

# PLANE TALK



March 1999

ORDSW

## A TIME TO GO

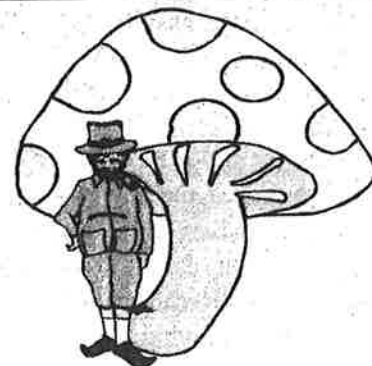
With Spring in the air, it's a good time to awaken our senses and revive our spirits. As the last year of the second millennium progresses, personal goals for the remainder of the year sharpen our focus, priorities are aligned and plans begin to unfold into action.

United faces unique challenges for the year ahead and flight attendant involvement is essential to our collective success. On-time is one of our most important priorities for 1999. We continue to strive to make our commitment to on-time obvious to our customers every day. So you may ask, what does this have to do with flight attendants? We don't push the aircraft back; we don't check-in customers or close the doors.

But, without flight attendants, an essential link is missing; you are valuable to our performance. Why? Because you manage some of the elements that lead to late departures: customers, baggage storage and the boarding process. What can you do? What is within your power to change? The answer lies in everything you already know about your job, but here's a recap:

- It's important to work closely with your Customer Service Representative to discuss loads, potential baggage issues and ticket-taking time (synchronize watches).
- Remain in constant contact with your Customer Service Representative regarding: seat dupes, bags needing to be checked, exit row problems and any other boarding irregularities that may threaten an on time departure.
- Ensure your overhead bins are open and accessible to customers.
- Make frequent reminders about carry-on space options for customers and advise the CSR when your bins are full.

If you remember, back in September, North America flight attendants began to have a greater role in influencing on-time departures as Departure Facilitators. As Boarding Pass Readers continue to be deployed across U.S. airports, and baggage restriction templates arrive in more airports, the need for a designated ticket-taking flight attendant in the gate room has diminished and baggage has become less of a problem at the aircraft door. The entire flight attendant crew is now on board to help greet and settle customers. And therein lies the key, all of you are on board, and all of you can help. Let's work together this year by setting outstanding on-time performance records and bringing back even more customers to United Airlines.



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## TOO TIRED TO FLY? KNOW THE RULES

In recent discussions with the AFA, it was apparent that many Flight Attendants are not aware of the Company's policy on missed assignments due to fatigue. All flight attendants should come to work well-rested and should anticipate the possibility of being reassigned or drafted when they report for duty. This is consistent with the requirements and protections of the Agreement, we also recognize that at times certain unforeseeable situations present themselves in the course of all of our lives and understand that each of you must assess your own ability to successfully perform your Flight Attendant duties. The following is for your information; if you have any questions or concerns, please contact your Supervisor.

### Company Policy On Fatigue

Any flight attendant who claims to be too fatigued to fly will be removed from her/his schedule. This will ensure that the safety of our passengers and crew is not compromised. However, any flight attendant who claims to be too tired to work must give the Company a reason for her/his fatigue. The reason given will be used to determine whether the flight attendant's removal from schedule is documented as excused or unexcused. In determining if the claim of a fatigue is justified, the Company will not consider or evaluate whether the flight attendant's removal from schedule causes disruption to the operation or inconvenience to customers.

An excused absence for fatigue will not be used for disciplinary purposes. An unexcused absence for fatigue may, in and of itself or in conjunction with other incidents, be used in assessing discipline for undependability.

### **Excused Fatigue:**

Fatigue will be excused if caused by substantial irregularities or unusual incidents interrupting a flight attendant's legal rest (e.g., hotel fire, man breaking into room, etc.). The facts and circumstances of each case will be evaluated to determine whether the claim of fatigue is justifiable due to some unexpected occurrence which precluded the proper rest. If a reasonable person would conclude that the claim of fatigue is justified under the circumstances existing at the time the claim is made, the absence will be excused.

### **Unexcused Fatigue:**

A flight attendant is expected to be fit perform the job in accordance with the safeguards of the Flight Attendant

Agreement, including any voluntary scheduling options she/he may have exercised. Specifically, a flight attendant is expected to be able to fulfill their responsibilities for the maximum contractually allowed time on duty. Any flight attendant too fatigued to work under these circumstances may be ill, physically unable to perform the work or has engaged the off-duty activities which caused her/him to come to work unable to perform the job to the full extent provided for in the AFA Agreement. To ascertain the cause of the fatigue under these circumstances, a medical examination of the flight attendant may be required. Unexcused fatigue that is medically related will be treated as an illness absence.

Fatigue will not be excused if the reason for the claim is unfounded or related to off-duty conduct, such as:

- Fatigue claimed after return from vacation, ANP or other days off.
- Fatigue during or after completing a legal pairing which has not incurred any substantial irregularities.
- Fatigue claimed after completion of a trip, but before a legal rest.
- Fatigue claimed immediately after a legal rest. (Medical follow up may be indicated.)
- Fatigue claimed in response to reassignment or drafting with no justifiable cause.

**With respect to compensation, the following applies:**

### **Excused Fatigue:**

- The flight attendant will receive applicable duty/trip rig guarantees and her/his monthly guarantees will not be reduced.
- If the flight attendant is sick, she/he will be placed on sick leave if requested.

### **Unexcused Fatigue:**

- If removed in the middle of a sequence, the flight attendant will be paid for work performed, but duty or trip guarantees will not apply.
- The monthly minimum will be reduced for all flight time credit missed. Since CMS action code of "DNF" will be used, the maximum remains unchanged and the flight times can be made up.

If relieved away from home, the return home will not be compensable.

## APRIL SCHEDULE CHANGES

To respond to continued weakness in the Asian economy, United is making additional schedule adjustments beginning April 4. The company is withdrawing its daily NRT-SEL service and reducing nonstop NRT-SEL service from 13 weekly roundtrips to 7 weekly flights. Also, the seasonal nonstop ORD-KIX, which was scheduled to resume in mid-1999, will remain suspended.

In addition, United will temporarily suspend daily nonstop service on flights UA 1 and UA 2 between LHR and DEL and HKG and DEL. "We are suspending these flights due to disappointing profitability and the likely slowdown in traffic during India's summer season", says Stuart Oran, Senior Vice President-International.

While United has suspended service on routes heavily dependent on leisure travel, it plans to increase service on routes where business travel demand remains high. For example, United plans to add a nonstop between BOS and LHR, a seasonal second nonstop flight between LAX and LHR and a third nonstop IAD-LHR service.

On the domestic front, there will be 25 domestic 747 daily departures in April.

Also, United will significantly expand domestic service from Dulles by increasing daily departures from 73 to 117 with additional nonstop service to 13 U.S. cities.

*What do these changes mean to flight attendants?*  
To balance manpower, HKGSW will be flying additional USA-HKG positions, LHRSW will be flying the third IAD-LHR flight and LAXSW will be flying the permanent and seasonal LAX-LHR flights. We are evaluating the impact of the Dulles growth on DCASW.

With the highly competitive nature of the airline industry and ongoing economic uncertainty, United will continue evaluating opportunities to deploy aircraft to best meet the needs of our customers.

## CULTURE CORNER

Have you ever bought a car? A frightening experience to say the least. What type? What do I need in the car? How do I pay for it? Where do I get the best deal? A million questions need to be answered and you don't have all the information.

So how do you go about getting the right car for you? You shop around. You talk to friends. You question your mechanic. You discuss a loan with your bank.

You gather information from those that have more knowledge than you.

This type of decision-making mode is known as Consultative Decision-Making. It is used when the responsibility for the decision rests with one or more individuals. In making the decision, the decision-maker must be specific, have a broad vision of the issue or is ultimately held accountable for the decision made.

Consultative Decision-Making is normally used when you need input and you don't have enough information to make a decision. You gather information from others that are close to the situation and implement the decision you make. As a result you get/need buy-in and commitment.

This type of decision mode requires that you have enough time to consider alternatives. It does not work when an on the spot decision is needed. It is a good decision mode to use when your advisors may be in the same or different locations. It is an important tool to use when it is too risky for one individual to decide and a good decision is essential.

The next time you need to make an important decision and you don't have all the information you need, use the Consultative Decision-Making mode.

Pursers use this mode, for example, when a flight time is shortened and they may need to alter the service. They gather information and assess the skills of their crew members and then make a decision which they are ultimately responsible for.

March

# Spotlight on ORDSW

## SOMETHING "SUPER" AT UNITED

By Tamara McHenry

What do you do with a group of people who are intelligent, motivated, and incredibly entertaining?..you hire them as onboard supervisors of course.

Jonathan Kriebel, Tom Parrine, and Betsy Wyman are United's brand "New" Flight Attendant Supervisors. They are part of a new program designed to help new flight attendants make a smooth and uneventful transition into flying (and we all know what a transition that is).

I was fortunate enough to have the opportunity to sit down with these people and find out a little bit about them and their new job.

To become a New Flight Attendant Supervisor is not an easy task. Not only do you have to get the job, but then you must go through "training" not unlike flight attendant training (only no training center and you get paid). Training entails attending classes on everything from administrative planning to labor relations and the successful completion of TK.

One of their many responsibilities as New Flight Attendant Supervisors is to monitor new hires for an eighteen month stint, which is formally called "The Professional Development Period", before giving them a high five and a job well done and handing the reigns over to a "regular" supervisor.

It seems only fitting that Jonathan was hired on with United. He believes "that it is a wonderful thing to be hired to help others succeed". It appears that helping others succeed is what he does best. Jonathan was a social worker for five years before becoming involved in aviation. Within the field he has played many different roles. He worked as a flight attendant, Professional Standards Representa-

tive for the union and been a member of the Employees Assistance Program. He feels that because of his unique background he has the tools to "help bridge the gap between management and the employees".

Much like Jonathan, Tom also has a unique background when it comes to aviation. Starting with a small charter company he was able to learn the nuts and bolts of flying before moving on to work for Northwest Airlines and eventually ATA as a flight attendant. While working for ATA, Tom accomplished the amazing task of opening a hub for them in Milwaukee with only a card table and a telephone. Because of this "well rounded background" Tom says he has "the knowledge and understanding" that it takes to help new flight attendants succeed.

Last but not least we have Betsy. She has dipped her fingers into just about everything. By the look on her face, you can tell she is excited to be here and she says, "she hopes to be able to demonstrate that to her new flight attendants so that they remain enthusiastic and excited about what they do".

Betsy worked as a Peace Corps volunteer for two years in west Africa. It was during this time she realized she had the "desire to work with people". The logical choice....she became a flight attendant. Betsy worked for Pan Am until 1986, at which time she made the move to United. While she found flying to be satisfying, she was offered a job she could not refuse with a charter airline based out of Michigan. Betsy was initially hired to write training manuals for Indonesian flight attendants, but eventually found herself writing her very own training manual for a new plane her company was getting.

*(continued on next page) →*

## BON JOUR! REIMBURSED OR NOT?

Each of United's Flight Attendant domiciles has specific language needs due to a given domicile's geographic location, the destinations of its flights, and the demographics of its customers. For example, SFO has seven language requirements to fulfill because of its extensive route structure; while TPE, CDG, FRA, and SCL have one. It's not hard to guess which languages belong to those domiciles but can you guess all seven of SFO's?

Knowing which languages your domicile requires is important for you to know, especially if you are interested in going to an approved school to become language qualified. Per section 12.C.7 of the Agreement, you may receive a 50% reimbursement for the cost of tuition, parking fees and per mile expenses

(currently \$0.27 per mile) for the use of a personal automobile to and from your residence and the training facility.

To receive the reimbursement, the following criteria must be met:

The Language Supervisor must approve the language course. Examples of approved courses would be not only those offered through a university, community college or a certified language school in your country, but also institutions in a foreign country, as well. Private tutoring will not be reimbursed.

You must have been classified as a flight attendant while enrolled in the language course.

You must successfully pass the language qualification test.

The language in which you become qualified is one for which your domicile has language lines or is identified as eligible for language incentive pay (LIP) in the monthly bid cover letter. If your language is not eligible in your domicile, you will be able to receive the reimbursement if you transfer to a domicile where it is eligible and must remain there for a minimum of one year.

**Spotlight** (continued) While I found Jonathan, Tom, and Betsy to be very distinct and unique individuals who bring something very distinct and unique to their new jobs, they each seem to share excitement about the journey that lies before them. I believe that United has done something great by hiring these new folks- not only for business, but for flight attendants.

### MORE FLIGHTS, MORE TIMES, MORE MILES, JUST PLANE MORE - UNITED IS RISING AT WASHINGTON DULLES AIRPORT

Starting April 4, 1999, if you fly to Washington, D.C. at Dulles, you'll find a much busier airport than before! United is growing its Dulles domestic hub by a whopping 60 percent, this means daily departures will increase from 73 to 117! Flights to the eastern seaboard will increase to Atlanta, Boston, Hartford, Miami, New York (LGA), Orlando, and Tampa. Westward flights will increase to Los Angeles, San Diego, San Francisco, Seattle, Chicago and Denver.

This long-term strategic expansion provides United with a more solid presence in the greater Washington area/Mid-Atlantic region. Customers will have greater frequency and choice of service to regional destinations and will gain greater access to United's

seven international destinations currently served from Dulles.

Of all competing carriers in the greater Washington area (Virginia, Maryland, Delaware and the District), only *United* will be able to take customers anywhere in the Pacific, Atlantic, Latin America and major US markets. The expansion is complemented by the United Express/Atlantic Coast network which offers 230 flights daily. And in April 1999, a new terminal will be home to United Express and Atlantic Coast, providing increased regional jet service to our customers.

So, if you find yourself in Dulles later this spring, take a look around - spring isn't the only thing that's busting out all over!



# You Are Remarkable

Onboard Service Division

Did you ever notice a flying partner putting their best foot forward and wonder how you can recognize them? You Are Remarkable is the answer! With this recognition program, you can nominate your peers in many different categories as often as you like. Nomination forms are in the coordinators office.

## Leadership

Matthew Laubhan  
Hidetaka (John) Murakami  
Threse Curtis



## Most Valuable Players

Cindy Aldworth  
Lois Conti  
Joyce Hendricks  
Jonathon Jochem  
Justine Kubica  
Maribeth Weber  
Beth Sells  
Terry Trietsch  
Jeryl True



## Humanitarian

Sharon White-Hoard  
Brian McCarthy  
Kimberly Jack



## We Are United

Jean Frye  
Brian McCarthy  
Answers to Mix and Match

WASTED, VOICES, REGENT, TUNNEL, PALACE, STINGY  
"SILENT REVIEW"

## SAFETY A LA CART

*Cart safety*...many believe this word pairing is an oxymoron, a contradiction in terms much like military intelligence, postal service, jumbo shrimp, etc. Last year, **223** flight attendants were injured in cart-related incidents, making carts the leading cause of flight attendant injuries in 1998, surpassing even turbulence, the *traditional* leader.

Regardless of what you think about carts, you must agree it would be difficult to run an airline without them. There are over 27,000 carts in our inventory and considering their extensive use on board, you can expect spending more time "tangoing" with them. Just as with real dancing, knowing your partner better and coordinating your moves will help you avoid getting your toes stepped on...so to speak.

- **Stowing**...Push the cart onto tiedown, then pull toward you until you hear and feel it latch. Do not engage the toe brake if cart is on a tiedown, that action lifts the cart imperceptibly and can cause it to slide off the tiedown.
- **Retrieving**...When retrieving a cart from a stowed position, pull slowly and steadily rather than use sharp, jerking motions. If the cart doesn't come off the tiedown easily, use the red cart release button. If it still won't move, even with the assistance of a second flight attendant, consider not using the cart. (Hand-run the contents or transfer contents to another cart.)
- **Moving**...Always ask for help when moving a cart any distance. When working a cart alone in the aisle, push it, keeping it close to your body and using the strength of your leg muscles.
- **Positioning**...If tie-down is available, use it, if not set the toe brake every time you leave it. *Never position a cart that obstructs your access to a jumpseat.*

If you talk to flight attendants who remember when we didn't have carts and hand delivered everything, you'll appreciate how helpful carts can be. They may never move you to *dance* in the aisle, but used properly, they should at least allow you to be *safe* in the aisle. **Be cart smart.**

## CLIMATE SURVEY FOR ONE AND ALL

In the first company-wide survey since 1997, all 95,000 employees will receive a Climate Survey in late February for an April return. This is a prime opportunity to voice your opinions and to effect change at the local and system level. The greater the response, the more confident we can be that the results represent the beliefs of all United employees.

The 1999 Employee Climate Survey will be the first to include an Employee Confidence Index (ECI) which measures, through a series of targeted questions, employee job satisfaction and confidence in United. Knowing the ECI will help us gauge our progress toward achieving our new People Objective, one of four core objectives. This objective is to become the *employer of choice in the airline industry*, and long-term, one of Fortune magazine's "100 Best Companies to Work For." Currently, our ECI is an estimated 46 percent favorable rating. Research indicates a direct link between employee satisfaction, customer satisfaction and, ultimately, profitability.

What you should know about the Employee Climate Survey:

- An automated telephone response system records your answers 24 hours a day.
- Participation is confidential.
- Survey should take fewer than 10 minutes to complete.
- An independent consulting firm, Personnel Research Associates, captures the data and releases the results.
- *Survey deadline* has been extended into April.

If you have any questions about the Employee Climate Survey, or have not received your copy, call the Benefits Service Center at (800) 482-5236 (Unitel 482-5236).

The number for the survey that employees can dial in the U.S. is 1-877-825-1999. International based flight attendants may use this number *while in the U.S.* If you would like to call from your home country, instructions for *out of U.S.* calls will be on your *personal* survey.

# ODDS and ENDS

## GENERAL INFO TAPE

Did you know we have a general info tape at ORDSW that can be accessed through 1-800-FLT LINE, option 6, O-R-D, option 1?

Information regarding pay checks, training, and much more can be found on the tape which is updated at least once a week. The tape can also be reached at UNITEL 8-601-4129 or locally on (773) 601-4129

## ELECTRONIC DEPOSIT- WHERE'S MY PAY STUB?

If you have your paycheck electronically deposited do you know where your pay stub goes? It is sent to the domicile and placed in the check box with the paychecks.

Unfortunately because the money is in the bank the pay stub is often forgotten. This causes additional work for the clerks who sort the paychecks when they arrive, alphabetize them and place them in the check box. If pay stubs are not picked up they must match them to the incoming checks and attach them to each other. Recently they have found as many as six or more pay stubs for the same person. Due to the increase of flight attendants at ORDSW this causes an undue burden on the clerks.

There are two ways to avoid this problem.

- 1) Pick up your pay stubs. (*If you have not picked them up recently the alpha clerks have them*)
- 2) For a nominal fee approximately \$14.00 a year they will mail your pay stubs directly from payroll alleviating the clerks of additional work.

*(The form to have them mailed can be found in the forms slot in the coordinators office)*

## Mix and Match A mixed letter word puzzle

Unmix the letters to form a common word and write it in the six squares below the letters, then unmix the circled letters to form your answer.

DEWSAT

○				○	
---	--	--	--	---	--

SOVICE

○	○				
---	---	--	--	--	--

GRENET

○			○		
---	--	--	---	--	--

NUNLET

○		○			
---	--	---	--	--	--

CAPALE

		○			○
--	--	---	--	--	---

TYGINS

○	○				
---	---	--	--	--	--

Print your answer in the squares below

--	--	--	--	--	--



What every flight attendant should do when they first strap themselves into the jumpseat for takeoff and landing

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Answer on page 6

**PLANE TALK** is a publication of ORDSW, designed to provide information of local and system interest. We invite your feedback and ideas on articles and format.

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