



AFA has received many questions about our role in grooming the cabin on a turn or in the hub. These questions have been fueled because either the Flight Attendant has been given no assistance at the outstation or they have read their IPM and then aren't sure of their role.

Section 26.L 1.a, b, c, and d: Cleaning and Grooming of Aircraft reads as follows:

L. The Company shall arrange for cleaning of its aircraft at all stations.

a. A Flight Attendant is not responsible to groom an aircraft in a hub city and can only be required to assist grooming in an outstation where ground time is less than thirty (30) minutes; grooming shall mean straightening seatbelts and collection of magazines and newspapers if time permits. Flight Attendants shall not be required to reach into seat-back pockets.

b. A Flight Attendant shall collect items from passengers required by the FAA to be properly stowed for taxi, takeoff and landing (e.g., cups, glasses, napkins, stir sticks,).

- c. A Flight Attendant will not be individually liable for an FAR violation which may be levied due to an unclean; aircraft as a result of ground personnel not completing cleaning duties and shall not be subject to discipline due to that situation;
- d. Flight Attendants will not be required to clean the aircraft.

Your IPM seems to have a laundry list of duties aimed at **you** the **Flight Attendant that are not included in your CBA**. Let us be very clear, a Flight Attendant does NOT clean the aircraft whether you are in a hub or outstation. A Flight Attendant picks up trash that fits in a gray bag while in the air.

ONLY IF your turn time is less than 30 minutes, will you **assist** the ground crew in straightening the cabin. If your turn time is more than 30 minutes, you allow the ground crew to clean the cabin and wait for them to finish.

If the outstation does not do their job, please send an on-line report and a copy of your report to airsafety@afaeagle.com

The Company expects the Flight Attendants to do **their** job and we need to make sure the ground personnel at outstations and hubs do **their** job.

Remember the company does not want you to hold boarding for grooming to get done. While it is hard for some to board a dirty aircraft, it is not your job. Just don't forget to inform your

passengers of the customer feedback information in the back of the inflight magazine.

In Solidarity,
Your AFA MEC

TO: ALL FLIGHT ATTENDANTS ¶

RE: HOLDING FOR GROOMING/CATERING ¶

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PLEASE REMEMBER COMPANY POLICY STATES THAT WE DO NOT¶

HOLD BOARDING FOR GROOMING AND/OR CATERING.¶

WHILE GROOMING AND CATERING ARE AN INTEGRAL PART ¶

OF CUSTOMER SERVICE, PASSENGER FEEDBACK INDICATES¶

THAT ONTIME DEPARTURE/ARRIVAL TAKES PRECEDENCE ¶

OVER SERVICING THE A/C. THANK YOU FOR YOUR CONTINUED¶

PROFESSIONALISM. ¶

IF YOU HAVE ANY QUESTIONS, PLEASE CONTACT YOUR FLIGHT¶

SERVICE MANAGER.¶