

## **ONBOARD SERVICE FEEDBACK**

### **Random excerpts through June 28, 2010**

"I saw a big sign hanging at Inflight that said, "The Year of the Customer." Is that for real?"

"I honestly don't know what to believe any more as it seems like [service and staffing are] a moving target from day to day. I'd like a consistent answer for a change. Sadly, this harmonization isn't creating much harmony amongst the crewmembers because of all the guesswork involved or making do when we don't receive the appropriate tools."

"Question: Is it a new directive to no longer hook up ground air or run APU's to provide a safe and comfortable environment for our customers and employees?"

DC9 Sweat Lodges. My career has gone full circle and I find myself back on the DC9. The working conditions on my current trip are deplorable. There has been no air on the aircraft prior to boarding. The planes are like sweat lodges when f/a's board and always the passengers are boarding right behind us. Sweat is running down my back and face as I gracefully try to wrangle overgrossed bags and bins in my wool ensemble. I feel so sorry for the passengers."

"DC-9. We had no trash cart or the old fashioned boxes. The other carts were so full of superfluous stuff, like the unnecessary coffee thermoses, condiment caddies WITHOUT clips and round ice buckets (that hold nothing but take up LOTS of space) that we did not have room for garbage, except for the fact that we did MASSIVE reorganizing!!!! Not having a trash cart is not acceptable!"

"BE Service puts carts in front of jumpseats making it untimely to get to a jumpseat and/or phone in unexpected turbulence. At least with the old service, the carts were in the aisle, leaving jumpseats open for quick access when needed in clear air turbulence."

"Regarding the new Delay Announcements-- I can hardly wait to see the reaction from an aircraft full of passengers experiencing a 2 to 3 hour delay when I tell them that they are welcome to buy a headset for \$2.00 to watch the entertainment that we'll be playing as a result of our lengthy delay. Who writes this stuff? It's very entertaining."

"This was a round trip catered flight in the middle of summer to TEXAS. The food for the return flight really did not have proper refrigeration...it was not even cold when served."

"Why do we have so many little bottles of water???? Besides being environmentally unfriendly they also are cumbersome and take up too much space!!!"

"Provisioning is cut to the bone. On second service we run out of Coke and Diet Coke even after pouring on all other services."

“Comments from the passengers:

"What happened to your carts!"

"Did your cart break?"

"What a lot of running around!"

This was for a service that went quite well.

I have a great amount of time LESS for talking with the passengers because I have to go back to the galley to get food, beverages, etc. for the next two passengers. Everyone is waiting to be served!!! If I had my cart in the aisle, I am able to talk with and spend time with the customer while I am asking them what they would like to eat. [I can] possibly show them the choices, conversing while unwrapping and preparing their tray!!!! [This] is completely the opposite of what the company says and wants!!!! It simply does NOT make sense.”

“Coming back from CDG to MSP – no audio or reading lights in main cabin the entire flight with nothing to give passengers for apology.”

(re: 767) “This airplane/galley is so INFERIOR compared to NWA equipment, etc. The carts are horrible (OJI waiting to happen), no gloves either direction, plastic glasses that stick together, special meals unmarked, terrible service with just four FAs.”

“BE Beach Market GU packing is spread over three BE galley units, when it could be consolidated into two main deck galley units. Duty free needs to move from GU 1 to GU 2. Ice cream/topping needs to move to GU1 from GU2. Second service needs to come downstairs. There is plenty of room for improved and convenient catering on the 747-400.

- ✓ Continue to have catering problems in AMS.
- ✓ Beverage cart beer kit holding only ice.
- ✓ Special meals missing or boarded with no pax match.”

“The bucket on top of the cart will provide for more shoulder and neck injuries....mine are already aggravated!”

“Is anyone else experiencing a huge amount of thumb, hand and wrist pain from hand running these dinner trays and beverages—especially with the flimsy white snack trays???”

“ANOTHER HUGE ISSUE – It seems like flying around turbulence is thrown out the window, never any word from the flight deck to anticipate it-really BAD!!!!!!!!!!!!!!

Also, the [767] BREAK SEATS are a COMPLETE JOKE—absolutely the most uncomfortable seat I've ever been in.”

“We are back to two positions in UD, and don't tell me that BE downstairs galley comes upstairs to help. I have worked that position and you never have a free moment. So five FAs for 42 people downstairs and only two FAs for 24 people upstairs. I know this will never happen but we need 15 FA on that aircraft to do the service the way Delta wants it done.”

- ✓ “The tray liners are slippery and the paper doesn't fit. The trays aren't sturdy enough and the glasses are too heavy for them.
- ✓ Where are the coat tags to hang coats for our HVC's?
- ✓ Sometimes the snack basket is an ugly beat up plastic tub.
- ✓ We don't get enough water in M/C to do water walks on long flights.”

“There seems to be no more flying around turbulence like NWA did and no heads up from the flight deck that we will be going through BAD turbulence. On this aircraft with only two jumpseats in the aft galley this is a HUGE problem. There were three or four FAs in the back galley when we unexpectedly encountered turbulence, and there was no way to make it back to a jumpseat at door 3. Some passengers were sitting down on the floor!!”

“How many OJIs did/does Delta have? No gloves, ridiculous plastic glasses, trays that aren't interlocked so you have to crawl inside the cart to get that last row, a service that is horrible with only four FAs. ARGHHHHHHHHHHH!”

(re: A330) “Service isn't working at all on the 200 aircraft. We can't all work out of the #2 galley and carts are at the doors on both sides and blocking our jumpseats. That airplane was never designed to hand run in BE. If they would at least put beverage carts back into the aisles, then we would be out of MC way and they would be out of ours. Everyone is getting stressed out with the service and what about safety and blocking our jumpseats?”

“AMS is no longer providing seat numbers or names for the special ordered VLML or AVML. It is an entirely different entree than the vegetarian pasta that is boarded as a choice. We have been getting anywhere from 12-20 of these SPML's but have no idea where they go. Catering is blaming the new Delta system and the final passenger report gives us the names and seat numbers of all the other SPML's but not the AVML or VLML. We are being forced to give these out to the last passengers served who are not happy with a rice and vegetable meal. I have done 3 of these flights in the last 2 weeks and no one seems to know how to rectify it. They just keep telling me "It's the Delta computer system," like that's an answer. Thanks for your proactive stance on helping to rectify these multitude of issues we've been dealing with!”