

Language of Destination Program

Overview

A flight attendant who has met all eligibility requirements, including possessing all travel documents necessary to enter and exit locations where his or her language is used, and has been qualified through independent testing as a speaker of a designated foreign language may be considered a participant in the In-Flight Service Language of Destination (LOD) Program.

As a U.S. air carrier, Delta isn't required to provide language support for our customers when operating flights to destinations inside or outside the U.S. However, market research reveals that our ability to communicate with our customers in their own language is a driver of customer service satisfaction. Delta is committed to providing language staffing on flights where a customer need has been identified.

Staffing may vary due to requirements of specific markets, the availability of a sufficient number of language-qualified flight attendants, and other operational requirements.

Designated Languages of Destination

In-Flight Service requires LOD staffing in the following languages:

- Arabic (AR)
- Czech (CZ)
- Danish (DA)
- Dutch (DU)
- French (FR)
- German (GR)
- Greek (GK)
- Hebrew (HE)
- Hindi (HI)
- Hungarian (HU)
- Italian (IT)
- Japanese (JP)
- Korean (KO)
- Mandarin (MA)
- Portuguese (PO)
- Romanian (RO)
- Russian (RU)
- Spanish (SP)
- Swedish (SW)
- Turkish (TU)
- Ukrainian (UK)

Eligibility Requirements

Flight attendants must meet the following requirements to join and remain in the LOD program:

- Unless hired directly into the LOD program, must have completed 6 months of active Delta In-Flight service experience and be removed from probationary status.
- Must have had no administrative action within the past 12 months.

- Must have an active flight status or approved to go on active flight status within 3 months.
- Must have international training qualifications AT, LA, BE and NG.
- Must be able to successfully demonstrate novice, intermediate or fluent proficiency in a designated language through independent testing.
- Must possess all travel documents necessary to enter and exit locations where his or her language is used.

A flight attendant may be denied entry into the program or removed from the program for not meeting any of the eligibility requirements. In addition, they may be denied entry or removed from the program for being placed on formal probation status or having a work record that indicates poor performance.

Qualification Process

To begin the process, send a written email request to your FSM to join the program. Your Field Service Manager will complete a file review to make sure you meet the eligibility requirements for program participation. If approved, you'll be eligible to schedule a language test. Tests are conducted regularly in 7 bases and the Atlanta Training Center.

Commitment Requirements

Any flight attendant receiving special consideration due to the following reasons is required to commit to maintaining his/her language qualification and supporting the LOD program for a minimum commitment period of 2 years.

- Language reimbursement
- Language-based base transfer
- Recall
- Retesting due to expiration of language qualification (this does not apply to those who retest while qualification is still in effect)

Flight attendants not required to make the 2-year commitment to the LOD program may elect to withdraw from the program by submitting a written notice of withdrawal to the LOD Program Manager at LODSupv.IFS@delta.com and their Field Service Manager 60 days before the first affected bid period. Please see chart below.

Re-entry into the LOD program will not be permitted for 1 year from the effective date of the qualification removal. Flight attendants whose previous language qualification validity period is still in effect may seek to regain their qualification, upon written request to the LOD Program Manager and their Field Service Manager, without further language testing. Flight attendants whose previous language qualification validity period is no longer in effect will be required to re-test to regain their qualification and will be put in a two year commitment to the LOD program.

LOD Removal Chart

LOD qualifications will be removed approximately 2 bid periods after the bid period for which you have most recently bid. Re-entry to the LOD program will not be permitted for 1 year from the effective date of the qualification removal. If it's confusing, just follow the chart.

Date Request Removal	Removal Date	Month no longer holding a LOD line	Month Eligible for Re-Entry
Jan. 12 - Feb. 11	May 6	May	May
Feb. 12 - Mar. 11	Jun. 6	June	June
Mar. 12 - Apr. 11	Jul. 6	July	July
Apr. 12 - May 11	Aug. 6	August	August
May 12 - Jun. 11	Sep. 6	September	September
Jun. 12 - Jul. 11	Oct. 6	October	October
Jul. 12 - Aug. 11	Nov. 6	November	November
Aug. 12 - Sep. 11	Dec. 6	December	December
Sep. 12 - Oct. 11	Jan. 6	January	January
Oct. 12 - Nov. 11	Feb. 6	February	February
Nov. 12 - Dec. 11	Mar. 6	March	March
Dec. 12 - Jan. 11	Apr. 6	April	April

Sufficient and Insufficient Language Staffing

For staffing planning purposes, system language staffing needs will be assessed. These staffing projections may be subject to monthly adjustment at the base level to coincide with changes in scheduled flying.

A language is considered sufficiently staffed if the number of flight attendants available at the base level meets or exceeds the number required per base, per language, as determined by operational need. A language is considered insufficiently staffed if the number of flight attendants available at the base level is lower than the number required per base, per language, as determined by operational need.

Actual Staffing by Market

The LOD staffing by market is reviewed twice per year. Actual staffing by market is published each month in the Flight Attendant Bid Packages.

Scheduling Parameters

Those participating in the LOD program aren't always guaranteed to hold LOD flying due to seasonality of some routes, unexpected schedule and network changes, and the dynamics inherent in CBS bidding.

Participants in the LOD program aren't required to bid to fly their applicable LOD position when bidding in CBS. However, flight attendants in the program may be subject to reverse-order assignment to cover open language positions that aren't filled through the monthly bid process if they choose not to bid an LOD position.

For flight attendants who are qualified in more than one language and who bid to fly LOD positions, CBS will look at language preferences but assign as needed to cover rotations in the language with the greatest staffing need. CBS will award flight attendants 1 language category only.

Access Days will be assigned in combination with scheduled LOD trips during bid award. If all language positions can't be covered after all qualified flight attendants have been assigned to the language, Access Days will be removed in seniority order until all trips have been covered. LOD flight attendants with Access Days will be used for language trips, if needed, irrespective of Access Day preferences.

LOD positions will remain in Open Time until one calendar day before the trip operates. Every attempt will be made to cover the position in-base first before moving to an out-of-base coverage process. The position will only be converted to a regular position if no Move-Up requests exist and no LOD-qualified Access Day holders are available.

LOD flight attendants with a LOD trip may not request to move-up to either a LOD or regular position on another trip, but they may swap LOD trips with Open Time. Open Time swaps can occur across language categories with the following stipulations:

- If there's only one LOD position scheduled for a flight, no Open Time swaps will be allowed off the trip.
- If there's two LOD positions, Open Time swaps will be allowed down to one position.
- If there's more than two LOD positions, Open Time swaps will be allowed down to two positions.
- All Open Time swaps must meet Trip Trade Balancer requirements.

LOD flight attendants may additionally swap language trips among themselves using the eCrew SwapBoard, and may pick up trips of any kind from Open Time or the SwapBoard on scheduled off days.

LOD flight attendants with Flight Leader qualifications may request escalation to the Flight Leader position on an LOD trip. LOD flight attendants will generally not be involuntarily escalated into the Flight Leader position on an LOD trip.

Base Transfer and PLOC

When a language in a base has been identified to have insufficient staffing in a language, a voluntary transfer process will be offered to qualified LOD flight attendants throughout the system. Transfers will be awarded in seniority order within the group of volunteers until projected staffing requirements have been met for a particular base. Up to \$3,500 in relocation assistance will be offered to volunteers who desire to and are selected to physically relocate to a new base city. This incentive will require a 2-year commitment to the LOD program.

Guarantees can't be made regarding consistent language rotation awards for the language flight attendant who volunteers to transfer. Transfers of LOD-qualified flight attendants to or from bases with insufficient LOD staffing may be denied and may require a 2-year commitment to the LOD program or the removal of the language qualification.

PLOCs will be awarded to all LOD flight attendants based on operational requirements and language category system seniority to protect required language staffing needs.

Performance Expectations

To maintain and improve our competitive position and provide consistent customer service, in addition to regular assigned duties, language-qualified flight attendants operating in a language position are expected at all times to:

- Provide published safety, marketing and general public address announcements. Using privately translated announcements or announcements from other carriers isn't permitted.
- Provide customers translations of announcements made from the flight deck and the On-Board Leader/Flight Leader.
- Seek out and with a formal introduction advise our foreign customers of the availability of language-qualified flight attendants onboard.
- Proactively engage in conversation with our foreign customers (in the language of destination).
- Support the entire onboard team by offering to assist in both cabins during the flight.

Test Scheduling

Language testing is conducted by Alta Language Services by telephone. Language proficiency assessments are available in the following locations:

- ATL (A, E & Training Center)
- BOS
- CVG
- JFK
- LAX
- MCO
- SLC

Tests should be scheduled at least seven days in advance and are available Monday through Friday (except holidays) from 9 AM to 6 PM ET. Thirty minutes should be allotted to complete the assessment process.

Flight attendants may schedule an assessment evaluation by contacting Alta Language Services at (888) 465-4648 or through their website <http://www.altalang.com/testing/clients/djv-delta/delta.htm>. If scheduling a test on-line, a confirmation will be sent by email. Instructions may be provided by Alta in preparation for the actual test process.

The following information will need to be provided to schedule an evaluation:

- Employee number
- Full name
- Target language
- Desired date and time
- Location for testing
- Contact phone and fax number

Scheduling changes must be made at least 7 days in advance of the scheduled evaluation by calling Alta at (888) 465-4648. Failure to appear for the scheduled evaluation or cancellation within 7 days will result in a 90-day embargo before testing can be rescheduled.

Language Testing and Proficiency Requirements

Candidates should arrive early to the testing location on the scheduled day of the test, and advise a base representative to begin testing set-up. The assessment process will last approximately 15 to 25 minutes. After an initial introduction, the assessment will be conducted entirely in the target language by an ALTA evaluator and will be recorded.

The evaluation will start with 2 announcements that the flight attendant would routinely make on an international flight. The next part of the assessment will be composed of a series of personal and general questions. The responses will demonstrate the working knowledge of the target language. More elaborate answers will, therefore, be better than shorter answers. This is designed to give the evaluator a more thorough understanding of overall language ability.

The last part of the evaluation will test knowledge of aviation vocabulary. The flight attendant will be asked questions which could be encountered while working a flight. There may be questions related to passenger complaints or what certain parts of the aircraft are used for. Answers to these questions will be assessed for both content and expression. Following the assessment process, the ALTA evaluator will review the tape and assess the flight attendant's language ability based on guidelines determined by Delta.

Qualification terms will be based on performance in the following Delta Air Lines approved categories:

- Comprehension
- Communication
- Grammar
- Vocabulary

A qualification term score of "Fluent", "Intermediate", "Novice", or "Below Minimum Requirements" will be given for each of the categories. The final assessment result will be derived from the lowest qualification term score in any of the 4 categories. For example, if a "Fluent" score is received in three categories and a score of "Intermediate" is received in the fourth category, the final score will be "Intermediate". Thus, it is possible that a native speaker with poor grammar skills could receive a final score of "Intermediate".

Flight attendants will have the ability to view and discuss their evaluation with their local Field Service Manager. To ensure the privacy of our contracted evaluators and the overall integrity of the LOD program, only General Office personnel will have direct contact with the evaluator group.

Delta will pay for 2 language tests in the same language provided the employee makes a 2-year commitment to Delta's LOD program. Re-qualification testing will be paid by Delta.

Both active and inactive flight attendants may complete a language test for the purpose of obtaining a LOD language qualification at any time

Qualification Information

Initial results and a recording of the evaluation will be forwarded to the Coordinator of the Language Evaluation Administration office. Hard copy notices will be forwarded to the Field Service Manager in 2-3 weeks. Allow 7 to 10 business days for results to appear in DBMS.

Based on the outcome of the assessment evaluation, a candidate will receive one of four results.

Fluent

10 year qualification term based on the following criteria:

Comprehension

- Candidate appears to have the ability to comprehend up-to-date/new expressions and cultural nuances.

Fluency

- Candidate displays broad flexible control and perfect fluency of language. Proper syntax appears naturally articulated.
- Candidate displays minimal or no traces of regional accents.
- Candidate's language is at an educated level and not colloquial.

Grammar

- Candidate displays educated knowledge of the language and complex linguistic structures.
- Candidate displays no problems with complex verb structures, choice of past tense, use of subjunctive, conditional, imperative, gerund, infinitive, participles, active and passive voices, the agreement of tenses, etc.
- Candidate displays no problems with complex grammatical structures, hypothetical clauses, indirect discourse, prepositions, irregular comparative and superlative adjective forms, all pronouns, adjective and noun agreements, subject and verb agreements, agreements of the past participle, negative structures, indefinite adjectives and pronouns, partitive, use of semi-auxiliaries, formal and informal speech, etc.

Vocabulary

- Candidate can precisely and accurately with well-informed choice of vocabulary, convey correct message appropriate to the context (social, situational, emergency or stressful).
- Candidate does not use regional terminology.
- Candidate will display the ability of stylistic nuances, broad range of vocabulary and appropriate use of metaphor/proverb/idiom. In addition well-chosen cultural, historical and literary references may characterize the overall performance.
- Candidate obviously keeps up with current information of target language country.

Intermediate

4 year qualification term based on the following criteria:

Comprehension

- Candidate may make an occasional mistake in understanding of long and/or complex structures.
- Candidate understands and is capable of responding to most idiomatic expressions and can comfortably follow cultural nuances.

Fluency

- Candidate's speech is almost effortless and quite smooth although obviously dealing with an acquired language. The performance is admirably fluent and discourse is well organized.
- Candidate is capable of sustaining wide variety of speaking tasks. Relationships among ideas are clearly marked with a moderately wide range of appropriately used discourse devices, such as synonyms, complex use of adjectives and varied syntactic patterns as use of passive structure.
- Candidate may display hesitations and self-corrections, as well as some searching for words, however, this is not perceived as disruptive or as lack of solid command of language. Development of ideas is clear. Transition between ideas, conclusions, parenthetical observations etc., is appropriately indicated, by intonation, controlled speed change and the appropriate target language equivalents of rhetorical devices as examples. Communication is largely independent and confident, but noticeably non-native.

Grammar

- Candidate's structural accuracy and flexibility is near that of a native speaker.
- Candidate's range and control is pleasantly accurate and instinctive.
- Candidate displays a wide flexibility of expression.
- Candidate may display infrequent mistakes; however, these do not give rise to ambiguity or misunderstandings and do not unfavorably impress the native auditor.
- Candidate displays solid knowledge of complex grammatical structures even if not always applied or self-corrected.

Vocabulary

- Candidate displays minor and infrequent imprecision of vocabulary use.
- Candidate has a wide range of contexts in which words are accurately used.
- Candidate displays accurate use of idiom, humor and cultural references.
- Candidate displays clear understanding of lexical subtleties.
- Candidate is not likely to use words inappropriately, which could cause embarrassment.
- Candidate has an accurate knowledge of aviation vocabulary, which is maintained even under stress.

Novice

2 year qualification term based on the following criteria:

Comprehension

- Candidate appears to have good general understanding of the language but needs an occasional clarification, repetition or paraphrase.
- Candidate appears to follow native speech, which has not been adjusted in speed.

- Candidate may have difficulties with rapid speaking natives or natives expressing themselves with strong regional dialects.
- Candidate catches own non-understandings, which are relatively infrequent.
- Candidate's range of comprehension appears to be quite wide and depends very little on similarities between the target language and English.
- Candidate's comprehension may be obviously greater in those areas in which the candidate participates more directly in knowledge of subject matter.

Fluency

- Candidate speaks readily and suitably fills pauses.
- Candidate's discourse is cohesive.
- Candidate tends to speak in translations of English using English sentence structures.
- Candidate's continuity and quantity of speech is adequate for all but the most complex communication tasks where stylistic and grammatical errors tend to occur more often.
- Candidate may experience long lapses in production. False starts and unintentionally incomplete sentences may occur but are self-repaired or otherwise are not offensive to the native auditor. Substance exceeds form.
- Candidate's flexibility is somewhat limited.
- Candidates some might consider "natives" may appear in this category, especially those who have been away from their country for many years.

Grammar

- Candidate appears to have solid educated grammatical knowledge.
- Candidate may display some acceptable structural inaccuracies, which will rarely cause misunderstanding.
- Candidate clearly understands and observes the difference between formal and informal voice.
- Candidate appears comfortable using complex verb structures.
- Candidate may display occasional mistakes in agreements and in use of parts of speech.
- Candidate's errors are not perceived to be major deficiencies in the context in which they occur.
- Candidate's mistakes do not detract from the image of a well-prepared speaker (native or non-native).

Vocabulary

- Candidate displays relatively natural use of vocabulary.
- Candidate's lack of breadth is obvious but does not detract from capacity to face most topics and situations.
- Candidate will rarely display stylistic nuances and sophisticated terminology but serious vocabulary errors are also infrequent.
- Candidate may possibly misuse idioms etc., and may display some direct translations from English.
- Candidate's knowledge of aviation vocabulary may decrease under stress; however, candidate must have breadth of standard vocabulary to convey the necessary communication.

Below Minimum Requirements

No qualification term based on the following criteria:

Comprehension

- Candidate fails to comprehend or respond to more than 30% of questions/situations presented in the target language during the language proficiency testing session.
- Candidate's comprehension appears to be limited to common routine topics for which the candidate has prepared or has some experience (i.e. simple onboard service tasks etc.).
- Candidate needs to have the speed of well-expressed native speech adjusted in order to comprehend.

Fluency

- Candidate speaks readily but not fluently. Continuity and quantity of speech appears to be adequate for a variety of communications tasks, usually the non-stressful ones. However, hesitations, false starts, self-interruptions and self-corrections abound.
Candidate will display sharp drop in fluency under stress.
- Candidate's range of discourse devices is very limited. Verbs tend to be all in the same tense or incorrectly conjugated.
- Candidate's performance lacks cohesion.
- Candidate does not understand nor observe proper usage of the familiar and the formal voice.
- Candidate is capable of expressing a main point but in a somewhat inarticulate fashion.

Grammar

- Candidate displays inconsistent accuracy in important areas of syntax and linguistic expression, which distracts the listener.
- Candidate will not always remember formal structure is not recognizing its importance.
- Candidate avoids complex verb tenses and verb agreement is inaccurate.
- Candidate is generally comprehensible but possibilities exist for confusion. The overall impression is that of an improperly learned target language.
- Candidate's knowledge of the target language is based more on exposure rather than accurate study.
- Candidate may utilize "street language." Such language is disagreeable to the native listener.

Vocabulary

- Candidate displays very imprecise use of vocabulary, which is limited in extent.
- Candidate often rephrases questions instead of suggesting new words. There is evident reluctance to speak for fear of making mistakes.
- Candidate utilizes many made-up words.
- Candidate may frequently utilize regional vocabulary.
- Candidate lacks knowledge of idiomatic expressions.
- Candidate displays tendency to use other languages.
- Candidate displays no knowledge of formal discourse.
- Candidate tends to make up words.

Once certified, it's the flight attendant's responsibility to schedule subsequent tests to prevent a lapse in language qualifications. A flight attendant may re-test as early as 6 months before the certification expires without jeopardizing his/her current language qualification term.

Language Training Assistance

The In-Flight Service Language Training Reimbursement Program is administered by IFS Learning and will reimburse up to \$1,000 each calendar year for class tuition.

To qualify for language reimbursement a flight attendant must study a language designated in the IFS LOD program, must successfully receive a qualification in the language of study, and must make a 2-year commitment to Delta's LOD program.

Flight attendants with current LOD qualifications wishing to improve their skills in the same language are also eligible for tuition reimbursement, but aren't required to take a qualification exam or extend their LOD program commitment as a condition for reimbursement.

Language Training Reimbursement doesn't cover the costs of books, training materials, transportation, room and board, or other non-tuition fees. Therefore, an itemized and detailed invoice with clear visibility to actual tuition expenses is required for reimbursement.

Eligibility Criteria

- Language training reimbursement is available for active flight attendants only.
- Language of study must be in one of Delta's designated LOD program languages.
- Minimum six-month employment with Delta.
- Employee in good standing.
- Approved at the base level or department by your direct manager.
- Successful completion of course, successful receipt of language qualification, and 2 year commitment to LOD program.

Process

- 1 Choose a school from the list of Participating Eligible Institutions.
- 2 Contact the administration of the chosen school for attendance requirements, tuition amounts, number of lessons or units to be studied, registration fees, books and materials fees, start and end dates of lessons to be purchased.
- 3 Submit an online Pre-Approval Request no earlier than 4 weeks and no later than 1 week before the class start date. A pre-approval email must be received from the candidate's Field Service Manager before class begins. Classes will not be eligible for reimbursement without prior approval. A separate Pre-Approval Request must be submitted for each new class purchased.
- 4 Another Pre-Approval Request must be submitted if the class start date changes to a date 4 weeks from the original start date and/or your school information changes.
- 5 Submit an online Reimbursement Request within 90 days of class completion.

- 6 Send a copy of the received pre-approval email, the original certificate or completion letter, and the original detailed invoice within 90 days of class completion.

Send via company mail to Language Training Reimbursement Program, Dept. 607, ATG. Send via U.S. mail to Language Training Reimbursement Program, Dept. 607, 1010 Delta Boulevard, Atlanta, GA, 30354.

These items should be on the school's letterhead and contain the school's raised seal or administrators signature and title. Keep a copy of all paperwork before submitting.

Flight attendants will have two opportunities to receive a passing grade on a language proficiency test for the purpose of receiving a qualification and language training reimbursement. If a flight attendant is unsuccessful in passing the first language proficiency test, he/she will be required to wait 90 days before making a second attempt. If the flight attendant is unsuccessful in passing the language proficiency test on the second attempt, requests for language training reimbursement will be denied.

Reimbursements are processed two times per month and are included in an employee's paycheck. There is a one-year time limit to complete the number of lessons initially requested from the date of the first class.

End of Section