

FC5182(A)

Posted on 26.10.2022 by Steve Forward

Category: [Flight Crew \(Commercial\)](#)

Report Title Inexperienced cabin crew

Initial Report

Taxiing out for departure, Number 1 cabin crew called the flight deck and advised a pax had been physically sick in the cabin and that they needed time to check on their wellbeing before departure. The Number 1 was attending the passenger and the three other cabin crew had limited experience (Number 4 was only recently on the line). Number 2 or 3 called the Number 4 via the interphone and asked them to turn on the cabin lights (as the cabin was in darkness prior to departure at night). Number 4 was unable to simply locate the cabin lights switch on the attendant panel. Unable to turn on the lights, the Number 1 then had to leave the ill passenger and return to the front galley to turn on the lights themselves to then go back and assist the passenger. My concern is that new cabin crew are unable to locate simple, yet critical equipment and switches used daily, and the experienced cabin crew (only the Number 1 in this case) was doing all the work themselves dealing with the passenger, communicating with the flight deck and managing the cabin environment. This was a simple medical issue; however, it could very well have had a disastrous impact given the level of experience in the cabin that day.

Comment

In addition to the Cabin Crew Advisory Board's comments, we would add that junior cabin crew might not operate the associated panel at all in day-to-day operations and, although this may well have been a one-off event, there is a case for cabin crew to receive periodic recurrency/refamiliarisation training in all cabin equipment and its operation for the purposes of resilience should the SCCM become incapacitated or over-tasked. Although current cabin crew annual recurrency training covers safety equipment and they are encouraged to make sure that they are familiar with all equipment in the cabin, such familiarisation should be a formal requirement, not simply encouraged and relying on individuals' diligence. Also, procedures ought to be in place to give cabin crew regular opportunities to operate all routinely used equipment and panels; simply providing initial training by PowerPoint and reference to manuals is not sufficient – time is always pressing during flights we know, but more-experienced crew can also help here by taking inexperienced crew members 'under their wing' when possible and refreshing their familiarity with panels and equipment.



