person or persons who have been reported as being intoxicated and objectionable and determine for himself that passenger is as reported. Every attempt should be made to calm passenger down, but if this fails, he should be removed from the flight. Since it is Captain's sole decision as to whether or not a passenger should be removed, every effort should be made to weigh that decision carefully. Should Captain elect to cancel passenger's passage for this reason, he shall upon arrival at next station turn passenger over to District Transportation Manager/Station Operations, or his designated representative, for handling.
- h. The Captain shall, as soon as possible and not later than his return to domicile, submit to his DTM/Flying a report of any incident in which a passenger aboard his flight refuses to comply with the Civil Air Regulations 40.371 or 41.371, and also report any disturbance caused by a person who appears to be intoxicated while aboard his flight.

The DTM/Flying, in turn, shall forward copies of the report to his Regional V.P. - Transportation, the Staff V.P. - Flight Operations and the Staff V.P. - Customer Service. The report to the FAA within five days, required by CAR, will be made by the Staff V.P. - Flight Operations

- i. Cabin Attendant shall cross-reference all such incidents on the Flight Report, Form PAS-348, and submit the report to the Captain for his comments and signature.

8. General Instructions

- a. Whether the Cabin Attendant serves drinks to a passenger from the Company's supply or from the passenger's supply, the two miniatures (or equal amount) limit applies on all Domestic Flights.

- b. Permitting passengers to drink aboard the flight in no way affects our regulations regarding the carriage of intoxicated passengers. Passengers who have been drinking heavily are not to be accepted for carriage, nor are passengers to be permitted to drink on board to the extent that their conduct is objectionable or hazardous. When it appears that the drinking may be getting out of hand, then it is essential that the Cabin Attendant takes a firm position to uphold the Company's policy.

- c. It is inadvisable for Cabin Attendants to permit passengers who are drinking to congregate around the galley or in the rear of the plane. Tactfully request passengers to return to their seats. In the event that they do not comply with the request, request the assistance of the Captain.

- d. Cabin Attendants attitude toward drinking must be a completely impersonal one. They should neither frown on it nor appear to advocate it.

- e. Refusal of a passenger request for additional drinks must be handled by the Cabin Attendant with tact and discretion. Never should his words or manner imply that he thinks the passenger is, or might become, intoxicated.

NOTE: The effect of alcohol is increased considerably when consumed at high altitudes. This point may be used to good advantage if it should become necessary to ask a passenger to refrain from drinking.

- f. Whenever difficulties arise during flight as a result of passengers drinking, be sure to note the details on the Flight Report.

- g. LIQUOR GLASSWARE IS NEVER TO BE USED FOR SERVING BEVERAGES TO CREW MEMBERS IN UNIFORM WHO ARE SEATED EITHER IN THE COCKPIT OR IN THE CABIN.

9. Methods of Control

- a. All sale and complimentary alcoholic beverages are listed on Form PAS-411 (Domestic) and Form PAS-58 (International).
- b. Lost or misplaced kits or liquor will be charged against the account of the Cabin Attendant.
- c. Liquor accounts shall be balanced at the termination of each flight.

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TRANS WORLD AIRLINES, INC.

FLIGHT SERVICE MANUAL

GENERAL INFORMATION - LIQUOR AND CIGARETTES SERVICE

A. LIQUOR (Cont'd)

9. Methods of Control (Cont'd)

d. Return empty wine/champagne fifths to carriers.

e. Empty miniatures are to be discarded.

f. Nonscheduled landings

- (1) On-line stations - "A" and "C" shall check the contents of the liquor kits with the District Transportation Manager/SO or his alternate. After verification of the contents, the kits will be taken to the Commissary or DTM/SO's office and secured. At departure time, "A" and "C" shall again check the contents after delivery to aircraft.
- (2) Off-line stations - The same procedure as for on-line stations shall be followed with the exception that "A" and "C" shall contact the airline personnel handling the flight and arrange security with the District Transportation Manager/SO or his alternate.

g. Irregular Operations and Flight Cancellations

- (1) If a flight terminates at a station other than its scheduled destination or cancels at an intermediate station, the District Transportation Manager/SO will be responsible for checking the liquor kit and signing the forms, relieving the Cabin Attendants of the responsibility for the liquor.
- (2) Cabin Attendant shall handle the deposit of forms and funds exactly as he would at his regular terminating station.

h. Flights Operating Florida

Number of drinks served over the state of Florida must be listed on the Flight Report as follows:

- (1) _____ drinks served on complimentary basis, MIA-TPA. (TPA-MIA).
- (2) _____ drinks sold, MIA-TPA. (TPA-MIA).

NOTE: If flight makes no stop in TPA, Cabin Attendant must approximate time entering or leaving Florida.

i. Sales Drinks Served on Complimentary Basis

- (1) The Captain, the District Transportation Manager/SO or his representative may authorize the Cabin Attendant to serve sale drinks to passengers on a complimentary basis in certain instances of nonroutine or special operation. Person granting the authority will note "Complimentary drinks authorized" under "Remarks" and sign his name on Form PAS-411 (Dom) or Form PAS-58 (Intl). Cabin Attendant shall never serve sale drinks on a complimentary basis without written approval.
- (2) Cabin Attendant shall offer drinks to each passenger with an explanation similar to the following: "We regret the delay and any inconvenience it may have caused you and want you to have a drink with TWA's compliments."
- (3) Whenever sale miniatures are served on this basis:
 - (a) Cabin Attendants shall return all empty miniatures to liquor kit. Empty and full bottles must total the number of miniatures originally received.
 - (b) At the Cabin Attendant's terminating station, commissary agent will verify number of bottles, accepting full and empty bottles to balance the count.
 - (c) Cabin Attendant shall turn in the Liquor forms at flight termination as usual.

j. Equipment Substitution

When a multiple service piston aircraft is substituted for an all First Class piston aircraft and it is necessary to down-grade a portion of the passengers to tourist class, sale drinks will be offered to tourist passengers, providing the flight time will permit.

10. Permanent Change Fund

The office of Superintendent Hostesses or Superintendent - Purser and Hostesses at each domicile will issue a Cabin Attendant a permanent change fund of \$10.00 if the Cabin Attendant so desires. This money will then be deducted from her final Cabin Attendant paycheck.

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A + + GENERAL INFORMATION - LIQUOR AND CIGARETTES SERVICE

A. LIQUOR (Cont'd)

12. Special Handling - International

- a. Purser terminating a flight at a station or airport other than one at which they would not normally be able to turn in liquor kits shall be responsible for their kits until they are returned to a station which normally accepts and issues kits, unless otherwise relieved of kits by authorized Commissary personnel.

- b. Kits shall accompany Purser departing out of a station via TWA or any other air or ground carrier.

c. New York

If returning to NYC without his kits, Purser shall leave his kit keys, corresponding copies of PAS-58-AR's and currency with Liquor Cashier or Commissary Supervisor on duty.

d. London

(1) Transit Flights

Prior to arrival, Purser shall prepare British Ships Stores List in duplicate; declare thereon:

- (a) All Ships Store's sale and complimentary alcoholic beverages and cigarettes (including any in the hold).

- (b) All crew liquor (and cigarettes, cigars or tobacco).

(2) Terminating Flights

- (a) Same as transit flights also:

- (b) Place alcoholic beverages and cigarettes in custom's bond.

e. Paris

If arriving at Le Bourget Airport, inventory will be handled as outlined under paragraph "B-3-c-(3)" Section 02.10, this manual, "Arrival at Paris". If commissary personnel do not meet the flight, make a complete inventory of contents of kits on Copies No. 2, 3, 4, 5, and 6 of the PAS-58-AR, place Nos. 2, 3, 4, and 5 in an envelope with kit keys under hasp of one of the kits and retain Copy No. 6 for reconciliation of eastbound usage upon arrival IDL.

f. Geneva - Zurich

Transport of Alcoholic Beverage and Cigarette kits between Swiss ports via car or rail must travel under Customs Bond with accompanying form "Transitschein". This form, with the sealed kits, must be presented by the Purser to the Swiss Customs before final station departure from Switzerland.

g. Milan - Rome - Transit Flights

Prior to arrival, Purser shall return all alcoholic beverages and cigarettes to their respective kits for sealing by Customs. Kits sealed by Italian Customs are not to be broken en route between MIL and ROM in either direction when stops are scheduled at both stations.

h. Dhahran

Prior to arrival, Purser shall:

- (1) Return all alcoholic beverages to the respective kits, including empty bottles and glassware.
- (2) Secure kits with locks and place kits in designated storage area.

13. Replenishment of Supplies (Atlantic Region Only)

- a. Liquor cabinets will be automatically replenished at LON, FRA, PAR, ROM and MAD.

- b. Under certain emergency conditions, fifths of liquor may be obtained from SNN (or LON) District Transportation Manager/SO upon request of Purser-in-Charge.

NOTE: Liquor so obtained will not be covered by a PAS-58, and must be disposed of before arrival at a U.S. port station.

- c. At no time shall an Overseas station issue replenishing stocks of cigarettes or liquor in excess of regular kit complement as indicated on the IDL issued PAS-58-AR.

d. Replacing Kits

- (1) Completely serviced complimentary and sale liquor service supply kits are available at PAR to cover non-routine operations under which Atlantic Region Purser's become separated from their supplies at a provisional terminal.

- (2) The Forms PAS-58-INT are prepared and need only the insertion of flight number and Purser's signature.

- (3) These kits are available to Lead Commissary Clerk on duty and can be procured on short notice.

- (4) Instructions for handling these kits on arrival at IDL will be found inside kits. (Purser must inform commissary agent meeting flight at IDL that kits are overseas-originated, and must be re-exported.)

FLIGHT SERVICE MANUAL

A → GENERAL INFORMATION - LIQUOR AND CIGARETTES SERVICE

A. LIQUOR (Cont'd)

14. Locks For Kits

a. Domestic

Kits will be delivered to aircraft with locks and keys attached.

b. International

Pursers are required to furnish locks for security of kits. Reimbursement is secured by submitting a Form G-118, with receipts attached.

15. Currency Conversion Chart

Currencies acceptable in payment for sale alcoholic beverages and cigarettes.

Currency	Liquors per Miniature or Drink	Cigarettes Pack of 20 Wine/Beer	Cigarettes Carton of 10 Packages	Champagne per Split
U.S. Dollars	0.50	0.25	2.50	1.00
French Francs NF*	2.50	1.25	12.50	5.00
Tunisian Dinars	0.210	0.105	1.050	.420
Belgian Francs	25	12.50	125	50
Canadian Dollars	0.50	0.25	2.50	1.00
Ceylonese Rupees	3.50	1.75	17.50	7.00
Danish Kroner	3.50	1.75	17.50	7.00
Dutch Guilders (Florins)	2.00	1.00	10.00	4.00
English Shillings	3/6	1/9	17/6	7
Irish Shillings	3/6	1/9	17/6	7
German Deutschmarks	2	1	10	4
Greek Drachmas	15	8	75	30
Indian Rupees	3.50	1.75	17.50	7
Iraqi Fils	200	100	1000	400
Italian Lire	300	150	1500	600
Philippine Pesos	1.50	0.75	7.50	3
Portuguese Escudos	15	7½	75	30
Saudi Ryals	3	1.50	15.00	6
Spanish Pesetas	30	15	150	60
Swedish Kroner	2.60	1.30	13.00	5.20
Swiss Francs	2	1	10	4
Thailand Ticals	14	7	70	2.8

*New Francs - To convert New French Francs to Old French Francs, multiply by 100

16. Currency Restrictions

a. Pounds Sterling may be accepted, if the following endorsements are reflected.

(1) "Pounds in the countries of the Sterling Area (Scheduled Territories) or External Account Area."

(2) "Payable in the countries of the Sterling Area (Scheduled Territories) or External Account Area except ____." (Unless Switzerland is one of the countries specifically excepted under this term.)

NOTE: Israeli currency and Egyptian will not be accepted.

b. Travelers' checks showing the endorsement: "Payable in the countries of the Sterling Area (Scheduled Territories) only" are not to be accepted as the checks could not be collected by a Swiss bank.

c. Due to currency import restrictions in certain countries, the maximum denominations of the currency notes which may be accepted are as follows:

English Pound Sterline - 5 pounds
Irish Pound - 5 pounds

Italian Lira - LI 10,000
Iraqi Dinars - I.D. 10-

TRANS WORLD AIRLINES, INC.
FLIGHT SERVICE MANUAL

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GENERAL INFORMATION - LIQUOR AND CIGARETTES SERVICE

B. CIGARETTE SERVICE

1. Complimentary Cigarettes

Complimentary cigarettes are provided for First Class passengers on Domestic and International Flights.

2. Sale Cigarettes - International

a. General

- (1) Cigarettes shall be made available for sale to all First Class and Economy passengers at least once during each flight segment.

NOTE: In order that all passengers shall have an opportunity to avail themselves on this service, several cartons of cigarettes shall be placed on a serving tray and offered throughout the cabin.

- (2) Cigarettes may be sold by the carton (\$2.50) or by the package (\$0.25). Other acceptable currencies are listed in liquor and cigarette control instructions.
- (3) No cigarettes other than those issued by the Company shall be carried in the cigarette kits at any time.

b. Sales Restrictions

- (1) Cigarettes shall not be sold to:
- (a) Passengers originating and terminating within the same country.
 - (b) Anyone, while on the ground. (This is a serious infraction of Customs regulations and is strictly prohibited.)
- (2) Credit sales are not permitted.

c. Unclaimed Export Stores - Cigarettes and Liquor

Unclaimed export stores items purchased by passengers and delivered to the Purser for distribution in-flight may be unclaimed because of delivery to the wrong flight etc. Such items are to be hand delivered to the Transportation Agent at the cabin crew turn station. Explain the circumstances and the contents of the parcel in order that it can be placed in Customs bond and returned on the next flight to its origination point.

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TRANS WORLD AIRLINES, INC.
FLIGHT SERVICE MANUAL

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MISCELLANEOUS - FOOD, BEVERAGES AND DINING INFORMATION

A. OVEN CHART

1. Times are intended as a guide, and consideration must be given to variation of individual ovens and consistency of food items. Periodically check ovens to avoid overcooking.
2. The following times are with cold ovens. When ovens are hot, subtract approximately 5 - 10 minutes.

	Oven Temperature	Fast Heating Oven Approx. Time	Slow Heating Oven Approx. Time	Covered/ Uncovered
1. Hors d' oeuvres	250°	8-10 Min.	10-15 Min.	Uncovered
2. Egg Items	300°	12-15 Min.	15-20 Min.	Covered
3. Steaks (Strip 1" thick)	350°	15-20 Min.	20-25 Min.	Uncovered
4. Steaks (Filet 1½" thick)	400°	15-20 Min.	20-25 Min.	Uncovered
5. Fish	350°	15-20 Min.	20-25 Min.	Uncovered
6. Chicken	400°	15-18 Min.	20-25 Min.	Uncovered
7. Stew Type Entrees	400°	15-18 Min.	20-25 Min.	Covered
Royal Ambassador				
1. Vegetables	300°	25 Min.	40 Min.	Covered
2. Potatoes	300°	25 Min.	40 Min.	*
3. Roast Start with one roast, preferably hot oven, place additional roast as needed at 10-12 minute intervals. Check with fork after approximately 15 minutes.	350°	Cold Oven 40 Min. Hot Oven 25 Min.	55 Min. 40 Min.	Covered
4. Sauce	350°	12-15 Min.	15-20 Min.	Covered
5. Dishes	200°	5-8 Min.	5-10 Min.	
6. Frozen Entrees To defrost, set oven for 200° - 10 minutes.	350°	15-20 Min.	20-25 Min.	Covered except Lamb, Lobster or Steak
* Pomes Rissoles, mashed, whipped potatoes are uncovered. Sliced potatoes are restored covered. 1. Fish entrees should be restored in separate ovens whenever possible. 2. Slow heating oven requires approximately 40% more heating time. 3. Operation of ovens while on the ground: a. Obtain cockpit permission. b. Set ovens at 200° for 60 minutes. c. Prior to using each individual oven, set for appr. 5-10 minutes to the required temperature. NOTE: Do not start one oven on the ground, in case of entree removal.				

B. SNACK SERVICE

1. If snack trays have been pre-set by the Dining Unit, add requested beverage and serve.
2. When serving snacks which are not pre-packed, set up snack trays as if for beverage service, adding food items provided - individually wrapped sandwiches, pastry, fruit, etc. Add requested beverages and serve.
3. When sandwiches or pastries are provided, "bulk packed for passing" as per Flight Service Schedule, remove saran wrap and offer to passengers from base tray. Beverage, on a snack tray, will be served to passenger prior to offering sandwiches or pastry.

TRANS WORLD AIRLINES, INC.
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MISCELLANEOUS - FOOD, BEVERAGES AND DINING INFORMATION

C. CONTINENTAL BREAKFAST/MORNING SNACK

1. Continental breakfast consists of juice or fruit cup, sweet rolls or assorted bread tray, and beverage.
2. Morning snack consists of sweet rolls or bread tray and beverage.
3. Continental Breakfast and Morning Snacks are served on snack trays. Rolls and breads are boarded bulk wrapped in foil and are to be heated in the ovens, then arranged neatly on a base tray to be passed by "A".
4. If snack trays are boarded pre-set, straighten trays, add required beverage, and serve.

D. COLD BREAKFAST

Dry cereal replaces hot entree on these breakfasts. Meal trays should be pre-set by the Dining units. Straighten tray, remove lid from fruit cup, add required beverage, and serve.

E. KOSHER MEALS

1. Types

All prepared under Rabbinical Supervision.

- a. Meat
- b. Dairy

2. Handling

- a. To be listed separately on Form PAS-402 giving menu and passenger's name. Meal and entree will be labeled.
- b. Cabin Attendant shall contact such passenger and advise that his Kosher meal is on board.

3. Serving Procedure

- a. Present complete tray to passenger for his inspection and determine if he wishes to have the foil removed from the entree before it is served. Foil must remain on with seal unbroken during restoration.
- b. Determine passenger's beverage preference and ask if it is permissible to place dairy products on tray. (Dairy products not normally put on same tray with meat, but should still be offered.)

NOTE: Dairy products such as milk and butter are to be served to the strictly Kosher passenger after he finishes his entree.

- c. Beverage and other food items to be served in or on containers provided for Kosher Meal.

4. Royal Ambassador

Kosher meals are provided for Royal Ambassador passengers.

5. Standard Kosher Kit (International)

- (1) Kosher top-off meals will be available at shipside for last minute requests, but if a Kosher passenger fails to order a meal, a Kosher Kit containing canned goods will be provided (TLV flights only).
- (2) The Kosher Kit will be stored according to PAS-403.
- (3) On TLV flights with insufficient hot Kosher Meals, cold meals from the Kosher Kit are to be set up in flight.
- (4) On other than TLV flights with insufficient hot Kosher meals, it should be explained that Kosher meals are supplied on passenger request at the time the passenger makes his reservations.

F. VEGETARIAN MEALS AND SNACKS

1. Vegetarian meals consist of the full menu except for the main course which consists of casseroles containing no meat products.
2. Vegetarian snacks consist of the full snack menu except that on First Class flights, sandwiches are made entirely of meatless items such as cheese, or jellies.
3. When vegetarian meals are furnished, they are provided as a part of the regular complement of meals and not in addition to the total number of meals supplied.
4. Listed separately on Form PAS-402 giving menu and passenger's name. Meal and entree will be labeled as vegetarian.
5. Cabin Attendant shall contact such passenger and advise that his vegetarian meal is on board.

G. BOX LUNCHES/DINNERS/BREAKFAST

1. Provided for Golden Banner (G-93) aircraft.
2. Located in galley storage compartment.
3. Served as per Flight Service Schedule.
 - a. Offer pillows to passengers.
 - b. Distribute boxes to passenger from base tray, explaining they are complimentary and beverage will be offered soon.
 - c. Follow with "Tandem" beverage service.
 - d. Offer second beverages, time permitting.
 - e. Collect boxes and return to storage compartment.

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MISCELLANEOUS - FOOD, BEVERAGES AND DINING INFORMATION

II. ICE CREAM AND FROZEN DESSERTS

1. Ice cream desserts will be served on flights not receiving quick service.
2. The ice cream will be packed on a base tray, covered with dry ice.
3. Do not remove dry ice from desserts until ready to serve.
4. Exercise good timing in removing dry ice from Royal Ambassador services.

I. CREW MEAL AND BEVERAGE SERVICES

1. General Information

- a. Do not serve beverages in glassware to any uniformed crew member.
- b. Do not carry any liquor bottles or glassware into the cockpit.
- c. Prior to arriving at a station, remove all meal trays, cups, etc., from the cockpit.

2. Crew Meals (Domestic)

Regular scheduled passenger meals will be provided for cockpit crew members as follows:

Jet Aircraft

Four Man Crew - Two (2) Ambassador hot meals.
Two (2) Golden Banner hot meals.

Three Man Crew - Two (2) Ambassador hot meals.
One (1) Golden Banner hot meal.

On flights scheduled for Royal Ambassador Domestic Service, two regular First Class Ambassador meals packed on Jet plasticware will be provided for crew.

Piston Aircraft - Two (2) Sky Chief hot meals.
One (1) Golden Banner hot meal.

Entrees and meal trays provided for crew members will be labeled "crew meals".

The distribution of the meals shall be made at the Captain's discretion according to the following policy:

"On piston and jet aircraft, either the Captain or First Officer shall be served the First Class meal."

Approximately one third of the passengers should be served prior to serving the crew.

3. Soup For Hostesses (Domestic)

One individual packet of beef or chicken bouillion and one package of crackers will be provided for each hostess on jet and 1049G flights when meals are boarded for male crew members. It may also be scheduled on other long haul night flights as designated by Director - Flight Service.

4. Crew Meals (International)

Crew meals and crew snacks on all flights consist of First Class menus and are provided for all crew members.

J. LIQUOR SERVICE (DOMESTIC)

1. Speedpack

On certain flights, a prepacked covered liquor cart top will be provided.

a. Do not start ovens until speedpack canvas cover is removed and stored.

b. When preparing liquor cart, fold canvas cover neatly and place in overhead rack.

2. Bar Cards

For very short flight segments, it is advisable to use bar cards indicating that drinks are served "single" or "double" to take drink orders on the ground.

K. BEER, WINE AND CHAMPAGNE SERVICE - (DOMESTIC/INT'L)

1. Beer

a. Beer is to be iced well in advance of service.

b. Upon receipt of order for beer, puncture can with two holes in top (label upright), and pour at passenger's seat with appropriate glass.

2. Red or White Wine

a. Red wine is offered with dark meat and to be served at room temperature, if storage position in the drawer (next to the champagne) has caused it to be chilled, it should be removed.

b. White wine is served with appetizers, fish and poultry entrees and is chilled before serving.

3. Champagne

a. Champagne is consumed with any type of meal and served chilled.

b. To open, hold the bottle firmly at a 45° angle, unwind the wire around the cork and twist the cork off.

c. Before serving wipe bottle and neck clean.

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TRANS WORLD AIRLINES, INC.

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MISCELLANEOUS - FOOD, BEVERAGES AND DINING INFORMATION

K. BEER, WINE AND CHAMPAGNE SERVICE - (DOMESTIC/INT'L)

4. Serving Procedures

- When carrying bottle, grasp the back of the bottle and rest it on a clean linen napkin carried in other hand.
- Present bottle to passenger, with label showing, for his approval.
- Pour wine at passenger's seat keeping the label in full view of passenger. Fill the RIA wine glass 2/3, the small Ambassador wine glass generously full.

- Do not touch bottle to glass.
- To minimize dripping, twist bottle slightly as the neck is turned up when you finish pouring.
- Brush the mouth of the bottle with inside of napkin.

NOTE: Avoid emptying bottle into passenger's glass. Wine leaves a certain amount of residue which usually settles and should not be served. If a wine or champagne bottle has been opened and all has not been served, pour the remainder down the drain and replace empty bottle in its original location.

* * *

TRANS WORLD AIRLINES, INC.
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DOMESTIC FIRST CLASS SERVICES

A. BEVERAGE SERVING PROCEDURES

1. First Class - Served From Galley On Snack Trays

- a. Heat water in hot cup for tea. Hot water may be used directly from tap on Super G, Jetstream and Jet aircraft.
- b. Place package of spoons and several milk cartons on galley.
- c. Arrange two to four stacks of snack trays on galley surface or auxiliary table.
- d. Take beverage preference of two passengers, place pillow on lap of each or drop tables and have seat backs in upright position.
- e. Add to tray items needed for service: if coffee, add cream, sugar, and spoon; if tea, add tea bag, sugar, lemon wedge, spoon, and small drinking cup for used tea bag; if hot chocolate, no other items needed; if milk, serve in highball glass or tumbler. Place cookies on tray.
- f. Add beverage just before serving.
- g. Serve additional beverages.
- h. Collect trays as passengers finish and replace pillows or replace integral tables.
- i. Clear trays, wipe clean with a damp towel, and reline before storing if flight is continuing on after next stop and clean trays will not be furnished.
- j. Replace supplies and equipment in proper storage compartments. Clean and secure galley. Complete Form PAS-402.

2. Serving Drinks On Meal Trays

On selected short flights, drinks will be served on the base tray with the First Class buffet lunches (cold meals).

- a. "A" - Obtain passengers' liquor preferences prior to take off using bar cards, offer double drinks.
- b. "B" - Prepare drinks, place on buffet lunch base tray.

3. On The Ground Coffee Service

"A"	"B"
<u>(PRIOR TO PASSENGER BOARDING)</u>	
Perform the regular pre-flight duties (check lavatories, cabin)	Request Flight Engineer to turn on galley power. Brew coffee immediately.
Check liquor and sign PAS-411. Check serving cart. Check bayonet tables Check tablecloth Check menus - RIA.	Check and sign PAS-402. PAS-403 on clipboard. Prepare on galley #2 (lined with napkin) items needed for coffee service (snack trays, cups, cream and sugar, spoons).
<u>(WHEN PASSENGERS ARE BOARDING)</u>	
Greet passengers, set up complete snack tray in galley with coffee and cream, sugar, etc., carry to passenger's seat, offer coffee, set snack tray on drop-down table.	Tag and hang coats. Serve coffee to passengers.
Place magazines. Remove snack trays and break down. Passenger count and 0-128 to cockpit. Make departure announcement.	Pass gum and candies. Remove snack trays and break down. Stow all items and secure galley for takeoff. Make Oxygen mask demonstration.
<u>Assist each other whenever needed.</u>	

TRANS WORLD AIRLINES, INC.
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DOMESTIC FIRST CLASS SERVICES

B. MOVIE/ROYAL AMBASSADOR LUNCH OR DINNER SERVING PROCEDURES

1. Sequence of Service

ON GROUND:

Pass slippersox, menu, movie earsets. (Explain correct usage of earsets).

AFTER TAKE-OFF:

Start movie: as soon as possible.

Cigarettes and Matches.

Position tables.

Place tablecloth.

Obtain Entree choice.

Serve first drink from cart on linen lined snack tray.

Serve Hors d'oeuvres with applicable silverware from base tray.

Serve second drinks from cart.

Remove snack tray and napkin to auxiliary bar.

Position base tray with appetizer.

Pour wine or champagne.

Remove 7" plates. (place in 8½" dish cylinder)

Serve entrees on 8½" plates and hot rolls from same base tray.

Pour wine and champagne.

Pour additional ice water.

Serve additional bread and butter.

Remove and stow meal trays.

Present lined dessert snack tray set up.

Serve desserts, fruits, pour champagne from cart.

Serve coffee using silver service.

Return soiled items and tablecloth to galley.

Clean and replace tables.

2. Serving Chart

a. Two Hostesses

"A"	"B"
Pass cigarettes and matches from silver tray. Position table. Place tablecloth. Pass menus - obtain entree preference.	Brew coffee. Turn on bun warmer, load with 8½" dishes. Set up cigarettes and matches on silver tray. Heat hot hors d'oeuvres (when provided). Prepare liquor cart (add ice). Defrost required frozen entrees.
Serve drinks from cart on snack trays lined with linen cocktail napkins. (Add cocktail napkin.) Serve second round of drinks.	Serve hors d'oeuvres from base tray with applicable silverware. Replenish liquor cart. Prepare galley for meal service. Set and control ovens.
Remove snack trays. Serve base trays (8 at a time). Pour wine or champagne after each 8 are served. Remove 7" appetizer plates as passengers finish.	Prepare pre-packed base trays. Add water glass with ice water. Add salad dressing in galley.
Serve entrees and hot rolls from same base tray (8 at a time). Pour additional wine or champagne.	Dress 8½" heated dishes with meat, potatoes, vegetables (sauce), parsley.
Remove base trays. Set up snack tray with linen liner, coffee cup, saucer, spoons, and present to passenger.	Stow base trays, remove water and wine glasses. Place invert 6" plate on 8½" plate. Prepare dessert cart with champagne - napkin, desserts, silverware in insert, 6" plates and fruits.
Offer desserts, fruits (silverware), champagne from cart.	Serve coffee (silver service) following "A". Replenish dessert cart. Remove soiled items and tablecloth.
Serve additional beverages. Remove soiled items and tablecloth. Clean and replace tables. Attach Form PAS-402 to Flight Report	Stow Equipment. Clean and secure galley. Complete Form PAS-402 and give to "A". Complete frozen food control form.

FOLLOWING ADJUSTMENTS ARE TO BE MADE ON FLIGHTS WITH MORNING SNACK AND/OR MOVIE PRIOR TO MEAL SERVICE.

ON GROUND:

Pass slippersox, menu, movie earsets. (Explain correct usage of earsets).

Obtain beverage preference.

AFTER TAKE-OFF:

Start movie: as soon as possible.

Pass cigarettes and matches.

DURING MOVIE:

1. Serve morning snack on snack trays wet from galley.
2. Approximately one hour prior to completion of movie serve first round of drinks from cart on linen lined snack tray. Place on drop down table.
3. Serve hors d'oeuvres from base tray - silverware.
4. Serve second round of drinks.

ON COMPLETION OF MOVIE:

1. Take entree orders.
2. Remove snack trays.
3. Place tablecloth.
4. Position base tray with appetizer continue to serve as previously outlined.

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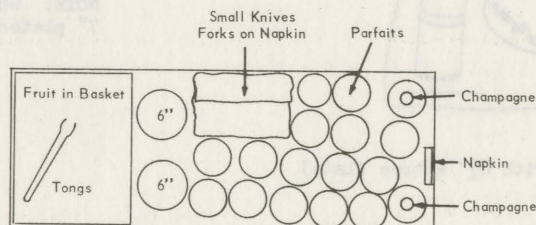
DOMESTIC FIRST CLASS SERVICES

B. MOVIE/ROYAL AMBASSADORS LUNCH OR DINNER SERVING PROCEDURES (Cont'd)

2. Serving Chart (Cont'd)

b. Three Hostesses

"A"	"B"	"E"
Pass cigarettes and matches from silver tray. Position tables - tablecloth. Obtain entree preference.	Brew coffee. Turn on bun warmer, load with 8½" dishes. Set up cigarettes and matches on silver tray. Heat hot hors d'oeuvres (when provided).	Set up liquor cart
Serve drinks from cart on snack trays lined with linen cocktail napkins. (Add cocktail napkins.) Serve second round of drinks.	Defrost required frozen entrees. Prepare galley for meal service. Set and control ovens. Prepare meal trays for children and non-drinkers.	Serve hors d'oeuvres with applicable silverware. Replenish cart. Remove snack trays. Serve meal trays to children and non-drinkers.
Serve meal trays throughout cabin.	Prepare meal trays, add ice water and salad dressing in galley.	Pour wine - champagne - beverages following "A".
Remove 7" plates. Serve entrees and hot rolls from same base tray.	Dress 8½" heated dishes with meat, vegetables, potatoes, (sauce) and parsley.	Remove 7" plates. Pour wine-champagne-beverages, change glasses when necessary. Pour additional wine-champagne-beverages.
Remove base trays, return glasses to bar.	Stow base trays, invert 6" plate on 8½" plate. Prepare dessert cart with desserts-fruits-champagne. (Champagne glasses on lower shelf.)	Remove base trays, return glasses to bar. Assist "B" when necessary. Set up snack tray with linen liner, coffee cup, saucer, spoons and present to passenger.
Serve desserts from cart, place champagne glasses. Pour additional champagne-beverages.	Replenish dessert cart. Remove soiled items and table cloth.	Serve champagne. Serve beverages.
Remove soiled items and table cloth. Clean and replace tables. Attach form PAS-402 (and PAS-411) to Flight Report.	Stow equipment. Clean and secure galley. Complete Form PAS-402 and give to "A". Complete frozen food control form.	Assist in Coach SAP when heavy load. Remove soiled items and table cloth. Clean and secure bar.
Serve on request or offer beverages, soft drinks, ice water, etc., throughout flight.		
NOTE: "E" Hostess assist in Coach SAP when necessary.		



Champagne Glasses and additional 6" Plates, Desserts etc. on Lower Shelves.

3. Childrens Meals

Serve base tray with:
 Entree on 8½" plate.
 Salad on 7" plate.
 Roll and butter on lower left corner of tray.
 Beverage.
 Remove 8½" and 7" plates prior to serving dessert.

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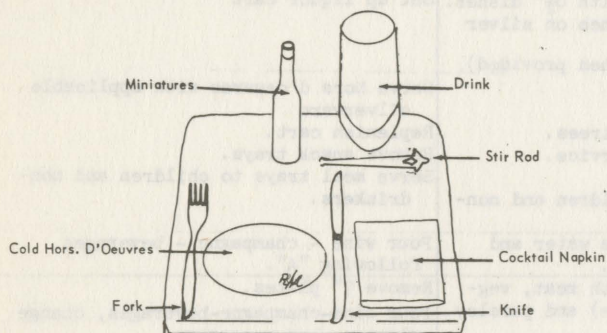
A → DOMESTIC FIRST CLASS SERVICES

B. ROYAL AMBASSADOR LUNCH OR DINNER SERVING PROCEDURES (Cont'd)

4. Tray Set-up

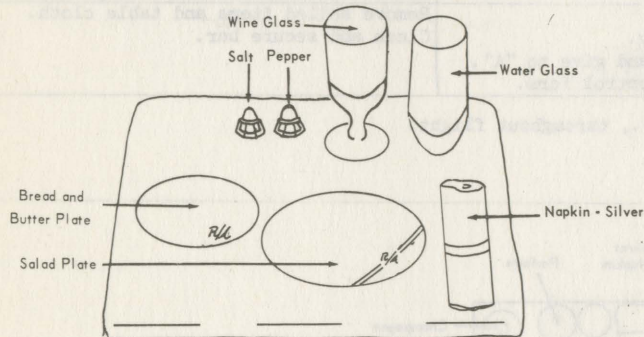
a. Drinks (Snack Tray, lined with linen Cocktail Napkin)

Cold Hors d'oeuvres



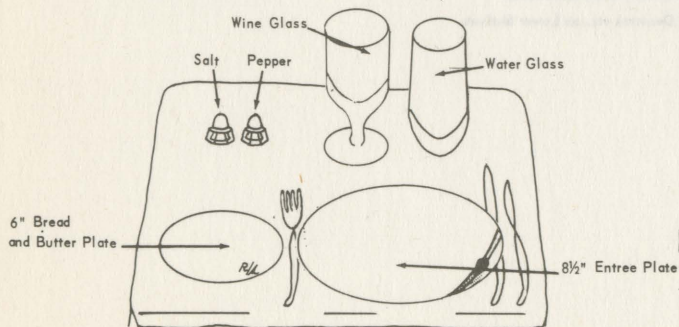
b. Appetizer (Preset on Lined Base Tray)

Salad on 7" Plate
Butter and Salt Stick on 6" Plate
Silver in Napkin
Ice Water
Wine Glass
Salt and Pepper



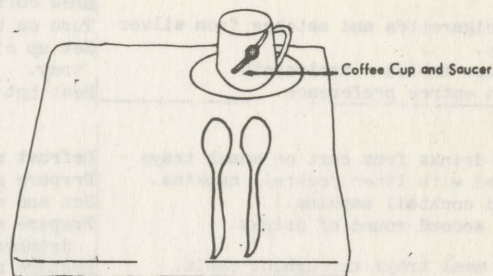
c. Entree (Replace 7" Plate with 8½" Entree Plate)

Bread and Butter

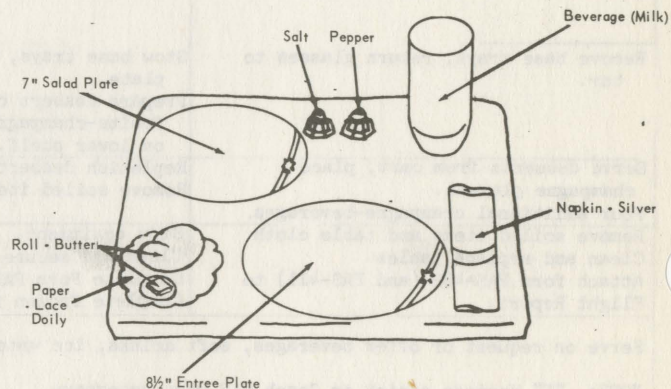


d. Dessert Snack Tray Set-up (Lined with linen Cocktail Napkin)

Silver
Coffee Cup and Saucer
Wine Glass



e. Childrens Meal Tray Set-up



NOTE: When child finishes entree remove 8½" and 7" plates and place dessert on base tray.

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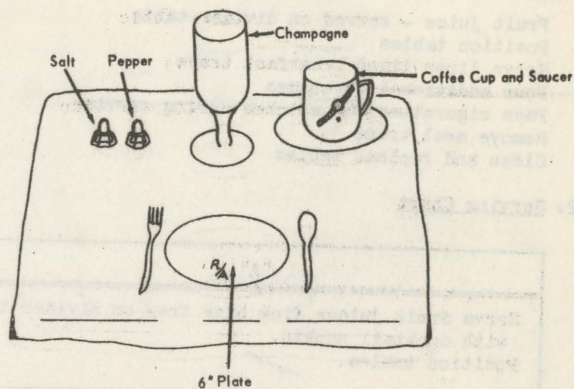
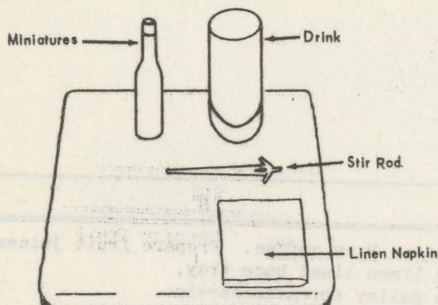
DOMESTIC FIRST CLASS SERVICES

C. ROYAL AMBASSADOR DELUXE BUFFET SERVING PROCEDURES (Cont'd)

c. Dessert (Served on Same Base Tray)

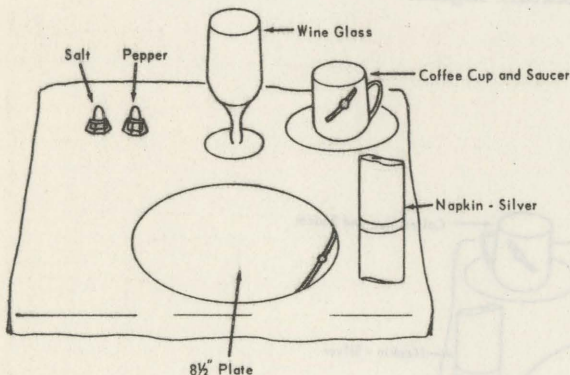
3. Tray Set-up

a. Drinks (Snack Tray lined with Linen Cocktail Napkin)



b. Entree (Base Tray lined with Royal Ambassador Napkin)

Cold Roast Beef or Eggs Benedict on 8½" Plate
 Silver in Napkin
 Salt and Pepper
 Coffee Cup and Saucer
 Wine Glass



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TRANS WORLD AIRLINES, INC.
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DOMESTIC FIRST CLASS SERVICES

D. ROYAL AMBASSADOR BREAKFAST

1. Sequence of Service

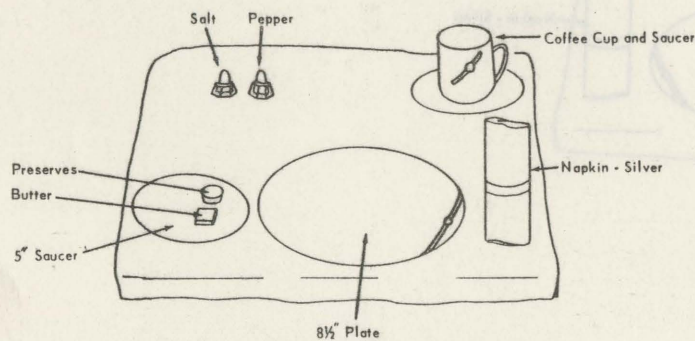
Fruit juice - served on divider table
Position tables
Serve linen lined breakfast trays
Pour additional beverages
Pass cigarettes and matches during service
Remove meal trays
Clean and replace tables

2. Serving Chart

"A"	"B"
Serve fruit juices from base tray on divider table with cocktail napkin. Position tables.	Set ovens. Brew coffee. Prepare fruit juices for passing on linen lined base tray. Prepare galley for meal service. Stagger ovens.
Serve meal trays. Serve additional beverages. Pass cigarettes and matches during service.	Prepare cigarettes and matches. Arrange meal trays for serving and dress $8\frac{1}{2}$ " plate with entree. Assist in returning trays.
Remove trays when passengers finish. Clean and replace tables.	Replace trays. Clean and secure galley. Complete Form PAS-402.
Serve on request or offer beverages, soft drinks, ice water, etc., throughout flight. Cigarettes passed with complimentary liquor service and during breakfast service.	

3. Tray Set-up

Fruit juice is served from base tray on divider table with cocktail napkin.
Linen lined base tray
Egg item etc. on $8\frac{1}{2}$ " plate
Silver in napkin
Coffee cup and saucer
Salt and pepper
Butter, fruit preserves and hot roll on 5" saucer



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A → → DOMESTIC FIRST CLASS SERVICES

D. ROYAL AMBASSADOR BREAKFAST

1. Sequence of Service

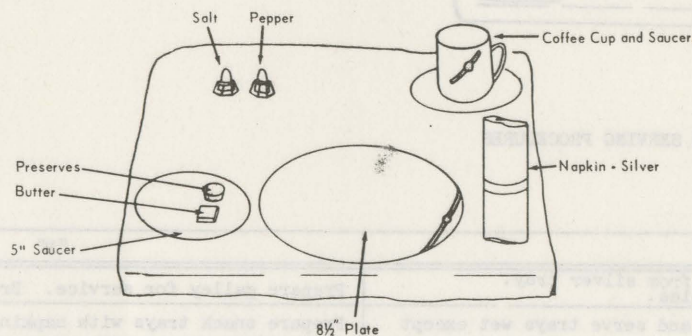
Fruit juice - served on divider table
Position tables
Serve linen lined breakfast trays
Four additional beverages
Pass cigarettes and matches during service
Remove meal trays
Clean and replace tables

2. Serving Chart

"A"	"B"
Serve fruit juices from base tray on divider table with cocktail napkin. Position tables.	Set ovens. Brew coffee. Prepare fruit juices for passing on linen lined base tray. Prepare galley for meal service. Stagger ovens.
Serve meal trays. Serve additional beverages. Pass cigarettes and matches during service.	Prepare cigarettes and matches. Arrange meal trays for serving and dress 8½" plate with entree. Assist in returning trays.
Remove trays when passengers finish. Clean and replace tables.	Replace trays. Clean and secure galley. Complete Form PAS-402.
Serve on request or offer beverages, soft drinks, ice water, etc., throughout flight. Cigarettes passed with complimentary liquor service and during breakfast service.	

3. Tray Set-up

Fruit juice is served from base tray on divider table with cocktail napkin.
Linen lined base tray
Egg item etc. on 8½" plate
Silver in napkin
Coffee cup and saucer
Salt and pepper
Butter, fruit preserves and hot roll on 5" saucer



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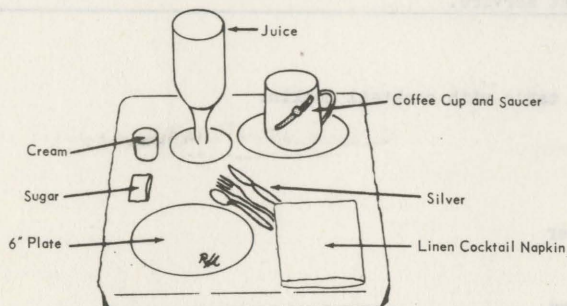
E. ROYAL AMBASSADOR CONTINENTAL BREAKFAST - SNACK SERVICE SERVING PROCEDURES

1. When Continental Breakfast is served prior to arrival, passengers should be approached as shortly after take off as possible to determine whether or not they wish to be awakened for this service.

2. Serving Chart

"A"	"B"
Pass cigarettes and matches from silver tray. Position bayonet and drop tables.	Prepare galley for service. Brew coffee. Heat sweet rolls when provided.
Obtain beverage preferences. Serve trays. Serve additional butter and sweet rolls or sandwiches.	Arrange linen lined snack trays with fork, knife, and spoon, cup and saucer, wine glass of juice (when provided). Place butter with sweet roll or sandwich on each 6" plate. Place plate on snack tray. Prepare trays with appropriate beverage and cream, sugar and lemon when necessary.
Serve seconds of beverages. Remove trays as passengers finish. Clean and replace tables.	Pick up trays as passengers finish. Break down trays and stow equipment. Clean and secure galley.
Attach Form PAS-402 to Flight Report.	Complete Form PAS-402 and give to "A".
Serve on request or offer beverages, soft drinks, ice water, etc. throughout flight.	

3. Snack Tray Set-up (Lined with Linen Cocktail Napkin)



F. ROYAL AMBASSADOR BEVERAGE SERVICE SERVING PROCEDURES

Serving Chart

"A"	"B"
Pass cigarettes and matches from silver tray. Position bayonet and drop tables.	Prepare galley for service. Brew coffee.
Obtain beverage preferences and serve trays wet except for coffee. Pour coffee at passengers seat, using silver service. Serve additional beverages.	Prepare snack trays with napkin, R/A coffee cup, saucer, spoon (Line trays with linen cocktail napkin when provided).
Remove trays as passengers finish. Replace tables.	Clean and secure galley.
Serve on request or offer beverages, soft drinks, ice water, etc. throughout flight.	

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FLIGHT SERVICE MANUAL

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A → → DOMESTIC FIRST CLASS SERVICES

G. AMBASSADOR SERVICE LUNCH AND DINNER SERVING PROCEDURES

1. Sequence of Service - Lunch and Dinner

Position tables.
Place tablecloths.

Serve first round of drinks from cart on snack trays.
Serve Hors d'oeuvres.
Serve second round of drinks from cart.
Remove trays and break down.

Use (4-2-2) system in obtaining beverage or Friday fish entree preferences.
Serve meal trays to approximately 8 passengers at a time.
Pour wine/champagne/beverages.

Continue serving in groups as shown above throughout cabin.
Pour additional wine/champagne/beverages.

Remove trays and tablecloths as passengers finish.
Clean and replace tables.

2. Drinks - Breakfast, Lunch, Dinner, Buffet

Serving Chart

"A"	"B"
Position tables, place tablecloths. *Prepare cart for liquor service.	Brew coffee. *Set ovens to heat hot Hors d'oeuvres when provided. *Prepare cart for liquor service.
*Serve first round of drinks on snack trays, offer soft drinks or beverages to non-drinkers. *Serve second round of drinks. *Remove trays and assist in breakdown.	*Serve Hors d'oeuvres. *Replenish cart whenever necessary. Set ovens when hot food is provided. Prepare galley for meal service. *Open wine bottles. *Break down and replace liquor trays.
Obtain beverage preferences and relay to "B".	Arrange or set up trays for serving. (Serve children and nondrinkers at a late meal while "A" serves drinks).
Serve trays to approximately 8 passengers at a time. Pour *wine/coffee. Continue serving in groups of 8 throughout cabin. Pour additional *wine/beverages.	Continue preparing trays throughout service. Add beverages (except coffee for lunch and dinner) on request of "A". Start removing trays and tablecloths when passengers finish and time permits.
Remove trays when passengers finish. Clean and replace tables.	Replace trays. Clean and secure galley. Complete Form PAS-402.
Serve on request or offer beverages, soft drinks, ice water, etc., throughout flight. *Performed when liquor and wine service indicated.	

3. Ambassador Dessert Course Service

On certain flights (as indicated in the Flight Service Schedule) the dessert will be served on pre set snack trays.

a. Cigarettes will be bulk packed and are to be offered from the silver tray with matches after every take off.

b. Remove base trays as passenger finishes his entree, determine beverage and position snack tray on drop down table.
Coffee is to be offered from the silver service.

FLIGHT SERVICE MANUAL

A → → DOMESTIC FIRST CLASS SERVICES

H. AMBASSADOR (FIRST CLASS) AND GOLDEN BANNER (COACH) BOEING 727 SERVING PROCEDURES

1. Sequence of Service - Lunch and Dinner

AMBASSADOR SERVICE - FIRST CLASS

Position tables - table cloth

Serve first round of drinks from cart on snack trays
 Serve hors d'oeuvres
 Serve second round of drinks from cart
 Remove trays and break down.

Use 4-2-2 system in obtaining beverage or Friday fish entree preferences
 Serve meal trays to approximately 8 passengers at a time.
 Pour wine/champagne/beverages

Continue serving in groups as listed above throughout cabin
 Pour additional wine/champagne/beverages

Remove trays and table cloths as passengers finish
 Clean and replace tables

Serving duties: Drinks-Breakfast, Lunch, Dinner, Buffet

GOLDEN BANNER SERVICE - COACH

Position tables

Serve first round of drinks forward to aft from cart
 Collect money when served
 Serve second round of drinks
 Remove items from liquor service

Use 4-2-2 system in obtaining beverage and Friday fish entree preferences
 Serve meal trays, one ovenload at a time
 Pour beverages

Continue serving in groups of one ovenload throughout cabin
 Pour additional beverages

Remove trays when passengers finish
 Clean and replace tables

2. Four Hostess Procedures

"A"	"B"	"C"	"D"
Place tablecloth on pillows in overhead rack. *Prepare cart for liquor service.	Brew coffee. Set ovens when hot hors d'oeuvres provided. *Prepare cart for liquor service.	*Prepare cart for liquor service.	Brew coffee. *Prepare cart for liquor service.
Position tables-table cloths. *Serve first round of drinks on snack trays, offer soft drinks or beverages to non-drinkers. *Serve second round of drinks. *Remove trays and break down.	Set ovens. *Serve hors d'oeuvres. *Replenish cart whenever necessary Prepare galley for meal service. *Open wine/champagne bottles. *Break down and replace liquor trays.	*Position tables and serve first round of drinks- collect when served. *Serve second round of drinks. *Return liquor service items and replace them.	Set ovens. *Replenish cart whenever necessary. Prepare galley for meal service. *Stow items from liquor service.
Obtain beverage preferences (when no wine offered). Serve trays to approx. 8 passengers at a time. Pour *wine/coffee.	Arrange or set up trays for serving. (Serve children and non-drinkers at a late meal hour while "A" serves drinks.) Add beverages on trays (except coffee for lunch and dinner).	Obtain beverage preferences. Serve meal trays, one ovenload at a time. Pour coffee.	Arrange or set up trays for serving. (Serve children and non-drinkers while "C" serves drinks). Add beverages on trays (except coffee for lunch and dinner).
Continue serving in groups of 8 throughout cabin. Pour additional * wine/beverages. Remove trays and table cloth when passengers finish. Clean and replace tables.	Continue preparing trays throughout service. Start removing trays and tablecloth when passengers finish. Replace trays. Clean and secure galley.	Serve in groups of one ovenload throughout cabin. Serve additional beverages. Remove trays when passengers finish. Clean and replace tables.	Continue preparing trays throughout service. Start removing trays when passengers finish. Replace trays. Clean and secure galley.
Assist in other cabin if service is still in progress.			
Serve on request or offer beverages, soft drinks, ice water, etc. throughout flight.			
*These duties are performed when liquor and/or wine service is indicated.			

FLIGHT SERVICE MANUAL

May-20-64

A → DOMESTIC FIRST CLASS SERVICES

I. SKY CHIEF AND GOLDEN BANNER 1049G AND 1649A SERVING PROCEDURES

1. Drinks - Breakfast, Lunch, Dinner, Buffet (Three Hostesses)

"A"	"B"	"C"
Position bayonet tables aft to forward. *Obtain drink and beverage orders in First Class using bar cards.	Load and set ovens when hot food is provided. *Prepare galley for liquor service.	Obtain drink orders in coach section. *Prepare drinks (beverage bar) and serve snack trays on pillows. *Collect money when served.
*Serve first round of drinks on snack trays. *Serve second round of drinks. *Remove snack trays.	*Prepare drinks (main galley) on snack trays adding crackers or fritos when provided. Prepare galley for meal service. *Replace returned items from liquor service.	*Ask for and serve second drinks when desired. *Remove trays and help in break down. Assist "B" and "A" whenever needed throughout service.
Obtain beverage preference and relay to "B". Serve trays throughout cabin.	Arrange or set up trays for serving. Add beverages (except coffee for lunch and dinner) on request of "A". Reload ovens as they empty.	Prepare items needed for beverages. Serve coffee and additional beverages.
Remove trays when passengers finish. Clean and replace tables.	Replace trays. Clean and secure galley. Complete Form PAS-402.	Remove trays as soon as passengers finish. Clean and replace tables.
Serve on request or offer beverages, soft drinks, ice water, etc., throughout flight.		
*Performed with the use of bar cards when liquor service indicated.		

2. Drinks - Breakfast, Lunch, Dinner, Buffet (Two Hostesses)

"A"	"B"
Position bayonet tables aft to forward. *Ask for drink/beverage preference, using bar cards.	Load and set ovens when hot food provided. *Prepare galley for liquor service.
*Serve 1st round of drinks on snack trays after taking orders in one compartment. *Continue taking orders and serving drinks throughout cabin.	*Prepare drinks, using snack trays, on request of "A" adding crackers or fritos when provided. (Complimentary and sale.) Control and stage ovens. Prepare galley for meal service.
*Place snack tray with drink for coach passenger on pillow and collect money when served. *Serve second round of drinks. *Remove trays.	*Prepare second round of drinks. Assist in cabin whenever possible, removing trays, etc. *Replace items returned from liquor service.
Obtain beverage preference and relay to "B". Serve trays. Serve coffee after serving one ovenload of entrees.	Arrange or set up trays for serving. Add beverages (except coffee for lunch and dinner) on request of "A". Reload ovens.
Continue serving trays/coffee/second beverages in groups of one ovenload of entrees throughout cabin.	Continue preparing trays. Start removing trays when time permits.
Remove trays when passengers finish. Clean and replace tables.	Replace trays. Clean and secure galley. Complete Form PAS-402.
Serve on request or offer beverages, soft drinks, ice water, etc., throughout flight.	
*Performed with the use of bar cards when liquor service indicated.	

05.20.12

May-20-64

TRANS WORLD AIRLINES, INC.
FLIGHT SERVICE MANUAL

A → → DOMESTIC FIRST CLASS SERVICES

J. SKY CHIEF 749 AIRCRAFT SERVING PROCEDURES

Drinks - Breakfast, Lunch, Dinner, Buffet

"A"	"B"
Position bayonet trays. *Ask for drink/beverage preference, using bar cards.	*Prepare galley for liquor service. Turn casserole carrier switch on high when hot food is provided.
*Serve 1st round of drinks on snack trays. *Serve 2nd round of drinks. *Remove snack trays with liquor service items.	*Prepare drinks on request of "A" adding crackers or fritos when provided. Prepare galley for meal service. *Replace items returned from liquor service.
Obtain beverage preference and relay to "B". Serve trays to approximately 8 passengers at a time. Serve coffee after serving 8 passengers.	Arrange or set up trays for serving. Add beverages (except coffee for lunch and dinner) on request of "A".
Continue serving trays in groups of 8 throughout cabin. Pour additional coffee and second beverages.	Continue preparing trays throughout service. Remove trays when time permits.
Remove trays when passengers finish. Clean and replace tables.	Replace trays. Clean and secure galley. Complete Form PAS-402.
Serve on request or offer beverages, soft drinks, ice water, etc., throughout flight.	
*Performed with the use of bar cards when liquor service indicated.	

K. SKY CHIEF AND GOLDEN BANNER 749 AIRCRAFT SERVING PROCEDURES

Drinks - Breakfast, Lunch, Dinner, Buffet (Two Hostesses)

"A"	"B"
Position bayonet tables in First Class forward - aft. *Ask for drink (beverage) preference, using bar cards.	Set oven switch on high when hot food provided. *Prepare galley for liquor service.
*Serve 1st round of drinks on snack trays after taking orders in one compartment. *Continue taking orders in the Coach section.	*Prepare drinks, using snack trays, on request of "A" adding crackers or Fritos for F/C. Prepare galley for meal service.
*Place snack tray with drink for coach passengers on pillow and collect money when served. *Serve second round of drinks. *Remove trays.	*Prepare second round of drinks. Assist in cabin whenever possible, removing trays, etc. *Replace items returned from liquor service.
Obtain beverage preference and relay to "B". Serve trays. Serve coffee after serving one ovenload of entrees.	Arrange or set up trays for serving.
Continue serving trays/coffee in groups of one ovenload of entrees throughout cabin.	Continue preparing trays. Start removing trays when time permits.
Offer additional beverages. Remove trays when passengers finish. Clean and replace tables.	Replace trays. Clean and secure galley. Complete Form PAS-402.
Serve on request or offer beverages, soft drinks, ice water, etc., throughout flight.	
*Performed with the use of bar cards when liquor service indicated.	

NOTE: Serve First Class Passengers, then Coach.

* * *

TRANS WORLD AIRLINES, INC.
FLIGHT SERVICE MANUAL

05.25.01

Jul-19-63

DOMESTIC COACH SERVICES

A. BEVERAGE SERVING PROCEDURES.

1. Coffee and hot tea served in winter. Coffee and iced tea served in summer. Milk provided for service to children. Not to be offered to adults as beverage choice unless coffee and tea refused. In this event, or if milk is requested, may be served provided there is sufficient supply in addition to that needed for children aboard.

2. Serving Procedures - Two Cabin Attendants - With Serving Cart

- a. Set up top tray of cart with paper hot drink cups, spoons, cream, sugar, and two servers of coffee, snack napkins, paper cups of ice tea and milk. Place additional supplies and containers of milk on bottom tray.
- b. Serve from both ends of cart. Hostess working aft end, replenish supplies and coffee as needed and serves hot tea from galley.

- c. After service is completed, pick up cups and napkins.

3. Serving Procedures - Two Cabin Attendants - Without Serving Cart - Tandem Style

- a. On base tray, arrange supply of napkins and six cups of coffee (in summer include several cups of iced tea), container of cream, lemon wedges, sugar, cups of milk, and several plastic spoons.
- b. One Cabin Attendant facing forward, carries tray.
- c. The other Cabin Attendant facing passengers and carrying coffee server, offers service.
 - (1) If coffee requested, determine whether it is desired plain or with cream or sugar.
 - (2) Hand napkin to passenger.
 - (3) Pour coffee from server, add cream and sugar if desired and stir.
 - (4) Open handles and hand cup to passenger.
 - (5) If hot tea requested, advise passenger that it will be served in a few moments. On next return to galley, prepare hot tea, add necessary ingredients at passenger's seat, and serve.

- d. Continue through cabin.

- e. Following service, collect used cups and napkins.

4. Serving Procedures - One Cabin Attendant - Using Base Tray

- a. Prepare base tray with 12 pre-poured cups of coffee, (during summer include several iced tea and lemon wedges) bulk sugar, wax paper cup of cream, two spoons, snack napkins.
- b. Serve passengers noting milk or hot tea orders.

- c. Return to galley and prepare hot tea and milk orders.

- d. Replenish base tray, continue service.

- e. On return trips to galley, collect used cups and napkins.

B. ASSISTING IN FIRST CLASS

Depending upon load factor, after completing service in the coach cabin, "C" proceeds to F/C. If service is still in progress, assist in pouring beverages and removing trays. On other occasions the "A" Cabin Attendant would assist in the coach cabin.

C. "E" HOSTESS

When operating with the 331 - 331B aircraft an additional Cabin Attendant may be on board, and will work in coach. Serve drinks from cart with "C". Pour beverages, remove trays, assist "C" throughout service.

TRANS WORLD AIRLINES, INC.
FLIGHT SERVICE MANUAL

DOMESTIC COACH SERVICES

D. GOLDEN BANNER LUNCH AND DINNER SERVING PROCEDURES

1. Sequence of Service - Lunch And Dinner

Position tables.
Serve first round of drinks aft to forward from cart.
Collect money when served.
Serve second round of drinks from cart.
Remove items from liquor service.

Use (4-2-2) system in obtaining beverage and Friday fish entree preferences.
Serve meal trays, one oven load at a time.
Pour coffee.

Continue serving in groups of one oven load throughout cabin.
Pour coffee and additional beverages after each oven load is served.

Remove trays when passengers finish.
Clean and replace tables.

2. Cabin Attendant Duties - Drinks, Breakfast, Lunch, Dinner, Buffet

"C"	"D"
*Prepare cart for liquor service. *Position tables and serve first round of drinks. Collect when served.	Brew Coffee Set ovens when hot food provided. *Prepare cart for liquor service.
*Serve second round of drinks. *Return liquor service items to galley.	*Replenish cart whenever necessary. Prepare galley for meal service. *Stow items from liquor service.
Obtain beverage preferences and relay to "D". Serve meal trays, one oven load at a time. Pour coffee.	Arrange or set up trays for serving. (Serve children and non-drinkers while "C" serves drinks). Add beverages (except coffee for lunch and dinner).
Combine serving in groups of one oven load throughout cabin. Serve coffee and additional beverages.	Continue preparing trays. Start removing trays when passengers finish.
Remove trays when passengers finish. Clean and replace tables.	Replace trays. Clean and secure galley. Complete Form PAS-402
Serve on request or offer beverages, soft drinks, ice water, etc., throughout flight.	
*Performed when liquor service indicated.	

TRANS WORLD AIRLINES, INC. FLIGHT SERVICE MANUAL

05.25.03

Mar-4-64

DOMESTIC COACH SERVICES

D. GOLDEN BANNER LUNCH AND DINNER SERVING PROCEDURES (Cont'd)

3. Antipasto/Hors d'oeuvre Service

The Coach section of Convair Aircraft is advertised as "Brief Case Commuter" and is promoted to attract the businessman. Golden Banner service is implemented as on Boeing Aircraft. In addition, Antipasto is served with sale drinks/ beverages at other than normal meal periods or on certain short segment in lieu of lunch. As opposed to First Class, it is not served in addition to Lunch/Dinner. Additional supply of soft drinks are provided and are to be offered to the passengers not desiring an alcoholic beverage.

"C"	"D"
Prepare liquor cart.	Brew coffee. Organize galley for Antipasto and beverage service.
Serve drinks from cart, collect as served. Offer soft drinks, to non-drinkers.	Serve Antipasto on individual snack trays to all passengers. Add a beverage to the trays of those who were not served a drink or soft drink by "C".
Continue serving drinks and soft drinks throughout cabin from cart.	Offer additional beverages.
Return snack trays to galley.	Clean and Secure Galley Complete Form PAS-402

05.25.04

Jul-19-63

TRANS WORLD AIRLINES, INC.
FLIGHT SERVICE MANUAL

A + + DOMESTIC COACH SERVICES

E. GOLDEN BANNER AND NIGHT COACH FLIGHT SERVING PROCEDURES

Golden Banner coach passengers occupy the First Class seats and Night Coach passengers occupy the coach cabin. Sale drinks and snacks are offered in the First Class cabin and beverage only is offered in the aft cabin. "A" is to offer a choice of a sale drink or soft drink or beverage to those occupying First Class seats. Assorted sandwiches and pastries are bulk packed and passed from base tray, followed with additional beverages.

"A"	"B"
Pass bar cards. Take drink orders and relay to "B". Serve drinks on individual snack trays. Collect when served.	Brew coffee. Organize galley. Set up drinks on snack trays for "A".
Take beverage orders (4.2.2) system. Serve trays wet. Pass sandwiches and pastries from base trays.	Set up snack trays with silverware, napkin, coffee cup, cream, sugar and cigarettes. Remove saran wrap from bulk packed sandwiches and pastries.
Serve second round of drinks. Serve additional beverages. As passengers finish remove their drink trays. Offer them snack tray set up. Serve snacks as above.	Pick up trays. Return liquor items.
Remove trays. Clean and replace tables.	Clean and secure galley. Complete PAS-402.

F. GOLDEN BANNER AND ECONOMY BEVERAGE SERVICE (TRI-LEVEL SERVICE)

(Serve all services forward-aft)

"C"	"D"
*Prepare liquor cart.	Brew coffee. Prepare galley for meal service. Arrange items for Economy beverage service on base tray. Set ovens.
*Serve drinks. Collect when served.	Serve beverages to Economy passengers from base tray. Start service simultaneously with "C".
*Remove liquor items. Serve meal trays (Children and non-drinkers first). Serve coffee after serving one oven load.	Arrange trays for serving.
Continue serving in groups of one oven load. Serve coffee and additional beverages.	Continue preparing trays. Start removing trays when passengers finish.
Return meal trays. Return cups, etc., from Economy section. Clean and replace tables.	Return beverage items, etc., from Economy section. Clean and secure galley. Complete Form PAS-402.
See to passenger needs, serve on request or offer beverages, ice water, etc., throughout flight.	
*Performed when liquor service indicated.	
NOTE: "A" will assist in Economy and Coach section if service is still in progress after First Class service is finished.	

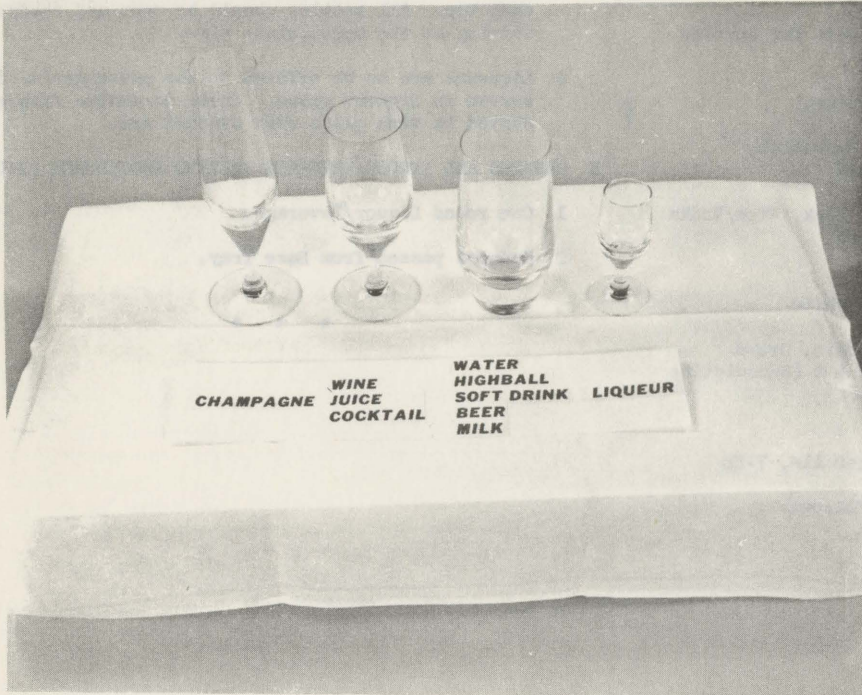
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FLIGHT SERVICE MANUAL

Mar-15-63

INTERNATIONAL ROYAL AMBASSADOR COMPLIMENTARY DRINK SERVICE

A. GLASSWARE



B. NON-DRINKING PASSENGERS

Non-drinking First Class passengers who are desirous of immediate meal service shall be served as follows:

1. Expeditiously offer olives, nuts and hors d'oeuvres.
2. Tactfully explain Royal Ambassador course service. Explain why Chateaubriand can not be offered due to time element in cooking and holding for the remainder of passengers.
3. Offer a steak or frozen entree, explain the time required (approximately 30 minutes) to restore and set up complete individual dinner.

TRANS WORLD AIRLINES, INC.
FLIGHT SERVICE MANUAL

INTERNATIONAL ROYAL AMBASSADOR COMPLIMENTARY DRINK SERVICE

C. PREPARATION AND SERVICE

1. Complimentary Drinks

- a. The following beverages are available for service to Royal Ambassador Passengers:

Highballs - Scotch, Bourbon, Canadian,
Brandy, Rum
Cocktails - Martini (Gin, Vodka) Manhattan,
*Gimlet, *Old fashioned
Aperitifs - Sherry, Dubonnet
Coolers - Gin/Vodka Tonic, *Gin Buck, *Tom/Vodka
Collins, *Dubonnet Fizz

Champagne

Wine - Sherry, Dubonnet, Red/White

After-dinner - Creme de Menthe, Drambuie, Grand
Marnier, Cointreau, B & B (Benedictine
and Brandy) Courvoisier

Beer - Domestic/Imported

Soft Drinks - Coca/Pepsi-cola, Ginger Ale, 7-Up

*Special drinks are prepared as follows:

Gin Buck (Highball Glass)

One miniature of Gin
3 Cubes of ice
Fill glass with Ginger Ale

Dubonnet Fizz (Highball Glass)

1½ oz. Dubonnet
3 Ice Cubes
Fill Glass with Soda Water

Gimlet

1 miniature of Gin or Vodka
½ oz. Rose Lime Juice
Slice of Lime
Serve on Rocks

Tom/Vodka Collins

One miniature of Gin or Vodka
Contents one sugar packet
3 Ice Cubes
Fill highball glass with 7-Up and stir
Add ½ orange slice and maraschino cherry

Old Fashioned

1 miniature of Scotch, Bourbon or Rye
Dash of Holland House
½ orange slice
Cherry
Lemon twist

D. LIQUEURS - COMPLIMENTARY

1. Liqueur and liqueur glasses should be set up on the cart top. All bottles should be open and ready for serving at the appropriate time.
2. Liqueurs are to be offered at the passenger's seat, served in liqueur glass. Creme de Menthe Frappe is served in wine glass over crushed ice.

E. CANAPES AND LIQUOR/BEVERAGE SERVING PROCEDURES (IDL-BOS)

1. One round Liquor/Beverage.
2. Canapes passed from Base Tray.

* * *

TRANS WORLD AIRLINES, INC.
FLIGHT SERVICE MANUAL

05.37.01

Jan-3-64

INTERNATIONAL ROYAL AMBASSADOR SPECIAL ITEMS

A. LEMONS, LIMES, AND ORANGES FOR LIQUOR SERVICE

Three lemons, three limes and two oranges will be supplied. Each lemon is cut into eight wedges. Limes and oranges are sliced.

B. GARNISHES

1. Parsley

One bunch clean, crisp curly parsley is provided.

2. Watercress

When fresh, good watercress is available, one bunch will be provided.

3. Orange Sections

Orange sections are provided for the Duck a la Orange Entree.

4. Chateaubriand Garnishes

Three whole broiled tomatoes, five large mushroom caps and seven jumbo white asparagus spears will be provided to dress the carving board attractively prior to serving the Chateaubriand.

5. Garnish for Oxtail Soup

Diced lean beef, carrots, onions, and celery.

C. SOUP

1. Genuine Oxtail soup will be provided on all lunch and dinner flights. Soup is not provided for the crew.

2. The soup is packed in 24 ounce cans and should be simmered only (not boiled) in the sauce pan prior to service.

D. CHILDRENS MEAL

Economy meal provided for small children for Royal Ambassador flights, will be packed in aft galleys. Transfer food items to Royal Ambassador china before serving.

* * *

TRANSPORTATION TRAINING

BULLETIN

TRANSPORTATION TRAINING BULLETIN - #63-8

TO: IDLEWILD BASED INTERNATIONAL PURSERS AND
HOSTESSES

CONFIGURATION CHANGE

331/331B AIRCRAFT

16 FIRST CLASS - 126 ECONOMY

Due to the configuration change and depending on load, it will be necessary to have three C/A working in F/C and four C/A working in Economy.

In the pre-flight briefing, the Purser will decide on the number

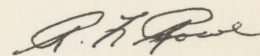
of C/A needed per cabin. Procedures shall be applied as follows:

FIRST CLASS

The Lunch and Dinner Serving Procedure for three C/A in the Manual, page 05.39.02 is used.

ECONOMY

Use the following revised procedures for four C/A.



R. F. Rowe
System Director
Transportation Training

SALE DRINKS - LUNCH - DINNER, SNACK, BUFFET SERVING PROCEDURES SERVING DUTIES - FOUR CABIN ATTENDANTS (SERVE FORWARD TO AFT)

On flights departing after 1800 LT with dinner service scheduled, and after 1200 LT with lunch scheduled, offer one service of liquor, two drinks at a time may be offered. At all other times offer two services of liquor.

"C"	"D"	"F"	"G"
Prepare cart for liquor service. (Glasses with ice, miniatures, mixes, garnish, champagne and beer).	Prepare galley for service. Set ovens (if hot meals provided). Brew coffee.	Prepare cart for liquor service. (Glasses with ice, miniatures, mixes, garnish, champagne and beer.)	Prepare auxiliary bar for liquor service. Make set up with all needed items.
Serve drinks facing passengers. Collect when served.	When time permits replenish liquor cart. Serve children (non-drinkers) at a late meal hour as soon as possible.	Serve drinks facing forward. Collect when served. Replenish when "D" is tending to other duties.	Prepare and serve drinks from auxiliary bar aft to forward, using snack tray. Collect when served.
When second service indicated, restock cart for second drinks. Serve second drinks.	Prepare meal trays on galley surface, add butter, juice, etc.	When second service indicated, restock cart for second drinks. Serve second drinks.	When second drinks indicated, serve second drinks aft to forward.
Restock cart with wine, champagne, beer, glasses, ice and mix. Add coffee, milk. Begin service at forward row, following cabin attendants serving meal tray.	Prepare meal trays for adult service. Brew additional coffee.	Return glasses to auxiliary bar. Serve trays beginning on one side.	Return glasses to auxiliary bar. Serve trays on one side. Replenish beverages on cart for "C" hostess (hot tea on request). Later, when service nears the galley, assist "D" whenever needed.
Remove trays. Store bar supplies. Clean and secure auxiliary bar.	Store trays. Clean and secure galley.	Serve additional beverages. Remove trays.	Remove trays as soon as passengers finish.

Serve on request, additional drinks throughout flight. Offer beverages between scheduled meal/snack service.

The four C/A serving procedures will be included in the next Manual revision.



TRANSPORTATION TRAINING CENTER. 1307 BALTIMORE. KANSAS CITY, MO.

854-91

5-10-63

TRANS WORLD AIRLINES, INC.
FLIGHT SERVICE MANUAL

05.39.01

Jan-3-64

NORTH ATLANTIC ROYAL AMBASSADOR LUNCH AND DINNER

A. SERVING DUTIES

1. Sequence of Service

Offer cigarettes and matches
Serve olives and nuts
Position tables and extension tables
Place tablecloths
Present menus

Take drink orders and confirm entree orders - collect menus
Serve drinks
Set tables (cart)
Pour ice water
Replace olives and nuts with salt and pepper

Serve Hors d'oeuvres (cart)
Offer wine - serve additional drinks
Remove Hors d'oeuvres plates and silver

Serve bread and butter plates
Serve soup course (cart)
Remove soup course dishes and silver

Serve salads - dressings following

Serve entrees (cart)
Pour wine
Offer additional water - bread - butter
Remove all items from tables

Set tables for dessert courses (cart)
Serve desserts - a. Ice cream - French Pastries (cart)
b. Cheese - fruits (cart)
Pour champagne - wine - beverages
Remove soiled items

Pour beverages
Offer liqueurs (cart)
Clean and replace tables

2. Serving Chart (4 Cabin Attendants)

"A"	"B"	"E"	"F"
Coordinates all service in both cabins.	Prepare silver tray with cigarettes and matches.	Pass cigarettes and matches.	Place olives, nuts and flower on divider table.
Remove ice, mix containers, etc. in First Class and Economy sections. Open wine and champagne bottles.	Set ovens. Brew coffee. Prepare galley for meal service. Prepare cart top with silver, napkins and water glasses. Control ovens. Simmer the soup in sauce pan.	Place extension table, table cloth and menu. Confirm entree orders and take drink orders. Collect menus. Serve drinks from silver tray with small linen napkin.	Place extension table, table cloth and menu. Set up auxiliary bar for liquor service. Prepare drinks. Prepare pitcher of ice water. Assist "B" in preparing cart tops throughout service.
Prepare and serve additional drinks. Offer wine with hors d'oeuvres.	Prepare cart top with caviar and hors d'oeuvres, 7" plates, etc.	Set tables from cart. Replace olives and nuts with pepper, salt and flower. Pour ice water. Serve caviar and hors d'oeuvres from cart.	
Prepare bread and butter plates. Replace highball and cocktail glasses with wine, on request champagne glasses.	Set up cart top for soup service, using 6" plates and doilies. Store equipment throughout service. Prepare salad and dressings.	Remove soiled dishes throughout service as passengers finish. Serve bread and butter plates. Serve soup course from cart. Underline with paper doily, using 6" plates.	
Prepare cart top for entree service. Carve meat. After completing entree course, check Economy section to see if assistance needed. Prepare cart top for dessert set up.	Heat 8½" plates for 5-8 minutes at 200°. Set up cart top with 8½" plates, roast, vegetables, potatoes, sauce and parsley. Dress special entrees on 8½" plates. Prepare cart top for dessert table set up with silver, coffee cups and saucers. Place champagne glasses on lower shelf.	Serve salad. Pour wine - change glasses if necessary. Serve additional rolls, butter and water. Remove empty salad plates. Clear tables.	Follow "E" serving salad dressing. Assist "A". Add vegetable, etc. Serve passengers. Secure special entrees from galley. Remove all soiled dishes, pepper and salt.
Serve champagne and beverages. Prepare cart tops for desserts.	Set up cart tops with: 1. Pastries & ice cream. 2. Cheese & fruits. Set up liqueurs on cart top.	Set tables for dessert service from cart with 1 small fork, 1 small knife, 2 spoons, coffee cup, 1 saucer and champagne glass. Serve: Pastries and ice cream. Cheese and fruits. Remove soiled dishes.	
Set up buffet on auxiliary bar (per International flight service schedule).	Store equipment. Clean and secure galley. Set up buffet on auxiliary bar.	Serve liqueurs from cart. Serve additional beverages. Return soiled items to galley. Clean and replace tables. Re-offer cigarettes and matches.	
Serve on request or offer beverages, soft drinks, ice water, etc., throughout flight.			

FLIGHT SERVICE MANUAL

NORTH ATLANTIC ROYAL AMBASSADOR LUNCH AND DINNER

A. SERVING DUTIES (Cont'd)

3. Serving Chart (3 Cabin Attendants)

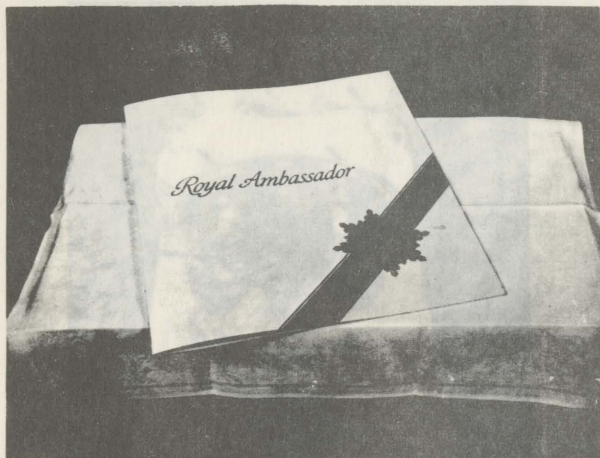
"A"	"B"	"E"
Coordinate all service in both cabins. Remove ice, mix containers, etc., in First Class and Economy sections. Open wine and champagne bottles.	Prepare silver tray with cigarettes and matches.	Pass cigarettes and matches.
Set up First Class auxiliary bar for liquor service. Prepare pitcher of ice water. Prepare and take orders for drinks and serve first drinks.	Set ovens. Brew coffee. Prepare galley for meal service. Prepare cart top with silver, napkins and water glasses. Control ovens. Simmer the soup in sauce pan.	Place olives, nuts and flower on divider table. Place extension table and tablecloth. Present menus. Confirm entree orders. Collect menus.
Prepare and serve additional drinks. Pour ice water. Assist "E" with replacing olives & nuts with salt & pepper shakers. Serve caviar from cart (facing aft). Offer wine with caviar/hors d'oeuvres (from storage on lower cart shelf).	Prepare cart top with caviar and hors d'oeuvres, 7" plates, etc. Set up bottom tray with wine glasses, red and white wine and champagne in ice bucket.	Set tables from cart. Replace olives and nuts with salt & pepper and flower. Serve hors d'oeuvres from cart.
Prepare bread and butter plates. Replace highball & cocktail glasses as necessary, with wine and champagne glasses.	Set-up cart top for soup service, using 6" plates. Store equipment throughout service. Ready salad and dressings, and rolls and butter service.	Remove soiled dishes throughout service as passengers finish. Serve bread and butter plates.
Serve soup course from cart. Follow "E", serving salad dressing. Assist "B" in preparing cart for entree service.	Heat 8½" plates for 5-8 minutes at 200°. Set-up cart top with 8½" plates, roast, vegetables, potatoes, sauce and parsley.	Serve soup course from cart. Serve salad.
Carve meat. After completing entree course assist "E" in clearing of tables. (If First Class passenger load permits, check Economy section to see if assistance needed.)	Dress special entrees on 8½" plates. Pour wine - change glasses if necessary.	Assist Purser. Add vegetables, etc. Serve passengers. Secure special entrees from galley. Serve additional rolls, butter & water. Remove all soiled dishes, pepper & salt. Clear tables.
Assist "E" in setting of tables for dessert and fruit courses.	Prepare cart top for dessert table set-up with silver, coffee cups and saucers. Place champagne glasses on lower shelf.	Set tables for dessert service from cart with 1 small fork, 1 small knife, 2 spoons, coffee cup and saucer and champagne glass.
Serve champagne and beverage.	Set-up cart tops with pastries and ice cream, cheese and fruit, set-up liqueurs on cart top.	Serve pastries and ice cream, cheese and fruit. Remove soiled dishes.
Serve liqueurs.	Store equipment, clean and secure galley.	Return soiled items to galley. Clean and replace tables.
Set-up buffet on auxiliary bar. (Per International flight service schedule)	Set-up buffet on auxiliary bar.	Re-offer cigarettes and matches.
Serve on request or offer beverages, soft drinks, ice water, etc., throughout flight.		

TRANS WORLD AIRLINES, INC.
FLIGHT SERVICE MANUAL
NORTH ATLANTIC ROYAL AMBASSADOR LUNCH AND DINNER

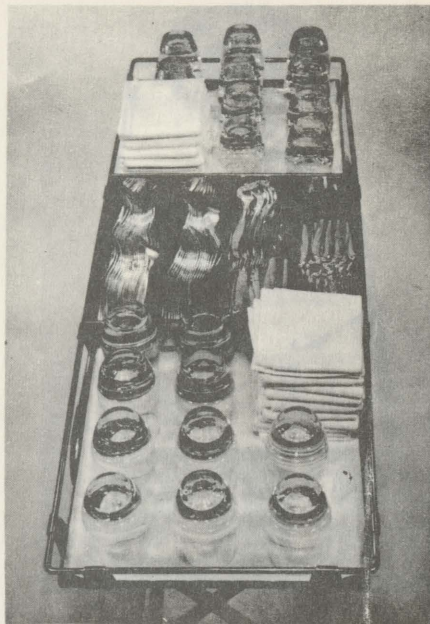
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Jan-3-64

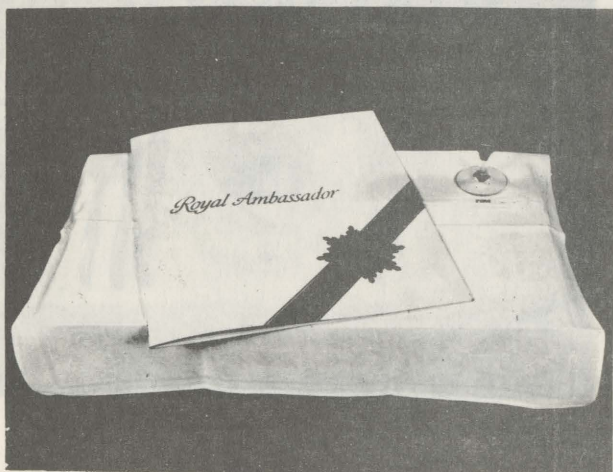
B. MENU PRESENTATION



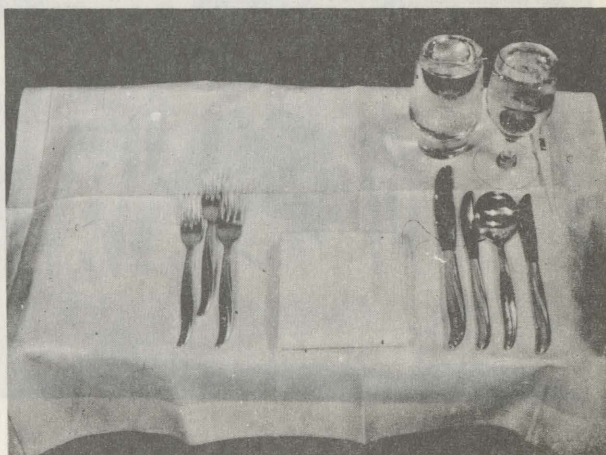
D. INITIAL CART SET-UP



C. INITIAL DRINK



E. INITIAL TABLE SET-UP



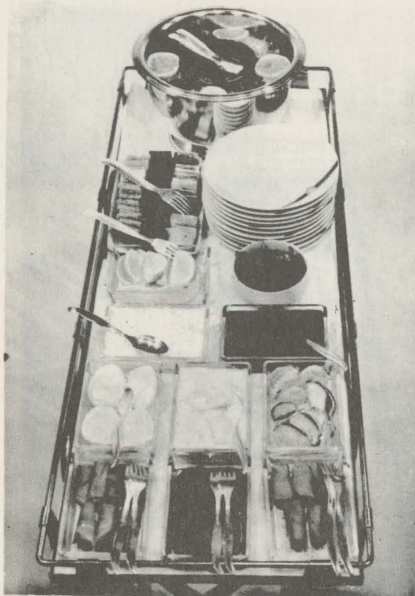
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TRANS WORLD AIRLINES, INC.
FLIGHT SERVICE MANUAL

NORTH ATLANTIC ROYAL AMBASSADOR LUNCH AND DINNER

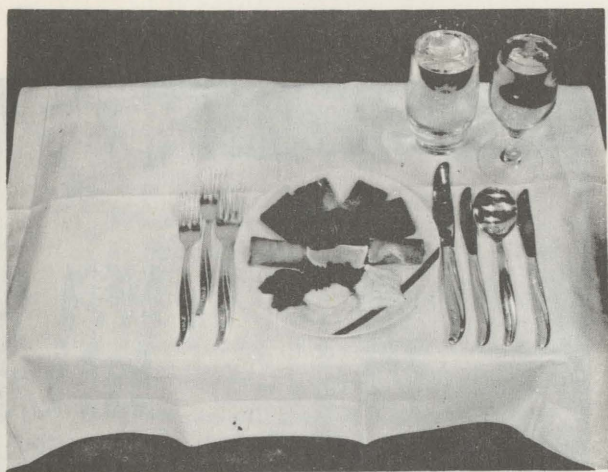
F. CART SET-UP - CAVIAR AND HORS D'OEUVRES



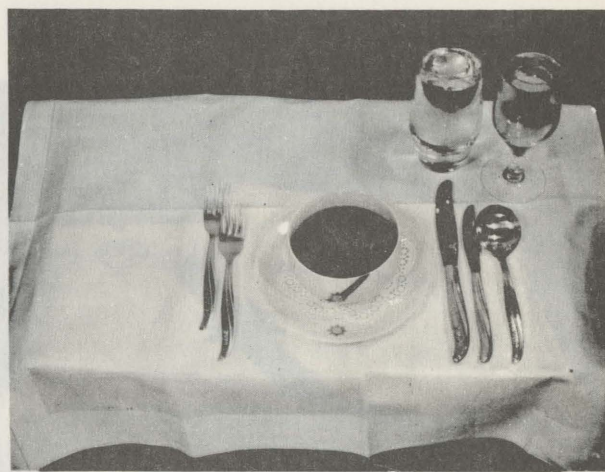
H. CART SET-UP - SOUP COURSE



G. TABLE SET-UP - CAVIAR AND HORS D'OEUVRES



I. TABLE SET-UP - SOUP COURSE



TRANS WORLD AIRLINES, INC.
FLIGHT SERVICE MANUAL

05.39.05

Jan-3-64

NORTH ATLANTIC ROYAL AMBASSADOR LUNCH AND DINNER

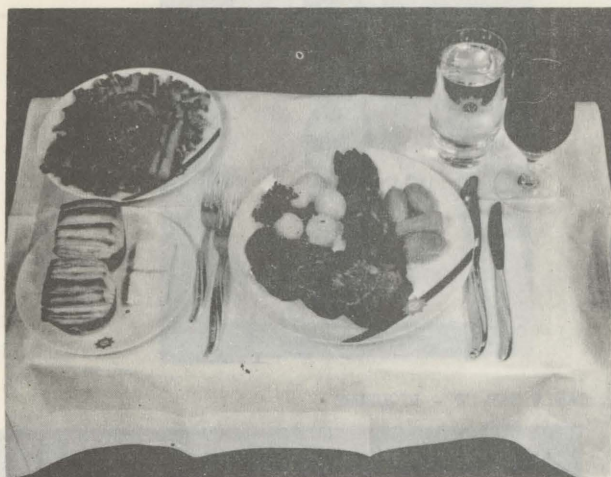
J. CART SET-UP - ENTREE



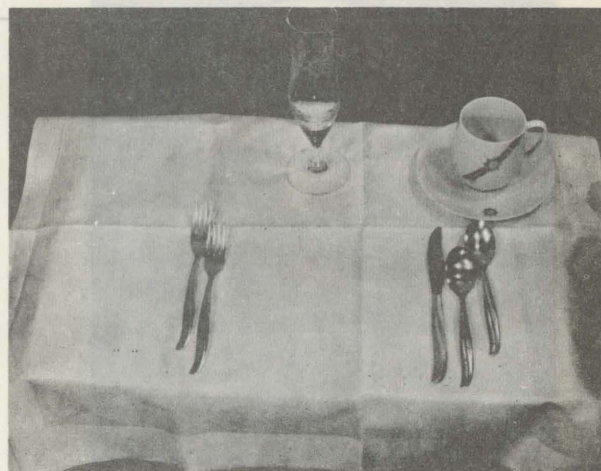
L. INITIAL CART SET-UP - DESSERT



K. TABLE SET-UP - ENTREE



M. INITIAL TABLE SET-UP - DESSERT



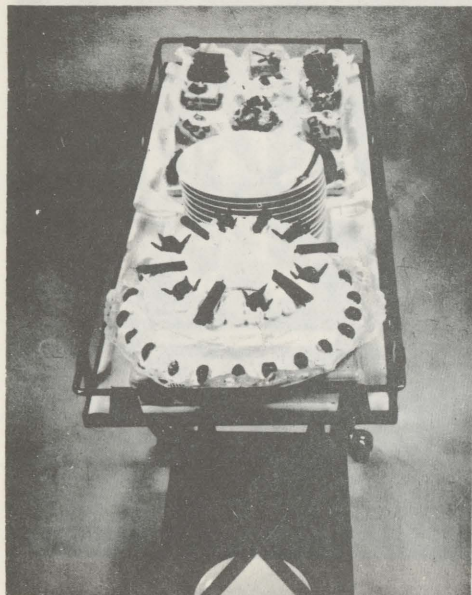
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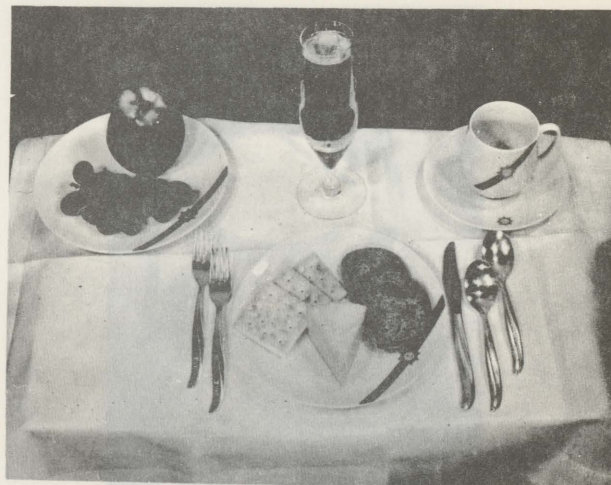
TRANS WORLD AIRLINES, INC.
FLIGHT SERVICE MANUAL

NORTH ATLANTIC ROYAL AMBASSADOR LUNCH AND DINNER

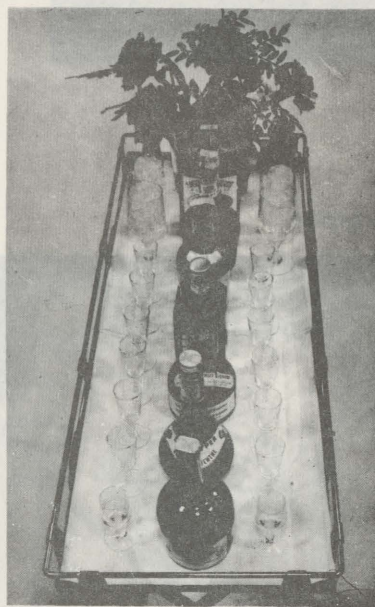
N. CARTS SET-UP - DESSERT



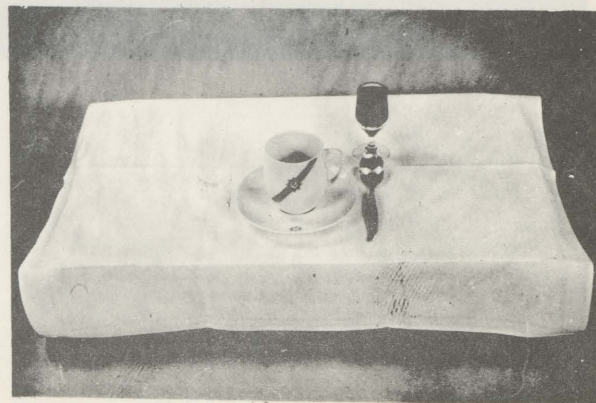
O. TABLE SET-UP - DESSERT



P. CART SET-UP - LIQUEURS



Q. TABLE SET-UP - LIQUEURS



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FLIGHT SERVICE MANUAL

Jan-3-64

INTRA EUROPE (CAI-DHA-BOM) ROYAL AMBASSADOR LUNCH/DINNER

A. SERVING DUTIES

1. Sequence of Service

Pass cigarettes and matches.
 Place olives and nuts on divider table.
 Position tables, extension tables and tablecloth.
 Present menus.
 Obtain drink and entree orders.
 Serve drinks.
 Set tables from cart.
 Pour ice water.
 Replace olives and nuts with salt and pepper.
 Serve appetizers (Shrimp cocktail - cocktail dressing).
 Pour wine - champagne.
 Serve bread and butter plates.
 Remove appetizer plates.

Serve salads - salad dressing - entrees from base tray.
 Pour wine - champagne.
 Serve additional rolls, butter, and ice water.
 Remove soiled items, salt and pepper.
 Set tables for dessert from cart.
 Serve desserts from cart.
 Pour champagne - wine.
 Pour beverages.
 Remove soiled items.
 Serve liqueurs from cart.
 Remove all items and tablecloth.
 Clean and replace tables.
 Re-offer cigarettes and matches.

2. Serving Chart

"A"	"B"	"E"	"F"
Coordinate all service in both cabins.	Prepare silver tray with cigarettes and matches.	Pass cigarettes and matches.	Place olive, nuts and flower on divider table.
Remove ice, mix, container, etc. in First Class and Tourist sections.	Brew coffee. Ovens - meats, vegetables, potatoes, rolls, prepare galley for meal service. Prepare cart top for table set-up.	Confirm entree orders and take drink orders. Serve drinks from silver tray with small linen napkin.	Place extension table, tablecloth and menu. Set-up bar for liquor service, pitcher of ice water. Prepare drinks.
Serve additional drinks. Open wine and champagne bottles. Monitor where service lags.	Prepare appetizer. Place on 7" plate with doily, pate de foie gras, caviar, etc. When shrimp cocktail, serve from cart.	Prepare cart top: silverware, napkins, water glasses, wine and champagne glasses on lower shelf. Set-up tables with: 1 napkin, 1 large knife, 1 large fork, 2 small knives, 2 small forks, 1 water glass and wine or champagne glass.	
Offer wine or champagne with appetizer. Prepare bread and butter plates.	Prepare salad and salad dressings. Prepare entree service.	Serve appetizer from base tray. (When shrimp cocktail: serve from cart top on 7" plate using paper doily.) Serve salad. Remove soiled dishes throughout service.	Pour ice water. Replace olives & nuts with pepper, salt and flower. Serve bread and butter plate. Follow "E" serving salad dressings. Remove soiled dishes throughout service.
Serve wine, champagne or beverages with the entree. Prepare cart top for dessert table set-up.	Dress entree items on 8½" plate. (Meat, vegetables and potatoes.)	Serve entrees, two on each base tray. Remove all soiled dishes, pepper & salt.	Serve additional rolls, butter & water. Remove all soiled dishes, pepper & salt. Prepare cart top for dessert table set-up.
Prepare cart top for dessert service. Pour champagne and serve beverages.	Prepare cart top for dessert service. Prepare liqueur service on cart top.	Set tables from cart with 1 small knife, 1 small fork, 1 spoon, 1 coffee cup and saucer, 1 champagne glass. Serve desserts from cart on 7" plates. Remove soiled dishes.	
Serve liqueurs from cart.	Store equipment. Clean and secure galley.	Serve additional beverages. Return soiled items to galley. Replace tables. Clean and secure auxiliary bar. Re-offer cigarettes and matches.	
Serve on request or offer beverages, soft drinks, ice water, etc., throughout flight.			
NOTE: When 6 Cabin Attendants and heavy load in Tourist class, "A" and "E" perform "F" duties.			

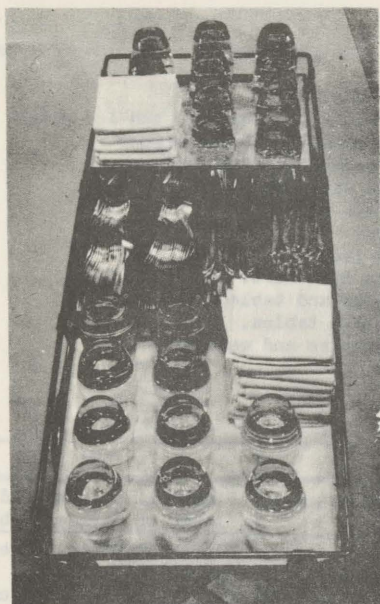
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Jan-3-64

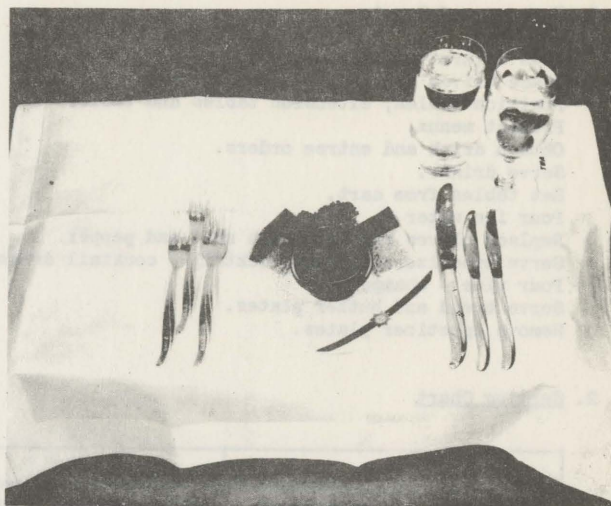
TRANS WORLD AIRLINES, INC.
FLIGHT SERVICE MANUAL

INTRA EUROPE (CAI-DHA-BOM) ROYAL AMBASSADOR LUNCH/DINNER

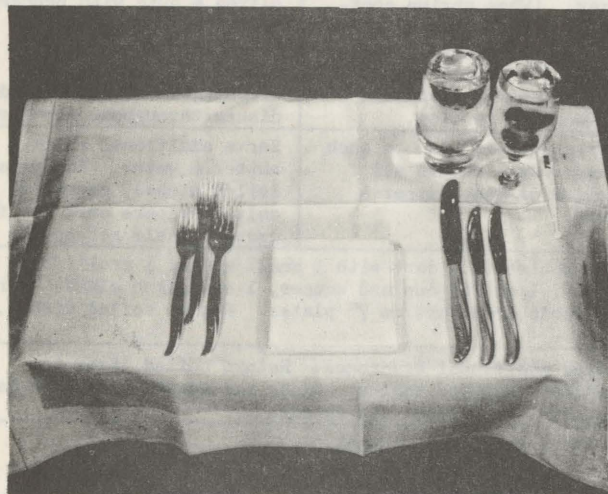
B. INITIAL CART SET-UP



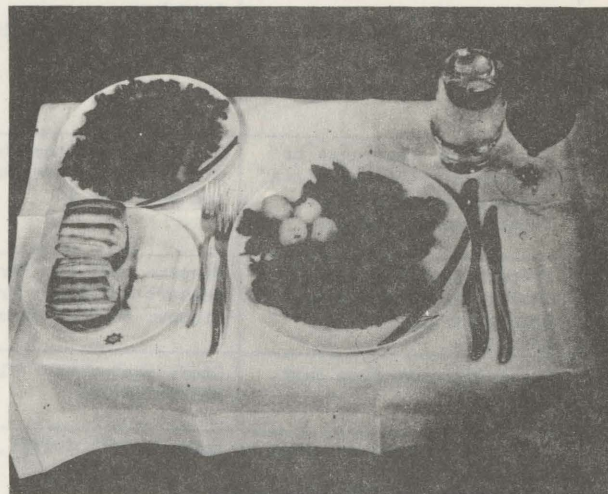
D. TABLE SET-UP - APPETIZER



C. INITIAL TABLE SET-UP



E. TABLE SET-UP - ENTREE



FLIGHT SERVICE MANUAL

05.41.03

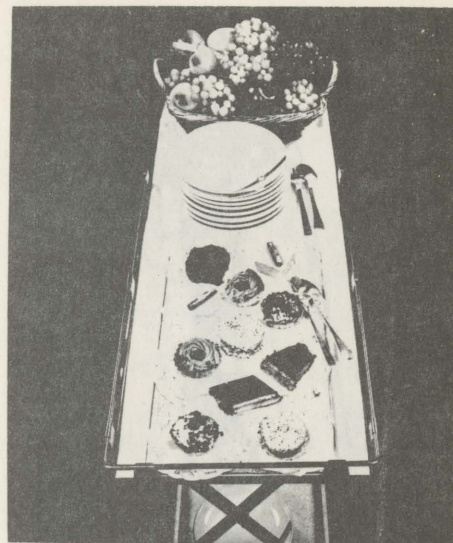
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INTRA EUROPE (CAI-DHA-BOM) ROYAL AMBASSADOR LUNCH/DINNER

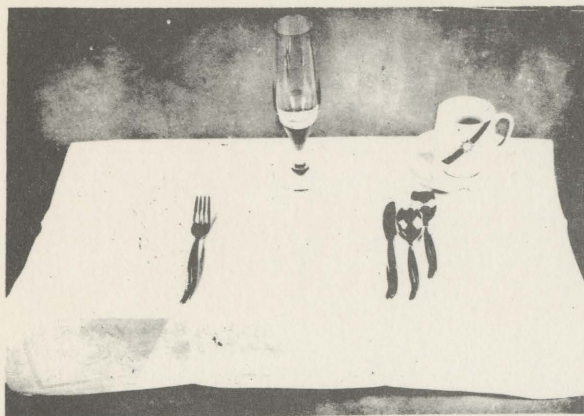
F. INITIAL CART SET-UP - DESSERT



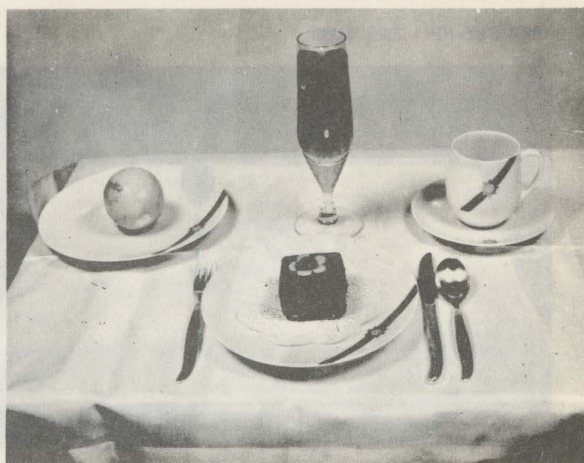
H. CART SET-UP - DESSERT



G. INITIAL TABLE SET-UP - DESSERT



I. TABLE SET-UP - DESSERT



05.41.04

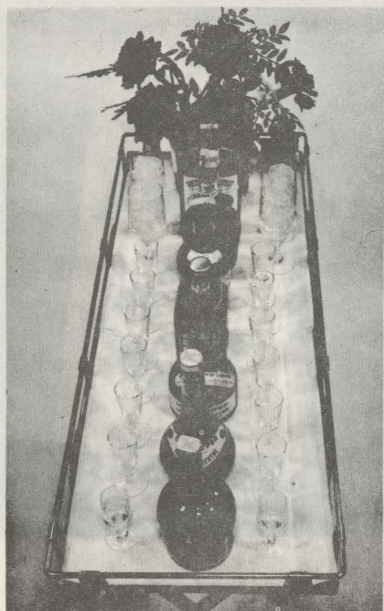
Jan-3-64

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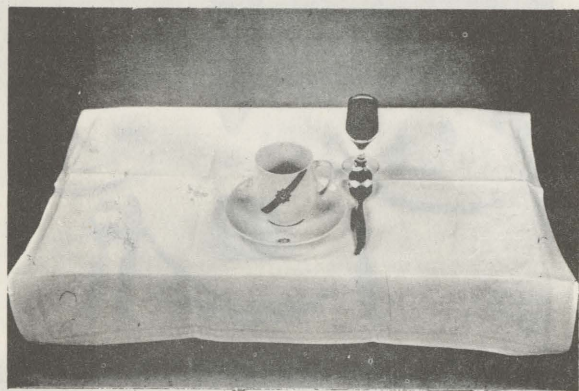
FLIGHT SERVICE MANUAL

INTRA EUROPE (CAI-DHA-BOM) ROYAL AMBASSADOR LUNCH/DINNER

J. CART SET-UP - LIQUEURS



K. TABLE SET-UP - LIQUEURS



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TRANS WORLD AIRLINES, INC.
FLIGHT SERVICE MANUAL

05.43.01

Oct-18-63

INTERNATIONAL ROYAL AMBASSADOR LUNCH AND DINNER FAST SERVICE SERVING PROCEDURES - INTRA EUROPE

A. SERVING DUTIES

1. Sequence of Service

Pass cigarettes and matches.
Place salt and pepper on divider table.
Position tables, extension tables and tablecloth.
Obtain drink orders.
Serve drinks and canapes (simultaneously).
Remove canape dishes.
Set tables from cart.
Serve bread and butter plates.
Serve salads - salad dressing.
Serve entrees from base tray.
Pour wine - champagne.

Serve additional rolls and butter.
Remove soiled items, salt and pepper.
Set tables for dessert from cart.
Serve desserts from cart.
Pour champagne - wine - beverages.
Remove soiled items.
Serve liqueurs.
Remove all items and tablecloths.
Clean and replace tables.
Re-offer cigarettes and matches.

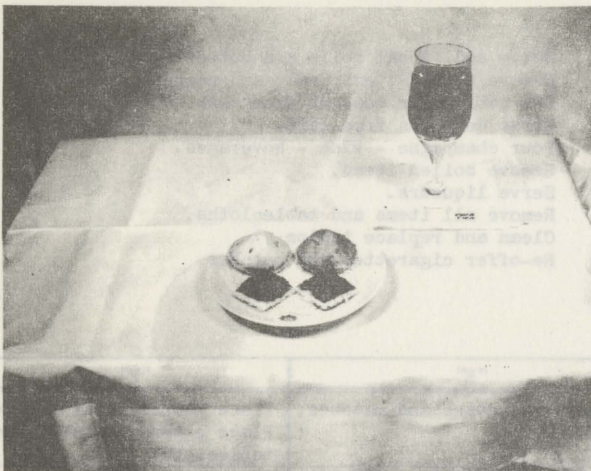
2. Serving Chart

"A"	"B"	"E"	"F"
Coordinate all services in both cabins	Prepare silver tray with cigarettes and matches.	Pass cigarettes and matches.	Place pepper, salt & flower. Place extension table and tablecloth.
Remove ice, mix containers, etc. in First Class and Tourist sections.	Set ovens. Brew coffee. Prepare galley for service. (Prepare canapes when provided - preset on 6" plates.) Prepare cart top for table set-up.	Take drink orders. Serve drinks from silver tray (and canapes when provided on 6" plates.)	Set-up bar for liquor service. Prepare drinks.
Prepare bread and butter plates on base trays. Open wine and champagne bottles.	Prepare entree service. Prepare salad (when provided).	Set tables from cart with napkin, silver (wrapped in napkin) wine or champagne glass. Remove soiled dishes throughout service.	
Pour wine or champagne, if not desired, pour beverages.	Dress entree on 8 $\frac{1}{2}$ " plate. (Meat, potatoes, vegetable and parsley).	Serve bread and butter plates. Serve salad. Follow with choice of salad dressings (when provided).	
Monitor where service lags. Check Tourist section to see if assistance needed. Prepare cart top for dessert service.	Prepare cart top for dessert table set-up. Prepare cart top for dessert service.	Serve entrees, two on each base tray. Remove all soiled dishes, pepper and salt.	Serve additional rolls and butter. Remove all soiled dishes, pepper and salt.
Pour additional wine or champagne. Serve beverages.	Prepare liqueur service on base tray.	Set tables from cart with: 1 small fork, 1 small knife, 1 spoon, coffee cup and saucer, champagne glass. Serve desserts from cart on 7" plates. Remove soiled dishes.	
Serve liqueurs from cart or base tray.	Store equipment. Clean and secure galley.	Serve additional beverages. Return soiled items to galley. Clean and replace tables. Re-offer cigarettes and matches.	Serve liqueurs. Return soiled items to galley. Clean and replace tables. Clean and secure auxiliary bar.
Serve on request or offer beverages, soft drinks, ice water, etc., throughout flight.			
NOTE: When 6 Cabin Attendants are assigned and Tourist class load is heavy, "A" and "E" perform "F" duties.			

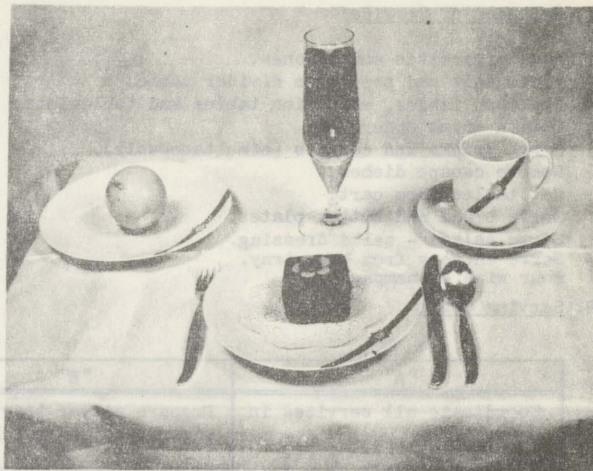
FLIGHT SERVICE MANUAL

INTERNATIONAL ROYAL AMBASSADOR LUNCH AND DINNER FAST SERVICE SERVING PROCEDURES - INTRA EUROPE

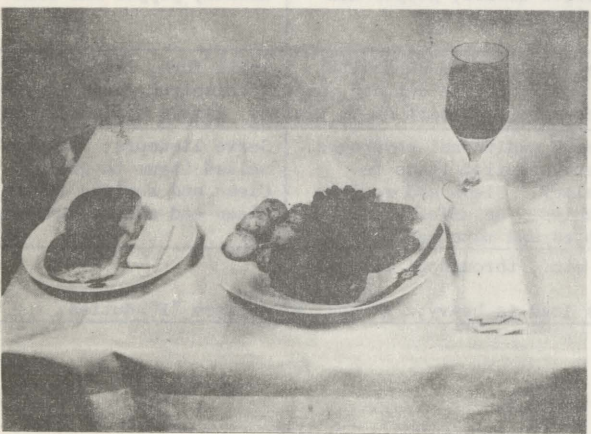
B. TABLE SET-UP - INITIAL DRINK AND CANAPES



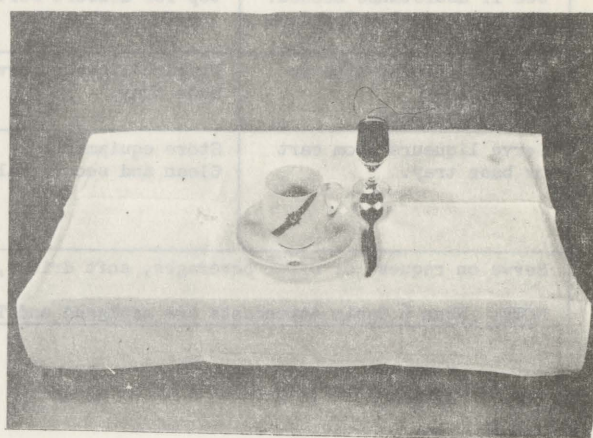
D. TABLE SET-UP - DESSERT



C. TABLE SET-UP - ENTREE



E. TABLE SET-UP - LIQUEURS



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TRANS WORLD AIRLINES, INC.
FLIGHT SERVICE MANUAL

05.45.01

Jan-3-64

INTRA EUROPE (FRA-LON-FRA) ROYAL AMBASSADOR - CHAMPAGNE - COLD BUFFET

SERVING DUTIES

1. Sequence of Service

Offer cigarettes and matches.
Place salt and pepper on divider tray.
Position table and tablecloths (no ext.)
Set tables from cart.
Serve fruit cocktails from base tray.
Serve bread and butter plates from base tray.
Serve entrees from base tray.
Serve champagne (beverages).

Remove soiled dishes, salt and pepper.
Place 6" plates and silver from base tray.
Offer choice of pastries from base tray.
Pour champagne - beverages.
Return soiled items and tablecloth.
Clean and replace tables.
Re-offer cigarettes and matches.

2. Serving Chart

"A"	"B"	"E"	"F"
Coordinates all service in both cabins.	Prepare silver tray with cigarettes and matches.	Pass cigarettes and matches.	Place pepper, salt and flower on divider table.
Prepare bread and butter plates with 2 pats of butter and rolls on base trays.	Prepare cart with silver, napkins, coffee cups and saucer; champagne glasses on lower shelf.	Place table, (no extension) and tablecloth. Set tables from cart with napkin, 2 forks, 2 knives, spoon, coffee cup, saucer, and champagne glass.	
Open champagne bottles. Prepare bar for possible drink orders. Pour champagne.	Prepare fruit cups, and entrees on base trays on galley surface. Brew coffee.	Serve fruit cups (no liner) from base tray. Serve bread and butter plates. Serve entree (cold plates, antipasto, roast beef, etc.) from base tray.	
"A" is limited to above participation to allow time to distribute/process forms and documentation, Stores Lists, Crew Declarations, Embarkation/Disembarkation cards, General Declarations.	Prepare pastry trays.	Remove empty dishes, pepper and salt as passenger finishes. Place 6" plate & silver for dessert. Offer choice of pastries from base tray.	
	Store equipment. Clean and secure galley.	Serve additional champagne and beverages. Return soiled items to galley. Replace tables. Clean and secure auxiliary bar. Re-offer cigarettes and matches.	
Serve on request or offer beverages, soft drinks, ice water, etc., throughout flight.			
NOTE: When 6 Cabin Attendants and heavy load in Tourist class "A" and "E" perform "F" duties.			

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TRANS WORLD AIRLINES, INC.
FLIGHT SERVICE MANUAL

05.47.01

Jan-3-64

INTERNATIONAL ROYAL AMBASSADOR LUNCH AND DINNER SERVING PROCEDURES (ORD-BOS-ORD)

SERVING DUTIES

1. Sequence of Service

<p>Offer cigarettes and matches. Place salt and pepper on divider tables. Obtain drink orders. Position tables, extension tables and tablecloths. Serve drinks and hors d'oeuvres with fork from silver tray. Set tables from cart or base tray. Pour ice water. Remove soiled hors d'oeuvre plates. Serve bread and butter and salad plate.</p>	<p>Serve entrees from base tray. Pour wine - Champagne (beverages). Offer additional rolls, butter and ice water. Remove soiled items, salt and pepper. Set tables for desserts from cart. Serve desserts from cart. Pour champagne - beverages. Return soiled items and tablecloths. Clean and replace tables. Re-offer cigarettes and matches.</p>
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2. Serving Chart

"A"	"B"	"E"	"F"
Coordinate all services in both cabins.	Prepare silver tray with cigarettes and matches.	Pass cigarettes and matches. Present menus.	Place pepper, salt and flower. Place extension table and tablecloth.
Remove ice, mix containers, etc. in First Class and Tourist sections.	Set ovens. Brew coffee. Prepare galley for service. Prepare hors d'oeuvres. (Preset on 6" plates) Prepare cart for table set-up: Silver in napkin and wine glasses.	Take drink order and list on sheet at auxiliary bar. Serve drinks and hors d'oeuvres with silver fork from silver tray.	Set up bar for liquor service. Prepare drinks.
Serve additional drinks. Prepare bread and butter plates on base trays. Open wine and champagne bottles.	Prepare entree service. Prepare salad (dressing is required for asparagus vinaigrette salad).	Set tables from cart or base tray with napkin (silver is wrapped in napkin), wine glass and water glass. Pour ice water.	
Pour wine, if not desired, pour beverages.	Dress entree on 8½" plate. (Meat, potatoes, vegetable and parsley).	Remove soiled dishes throughout service. Serve bread and butter plates. Serve salad.	
Monitor where service lags. Check Tourist section to see if assistance needed. Prepare cart top for dessert service.	Prepare cart top for dessert table set-up.	Serve entrees, two on each base tray. Remove all soiled dishes, pepper and salt.	Serve additional rolls and butter. Remove all soiled dishes, pepper and salt.
Pour champagne - beverages.	Prepare cart for dessert service.	Set tables from cart with: 2 small forks, 1 small knife, 1 spoon, coffee cup and saucer, champagne glass. Serve desserts from cart.	
	Store equipment. Clean and secure galley.	Serve additional beverages. Return soiled items to galley. Clean and replace tables. Clean and secure auxiliary bar. Re-offer cigarettes and matches.	
Serve on request or offer beverages, soft drinks, ice water, etc., throughout flight.			
NOTE: When 6 Cabin Attendants are assigned and Tourist class load is heavy, "A" and "E" perform "F" duties.			

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FLIGHT SERVICE MANUAL

Mar-15-63

INTERNATIONAL ROYAL AMBASSADOR NIGHT FLIGHT - BREAKFAST SERVING PROCEDURES

A. SERVING DUTIES

1. Sequence of Service

Serve fruit juice on divider table.
 Prepare all items needed on linen lined base tray.
 Serve base tray with egg entrees;
 Pour beverages.
 Remove soiled dishes and silver.
 Insert 7" plates.
 Serve fruits from base tray.
 Return base tray.
 Clean and replace tables.
 Re-offer cigarettes and matches.

2. Serving Chart

"A"	"B"	"E"	"F"
			Distribute breakfast menu during evening snack service. Obtain choice of egg and meat item.
Coordinate all service in both cabins.	Prepare galley for service. Pour fruit juices upon request of "E". Brew coffee.	Serve fruit juice as eye opener on dividing table with paper snack napkin.	
Prepare appliances for cooking eggs.	Set ovens for egg, meat, potatoes and rolls. Preheat 8½" plates for 5-8 minutes at 200°.	Prepare 10 base trays at one time on auxiliary bar with; tablecloth, coffee cup and saucer, bread and butter plate, pepper and salt, cigarettes, fruit compote. Wrapped in napkin: 1 large knife, 2 small knives, 1 large fork, 1 small fork, two spoons.	
Cook eggs as requested by passengers. Give cooked eggs to "B".	Dress eggs, meat, potatoes and parsley on 8½" plate. Place hot roll on base tray.	Obtain from "B" eggs and meat on 8½" plate hot rolls and serve to passengers. Place pepper and salt on divider table when serving tray.	Place 2 pats of butter and preserves on bread and butter plate. Prepare additional trays as needed. Serve beverages. Serve additional hot rolls.
Serve beverages.	Prepare fruit basket.	Remove soiled dishes. Place 7" plates. Serve fruits from base tray.	
	Store equipment. Clean and secure galley.	Return base trays, pepper and salt. Replace tables. Clean and secure auxiliary bar. Re-offer cigarettes and matches.	
Serve on request or offer beverages, soft drinks, ice water, etc., throughout flight.			
NOTE: When 6 Cabin Attendants are assigned and Economy/Tourist Class load is heavy, "A" and "E" perform "F" duties.			

TRANS WORLD AIRLINES, INC.
FLIGHT SERVICE MANUAL

05.51.01

Oct-7-64

INTERNATIONAL ROYAL AMBASSADOR THREE COURSE BREAKFAST SERVING PROCEDURES

A. SERVING DUTIES

1. Sequence of Service

Pass cigarettes and matches.
Place pepper and salt on divider table.
Place table, extension table and tablecloth.
Serve fruit juice.
Set tables from cart.
Serve fruit salad - compote (mango salad and cream) (on CAI-DHA-BOM flights only).
Remove soiled dishes and silver (on CAI-DHA-BOM flights only).
Serve bread and butter plates and egg entrees.
Offer choice of preserves on snack tray.
Four beverages.
Serve additional rolls and butter.
Four beverages.
Remove soiled items, pepper and salt.
Serve fruits from cart with necessary silver.
Remove all items and tablecloth.
Clean and replace tables.
Re-offer cigarettes and matches.

2. Serving Chart

"A"	"B"	"E"	"F"
Coordinate all service in both cabins.	Prepare silver tray with cigarettes and matches.	Pass cigarettes and matches.	Place pepper, salt and flower on divider table.
	Set ovens - eggs, meats, potatoes, rolls. Prepare fruit juices.	Position table, extension table and set tablecloth. Serve fruit juices from silver tray.	
Prepare bread and butter plates with 2 pats of butter. and rolls on base trays.	Brew coffee. Control ovens. Preheat 8½" plates for 5-8 minutes at 200°.	Prepare cart top with silver, napkins, coffee cups and saucers. Set tables from cart with linen napkin, 1 large fork, 1 large knife, 1 small knife, 1 spoon, coffee cup and saucer.	
Serve beverages. Monitor where service lags.	Prepare galley for meal service.	Pick up empty juice glasses with silver tray and return to galley.	
Serve second beverages. Prepare cart top with silver, 7" plates and fruits.	Dress 8½" plates with eggs, meat, potatoes and parsley on base tray.	Serve eggs, etc. from base tray, two at a time.	Serve bread and butter plates from base tray. Offer choice of preserves. Prepare cart top for fruit course.
	Store equipment. Clean and secure galley.	Remove soiled dishes, pepper and salt. Serve fruits from cart on 7" plates. Place necessary silver at the same time. Return soiled items to galley. Clean and replace tables. Clean and secure auxiliary bar. Re-offer cigarettes and matches.	
Serve on request or offer beverages, soft drinks, ice water, etc., throughout flight.			
NOTE: When 6 Cabin Attendants are assigned and Economy/Tourist class load is heavy, "A" and "E" perform "F" duties.			

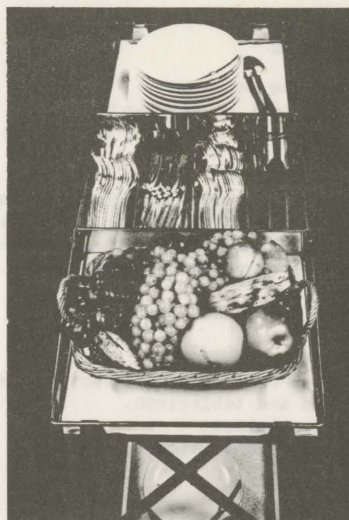
TRANS WORLD AIRLINES, INC.
FLIGHT SERVICE MANUAL

INTERNATIONAL ROYAL AMBASSADOR THREE COURSE BREAKFAST SERVING PROCEDURES

B. INITIAL CART SET-UP



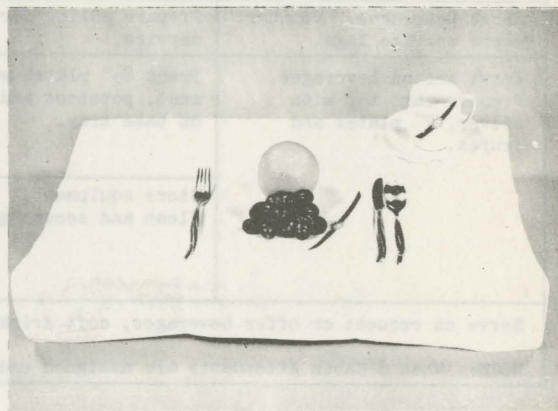
D. CART SET-UP - FRUIT COURSE



C. TABLE SET-UP - EGGS



E. TABLE SET-UP - FRUITS



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TRANS WORLD AIRLINES, INC.
FLIGHT SERVICE MANUAL

05.53.01

Mar-15-63

INTERNATIONAL ROYAL AMBASSADOR TWO COURSE BREAKFAST SERVING PROCEDURES

A. SERVING DUTIES

1. Sequence of Service

Offer cigarettes and matches.
Place salt and pepper on divider table.
Position table, extension table and tablecloth.
Serve fruit juice.
Set tables from cart.
Serve bread and butter plates and egg entrees.
Offer choice of preserves from tray.
Pour beverages.
Serve additional rolls and butter.
Remove soiled items, salt and pepper and tablecloth.
Clean and replace tables.
Re-offer cigarettes and matches.

2. Serving Chart

"A"	"B"	"E"	"F"
Coordinate all services in both cabins.	Prepare silver tray with cigarettes and matches.	Pass cigarettes and matches.	Place pepper, salt & flower on divider table.
	Set ovens - eggs, meats, potatoes, rolls. Prepare fruit juices.	Position table and set tablecloth . Serve fruit juices from silver tray.	
Prepare bread and butter plates with 2 butters, and rolls on base tray.	Brew coffee. Control ovens. Preheat $8\frac{1}{2}$ " plates for 5-8 minutes at 200°.	Prepare cart top with silver, napkins, coffee cups and saucers. Set tables from cart with linen napkin, 1 large fork, 1 large knife, 1 small knife, 1 spoon, coffee cup and saucer.	
Serve beverages. Monitor where service lags.	Prepare galley for meal service.	Pick up empty juice glasses with silver tray and return to galley.	
Serve second beverages.	Dress $8\frac{1}{2}$ " plates with eggs, meat, potatoes, and parsley on base trays.	Serve eggs, etc. from base tray, two at a time.	Serve bread and butter plates from base tray. Offer choice of preserves.
	Store equipment. Clean and secure galley.	Return soiled items, pepper and salt to galley. Clean and replace tables. Clean and secure auxiliary bar Re-offer cigarettes and matches.	
Serve on request or offer beverages, soft drinks, ice water, etc., throughout flight.			
NOTE: When 6 Cabin Attendants are assigned and Economy/Tourist class load is heavy, "A" and "E" perform "F" duties.			

05.53.02
Mar-15-63

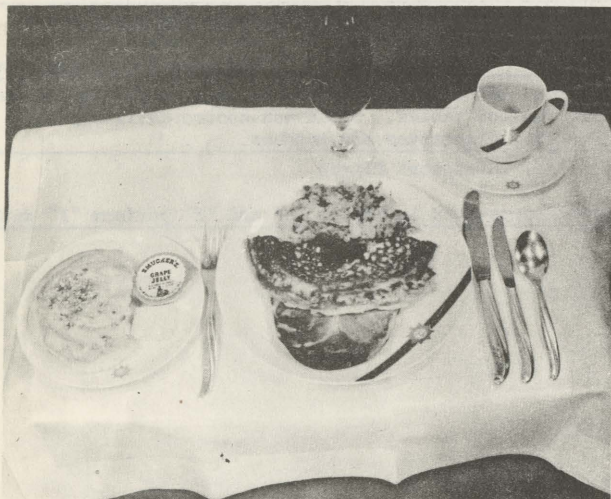
TRANS WORLD AIRLINES, INC.
FLIGHT SERVICE MANUAL

INTERNATIONAL ROYAL AMBASSADOR TWO COURSE BREAKFAST SERVING PROCEDURES

B. INITIAL CART SET-UP



C. TABLE SET-UP - EGGS



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TRANS WORLD AIRLINES, INC.
FLIGHT SERVICE MANUAL

05.55.01

Oct-7-64

INTERNATIONAL ROYAL AMBASSADOR CONTINENTAL BREAKFAST SERVING PROCEDURES

A. SERVING DUTIES

1. Sequence of Service

Offer cigarettes and matches.
Position tables and tablecloth (no extension).
Serve fruit juices.
Set tables from cart.
Serve hot breads, preserves, butter and fruits from cart.
Offer beverages.
Return soiled items and tablecloth.
Clean and replace tables.
Re-offer cigarettes and matches.

2. Serving Chart

"A"	"B"	"E"	"F"
Coordinates all service in both cabins.	Prepare silver tray with cigarettes and matches.	Pass cigarettes and matches.	Assist "B" with cart set-up.
	Heat rolls and breads. Brew coffee. Prepare fruit juices.	Position tables (no extension) and set tablecloths. Serve fruit juices from silver tray with linen napkin.	
Prepare cart tops. Monitor where service lags.	Prepare cart top with silver, napkins, coffee cups and saucers.	Set tables from cart with 1 small fork, 2 small knives, 1 spoon, coffee cup and saucer.	
Serve beverages.	Prepare cart top with fruits, preserves in serving bowl, 7" plates, butter and hot breads.	Serve from cart hot breads, butter and preserves on 7" plate, also fruits.	
Serve second beverages.	Store equipment. Clean and secure galley.	Return soiled items to galley. Clean and replace tables. Clean and secure auxiliary bar. Re-offer cigarettes and matches.	
Serve on request or offer beverages, soft drinks, ice water, etc., throughout flight.			
NOTE: When 6 Cabin Attendants are assigned and Economy/Tourist class load is heavy, "A" and "E" perform "F" duties.			

05.55.02

Mar-15-63

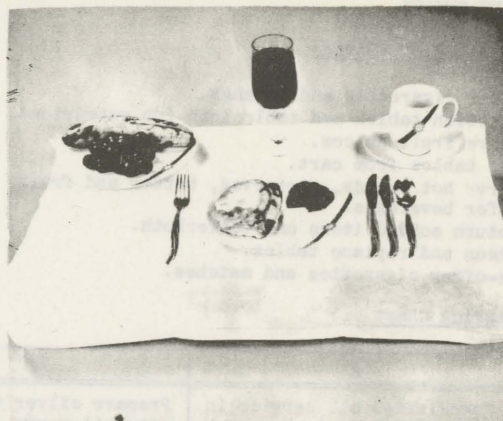
TRANS WORLD AIRLINES, INC.
FLIGHT SERVICE MANUAL

INTERNATIONAL ROYAL AMBASSADOR CONTINENTAL BREAKFAST SERVING PROCEDURES

B. INITIAL CART SET-UP



D. TABLE SET-UP - HOT BREAD AND FRUITS



C. CART SET-UP - HOT BREADS, FRUIT BASKET AND PRESERVES



TRANS WORLD AIRLINES, INC.
FLIGHT SERVICE MANUAL

05.57.01

Mar-15-63

INTERNATIONAL ROYAL AMBASSADOR FAST SNACK SERVICE SERVING PROCEDURES

A. SERVING DUTIES

1. Sequence of Service

Offer cigarettes and matches.
Position tables and tablecloth (no extension).
Obtain drink or champagne orders.
Serve drinks.
Set tables from cart.
Serve snacks etc. from cart.
Serve beverages.
Return soiled items and tablecloth.
Clean and replace tables.
Re-offer cigarettes and matches.

2. Serving Chart

"A"	"B"	"E"	"F"
Coordinates all service in both cabins.	Prepare silver tray with cigarettes and matches	Pass cigarettes and matches.	Assist "B" with cart set-up.
	Prepare galley for service. Brew coffee.	Position tables (no extension) and set tablecloths.	
Open champagne bottles. Prepare cart top.	Prepare cart top with silver, napkins, coffee cups and saucers, champagne glasses on lower shelf.	Take drink or champagne orders. Serve drinks from silver tray with linen napkins.	Set-up auxiliary bar for liquor service. Prepare drinks.
Monitor where service lags.	Prepare cart top with 7" plates, sandwiches, pastries.	Set tables from cart with 1 fork, 1 knife, 1 spoon, coffee cup and saucer, champagne glass.	
Serve champagne and beverages.	Prepare additional sandwiches, pastries.	Serve snacks from cart. Go through twice. Serve beverages.	
Serve second champagne and beverages.	Store equipment. Clean and secure galley.	Return soiled items to galley. Clean and replace tables. Clean and secure auxiliary bar. Re-offer cigarettes and matches.	
Serve on request or offer beverages, soft drinks, ice water, etc., throughout flight.			
NOTE: When 6 Cabin Attendants are assigned and Economy/Tourist class load is heavy, "A" and "E" perform "F" duties.			

05.57.02

Mar-15-63

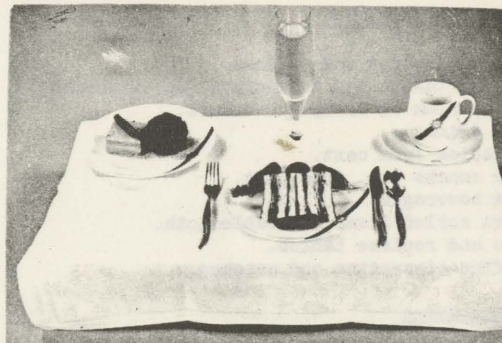
TRANS WORLD AIRLINES, INC.
FLIGHT SERVICE MANUAL

INTERNATIONAL ROYAL AMBASSADOR FAST SNACK SERVICE SERVING PROCEDURES

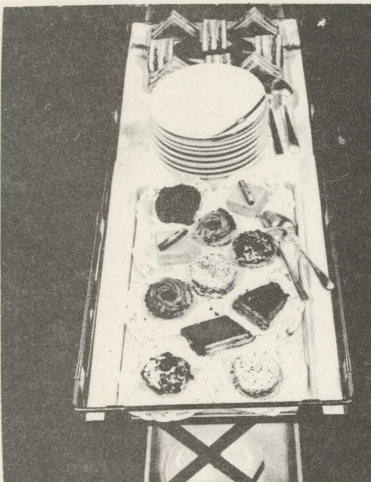
B. INITIAL CART SET-UP



D. TABLE SET-UP - SANDWICHES AND PASTRIES



C. CART SET-UP - SANDWICHES AND PASTRIES



TRANS WORLD AIRLINES, INC.
FLIGHT SERVICE MANUAL

05.59.01

Mar-15-63

INTERNATIONAL ROYAL AMBASSADOR CHAMPAGNE SNACK SERVICE SERVING PROCEDURES

A. SERVING DUTIES

1. Sequence of Service

Offer cigarettes and matches.
Position tables and tablecloth (no extension).
Set tables from cart.
Pour champagne (beverages).
Serve sandwiches, pastries and fruits from cart.
Serve beverages.
Return soiled items and tablecloth.
Clean and replace table.
Re-offer cigarettes and matches.

2. Serving Chart

"A"	"B"	"E"	"F"
Coordinates all service in both cabins.	Prepare silver tray with cigarettes and matches.	Pass cigarettes and matches.	Assist "B" with cart set-up.
	Prepare cart top with silver, napkins, coffee cup and saucer.	Position tables (no extension) and set tablecloths.	
Open champagne bottles.	Place champagne glasses on lower shelf. Brew coffee.	Set tables from cart with linen napkin, 1 fork, 1 knife, 1 spoon, coffee cup, saucer and champagne glass.	
Serve champagne and beverages.	Prepare cart top with 7" plates, sandwiches, pastries and fruits.	Serve snack from cart. Go through twice. Serve beverages.	
Serve second champagne and beverages.	Store equipment. Clean and secure galley.	Return soiled items to galley. Clean and replace tables. Clean and secure auxiliary bar. Re-offer cigarettes and matches.	
Serve on request, or offer beverages, soft drinks, ice water, etc., throughout flight.			
NOTE: When 6 Cabin Attendants are assigned and Economy/Tourist class load is heavy, "A" and "E" perform "F" duties.			

05.59.02

Mar-15-63

TRANS WORLD AIRLINES, INC.
FLIGHT SERVICE MANUAL

INTERNATIONAL ROYAL AMBASSADOR CHAMPAGNE SNACK SERVICE SERVING PROCEDURES

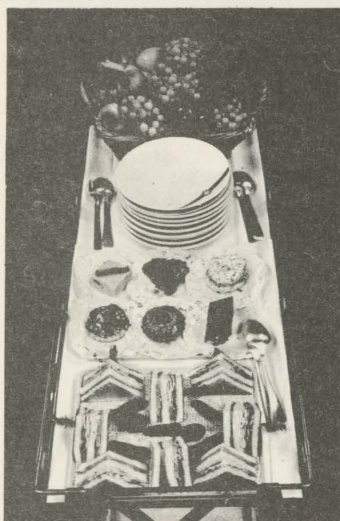
B. INITIAL CART SET-UP



D. TABLE SET-UP - SANDWICHES, PASTRIES AND FRUITS



C. CART SET-UP - SANDWICHES, PASTRIES AND FRUITS



TRANS WORLD AIRLINES, INC.
FLIGHT SERVICE MANUAL

05.61.01

Jan-3-64

INTERNATIONAL ROYAL AMBASSADOR DELUXE SUPPER SNACK SERVING PROCEDURES

SERVING DUTIES

1. Sequence of Service

Offer cigarettes and matches
Place olives and nuts.
Obtain drink and entree orders.
Position tables, tablecloth (no extension).
Serve drinks.
Set table with silver etc. from cart.
Replace olives and nuts with salt and pepper.
Serve entrees and muffins from base tray.
Pour champagne (beverages).
Remove soiled items, salt and pepper.
Serve desserts, place necessary silver from cart.
Offer liqueurs from base tray.
Clean and replace tables.
Re-offer cigarettes and matches.

2. Serving Chart

"A"	"B"	"E"	"F"
Coordinates all service in both cabins.	Prepare cigarettes and matches on silver tray. Brew coffee. Prepare galley for meal service. Set ovens. (Eggs Benedict and English Muffins).	Pass cigarettes and matches. Take entree or a la carte orders and drink orders. Offer fruit juice. Serve drinks from silver tray.	Place olives, nuts and flower on divider table. Set tables without extensions and tablecloth. Set-up auxiliary bar for liquor service. Prepare drinks and fruit juice.
Prepare a la carte items.	Prepare cart top with silver, linen napkins, champagne glasses, 6" plates (for English Muffins, served with beef only).	Set tables with linen napkin, champagne glass, 6" plate, 1 large fork, 1 large knife, 1 small knife, 1 spoon.	
Pour champagne or beverages (place coffee cup and saucer for those desiring coffee or tea).	Dress Eggs Benedict on 8½" plate, prepare Filet of Beef, English Muffins, etc. Roast carved in Galley by "B"	Serve entrees and English Muffins from base tray. Remove soiled dishes.	Replace olives & nuts with pepper and salt and flower. Assist "B" in preparing plates and cart top.
Place coffee cup and saucer from base tray. Pour additional champagne and beverages.	Prepare cart top with 7" plates, French pastries and fruits.	Remove soiled dishes, pepper and salt. Serve pastries and fruits from cart on 7" plates. Place necessary silver at the same time.	
Pour additional beverages. Serve liqueurs on request from base tray.	Store equipment. Clean and secure galley.	Return soiled items to galley. Clean and replace tables. Clean and secure auxiliary bar. Re-offer cigarettes and matches.	
Serve on request or offer beverages, soft drinks, ice water, etc., throughout flight.			
NOTE: When 6 Cabin Attendants are assigned and Economy/Tourist load is heavy, "A" and "E" perform "F" duties.			

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TRANS WORLD AIRLINES, INC.
FLIGHT SERVICE MANUAL

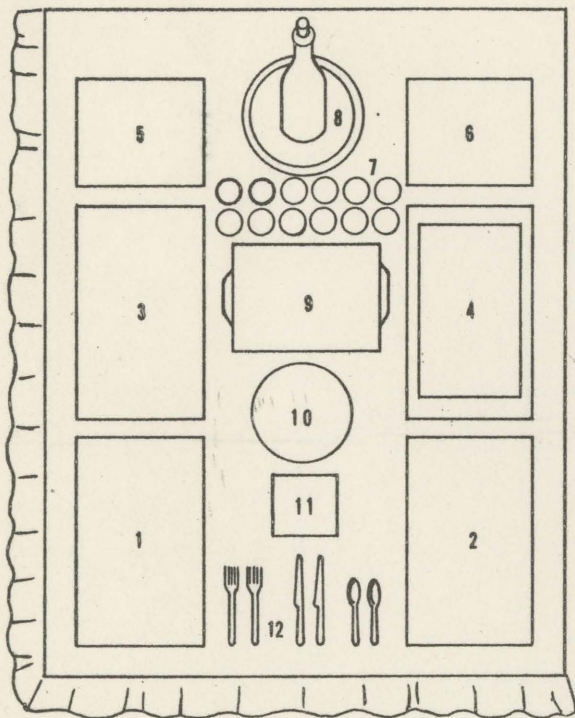
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Mar-15-63

INTERNATIONAL ROYAL AMBASSADOR BUFFET SET-UP

Place table cloths over the Auxiliary Bar and attractively arrange provided items as listed below on the Auxiliary Bar similar to the diagram following.

1. Assorted Pastries
2. Cold Hors D'oeuvres
3. Cold Meat Cuts
4. Assorted Cheese
5. Assorted Rolls and Bread
6. Assorted Rolls and Bread
7. Champagne Glasses
8. Champagne in Ice Bucket
9. Fresh Fruit in Basket
10. 7" Plates
11. Snack Napkins
12. Knives, Forks and Spoons



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FLIGHT SERVICE MANUAL

Oct-18-63

INTERNATIONAL ROYAL AMBASSADOR A LA CARTE SERVICE SERVING PROCEDURES

A. SERVING DUTIES

1. Sequence of Service

Offer cigarettes and matches.
Position tables, tablecloth.
Present menu.
Obtain drink and a la carte order.
Serve drinks with napkin.
Place coffee cup and saucer from base tray.

Serve a la carte item, place necessary silver, salt and pepper.
Serve beverages.
Return soiled items and tablecloth.
Replace tables.
Re-offer cigarettes and matches.

2. Serving Chart

"A"	"B"	"E"	"F"
Coordinate all service in both cabins.	Prepare silver tray with cigarettes and matches. Brew coffee.	Pass cigarettes and matches. Position tables and set tablecloth. Pass menus and confirm a la carte orders.	
Prepare and serve drinks/champagne on request of passengers. Serve beverages.	Prepare orders (hamburgers, sandwiches, etc.) on 7" plates. Store equipment. Clean and secure galley.	Place coffee cup and saucer from base tray. Serve a la carte items from base tray and place necessary silver, salt and pepper at the same time. Serve beverages. Return soiled items to galley. Clean and replace tables. Clean and secure auxiliary bar. Re-offer cigarettes and matches.	
Serve on request or offer beverages, soft drinks, ice water, etc., throughout flight.			
NOTE: When 6 Cabin Attendants are assigned and Economy/Tourist Class load is heavy, "A" and "E" will perform "F" duties.			

B. PROVISIONING

1. Hamburger Patties

Six frozen four-ounce ground beef patties.

2. Frankfurters

Six frozen all beef frankfurters.

3. Baked Ham

Ten slices of fresh lean baked ham.

4. Corned Beef

Five portions of corned beef.

5. Swiss Cheese

Five one ounce slices of big eye Swiss cheese.

6. Breads

Ten slices of thinly sliced sandwich bread.

7. Buns

Six each of sliced hamburger and hot dog buns.

8. Accompaniments

The following items will be placed on a base tray to be used for the A La Carte service.

a. Lettuce

One head of crisp washed lettuce placed in glassine bag.

b. Tomatoes

Three tomatoes, washed and stems removed packed in glassine bag.

c. Pickles

Six ounces of sliced dill pickle packed in paper salad bowls.

d. Condiments

Six ounces each of mayonnaise, mustard, ketchup packed in paper salad bowls.

FLIGHT SERVICE MANUAL

INTERNATIONAL ROYAL AMBASSADOR A LA CARTE SERVICE SERVING PROCEDURES

C. PREPARATION

In preparing the snack or sandwich for this special menu, remember that attractiveness and appearance will dress up this simple offering.

1. Cold Sandwich

- a. Trim the crust from the bread.
- b. Spread a thin layer of butter or mayonnaise over both slices.
- c. Lay lettuce leaf over one slice of the bread and cover with the ham, beef, and/or cheese.
- d. Have meat or cheese evenly aligned with bread edges before closing sandwich.
- e. Cut bread in triangular sections and place on 7" plate.
- f. Lettuce leaf and thinly sliced tomato may be added, with sliced pickle on the side.

2. Hot Sandwich

Hamburger or Frankfurter on toasted bun.

- a. Preheat griddle.
- b. Coat top with butter or shortening.
- c. Place hamburger or frankfurter in frozen state immediately on griddle (it is not necessary to defrost meat before cooking).
- d. Cover with aluminum foil pan while cooking.
- e. Turn hamburger a couple of times to insure thorough cooking; roll frankfurter intermittently for cooking.
- f. Toast bun on griddle.
- g. Add relish as desired.
- h. Place on 7" plate and garnish with lettuce, tomato slice, and pickle.

3. Frozen Malted Milk

Allow to thaw and serve in highball glass.

NOTE: A la Carte items should be served from snack or silver tray with appropriate utensils.

D. PREPARATION OF EGG ITEMS

1. Fried Eggs

- a. Preheat griddle.
- b. Coat with butter.
- c. Fry with slow heat, cover with foil pan while cooking.
- d. Place on preheated 8½" plate, dress with ham or steak/hash brown potatoes when provided. Garnish with parsley.

2. Poached Eggs

- a. Boil water in sauce pan.
- b. Insert carefully opened eggs in boiling water.
- c. Cook 4 - 6 minutes.
- d. Place on preheated 8½" plate, add items as with fried eggs.

3. Soft/Hard Boiled Eggs

- a. Soft - Boil 3 - 4 minutes.
- b. Hard - Boil 7 - 10 minutes.
- c. Open and serve in preheated soup bowl.

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TRANS WORLD AIRLINES, INC.
FLIGHT SERVICE MANUAL

05.75.01

Oct-7-64

INTERNATIONAL ECONOMY AND TOURIST SALE DRINK SERVICE

A. LIQUOR CART SET-UPS - SALE DRINKS



Cart set-up for first round of drinks.

Additional supplies of mix, glasses with ice, miniatures, beer, wine champagne etc. are stored on middle and bottom shelves of cart.

Remember: A well presented and efficiently stocked liquor cart will help you save time and facilitate service.

B. NON DRINKING ECONOMY AND TOURIST PASSENGERS

Galley Cabin Attendant serves passengers while other Cabin Attendants continue liquor service.

C. SERVING SOFT DRINKS WITH BUFFET SUPPER

Prior to arrival JFK place remaining soft drinks on serving cart and offer to economy passengers when the buffet supper is offered.

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Cart set-up for second round of drinks.

FLIGHT SERVICE MANUAL

Jan-3-64

NORTH ATLANTIC - ECONOMY LUNCH - DINNER - SNACK - SALE DRINKS

On flights departing after 1800 LT with dinner service scheduled, and after 1200 LT with lunch scheduled, offer one service of liquor. Two drinks at a time may be offered. At all other times offer two services of liquor.

1. SERVING DUTIES - FOUR CABIN ATTENDANTS (Serve Forward to Aft)

"C"	"D"	"F"	"G"
Prepare cart for liquor service. (Glasses with ice, miniatures, mixes, garnish, champagne and beer).	Prepare galley for service. Set ovens (if hot meals provided). Brew coffee.	Prepare cart for liquor service. (Glasses with ice, miniatures, mixes, garnish, champagne and beer.)	Prepare auxiliary bar for liquor service. Make set up with all needed items.
Serve drinks facing passengers. Collect when served.	When time permits replenish liquor cart. Serve children (non-drinkers) at a late meal hour as soon as possible.	Serve drinks facing forward. Collect when served. Replenish when "D" is tending to other duties.	Prepare and serve drinks from auxiliary bar aft to forward, using snack tray. Collect when served.
When second service indicated, restock cart for second drinks. Serve second drinks.	Prepare meal trays on galley surface, add butter, juice, etc.	When second service indicated, restock cart for second drinks. Serve second drinks.	When second drinks indicated, serve second drinks aft to forward.
Restock cart with wine, champagne, beer, glasses, miniatures, ice and mix. Add coffee, milk. Begin service at forward row, following cabin attendant serving meal tray.	Prepare meal trays for adult service. Brew additional coffee.	Return glasses to auxiliary bar. Serve trays beginning on one side.	Return glasses to auxiliary bar. Serve trays on one side. Replenish beverages on cart for "C" hostess (hot tea on request.) Later, when service nears the galley, assist "D" whenever needed.
Remove trays. Store bar supplies. Clean and secure auxiliary bar.	Store trays. Clean and secure galley.	Serve additional beverages. Remove trays.	Remove trays as soon as passengers finish.
Serve on request, additional drinks throughout flight. Offer beverages between scheduled meal/snack service.			

Jan-3-64

FLIGHT SERVICE MANUAL

NORTH ATLANTIC - ECONOMY LUNCH - DINNER - SNACKS - SALE DRINKS

2. SERVING DUTIES - THREE CABIN ATTENDANTS (Serve Forward to Aft)

"C"	"D"	"F" OR "G"
Prepare cart for liquor service. Set-up cart with 60 highball glasses, ice and corresponding miniatures, mixes, champagne and beer.	Prepare galley for meal or snack service. Set ovens (if hot meals provided). Brew coffee.	Assist "C" in preparation of cart for liquor service. Replenish cart whenever necessary with ice in glasses, miniatures, mix, etc.
Serve drinks facing passengers. Collect when served.	When galley organized assist "F" or "G" by preparing drinks from auxiliary bar for service by "F" or "G".	Prepare and serve drinks from auxiliary bar aft to forward, using snack tray. Collect when served. Restock cart on request from "C".
When second service indicated, restock cart for second drinks. Serve second drinks.	Prepare meal trays on galley surface, add butter, juice, etc. Serve children and nondrinkers.	When second service indicated, serve second drinks, aft to forward.
Restock cart with wine, champagne, beer, glasses, miniatures, ice and mix. Add coffee, milk. Begin service at forward row, following Cabin Attendant serving meal tray.	Prepare trays for adult service. Brew additional coffee.	Pick up glasses and return to auxiliary bar. Serve trays. Replenish coffee on cart.
Remove trays. Store bar supplies. Clean and secure auxiliary bar.	Store trays. Clean and secure galley.	Remove trays as soon as passengers finish. Provide tea at "C" request.
Serve on request, additional drinks throughout flight. Offer beverages between scheduled meal/snack service.		

3. SERVING DUTIES - TWO CABIN ATTENDANTS (Serve Forward to Aft)

"C"	"D"
Prepare cart for liquor service. Set-up cart with glasses, ice and corresponding miniatures, mixes, champagne and beer. (When one round of drinks served, place wine and champagne on lower shelf and offer when serving drinks.)	Prepare galley for meal service. Set ovens (if hot meals provided). Brew coffee. Prepare auxiliary bar for liquor service.
Serve drinks facing passengers. Collect when served.	Prepare and serve drinks from aft to forward, facing cockpit, using snack tray. Collect when served. Replenish cart whenever necessary with ice in glasses, miniatures, mix, etc.
When second round of drinks indicated, restock cart for second drinks, wine, champagne, beer on lower shelf. Serve second drinks, offer wine, etc.	Prepare meal trays on galley surface, add butter, juice, etc. Serve nondrinkers and children.
Serve trays. After one or two ovenloads served, pour beverages. Serve on request additional wine.	Prepare trays for adult service. Brew additional coffee. Assist removing trays whenever possible.
Remove trays as soon as possible. Store bar supplies. Clean and secure auxiliary bar.	Store trays. Clean and secure galley.
Serve, on request, additional drinks throughout flight. Offer beverages between scheduled meal/snack service.	

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FLIGHT SERVICE MANUAL

Jan-3-64

NORTH ATLANTIC/INTRA EUROPE ECONOMY - TOURIST BREAKFAST - CONTINENTAL BREAKFAST, SNACKS

(Served From Galley)

1. Serving Duties - Three Cabin Attendants (Serve - Aft to Forward)

"C"	"D"	"F" OR "G"
Set-up two to three rows of tables in advance.	Prepare galley for meal or snack service. Set ovens (if hot meals provided). Brew coffee.	Assist "D" in preparing trays on galley surface.
Serve beverages.	Prepare trays.	Serve trays.
Serve second beverages. Remove trays.	Store trays and equipment. Clean and secure galley.	Remove trays when passengers finish. Clean and secure auxiliary bar.

NOTE: When four Cabin Attendants are assigned for above services, the fourth assists in serving trays, pouring beverages and removing trays.

2. Serving Duties - Two Cabin Attendants (Serve - Aft to Forward)

"C"	"D"
Set-up two to three rows of tables in advance.	Prepare galley for meal or snack service. Set ovens (if hot meals provided). Brew coffee.
Serve trays. Serve additional beverages after serving 1/4 or 1/3 of cabin.	Prepare trays. Assist removing trays whenever possible.
Remove trays. Clean and secure auxiliary bar.	Store trays and equipment. Clean and secure galley.

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TRANS WORLD AIRLINES, INC.
FLIGHT SERVICE MANUAL

05.81.01

Jan-3-64

NORTH ATLANTIC/INTRA EUROPE ECONOMY AND TOURIST CONTINENTAL BREAKFAST AND SNACK SERVICE
(Served From Cart)

1. Serving Duties - Three Cabin Attendants (Serve - Aft to Forward)

"C"	"D"	"F" OR "G"
Prepare cart, place needed items on cart top and lower shelf.	Prepare galley for service. Brew coffee throughout service. (Heat rolls, Danish pastries when provided.)	Prepare cart, place all needed items on cart top and lower shelf.
Serve snack trays from cart with first beverages. (Request teas from "D")	Serve teas on request of "C" and "F" or "G". Serve second beverages, etc. Remove snack trays.	Serve snack trays from cart with first beverages. Replenish cart whenever necessary.
Finish serving seconds. Remove snack trays.	Stow trays and equipment. Clean and secure galley.	Remove snack trays. Clean and secure auxiliary bar.

NOTE: When four Cabin Attendants are assigned for above services, the fourth is pouring additional beverages and removing snack trays.

2. Serving Duties - Two Cabin Attendants (Serve - Aft to Forward)

"C"	"D"
Prepare cart, place needed items on cart top and lower shelf.	Prepare galley for service. Brew coffee throughout service. (Heat rolls, Danish pastries when provided.)
Serve snack trays from cart with first beverages. (Request teas from "D".)	Serve teas on request of "C". Replenish cart whenever necessary. Serve second beverages, etc.
Finish serving seconds. Remove snack trays. Clean and secure auxiliary bar.	Remove snack trays. Store trays and equipment. Clean and secure galley.

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TRANS WORLD AIRLINES, INC.
FLIGHT SERVICE MANUAL

05.83.01

Jan-3-64

INTRA EUROPE - ECONOMY TOURIST/LUNCH/DINNER - FAST SERVICE

SERVING DUTIES

1. Four Cabin Attendants (Serve - Aft to Forward)

- a. More than 70 passengers, liquor and wine is served on request.
- b. 70 passengers or less, double drinks and wine, champagne, beer are offered from cart. Serve aft to forward.

(1) Four Cabin Attendant Procedures - More than 70 passengers.

"C"	"D"	"F"	"G"
Set up bar for liquor service. Serve drinks on request. Serve beverages. Serve additional beverages. Remove meal trays. Pass sale cigarettes in both classes.	Set ovens. Brew coffee. Prepare galley. Prepare meal trays (children and non-drinkers first.) Brew additional coffee. Store meal trays. Clean and secure galley.	Serve meal trays beginning on one side of aircraft. Give drink orders when requested to "C". Serve meal to these passengers later. Remove trays, replace tables. Clean and secure auxiliary bar.	Assist "D" whenever needed throughout service. Serve meal trays on one side of aircraft. Give drink orders when requested to "C". Serve meal to these passengers later. Assist serving additional beverages when needed. Remove trays, replace tables.

(2) Four Cabin Attendant Procedures - 70 passengers or less.

"C"	"D"	"F"	"G"
Prepare liquor - wine cart. Serve drinks and/or wine from cart facing passengers. Go through once, offer double drinks. Serve beverages. Pass sale cigarettes in both classes.	Set Ovens. Brew coffee. Prepare galley. Prepare meal trays (children and non-drinkers first). Brew additional coffee. Store meal trays. Clean and secure galley.	Prepare liquor - wine cart. Serve drinks and/or wine from rear of cart. Replenish items on cart when necessary. Serve meal trays on one side of aircraft. Remove trays, replace tables. Clean and secure auxiliary bar.	Assist "D" whenever needed throughout service. Serve meal trays (children and non-drinkers first) on one side of aircraft. Assist serving additional beverages when needed. Remove trays, replace tables.

TRANS WORLD AIRLINES, INC.
FLIGHT SERVICE MANUAL

INTRA EUROPE - ECONOMY TOURIST/LUNCH/DINNER - FAST SERVICE

SERVING DUTIES

1. Three Cabin Attendants (Serve - Aft to Forward)

- a. More than 70 passengers, liquor and wine is served on request.
- b. 70 passengers or less, double drinks and wine, champagne, beer are offered from cart. Serve aft to forward.

(1) Three Cabin Attendant Procedures - More than 70 passengers

"C"	"D"	"F" OR "G"
Set-up bar for liquor service. Serve drinks on request. Serve beverages. Remove meal trays. Pass sale cigarettes in First and Tourist classes.	Set ovens. Brew coffee. Prepare galley. Prepare meal trays. Store meal trays. Clean and secure galley.	Serve meal trays. Give drink orders when requested to "C". Serve meal to these passengers later. Clean and secure auxiliary bar.

(2) Three Cabin Attendant Procedures - 70 passengers or less

"C"	"D"	"F" OR "G"
Prepare liquor and wine cart. Serve drinks and/or wine from front of cart, facing passengers. Go through once. Serve meal trays. Pass sale cigarettes in First and Tourist classes.	Set oven. Brew coffee. Prepare galley set-up. Prepare meal trays and start serving to nondrinking passengers. Store meal trays. Clean and secure galley.	Prepare liquor and wine cart. Serve drinks and/or wine from rear of cart. Replenish items on cart when necessary. Serve beverages. Remove trays. Clean and secure auxiliary bar.

2. Two Cabin Attendants (Serve - Aft to Forward)

- a. More than 50 passengers, liquor and wine is served on request.
- b. 50 passengers or less, one Cabin Attendant offers double drinks and wine, champagne, beer from cart. Serve aft to forward

(1) Two Cabin Attendant Procedures - More than 50 passengers.

"C"	"D"
Set-up bar for liquor service. Serve meal trays. Serve drinks and wine on request, note seat number on sheet and collect after service. Serve beverages. Remove meal trays. Pass sale cigarettes in First and Tourist classes.	Set ovens. Brew coffee. Prepare galley. Prepare meal trays. Assist in removing meal trays. Store meal trays. Clean and secure galley and auxiliary bar.

(2) Two Cabin Attendant Procedures - 50 passengers or less.

"C"	"D"
Set-up cart for liquor and wine service. Serve drinks and wine. Go through once. Serve meal trays. Serve beverages. Remove meal trays. Pass sale cigarettes in First and Tourist classes.	Set ovens. Brew coffee. Set-up cart for liquor and wine service. Prepare galley for meal service. Replenish items on liquor cart whenever necessary. Prepare meal trays. Start serving meal trays to nondrinking passengers. Assist in removing meal trays. Store meal trays. Clean and secure galley and auxiliary bar.

* * *

TRANS WORLD AIRLINES, INC.
FLIGHT SERVICE MANUAL

05.85.01

Mar-4-64

INTERNATIONAL ALL ECONOMY SERVING PROCEDURES

Five Cabin Attendants

1. On flights departing after 12:00 or 18:00 LT with meal service scheduled, offer double drinks. At all other times offer two rounds of liquor.

Working From Forward Galley, Forward-Middle			Working From Rear Galley, Aft-Middle	
A	B	E	C	D
Prepare cart for liquor service. Serve drinks from forward - middle. Collect when served. Serve second round of drinks when indicated. Return liquor items.	Brew coffee. Set and control ovens. Prepare galley for meal service. Serve children (non-drinkers) SAP Replenish liquor cart, time permitting.	Prepare cart for liquor service. Serve drinks from forward - middle. Collect when served. Replenish cart when necessary. Serve second round of drinks when indicated. Return liquor items.	Prepare cart for liquor service. Serve drinks from aft - middle. Collect when served. Serve second round of drinks when indicated. Return liquor items.	Brew coffee. Set and control ovens. Prepare galley for meal service. Serve children (non-drinkers) SAP. Replenish liquor cart.
Assist in serving meal trays, same as "E". Pour beverages throughout cabin. Return meal trays and collect for sale wine, etc. Clean and replace tables.	Prepare meal trays throughout service. Assist in returning meal trays, time permitting *(collect). Store equipment. Clean and secure galley.	Obtain beer, wine, champagne, or beverage order. Serve meal trays with beer, wine, etc. or beverages. Return meal trays and collect for sale wine, etc. Clean and replace tables.	Obtain beer, wine, champagne or beverage order. Serve meal trays with beer, wine, etc. or beverages. Pour additional beverages. Return meal trays and collect for sale wine, etc. Clean and replace tables.	Prepare meals throughout service. Assist in returning meal trays, time permitting *(collect). Store equipment. Clean and secure galley.
Serve on request additional drinks throughout flight. Offer beverages, soft drinks, ice water, etc. between scheduled meal/snack service.				

NOTE: "F" cabin attendant, when on board, assists in the rear, performing the same duties as "A".

2. If aircraft without auxiliary bars installed is assigned flight and the load factor is seventy-five (75) or more passengers plus crew of ten.

Regular scheduled service is to be offered with the exception that the following sale items are to be deleted:

Beer Champagne
Wine Cigarettes

* * *

TRANS WORLD AIRLINES, INC.
FLIGHT SERVICE MANUAL

05.87.01

Oct-7-64

INTERNATIONAL MATS CHARTER SERVING PROCEDURES

A. MEAL SERVICES

Working From Forward Galley			Working From Rear Galley	
A	B	E	C	D
Monitor service throughout cabin	Set ovens. Brew coffee. Prepare galley for meal service. Prepare meal trays, children first.	Take care of baby bottles, forward-aft. Serve children first, adding milk in galley.	Take care of baby bottles, aft-forward. Serve children first, adding milk in galley.	Set ovens. Brew coffee. Prepare galley for meal service. Prepare meal trays, children first.
Pour beverages, forward-aft and aft-forward, following "E" and "C". Pour additional beverages. Return meal trays. Clean and replace tables.	Prepare meal trays for adult service. Remove trays as soon as time permits. Store equipment. Clean and secure galley.	Serve meals forward-aft. Remove trays as soon as passengers finish. Clean and replace tables.	Serve meals aft-forward. Pour (additional) beverages. Return meal trays. Clean and replace tables.	Prepare meal trays for adult service. Remove trays as soon as time permits. Store equipment. Clean and secure galley.
Serve on request or offer beverages, soft drinks, ice water, etc. throughout flight.				

NOTE 1: Approximately 14 frozen special MATS entrees will be packed per oven. To restore, use the following guide.

First ovenloads 450° for 25-30 minutes.
Second ovenloads 400° for 20-25 minutes.

Stagger ovens - watch for "fast" or "slow" heating ovens.

NOTE 2: "F" cabin attendant, when on board, assist in the rear of aircraft, performing the same serving duties as "A".

B. SNACK SERVICES (WITHOUT CART)

1. Position tables, place snack tray with paper napkin, plastic utensils and coffee cup on each tray.
2. Serve sandwiches from base tray.
3. Offer beverages.
4. Serve pastries from base tray.
5. Offer fruits.
6. Reoffer beverages.
7. Remove all items.
8. Clean and replace tables.

Above snack service is started forward - aft and aft - forward simultaneously. Beverages should be available with the sandwiches as soon as possible.

* * *

**REVISION
TRANSMITTALS**

TRANS WORLD AIRLINES, INC.
FLIGHT SERVICE MANUAL

Page 1 of 4
October 7, 1964
Revision Transmittal No. 64-6

- Section 01.25 Uniform Regulations are revised.
- Section 02.10 Instructions covering Lost Article Report, Form PAS-38, Flight Report, PAS-348, Liquor, Form PAS-411, and Purser/Hostess Holding Time Authorization, Form PAS-1217 are revised.
- Section 02.20 Free Transportation - TWA Forms and Priority is revised to include Jet First Class Surcharge.
- Section 02.30 Contents of Purser's packet of Company and Government forms are revised.
- Section 02.50 List of passengers not required to fill out London "Landing Card" is included.
New information on Tripoli is included.
Information regarding Tunis is revised.
- Section 02.55 Information covering Customs Form 6063 is deleted.
- Sections 03.10, 03.15, 03.20, 03.25, 03.30 Configurations and operation of Emergency Equipment are updated on 749/749A, 1049G, 1649A, Convair 880, B-707-131, B-707-131B, B-707-331B, B-707-331C and B-727.
- Section 03.45 Operation of Fire Extinguishers is revised.
- Section 03.60 Information covering Fire Prevention is revised.
- Section 03.70 General Crash Landing Regulations are revised.
Cabin Check list during Forewarned Emergency is updated.
- Section 03.80 Information on Medic Alert Emblems is included.
Information covering Hypoxia is updated.
- Section 04.05 Check List for Cabin Cleanliness is updated.
Information covering In-Flight Motion Pictures is revised.

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FLIGHT SERVICE MANUAL

Page 2 of 4

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Section 04.15 Passengers must have copy of travel orders, passport or I.D. card and completed French Police card in hand when deplaning in Paris.

Section 04.20 One to five paraplegic cases may be accepted on flights not exceeding six hours without attendant; on flights exceeding six hours if accompanied by attendant.

Sections 04.30, 04.35 Check Lists for Jet and Constellation Aircraft - Domestic are updated.

Section 04.40 Only Purser kit permitted in cabin.

Section 04.45 Procedures pertaining to boarding passengers - Jetway Entrances are deleted.

Section 05.05 Procedures covering Nonroutine Situations are revised.

On flight segments where meals are offered only to local boarding passengers, cabin attendants are to make every effort to identify these passengers.

Section 05.10 Military personnel on a scheduled flight (other than Military Charters) may be served liquor if they are 21 years of age or over.

Section 05.15 Procedures covering operation of ovens while on the ground are updated.

Section 05.20 On the ground coffee serving procedures are updated.

Sequence of Service and Serving Chart (Three Hostesses) for Movie/Royal Ambassador Lunch or Dinner are revised.

Section 05.87 Serving procedures for snack services (International MATS Charters) are included.

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01.35.02	Oct-7-64	02.10.06	Oct-7-64
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June 5, 1964
Revision Transmittal No. 64-4

Section Boeing 707-331C Passenger Aircraft Emergency Equipment information is
03.30 included.

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03.30.10	Jun-5-64
03.30.11 New	Jun-5-64

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May 20, 1964
Revision Transmittal No. 64-3

Section Boeing 727 Emergency Equipment information is included.
03.30

Section Crew Position/Duty Chart - Boeing 727 is included.
03.70

Section Check List - Boeing 727 is included.
04.30

Section Boeing 727 Serving Procedures are included.
05.20

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(Printed in the United States of America)

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Page 1 of 2
March 4, 1964
Revision Transmittal No. 64-2

Section Cabin Attendant complements for 749 - 749A Aircraft are updated.
01.58

Section Lockheed Constellation 1049G all Coach Diagram is updated.
03.15

Section Boeing 707-131 and 131B Aircraft Diagrams are updated.
03.30

A modification order has been established to remove the guide/stabilization straps on all overhead mounted evacuation slides on Boeing 707 Aircraft.

Section Fire Prevention instructions are included.
03.60

Section In the event of a Forewarned Emergency retainer bar is to be positioned in
03.70 floor brackets of forward and aft cabin doors on Boeing 707-131B and 331B Aircraft.

Section Locations of Movie screens are updated.
04.05

Section Announcements covering the following are included:
04.15

Noise Abatement J.F.K. International Airport
Seat Belt Security
Thrust Reversing on Landing
Movie

Section Two pets per cabin may be carried with specific advanced approval of the
04.20 Reservations Service Office.

Section Pre-taxi Duties of "B" Hostess includes demonstration of oxygen mask.
04.30

Section Royal Ambassador Lunch or Dinner Serving Procedures are revised to current
05.20 status.

Section Antipasto/Hors d'oeuvre Service, Golden Banner Lunch and Dinner is updated.
05.25

Section International All Economy Serving Procedures (Five Cabin Attendants) are
05.85 revised to current status.

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Revision Transmittal No. 64-1
(Last revision issued in 1963 was No. 63-10)

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November 20, 1963
Revision Transmittal No. 63-10

Section Illustration of Aft Cabin Door of Lockheed Constellation 1649A is corrected.
03.15

Section Illustration of Escape Slide of Lockheed Constellation 1649A is corrected.
03.20

Section Boeing 707-331B Emergency Equipment Location Chart (applicable to all
03.30 configurations) which was omitted from Revision 63-9 in error is included.

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Page 1 of 3
January 3, 1964
Revision Transmittal No. 64-1
(Last revision issued in 1963 was No. 63-10)

Section Uniform regulations are updated.
01.25

Section Absence from a scheduled Purser/Hostess meeting without an acceptable excuse
01.45 will result in disciplinary action.

Section Purser scheduled on westbound MATS flights are to carry a supply of 50
02.10 Forms I-94.

Sections Aircraft diagrams are updated.

03.10

03.15 Instructions covering operation of Convair 380 Inflatable Escape Slide are
03.20 included.

03.25

03.30

Section Emergency Equipment Check List for Jet Equipment is brought to current
03.50 status.

Section Check List for Domestic Jet Aircraft is updated.
04.30

Section Check List for Domestic Constellation Aircraft is updated.
04.35

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01.45.01

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January 3, 1964

Revision Transmittal No. 64-1

(Last revision issued in 1963 was No. 63-10)

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04.30.02	Oct-18-63	05.35.02	Jan-3-64
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04.35.01	Jan-3-64	05.39.01	Jan-3-64
04.35.02	Jan-3-64	05.39.02	Jan-3-64
04.45.01	Jul-19-63	05.39.03	Jan-3-64
04.45.02	Jan-3-64	05.39.04	Jan-3-64
04.45.03	Jul-19-63	05.39.05	Jan-3-64
04.45.04	Jan-3-64	05.39.06	Jan-3-64
05.05.01	Oct-18-63	05.41.01	Jan-3-64
05.05.02	Jan-3-64	05.41.02	Jan-3-64
05.05.03	Jan-3-64	05.41.03	Jan-3-64
05.10.01	Jan-3-64	05.41.04	Jan-3-64
05.10.02	Jan-3-64	05.45.01	Jan-3-64

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- Section 01.45 Married Hostesses becoming pregnant will be required to immediately resign or apply for maternity leave.
- Section 01.67 Trip Hours Formula Proration Chart (Domestic and International) is included.
- Section 02.10 Instructions covering Not Serviceable Tag, Form M-210-D and Hostess Requisition For Passenger Service Supplies, Form PAS-1025 are included.
- Section 02.55 Cabin Attendants on International flights must, prior to arrival at ORD, place citrus fruits, vegetables and meat products in a refuse bag to be given to the Plant Quarantine Inspector after landing.
- Section 03.15 Instructions covering Aft Cabin Door of Constellation 1049G aircraft are included.
- Section 03.20 Instructions covering operation of Escape Slide located at aft cabin door of Constellation 1649A aircraft is included.
- Sections 03.25 Emergency equipment location diagrams are revised to current status.
03.30
- Section 03.50 Emergency equipment check lists for Jet and Piston aircraft are updated.
- Section 03.60 Bayonet Trays must not be positioned prior to take off and must be stowed prior to landing.
- Section 03.70 In the event of anticipation of a night crash landing, evacuation lights must be turned on prior to impact.
- Section 04.05 Instructions covering In-Flight Motion Pictures - INT are updated.
- Section 04.15 Instructions covering announcements are revised to current status.
- Section 04.20 Instructions covering handling of Runaway Minors and Deportees are included.
- Sections 04.30, Domestic and International Check Lists are revised to current status.
04.35,
04.45
- Section 05.20 Serving instructions for Children's Meals on Royal Ambassador flights are included.

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Section International All Economy Serving Procedures are included.
05.85

Section International MATS Charter Serving Procedures are included.
05.87

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01.45.02	Oct-18-63	03.25.02	Jul-19-63
01.67.05	Oct-18-63	03.30.01	Oct-18-63
01.67.06	Oct-18-63	03.30.02	Oct-18-63
01.67.07	Oct-18-63	03.30.03	Jul-19-63
01.67.08	Oct-18-63	03.30.04	Oct-18-63
01.67.09	Oct-18-63	03.30.05	Oct-18-63
01.67.10	Oct-18-63	03.30.06	Jul-19-63
01.67.11 New	Oct-18-63	03.50.01	Oct-18-63
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02.10.03	Feb-6-63	03.60.01	Oct-18-63
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02.10.09	Oct-18-63	04.05.06	Oct-18-63
02.55.01	Oct-18-63	04.15.01	Oct-18-63
02.55.02	Jul-19-63	04.15.02	Oct-18-63
03.10.01	Oct-18-63	04.15.03	Oct-18-63
03.10.02	Oct-18-63	04.20.03	Oct-18-63
03.15.03	Oct-18-63	04.20.04	Oct-18-63
03.15.04 New	Oct-18-63	04.30.01	Oct-18-63
03.20.01	Oct-18-63	04.30.02	Oct-18-63
03.20.02	Oct-18-63	04.35.01	Oct-18-63
03.20.03 New	Oct-18-63	04.35.02	Oct-18-63

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05.10.05		Oct-18-63
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05.15.04		Oct-18-63
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05.43.01		Oct-18-63
05.43.02		May-6-63
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05.85.01	New	Oct-18-63
05.87.01	New	Oct-18-63

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All Revision Transmittals carrying Domestic Flight Service Manual or International Flight Service Manual page headings should be removed and destroyed. Flight Service Manual Revision Transmittals 63-1 through 63-8 only should be filed under tab reading "Revision Transmittals".

Section Personal Cleanliness regulations are revised.
01.10

Section Gloves are a mandatory uniform item for Hostesses.
01.25

White Dinner Jackets are to be worn by Purser in the cabin of aircraft during all food and beverage services.

Section Regulations covering Leaving Domicile are revised.
01.35

Section Regulations covering Substitution for Service Qualified Cabin Attendant are revised.
01.58

Section New section entitled "Cabin Attendant Scheduling Policy" is included.
01.67

Section Passenger Identification Customs Form 6059-B For Flights Arriving Idlewild is included.
02.55

Section Convair 880 Operation of Emergency Equipment is updated.
03.25

Section Seating Diagrams of all Boeing 707 aircraft are updated.
03.30

Operation of Inflatable Escape slides is revised.

Section Emergency Equipment Check List is revised to current status.
03.50

Section Passenger - Cabin Preparation in the event of an emergency is updated.
03.70

Section Instructions covering Cockpit Tours are deleted.
04.05

Section Check List - Jet Aircraft - Domestic is revised to indicate change in stowage location for Hostess Kits on Convair 880 aircraft.
04.30

(Printed in the United States of America)

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Section 04.45 Check List - International is revised to amplify duties of "B" Cabin Attendant during boarding of passengers.

Section 05.10 Regulations covering the consumption of alcoholic beverages by minors are revised.

Section 05.15 Oven Chart is revised. Instructions covering operation of ovens on the ground are included.

Approximately one third of the passengers should be served prior to serving the crew.

Section 05.20 Serving instructions for On The Ground Coffee/Juice Service are included.

Section 05.25 Serving instructions for Antipasto/Hors d'oeuvre Service are included.

Sections 05.77 Serving Duties - Four Cabin Attendants are included.
05.83

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01.25.01	Apr-2-63	01.67.09 New	Jul-19-63
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01.35.01	Apr-2-63	02.10.06	Jul-19-63
01.35.02	Jul-19-63	02.55.01	Jul-19-63
01.58.01	Jul-19-63	02.55.02	Jul-19-63
01.67.01 New	Jul-19-63	03.10.01	May-6-63
01.67.02 New	Jul-19-63	03.10.02	Jul-19-63
01.67.03 New	Jul-19-63	03.25.01	Jul-19-63
01.67.04 New	Jul-19-63	03.25.02	Jul-19-63

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03.50.01	Jul-19-63
03.50.02	Jul-19-63
03.60.01	Jul-19-63
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04.05.04	May-6-63
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05.25.04 New	Jul-19-63
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05.77.02 New	Jul-19-63
05.79.01	Jul-19-63
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05.83.02 New	Jul-19-63

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May 6, 1963
Revision Transmittal No. 63-7

Section Uniformed crew members may not take oxygen while occupying a cabin seat.
01.15

Section The regulation topcoat may be worn during layovers. However, the topcoat
01.25 shall not be worn for personal use when off duty at domicile.

Section Passenger Information Slip, Form PAS-176, is also used to advise Cabin
02.10 Attendants and Captain whenever military prisoners, armed law enforcement
officers or armed guards are on board.

Instructions covering handling of Hostess Requisition for Depleted Passenger
Service Supplies, Form PAS-1025 are included.

Section Egyptian currency notes may not be imported or exported by residents or
02.50 non-residents.

Section Cabin Attendants shall be seated in designated seats with seat belts
04.05 (and shoulder harnesses on Jet Aircraft) fastened for all take offs,
landings and during turbulence.

Smoking may be permitted on Domestic Jet Aircraft on the ground under
certain conditions.

Skyphone instructions are deleted.

Section Hostess demonstrating the correct method of using oxygen masks on Domestic
04.15 Jet Aircraft will also display the Important Information Card when directing
passengers' attention to the cards in seat pockets.

Section "A" and "B" Cabin Attendants on Convair 880 Aircraft will occupy Forward
04.30 Cabin Attendant seat during take off.

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i	May-6-63	02.10.05	Feb-6-63
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02.50.05	May-6-63	04.05.01	Mar-8-63
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April 2, 1963
Revision Transmittal No. 63-6

Title Page	New title page is included.
Section i	New section is included.
Tab 01 02 03 04 05	New set of tabs which replace present tabs are included. Tabs presently in your manual should be destroyed.
Revision Transmittals	
Section 01.15	Rules of conduct aboard aircraft are included.
Section 01.25	All uniforms or uniform articles, whether issued on salary deduction or loan bases, will not normally be replaced by the Company oftener than each 24 months.
Section 01.45	Reporting procedure for illness or injury sustained at or en route to a domicile layover station is included.
	Appropriate attire shall be worn by all Cabin Attendants whenever a trip is made to the airport to conduct or discuss Company business.
Section 01.55	Section has been completely revised and retitled.
Section 03.80	Instructions covering Hyperventilation are included.

NOTE: HOLDERS OF INTERNATIONAL FLIGHT SERVICE MANUALS SHOULD REMOVE AND DESTROY CHAPTER 06. THIS INFORMATION WAS NOT INCLUDED IN THE TRANSMITTAL OF FLIGHT SERVICE MANUAL REVISION 63-5.

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Tabs 01 thru 05	No Date
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This is the fifth issue of the Flight Service Manual and completes the consolidation of the Domestic and International Flight Service Manuals. Material presently carried in Chapter 05 of the Domestic and International Flight Service Manuals has been incorporated into Chapter 05 of the Flight Service Manual. All pages presently in Chapter 05 of the Domestic and International Flight Service Manuals are obsolete and should be destroyed. The tab for Chapter 07 of the Domestic Flight Service Manual and all pages in the chapter should be destroyed as this material will not be included in the Flight Service Manual.

New tabs for the Flight Service Manual have been ordered and will be distributed immediately upon receipt.

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05.05.01	New	Mar-15-63				
05.05.02	New	Mar-15-63		05.20.09	New	Mar-15-63
				05.20.10	New	Mar-15-63
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05.47.01	New	Mar-15-63
05.49.01	New	Mar-15-63
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05.75.01	New	Mar-15-63
05.77.01	New	Mar-15-63
05.79.01	New	Mar-15-63
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05.83.01	New	Mar-15-63

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March 8, 1963
Revision Transmittal No. 63-4

This is the fourth issue of the Flight Service Manual which is replacing the Domestic and International Flight Service Manuals. Material presently carried in Chapter 04 of the Domestic and International Flight Service Manuals has been incorporated into Chapter 04 of the Flight Service Manual which is attached. All pages presently in Chapter 04 of the Domestic and International Flight Service Manuals are obsolete and should be destroyed.

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