

## Flight Leader Program

### Overview

Through the Flight Leader program, a trained Flight Leader will be present on every flight and act as the inspiration for the rest of the crew and for our customers and drive the cultural transformation for the new Delta.

The Flight Leader will be the leader of the crew and responsible for emergency coordination, FAR compliance, conflict resolution, critical paperwork, first class and BusinessElite expert and liaison with our most high-value customers. The On-Board Manual Standards of Performance includes complete details of the responsibilities and expectations of flight attendants flying in the Flight Leader position. The OnBoard Service Standards (OBSS) found on the IFS Portal include complete details of the onboard service basics, service flow and procedures.

The Flight Leader program includes the domestic/Latin America Flight Leader position and international BusinessElite Flight Leader position. Additional training is required to bid and fly Flight Leader "A" or Service Leader "B" positions on international BE market flights.

The Service Leader "B" position on international BE flights is part of the Flight Leader program. While a leadership position in economy, the Service Leader position will have responsibilities that blend aspects of the Flight Leader into the Revenue position. The Service Leader will lead the international service in economy with overall responsibility for those guests.

### Performance

The performance metrics are under development and will include, but aren't limited to, customer feedback and Performance Management observations.

### Premium Pay

Flight attendants flying in the Flight Leader position will earn premium hourly pay. All domestic and Latin America hours worked will be paid at \$2.70 per hour. All international BusinessElite hours worked will be paid at \$5.40 per hour. Hours worked in the international BusinessElite Service Leader "B" position will be paid at \$2.70 per hour.

### Flight Leader Training

#### Flight Leader Training Through Feb. 29, 2008

For those required to obtain the Flight Leader qualification prior to Feb. 29, 2008, click on the link below to be taken to class bidding instructions and the bid form:

[Flight Leader Training bidding](#) (for training before Feb. 29, 2008 only)

**Flight Leader Training Beginning Mar. 1, 2008**

Based on feedback from flight attendants in the test bases, revisions have been made to the Flight Leader training curriculum. Effective March 1, 2008, classroom training will be eliminated and all training content will be covered through required eLearning modules as well as a printed job aid. These materials will be available beginning March 1, 2008 and must be completed by June 15, 2008.

**eLearning**

eLearning modules and a job aid and eLearning assessment are required to obtain the Flight Leader qualification. eLearning modules to be completed beginning March 1 are:

- Flight Attendant Briefings
- Flight Attendant Forms
- Matsushita IFE
- Panasonic IFE
- Rockwell Collins IFE Assessment
- "Day in the life of a Flight Leader" video
- Flight Leader Comprehensive Assessment

LMS will automatically update your qualifications with each training code within 24 hours after y module. eLearning will be paid at a flat rate of \$70 once all modules are completed.

**BusinessElite Flight Leader**

The BusinessElite Flight Leader Training program is designed to provide a BusinessElite Flight Leader with the skills and abilities to deliver a superior international product demonstrating Delta-style service behaviors. The training is an interactive learning experience designed to provide information on the Flight Leader and Service Leader duties on international flights. The training is a blend of traditional classroom content and pre-requisite e-learning. Training is a 1 day, 7.5 hour class available to all flight attendants who've:

- Already joined the Flight Leader program,
- Received international AT, IN and LA qualifications, and
- Flown at least 60 block flight hours in BusinessElite markets during the most recent 3 bid periods or 240 BE block flight hours during the most recent 12 bid periods.
- Effective Jan. 8, 2007, flown at least 60 block flight hours in the domestic/Latin America Flight Leader position or have at least one year of experience as a Delta flight attendant. *Please note:* this prerequisite will be waived for SLC flight attendants who attend training *prior to* June 1, 2008. SLC flight attendants who attend training *after* June 1, 2008 will be required to meet all of the prerequisites.

This class is required to bid or fly in the Flight Leader "A" position or the Service Leader "B" anywhere outside the United States in international BusinessElite markets. International Flight Leader training isn't paid. You'll receive the AC qualification code upon successful completion of International Flight Leader training.

**Bidding**

- Bids submitted before the monthly CBS bid window closes will have award class dates pre-plotted. Bids submitted after the monthly CBS bid window closes will have award class plotted after schedules are released.
- Classes are awarded first come, first served.
- Bids will be accepted and awarded as long as space is available.
- You'll only be scheduled for training on an off day.

**Awards**

- Once a training class is awarded, the schedule code "ACAN" will appear on your schedule at least 2 days before the class date.
- You're responsible for checking your schedule for assigned training dates.

**Changes and Cancellations**

- To change your class, use the Cancellation Form to cancel your class. Then, submit a new request for the new training class.
- Submit cancellation requests no later than 72 hours before your scheduled class date.
- Classes are subject to cancellation when the minimum class size isn't met. If your class is cancelled, you'll be notified within 48 hours of the scheduled class date. You'll then have the opportunity to reschedule your class.

**Pre-Requisites**

You must complete the following LMS e-learning modules before attending International Flight Leader training (if you haven't previously):

- Duty-Free Sales Procedures: IMISDF102. The training code once completed is DF.
- Delta Wine Program: IMISWI101. The training code once completed is WN.
- Cultural Awareness: IINTCA101. The training code once completed is CA.
- Travel Tips: IINTTT101. The training code once completed is TR.
- New International e-Learning Assessment: IINTIA101. The training code once completed is NI.
- International Onboard Leader Forms: IMISFO103. The training code once completed is OF.
- Flight Attendant Forms: IMISFO102. The training code once completed is IF.
- International Marketing: IINTIM101. The training code once completed is IM.
- Panasonic IFE: IMISPS101. The training code once completed is PN.
- Rockwell Collins In-Flight Entertainment Systems: IMISES101. The training code once completed is IE.
- "Day in the life of a Flight Leader" video eLearning module

LMS will automatically update your quals with each training code within 24 hours after you complete a module. Pre-requisite training isn't paid for BE Flight Leader training.

**Class Location**

- Atlanta Training Center, room 400.
- SLC Reservations Building.

### **Class Attire**

- **Business casual attire** (no open-toed shoes, no jeans) is required for class. Refer to HRPM 1014.2 for a complete description and examples of acceptable and unacceptable attire.

### **What to Bring to Class**

- Your up-to-date On-Board Manual.
- Your Delta ID.

### **Travel**

- Positive space travel in economy class is approved for this class.
- Use TravelNet to create your PSY reservation. Schedule your flight to arrive no less than 1 hour before your class start time.

### **Overnight Accommodations**

- Overnight accommodations can be provided to out-of-base flight attendants upon request.

### **Resignation and Reapplying**

Requests to resign from the Flight Leader program must be submitted in writing or email to your FSM. The removal will take place no earlier than 45 days before the affected bid period.

Flight attendants may reapply to the program 1 year from the date he/she submitted a formal request for removal. This request must be received no less than 45 days prior to the affected bid period. Training isn't necessary if the individual flew in the Flight Leader position or attended Flight Leader training within the past 24 months.

### **End of Section**