

MEC ASHS SERVICE COMMITTEE REPORT

May 2010

Recently, your NWA-AFA MEC Service Committee, a division of Air Safety, Health and Security, met with Delta On Board Services (OBS) management teams to discuss key issues from the volumes of feedback you have shared with us about the new BE service. While the service and safety improvements listed below are “works in progress,” we found the OBS team to be receptive to our concerns, with the common goal of making it work. Following is a brief summary of the changes addressed. We have been reminded, however, that improvements will take time, due to the magnitude of changes to be coordinated with catering kitchens world-wide. We anticipate progress on other key areas, going forward, with additional opportunities to share your concerns.

1. The company advised that serving carts will not return to BE in the foreseeable future. Rather, they encourage us to concentrate on making the hand-run service work to our benefit. They appear willing to work together to make this happen, so please continue to share your thoughts and ideas on [THIS FEEDBACK FORM](#) or via email at service@nwaafa.org.
2. Gray side hanging buckets will be returned to international main cabin, although quantity may be an issue in the short term.
3. Trays for loading main cabin entrees are being tested on PMDL equipment in hopes of finding an alternative to the stuffing of 18 individual entrees into drawers, and less labor intensive meal cart loading.
4. Food service (pick-up) gloves and hand sanitizer will be placed in each galley per flight, and will most likely be the gloves we were previously provided.
5. Service flow, no matter which equipment you are working, is to be run per PMNW charts, ie., Team 1, Team 2, etc. Committee work is underway to standardize the bid sheet and make it easier to understand. We work PMNW service positioning for all aircraft.
6. Hopefully, we will soon see the return of masking tape, whisk brooms, and PSK's to the aircraft, although this is a work in progress.
7. The critical concern of unattended, unrestrained carts and unpredicted/clear air turbulence is being discussed in light of the 'at risk' situation produced by carts in close proximity to seated passengers, as well restricting quick access to Flight Attendant jumpseats. This concern is being elevated to executive management, and new tie-down restraints are being evaluated for each aircraft configuration.