

CC6147

Posted on 04.04.2023 by Jennifer Curran

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Report TitleCRM

Initial Report

Aircraft was delayed due to tech issue and crew met in hotel lobby later than planned. New first officer joined crew, wasn't new to the company, had 3 stripes. A short pre-flight briefing was given by the captain but neither introduced the joining first officer to the crew. On board the joining first officer did not introduce himself to the crew.

Crew were concerned that if officials boarded the aircraft as sometimes happens or if there was an emergency they would not even know the first officers name. We are taught the importance of CRM in annual training and this is routine in our day to day operations. No CRM was offered on this day.

I asked 10 of the crew if they knew the first officers name or if they had been introduced. Only one did, they said they had approached the first officer and introduced themselves in the hotel lobby.

I raised my concerns with the SCCM and asked them to address this. They said they wouldn't as the flight crew had enough to deal with due to the technical issues with the aircraft and that they didn't want to worry them when they had a plane to land 8 hours later.

They had ample time on the transport to the airport, and ample time during the delayed transit and the flight to introduce themselves to the crew but chose not to. I also saw them in the galley at one stage. They made no effort to even talk let alone introduce themselves.

Comment

Communication is a process by which information is exchanged between individuals and communication, as always works both ways. There are many reasons why an introduction may have been missed, however it is never too late for anyone to take the first step to introduce themselves.



