

# 2019-2020

## Line and Service Training



### “KNOW BEFORE YOU GO”

#### Pre-Arrival Work:

- Please ensure that all pre-requisite web-based training is complete prior to arrival for training. Online lessons will be loaded upon awards becoming final on the 20<sup>th</sup> of the month prior, or upon enrollment through the Training Support Desk. Please see the information on pages 5-7 regarding the WBTs.

#### Items:

- AA Crew ID
- Up to date Flight Attendant Manual

#### Attire:

- Business casual
- Flight Attendant Uniform
  - *If you choose to wear your uniform, please ensure that you are in full compliance with uniform standards and guidelines*
- Close-toed shoes
  - *Required to complete practice and proficiency check drills*

#### Arrival to Training:

- Upon arrival to Flagship University, please stow any luggage that you may have in the luggage room, located directly across from the CQ check-in lounge and head directly to the classroom with your tablet and Crew ID for check-in.
- Please note that the posted start times for class are when all FAs attending are expected to be in the class. Please allow an additional 15 minutes prior to the start of class in order to complete the check-in process including verification that your manual is up to date and any required WBT is complete.

# 2019-2020 Line and Service Training



## CLASS SCHEDULE

All class start and end times are listed below:

***Please note that class times are subject to change based on flight times and training legalities for out of base flight attendants.***

737 Aircraft Training		
	Start	End
Registration and Manual Checks	1230	1300
Welcome and Aircraft Review	1300	1400
KSV-737 Aircraft	1400	1500
Break	1500	1515
737 Exit Operation/Practice Drills/Ditching	1515	1645
737 Proficiency Checks	1645	1815

757 Aircraft Training		
	Start	End
Registration and Manual Checks	1230	1300
Welcome and Aircraft Review	1300	1400
KSV-757 Aircraft	1400	1500
Break	1500	1515
757 Exit Operation/Practice Drills	1515	1645
757 Proficiency Checks	1645	1745

767 Aircraft Training		
	Start	End
Registration and Manual Checks	1230	1300
Welcome and Aircraft Review	1300	1400
KSV-767 Aircraft	1400	1500
Break	1500	1515
767 Exit Operation/Practice Drills	1515	1715
767 Proficiency Checks	1715	1915

777 Aircraft Training		
	Start	End
Registration and Manual Checks	1230	1300
Welcome and Aircraft Review	1300	1400
KSV-777 Aircraft	1400	1500
Break	1500	1515
777 Exit Operation/Practice Drills	1515	1730
777 Proficiency Checks	1730	1900

# 2019-2020 Line and Service Training



## CLASS SCHEDULE

787 Aircraft Training		
	Start	End
Registration and Manual Checks	1230	1300
Welcome and Aircraft Review	1300	1400
KSV-787 Aircraft	1400	1500
Break	1500	1515
787 Exit Operation/Practice Drills	1515	1730
787 Proficiency Checks	1730	1900

A319/A320/A321 Aircraft Training		
	Start	End
Registration and Manual Checks	1230	1300
Welcome and Aircraft Review	1300	1400
KSV-Airbus Aircraft	1400	1500
Break	1500	1515
Airbus Exit Operation/Practice Drills	1515	1715
Airbus Proficiency Checks	1715	1815

A330 Aircraft Training		
	Start	End
Registration and Manual Checks	1230	1300
Welcome and Aircraft Review	1300	1500
KSV-Airbus Aircraft	1500	1600
Break	1600	1615
A330 Exit Operation/Practice Drills	1615	1815
A330 Proficiency Checks	1815	2015

E190 Aircraft Training		
	Start	End
Welcome to E190	1100	1115
E190 Aircraft Familiarization	1115	1200
E190 Exit Lecture	1200	1230
Break	1230	1240
E190 Exit Operation/Proficiency Checks	1240	1415
Light and Communication	1415	1500
Emergency Procedures	1500	1530
Oxygen	1530	1545
Emergency Equipment	1545	1600
KSV-E190 Aircraft	1600	1630

# 2019-2020 Line and Service Training



## CLASS SCHEDULE

S80 Aircraft Training		
	Start	End
Registration and Manual Checks	1300	1330
S80 Aircraft Familiarization	1330	1430
S80 General Procedures	1430	1530
S80 Emergency Procedures	1530	1630
KSV-S80 Aircraft	1630	1730
S80 Exit Operation/Practice Drills	1730	1900
S80 Proficiency Checks	1900	2000

International Flagship Service Training		
	Start	End
Welcome	1230	1245
Premium Economy	1245	1300
International Customer	1300	1400
Business Class Product	1400	1500
Break	1500	1515
First Class Product	1515	1615
What Every Purser Should Know	1615	1630
Intl. Bev. Shipping Bill and Stores List	1630	1700
Jeopardy	1700	1730
IFS Workshop	1730	1830

Asia International Flagship Service Training		
	Start	End
Registration and Inflight Manual Check	1330	1400
Welcome to AIFS	1400	1415
All About China	1415	1615
Break	1615	1630
Asia International Forms and AIFS MC	1630	1715
Dinner	1715	1800
All About Japan	1800	1930
<u>Day 2</u>		
All About Korea	0730	0900
Break	0900	0915
AIFS BC Product	0915	1000
AIFS FS Product and Hong Kong Differences	1000	1100
Premium Cabin Workshop	1100	1130
Jeopardy	1130	1200

# 2019-2020

## Line and Service Training



### WEB-BASED TRAINING (WBT)

#### How to Access Web-Based Training through Jetnet

- Log into Jetnet
- Resources
- Learning & Development
- Access the Learning Hub
  - Required tasks will appear under the timeline
  - Select **START** button to launch course

#### Computer and Web Browser Information:

- *iPad Users:*
  - Requires iOS 8.0 or greater. The videos in this course require users to enable 3rd party cookies. The iPad Mini is not supported.
- *Internet Browsers:* Use **only Internet Explorer or Safari to take WBT**. Mozilla Firefox and Google Chrome are not supported.
  - If you receive a warning message that your operating system is not compatible, stop and do not continue with this activity as your progress will not be recorded. You must use a supported web browser to receive full credit.

If you receive a warning message that your operating system is not compatible, STOP this activity as your progress will not be recorded. You must use a supported computer and web browser to receive full credit for this course.

You will not receive a confirmation code at the end of a WBT. Once you complete your Web Based Training, you can ensure completion of all required training by accessing your Training Transcript:

- Access the Learning Hub
- Select “Transcript” on the upper left portion of the screen
- Under “Activities” ensure all required lessons appear with a completion date.

#### Contact Information:

- Difficulties logging in to Jetnet or Learning Hub? Contact the IT Help Desk at:
  - (866) 523-5333
- Difficulties with WBT lessons/content:
  - Contact the Training Support Desk at 1-800-VIP CREW, # (departments), option 6 (Flight Attendant Service Center), option 1 (Training Support Desk). Business hours are Monday - Friday 0700 to 1800 CT/Saturday and Sunday, 0830 -1700 CT.

# 2019-2020

## Line and Service Training



### WEB-BASED TRAINING (WBT)

Please reference the table below for the required WBT to be complete prior to attending class.

Web-Based Training Pre-Requisites	
Course	Web-Based Training
<ul style="list-style-type: none"> <li>• 737 Training</li> </ul>	<ul style="list-style-type: none"> <li>• <u>FSVC1000-737</u> <ol style="list-style-type: none"> <li>1. A/C Familiarization</li> <li>2. Communication/Electrical</li> <li>3. Emergency Equipment</li> <li>4. Oxygen Systems</li> <li>5. Exit Operation</li> <li>6. Emergency Procedures</li> <li>7. Ditching</li> </ol> </li> </ul>
<ul style="list-style-type: none"> <li>• 757 Training</li> </ul>	<ul style="list-style-type: none"> <li>• <u>FSVC1000-757</u> <ol style="list-style-type: none"> <li>1. A/C Familiarization</li> <li>2. Communication/Electrical</li> <li>3. Emergency Equipment</li> <li>4. Oxygen Systems</li> <li>5. Exit Operation</li> <li>6. Emergency Procedures</li> <li>7. Ditching</li> </ol> </li> </ul>
<ul style="list-style-type: none"> <li>• 767 Training</li> </ul>	<ul style="list-style-type: none"> <li>• <u>FSVC1000-767</u> <ol style="list-style-type: none"> <li>1. A/C Familiarization</li> <li>2. Communication/Electrical</li> <li>3. Emergency Equipment</li> <li>4. Oxygen Systems</li> <li>5. Exit Operation</li> <li>6. Emergency Procedures</li> <li>7. Ditching</li> </ol> </li> </ul>
<ul style="list-style-type: none"> <li>• 777 Training</li> </ul>	<ul style="list-style-type: none"> <li>• <u>FSVC1000-777</u> <ol style="list-style-type: none"> <li>1. A/C Familiarization</li> <li>2. Communication/Electrical</li> <li>3. Emergency Equipment</li> <li>4. Oxygen Systems</li> <li>5. Exit Operation</li> <li>6. Emergency Procedures</li> <li>7. Ditching</li> </ol> </li> </ul>
<ul style="list-style-type: none"> <li>• 787 Training</li> </ul>	<ul style="list-style-type: none"> <li>• <u>FSVC1000-787</u> <ol style="list-style-type: none"> <li>1. A/C Familiarization</li> <li>2. Communication/Electrical</li> <li>3. Emergency Equipment</li> <li>4. Oxygen Systems</li> <li>5. Exit Operation</li> <li>6. Emergency Procedures</li> <li>7. Ditching</li> </ol> </li> </ul>

# 2019-2020 Line and Service Training



## WEB-BASED TRAINING (WBT) Cont.

Please reference the table below for the required WBT to be complete prior to attending class.

Web-Based Training Pre-Requisites	
Course	Web-Based Training
<ul style="list-style-type: none"> <li>• <b>A319/320/321 Training</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b><u>FSVC1000-Airbus</u></b> <ol style="list-style-type: none"> <li>1. A/C Familiarization</li> <li>2. Communication/Electrical</li> <li>3. Emergency Equipment</li> <li>4. Oxygen Systems</li> <li>5. Exit Operation</li> <li>6. Emergency Procedures</li> <li>7. Ditching</li> </ol> </li> </ul>
<ul style="list-style-type: none"> <li>• <b>A330 Training</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b><u>FSVC1000-330</u></b> <ol style="list-style-type: none"> <li>1. A/C Familiarization</li> <li>2. Communication/Electrical</li> <li>3. Emergency Equipment</li> <li>4. Oxygen Systems</li> <li>5. Exit Operation</li> <li>6. Emergency Procedures</li> <li>7. Ditching</li> </ol> </li> </ul>
<ul style="list-style-type: none"> <li>• <b>E190 Training</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>No pre-requisite WBT</b></li> </ul>
<ul style="list-style-type: none"> <li>• <b>S80 Training</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>No pre-requisite WBT</b></li> </ul>
<ul style="list-style-type: none"> <li>• <b>International Flagship Service Training</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b><u>FSVC500205-IFS</u></b> <ol style="list-style-type: none"> <li>1. Main Cabin</li> <li>2. International Forms</li> </ol> </li> </ul>
<ul style="list-style-type: none"> <li>• <b>Asia International Flagship Service Training</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>No pre-requisite WBT</b></li> </ul>

# 2019-2020 Line and Service Training



## TRANSPORTATION INFORMATION

- **Transportation from DFW to FSU (north entrance):**  
Departs lower level gate C24, every 30 minutes.
- **Aries Shuttle will also provide transportation to the Flight Academy:**  
Departs from the lower level gate C24 every 15 minutes. Upon arrival at the Flight Academy, proceed across the street to FSU for check-in.
- **Transportation from the Flight Academy (front entrance) to DFW:**  
Departs every 15 minutes and will drop off at the lower level near gate C24
- **Parking on campus:**  
For those of you driving to training, please be aware that construction around campus has led to the removal of the majority of surface level parking on campus. A new garage has been opened that connects directly to the training facility. Please see page 9 for a map of the parking garage entrances.

**Note:** You will be required to scan your badge to gain entry through the emp. entrance.



## HOTEL INFORMATION

Hotel information is available on the Flight Service Website Training home page.

**NOTE:** As a result of campus construction, all lodging for Line and Service training will take place at an off-site hotel. No flight attendant lodging will take place at the FSU Lodge.



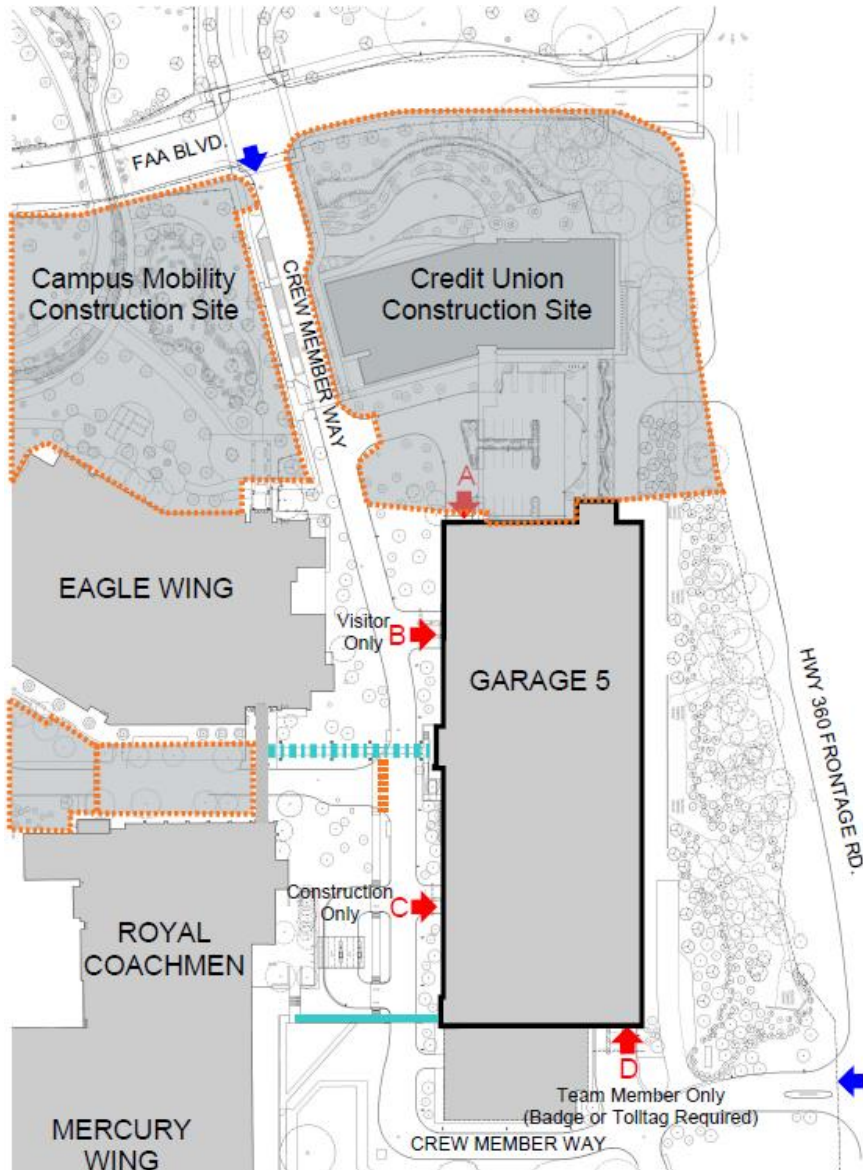
# 2019-2020 Line and Service Training



## PARKING GARAGE INFORMATION

### GARAGE 5

Opening Day Layout  
August, 2019



- GARAGE VEHICLE ENTRANCE
- SITE ENTRY
- COVERED OPEN-AIR PEDESTRIAN WALKWAY
- PEDESTRIAN WALKWAY

# 2019-2020 Line and Service Training



## All Flight Attendants

**TRAVEL\*\*\*\*\*NEW IMPORTANT TRAVEL INFORMATION\*\*\*\*\***

- **All deadheads between base city and training will be A1D – in both directions**
- **All deadheads between your commuter city and training will be A3D – in both directions**

Flights to/from training will automatically be booked from your base station (EXCEPTION DFW SINCE THEY ARE LOCAL) upon enrollment into the course.

### 1. To access your flight information in DECS, type:

- Reference your HI1 or HI2 to obtain training sequence #
- HSS/1/sequence#/ddmmm. Your name should also appear on the crew NS deadhead list for each American Airlines segment.

### 2. To change or make travel arrangements:

You may change your flight to and from training by contacting the Training Support Desk at 1-800-VIP-CREW, # (departments), option 6 (Flight Attendant Service Center), option 1 (Training Support Desk). Business hours are Monday - Friday 0700 to 1800 CT/Saturday and Sunday, 0830 -1700 CT.

If booking your own flight to training or in the event of Irregular Operations (IROPS) or your flight cancels, please see the entries below for self-re-booking:

- **To remove the original flight booked automatically when enrolling in Training:**  
(Class # and Flt # can be found on your HI1)

HIGOR/(Flt Nbr)/(Date)/FA/(From Sta)/(To Sta)/(Pass Class-without “D” indicator)//(ClassNbr)

**Sample:** HIGOR/701/7JAN/FA/LGA/DFW/A1//334 (note the double slash)

# 2019-2020 Line and Service Training

## FLIGHT BOOKING (cont.)

**NEXT,**

- **To book a flight to/from CQ Training from a commuter city:**

HIGOA /(Fit Nbr)/(Date)/FA/(From Sta)/(To Sta)/(Pass-Class-A3D to, A3D from)

**Sample:** HIGOA/593/7JAN/FA/DFW/BNA/A3D

- **Eagle Flights will use the MQ or TE entry**

HIGOA/TE593/7JAN/FA/CLT/CHO/A3D (use TE for Eagle operated by PSA)

**Sample:** HIGOA/MQ369/7JAN/FA/DFW/GSO/A3D (use MQ for regional)