

ONBOARD SERVICE FEEDBACK

Random excerpts through June 22, 2010

“First class had one white bucket full of ice for 24 people and a dinner and predeparture service. On 6 other flights during this same trip, on more than half we did not receive gloves for pickup and clips.”

“Not enough soda for 200 paxs—just enough for one service. We could not do another service because we had no ice or sodas left. Not putting on enough snacks to hand out.”

“Three kids threw up. We don't have a PSK to retrieve on Delta's planes. It was a joke and embarrassing as customers watched us "try" to clean this up.”

“The AFT galley compartments is a hodge-podge of items. We spend so much time searching for coffee bags, trash bags, recycling bags, etc. There is no order of where to locate these items.”

“MC bev carts old and extremely heavy when loaded with all service items—a back injury waiting to happen.”

“Not one glove on entire a/c for pickup, only gray shopping bags, no recycle bags. Then again, who can recycle without gloves?”

“Catering had no clue [our 757 configuration had changed] so they [did not have] adequate supplies. They had Delta South carts that do not fit in our Delta North a/c!!! Catering had to dump everything out of our carts onto the truck floor and transfer everything from DS carts to DN carts--it was a MESS. And then we had to REORGANIZE everything once we were in the air. Unfortunately this is just another example of putting the cart before the horse. Little did we know the little things we took for granted, like a "snack kit" would be a thing of the past and all those supplies would be randomly stuffed in random cubbies in our galleys. This is not only poor planning but outrageously unorganized. Please help us stop this!!”

“The new globe coffee pots are an inch or two closer to the pot than our older pots. The knuckles on my right hand, middle and ring finger are burned and scarred because they always rub against the hot pot while I am pouring coffee.”

“No seals, no forms, no paperwork, no Duty Free boarded out of NRT, Duty Free kits still padlocked on return trip, no port, no dessert wine, no clear direction on the bid sheet as to who is supposed to do what. The Delta Mentor said we NWA FAs just aren't flexible like the Delta FAs because we have to have everything written down and spelled out. I told her it's all about expectations. No one seems to know what they're doing.”

“This goes for all my International BE flights, Atlantic and Pacific: The FAA and the Health Board would only have to see 1 service to shut down this new "run everything" service. Any space is utilized, (and we have no space), garbage cans, carts, floors, while handling both dirty and then clean dishes. We are a mess! If this service, which allows for virtually NO more communication with passengers other than "More wine, are you finished, more bread, did you have the beef?" then I don't see how this is service that is friendlier nor poised. I feel like a bus boy. And I look like one. This job is no longer professional.”

“No one knows what's behind all the compartments. Heavy things (duty free and cases of soda/water) stored up above shoulder height. OJIs just waiting to happen.”

“The carts don't turn so you are dragging them. The new light dishes on the trays are all over the place. Can't load the meals in the carts properly. Not enough supplies. OJ, styros, plastics, coffee, tea (no black) 3 choices of entree and two choices of trays. Asian or western. You CANNOT have the same service for every aircraft unless all aircraft have the same carts and set up.”

“I assisted the lead with breakfast. We took orders and hand ran beverages and the meals. It was total mayhem. With 24 FC people, we ran thru the cabin a minimum of 50 times, not including refills or second beverages. The service is not efficient and the passengers appeared frustrated. Minneapolis frequent flyers are not used to the poor service standard.”

“This service is absolutely ridiculous! I helped in F/C which consisted of running the drinks by hand, (no trays were boarded) two at a time. The lead ran the meals two at a time immediately after the drinks were served. We were running into each other everytime we went back the galley. This service takes forever and is so unprofessional. What is the point, especially when they don't give us an add? We were on the 300 with 5 f/a's. The company wants all this one on one professional service without the tools or f/a's to properly work the flight. I wasn't able to go to coach except to pick up trash leaving just 3 f/a's in the back!!”

“The tools to provide this "premium" service were not available. No trays to run drinks, no napkins in FC, 1 bottle of H2O in F/C and 3 bottles in coach and minimum soda and liquor bottles.”

“After being catered, we discovered that the dirty F/C meal cart had not been taken off the plane but had just been moved to the back galley. In F/C I had 84 wine glasses, 5 drawers of coffee cups and 7 drawers of regular glasses, 4 snack kit drawers...all left over from previous flights. Hence, no room for anything. The caterers are being told to leave things on the galley counters. Overhead bin space is scarce on every plane, as well as closet space. Nothing is being taken off but new unnecessary supplies are being added to the plane with no explanation. We had 3 legs on the same plane. No catering in XXX but when we

returned to ATL, catering came on and added more supplies but didn't take anything off. We still had the dirty meal cart when we got to XXX 12 hours later. The poor crew the next AM must have had a very stinky galley since they do not cater there. Only ice is added. HELP!"

"Whoever said the service is ergonomically sound is not being truthful. Every time you need to scoop ice you need to lift your arm UP and into the bucket causing a repetitive injury to the right or left shoulder. The ice needs to be below the top of the cart so you are reaching DOWN and into the ice bucket. Also, the meal trays are extremely heavy, especially when you are trying to carry two at a time, causing potential wrist injury. Doesn't anyone care about the potential injuries that are going to arise from these repetitive motions? Please address this with the company!! With the cart back in F/C, you actually have time to talk to the passengers in a more relaxed manner without the potential injuries."

"Our meal/beverage service took almost an hour and a half, as we were full to the gills in economy. The galley looked like a tornado had hit it, with all of the excess from the carts stacked on the counter (isn't this a safety hazard when left unattended???) so that we could have functioning carts in the aisle. The person working the first (aft) cart was constantly running to the galley so as not to interfere with the FC service. The line to the lavatories started piling up behind us with more than a third of the cabin still not served. We eventually had to move our carts to the galley and hand run the last few rows around the chaos in the vicinity of the lavs. There was no getting our trash cart out in the aisle for pick up until the congestion abated at the lavs. What were they thinking when they dreamed up this disaster?"

"It's just a zoo! There is no consistency nor sense to where they put supplies/equipment. Dish up continues to be "hands on"--meaning hands all over the people's food. Disgusting! Lack of tools with which to do our jobs. The service continues to be helter skelter despite several weeks into the new service."

"We worked the 767 and had to put all the meals together ourselves. Looks BAD when we try to put everything together out in the aisle. MC galley is seeing less and less supplies. The trays are made out of cheap plastic and present very poorly. The service has truly gone downhill and I hope you pass this on to the Delta management. In addition...working over on the 747 we had 6 FAs in the main cabin for 338 people. This is pathetic and the passengers suffer."

"We were catered in ATL with all used and dirty carts and did not have supplies to do a service in the main cabin. It was only an hour flight. It still was awful. In F/C, like every flight I was on for 5 days, I had 96 wine glasses, 60 china coffee cups, 60 glass glasses, 4 snack kits but only 1 sky basket for 22 people. Go figure!"