



TWU Local 556

Union of Southwest Airlines Flight Attendants

FLIGHT ATTENDANT NEW HIRE HANDBOOK



Being a new Flight Attendant is exciting... and daunting. This job and lifestyle is very different than a traditional 9-to-5. There are many times when our Flight Attendants are on their own in new places. TWU Local 556 wants to make sure that you're not only set up for success as a new addition to our Inflight Family, but also that you are safe and protected when facing new experiences.

Welcome to our Union Family!!

Hotel Safety Basics

Protect **YOURSELF** on a RON!



Don't Give Out Crew Hotel Information to Strangers

While chatting with Passengers, often you'll get the question, "Where do you stay in ((insert city))?" Most times this question is innocent... but what if it's not? Be protective of your information.



When Signing Your Crew In, Don't Announce Room #s

"B FA. Here you are. Room 212. Lobby is 6:45 Local."

You have quite literally provided anyone looking for private information a room number and the time your B Flight Attendant will be recognized as missing. Be cautious.



Do A Security Sweep of Your Room

We all look forward to the moment that we jump out of our uniform and get in our comfy clothes... but do a quick security sweep first. Look in the shower and all closets, under the bed, and behind any large curtains.



Room Phone Present and Operable

Pick up the receiver and make sure that your room phone works. If there is an emergency, it's easier to reach the front desk/security with this phone. When time is of the essence, use the most direct form of communication!



Leave A Note

If you are going to venture out on your own and you didn't tell your Crew, leave a note. Put your name, where you are going, and what time you left and expect to return. This will provide authorities a starting point if something happens to you.



Stow Your Key

Your key packet has all the information an attacker could need written on it... a lot of times on the very visible front! Stow your key in a pocket or purse when out and about.



Use the Peephole

If someone knocks on your door (even if you are expecting a guest), use the peephole. If the person outside your door is a stranger, **DO NOT OPEN THE DOOR!** Speak through the door to the person and call the Front Desk, if verification is necessary.

Best Practices

Suggestions for our New Hire Flight Attendants

You are entering a strange new world of traveling to new destinations daily (sometimes by yourself), living out of a suitcase, working multiple days with people you've just met, etc. This job (and lifestyle) is daunting on a good day... and a bit terrifying when things get stressful. Here are a few "tips of the trade" to make your days run a little smoother as you get comfortable with this new profession.



Double-Check Your Report Time

Don't just assume that you will have a specific amount of time from check-in to report at the gate! Double-check the scheduled departure time to make sure that you arrive at the gate on time.



Stow Your Belongings in the Same Place Everytime

This is true for on the plane AND in your hotel room! By putting your essentials (SWA ID, passport, wallet, etc.) all in the same place, you are less likely to leave them behind if chaos ensues (such as an aircraft swap, medical emergency, missed alarm clock for lobby, etc.).



ALWAYS Check Your Assigned Hotel & Transportation

Many of our overnights have multiple Crew hotels. ALWAYS double-check which hotel you're scheduled to stay at **before** boarding a hotel shuttle or transportation. There are many times when Flight Attendants (especially if they are the "D" Flight Attendant!) follow another Crew to the hotel, only to find out they're at the wrong hotel!



Board From the Back

When you get to the hotel shuttle first and IF YOU ARE ABLE, it's easiest for you to climb into the back seat. If you sit in the front, additional co-hearts will have to crawl over you to get into the back. Just remember if someone doesn't do this, they may not be able to. Don't immediately think the worst of someone. And most importantly - Buckle Up!



The Race to Sign In

Every Flight Attendant is anxious to get to their hotel room and breath. Common courtesy dictates that if a Crew was first to the van, they should also be first to the sign in sheet. The one exception would be if a Crew has a really short RON. Communication is key in that situation.

General Safety Basics

Protect **YOURSELF** on the road!



Travel in Packs

Being with others doesn't eliminate the risk of an attack, but it DOES provide you back up. When finishing a trip, see if anyone else is headed your way. It seems like such a minor thing, but having more than one set of eyes is always good.



Trust Your Gut!

We often hear, "trust your gut instincts!" ... and it's so true! If something feels off, act accordingly. Remove yourself from the situation and go into a safe place (crowded area, return to the lobby, etc.). It's better to be wrong and SAFE than the alternative. Your gut instincts are rumbling for a reason... LISTEN!



Don't Be Distracted

Whether walking down a hallway, leaving the grocery store at night or riding on a train at the airport, if you are alone, be aware of your surroundings! If your head is down and you're reading a text message, someone can approach you without any warning. Remove the distractions... especially at night.



Keys in Hand

When walking in a parking lot, have your keys in your hand. Not only can they be used as a weapon (if needed), but you can get in your car quicker. Walk with purposeful strides and with your head up. NOTE: If you know you're going to be returning to your car after dark, try to park under a street light.



Better Safe Than Sorry

If you are walking to your car and something feels off (example: someone is sitting in a running car staring at you, someone seems to be following you to your car, etc.) turn around and go back into the airport/mall/grocery store and ask for a security guard to escort you to your car.

Be Safe! 