Pre Flight

* Check and stow catering
* Switch on galley and cabin power
* Check all cabin lights working
* Check operation and condition of seatbelts, seats, tables reading lights, call buttons
* Check general cabin interior
* Check portable water levels
* Ice drawers filled
* Chill any cold drinks, wine
* Stow cabin baggage crew
* Set out newspapers/magazines
* Display flowers
* Check emergency equipment
* Check galley equipment is operational
* Switch cabin monitors to airshow mode
* Check lavatory appearance, and operation
* Ensure temp sensor is cleaned of lint
* Check all tablets/ipads/devices are charged and operational

Pre departure

* Check personal appearance
* Assist as needed with loading baggage and check that hold door is closed
* Check all passengers cabin baggage is stowed and secure
* Ensure all passengers have passports
* Take Jackets and hang in wardrobe
* Introduce yourself if not already done so, give flight time and weather
* Perform passenger safety briefing
* Collect passenger safety cards
* Check all passengers secure in seats
* Adjust cabin lighting
* Check all cabin doors open and secure
* Check galley is secure
* Stow flowers and anything else in cabin for departure
* Give cabin and galley secure command to flight deck
* Take seat for departure

In-flight

* Close acoustic door
* Adjust lighting as required
* Check flight deck for drinks/snacks
* Replace flowers and cabin items
* Meet immediate needs of passengers (give drinks, offer pillows/ blankets)
* Check with passengers as to service requirements
* Check toilets regularly
* Be constantly aware of sounds, smells temperature galley noise, tidiness of cabin etc
* Check flight deck at regular intervals
* Assist any staff travelling with main passenger as to their needs and preferences
* If children on board check with nanny or parents as to their wishes for meals / drinks

Pre-landing

* Clear galley of service equipment
* Offer hot/cold towels
* Stow all flowers and displayed items
* Check all tables stowed
* Secure galley/cabin and lavatory
* Adjust cabin lighting as required
* Open acoustic door
* Give passengers landing temperature
* Ensure all seatbelts secure
* Give cabin secure to cockpit
* Know customs law re Alcohol

Arriving at ramp/hangar

* Adjust cabin lighting
* Return jackets, coats, hats and stowed carry-on items to passengers
* Advise principal passengers any landing regulations ie customs / immigration requirements
* Turn on air-stair and entry lights
* Assist passengers once door open with any cabin baggage
* In rain assist with umbrella

Arrivals

* Do not allow anyone off the aircraft until you have been cleared by customs
* Check cabin for personal items left on board
* Make an inventory list and take with you
* Clean any crockery, glasses, cutlery
* Clean and tidy cabin, galley, chillers, ice drawers, wipe down tables, clean marks from windows, fold and store blankets and pillows
* Have toilet dumped and clean lavatory
* Re stock as required from supplies
* Re-stow seat belts and vacuum cabin
* Report any faults to cockpit for log
* Throw out all garbage
* Ensure all window shades closed
* Count linen
* Get catering information from FBO and any brochures or business cards
* All electronic items returned and charged, window shades closed
* Ask FBO about available newspapers

Catering

* VIP profile and total number of passengers
* Flight duration
* Available equipment
* Menu
* Budget
* Resource catering providers
* Creativity
* Equipment (pre-plated if required)

Other notes

* Remove all chocolate and wine if in hot or very cold countries
* In extreme cold weather you will be required to empty all portable water and dump toilets and remove all wines and liquids from aircraft
* In extreme cold weather check if life rafts are to be removed
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