



# PURSER ANNOUNCEMENT GUIDE

Employee Name: \_\_\_\_\_

Employee Number: \_\_\_\_\_

Domicile: \_\_\_\_\_

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## **Introduction**

This booklet contains public address announcements required for routine MAXjet Airways flights.

This booklet is used for informational purposes only and is not an extension to the In-flight Manual. FAA-mandated announcements are also published in the In-flight Manual.

Announcements contained in this booklet are to be delivered verbatim.



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## **1.0 Pre-Departure Announcements**

### ***1.1 Normal Boarding***

**1.1 Flight Attendant C to read periodically throughout the boarding process and after most customers have boarded. Make one final announcement approximately 10 minutes prior to door closure. As needed, repeat exit seat information for late arriving customers seated in the exit seats and/or carry-on baggage stowage information for full flights:**

A very warm and pleasant good (morning/afternoon/evening) ladies and gentlemen. On behalf of MAXjet Airways and this entire team of Cabin Crew, welcome onboard flight MY\_\_\_\_\_, bound for (London/Washington/New York). We are delighted to have you onboard with us and hope that you enjoy our onboard hospitality.

Please be advised of the following safety information concerning this flight. Federal regulations do require that all carry-on items are stowed prior to closing the main cabin door. All of your carry-on items must be placed completely underneath the seat in front of you or stowed securely in an overhead compartment. Please use caution when placing items in or removing them from the overhead compartments and let us know if we may assist you.

As you settle in this (morning/afternoon/evening), please take a moment to review the Safety Information Card in your seatback pocket. Customers seated in seats \_\_\_\_\_ are also asked to review the exit seating requirements. If you are seated in an exit seat, you may be called upon to assist the working crew in the unlikely event of an evacuation. If you are unable or unwilling to perform the required functions described on the card, please contact a member of the Cabin Crew for reseating.

Also ladies and gentlemen, please be advised that this and all MAXjet Airways flights are non-smoking. Smoking is not permitted anywhere onboard this aircraft including the cabin, galleys or lavatories. We appreciate your cooperation.

Once again ladies and gentlemen, you have boarded flight MY\_\_\_\_\_, bound for \_\_\_\_\_. Welcome onboard.



## **1.2 If Boarding Congestion Occurs**

### **1.2.1 Read during board congestion only**

Ladies and Gentlemen, to help expedite the boarding process and to achieve an on-time departure, please be seated just as quickly as possible after stowing your carry-on items. Thank you.”

### **1.2.2 Purser to read 5 minutes prior to door closure**

Once again a very warm and pleasant good (morning/afternoon/evening) ladies and gentlemen and welcome to MAXjet flight MY\_\_\_\_, bound for (London/Washington/New York).

My name is (state first name only), the lead Purser on this (morning's/afternoon's/evening's) flight. In command of today's flight is Captain (first and last name), assisted by First Officer (first and last name) and Relief Officer (first and last name). Captain (first name) has advised us that the flying time to (London/Washington/New York) will be approximately \_\_\_\_\_ hours and \_\_\_\_\_ minutes.

As we continue making our final preparations in preparing the cabin for departure, I would like to take a brief moment to share some of the dining and entertainment options on today's flight.

Shortly after take-off, the Cabin Crew will be coming through distributing your portable entertainment system. In addition, we are pleased to offer your choice of beverage while preparing for the (lunch/dinner) service.

If you would like to maximize your rest or work time while onboard, MAXjet offers our Express meal service. Should you wish for an Express Meal, please advise a member of the Cabin Crew after take-off.

As we continue preparing the cabin for departure, please be advised that mobile telephones, PDA's and two-way messaging devices may not be used once the main cabin door has been closed. These devices must remain in the off position for the duration of the flight.

At this time, all customers must be seated with seatbelts fastened. Your seatback and tray table must also be in the full upright and locked position and footrests must now be stowed for take-off. Overhead bins must now be closed and all carry-on items must be put away. In addition, any service items will need to be collected at this time. Flight Attendants, please give cabin status report.



### **1.2.3 Purser to read once the main cabin door has been closed**

Flight Attendants, prepare doors for departure and cross check.

Ladies and gentlemen, the main cabin door has been closed. All mobile telephones, laptop computers, music devices and other electronic devices must be turned off and stowed at this time. Thank you.

### **1.2.4 Purser to read during taxi-out / manual safety demonstration**

Once again a very warm and pleasant good (morning/afternoon/evening) ladies and gentlemen. My name is (state first name), your Purser on the flight this (morning/afternoon/evening) and on behalf of Captain (state Captain's first name), myself and this entire team of MAXjet's finest international Cabin Crew, we would like to welcome you onboard.

This is flight MY \_\_\_\_\_, bound for (London/Washington/New York)

In preparation for departure, be certain that your seat back is in the upright and locked position and your tray table is stowed. Your armrest must be in the normal forward/down position. Your carry-on items must be placed underneath the seat in front of you. Footrests in the cabin must also be stowed for take-off at this time.

Mobile telephones and other electronic equipment may interfere with the navigational systems onboard this aircraft and may not be used. They must remain in the off position. Laptops, music devices and other approved electronic devices may be used in flight once we have reached our cruising altitude. I will make an announcement when it is permissible to use these devices.

At this time, please direct your attention to the Flight Attendants in the cabin as we review the safety features of this Boeing 767 aircraft.

For your safety, federal regulations require your compliance with all lighted signs, posted placards and crewmember instructions.

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### **PURSER / A: PAUSE BRIEFLY WHILE "C" AND "D" MOVE TO SECOND DEMO LOCATION**

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Once again, for your safety, federal regulations require your compliance with all lighted signs, posted placards and crewmember instructions.

**PURSER / A: PAUSE BRIEFLY WHILE “C” AND “D” MOVE TO FIRST DEMO LOCATION**

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Your seatbelt must be fastened for take-off, landing and any time the Fasten Seatbelt sign is turned on. We suggest that seatbelts be kept fastened at all times while you are seated.

To fasten your seatbelt, **INSERT** the metal tab into the buckle. To adjust, pull on the loose strap. To release, lift up on the buckle.

---

**PURSER / A: PAUSE BRIEFLY WHILE “C” AND “D” MOVE TO SECOND DEMO LOCATION**

---

ONCE AGAIN, to fasten your seatbelt, **INSERT** the metal tab into the buckle. To adjust, pull on the loose strap. To release, lift up on the buckle.

---

**PURSER / A: PAUSE BRIEFLY WHILE “C” AND “D” MOVE TO FIRST DEMO LOCATION**

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Please review the Safety Information Card in the seat pocket in front of you. **IT EXPLAINS** the safety features of this aircraft as well as the location and operation of the exits and flotation devices.

---

**PURSER / A: PAUSE BRIEFLY WHILE “C” AND “D” MOVE TO SECOND DEMO LOCATION**

---

ONCE AGAIN, please review the Safety Information Card in the seat pocket in front of you. **IT EXPLAINS** the safety features of this aircraft as well as the location and operation of the exits and flotation devices.

---

**PURSER / A: PAUSE BRIEFLY WHILE “C” AND “D” MOVE TO FIRST DEMO LOCATION**

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Please note the location of the emergency exits onboard this Boeing 767 aircraft. As your Flight Attendants point them out, there are:

**N250/251MY:**

Two door exits in the front of the aircraft, two window exits over the wings and two door exits in the rear of the aircraft.

**N260MY:**

Two door exits in the front of the aircraft, four window exits over the wings, and two door exits in the rear of the aircraft.

---

**PURSER / A: PAUSE BRIEFLY WHILE “C” AND “D” MOVE TO SECOND DEMO LOCATION**

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**N250/251MY:**

Once again there are two door exits in the front of the aircraft, two window exits over the wings and two door exits in the rear of the aircraft.

**N260MY:**

Once again there are two door exits in the front of the aircraft, four window exits over the wings, and two door exits in the rear of the aircraft.

All door exits are equipped with an evacuation slide that may also be used as a raft. When the door is opened, slide/rafts will automatically inflate. All rafts separate from the aircraft at the doorsill. Take a moment to locate the exit nearest you, keeping in mind that the closest usable exit may be behind you.

If there is a loss of this aircraft’s electrical power, low-level emergency lights will illuminate. Emergency floor path lighting throughout the cabin is green, with directional path lighting leading you to the window exits over the wings.

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**PURSER / A: PAUSE BRIEFLY WHILE “C” AND “D” MOVE TO SECOND DEMO LOCATION**

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Once again, if there is a loss of this aircraft’s electrical power, low-level emergency lights will illuminate. Emergency floor path lighting throughout the cabin is green, with directional path lighting leading you to the window exits over the wings.



**PURSER / A: PAUSE BRIEFLY WHILE “C” AND “D” MOVE TO FIRST DEMO LOCATION**

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If needed (long pause) **OXYGEN MASKS** will be **RELEASED** from overhead. To start the flow of oxygen, reach up and pull the mask toward you, full extending the plastic tubing. Place the mask over your nose and mouth and slip the elastic band over your head. To tighten the fit, pull the tab on each side of the mask.

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**PURSER / A: PAUSE BRIEFLY WHILE “C” AND “D” MOVE TO SECOND DEMO LOCATION**

---

ONCE AGAIN, if needed (long pause) **OXYGEN MASKS** will be **RELEASED** from overhead. To start the flow of oxygen, reach up and pull the mask toward you, full extending the plastic tubing. Place the mask over your nose and mouth and slip the elastic band over your head. To tighten the fit, pull the tab on each side of the mask.

The plastic bag does not need to inflate when oxygen is flowing. Be sure to secure your own mask before assisting others.

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**PURSER / A: PAUSE BRIEFLY WHILE “C” AND “D” MOVE TO FIRST DEMO LOCATION**

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This aircraft is equipped with **INDIVIDUAL LIFE VESTS** which may be used for both adults and children.

Your life vest is located in a compartment either directly underneath your seat or in a compartment beneath the center armrests.

Your Flight Attendants will show you how to use your life vests.

First, remove the life vest from the plastic pouch. **PULL** the vest over your head with the panels on your chest. Wrap the strap around your waist. Snap the two ends together and tighten. Do **NOT** inflate your vest inside the aircraft. On exiting the aircraft, pull the red tabs and jerk down to inflate the vest automatically. The vest may also be inflated by blowing into the tubes at either side on the top. The light on the vest will illuminate automatically when submerged in water. It is important that you do **NOT** inflate your life vest until after exiting the aircraft.

## **PURSER / A: PAUSE BRIEFLY WHILE “C” AND “D” MOVE TO SECOND DEMO LOCATION**

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Once again, remove the life vest from the plastic pouch. **PULL** the vest over your head with the panels on your chest. Wrap the strap around your waist. Snap the two ends together and tighten. Do NOT inflate your vest inside the aircraft. On exiting the aircraft, pull the red tabs and jerk down to inflate the vest automatically. The vest may also be inflated by blowing into the tubes at either side on the top. The light on the vest will illuminate automatically when submerged in water. It is important that you do NOT inflate your life vest until after exiting the aircraft.

As a reminder, MAXjet Airways is a non-smoking airline. Smoking is not permitted in any area of this aircraft including the galleys and lavatories. The No Smoking sign will remain on for the duration of the flight and no smoking placards are posted. Tampering with, disabling or destroying a lavatory smoke detector is prohibited.

Once again ladies in gentlemen, it is our sincere pleasure to have you onboard with us and we thank you for your attention. I will be turning off the cabin lights for departure. Individual reading lights are located overhead.

Welcome to MAXjet.

## **2.0 Level-off Announcement**

### **2.1 Purser to read at level-off / 10,000 feet**

Once again a very warm and pleasant good (morning/afternoon/evening) ladies and gentlemen. The use of approved portable electronic devices is now permitted. For your continued safety, please keep your seatbelt fastened at all times, even if the captain turns off the Fasten Seatbelt sign.

As a reminder, this and all MAXjet Airways flights are non-smoking. Smoking is not permitted anywhere onboard this aircraft including the lavatories. We appreciate your cooperation.

In just a few moments, the In-flight entertainment and service portion of your flight will begin. We will be coming through momentarily distributing your portable in-flight entertainment device and headsets. This device is a standalone unit with a retractable support stand on the back of the device. Detailed information concerning the use of this device can be found in the In-flight Guide located in your seatback pocket.



If there is anything we can do to make your journey on MAXjet a more pleasant one, please don't hesitate to consult with myself or a member of the Cabin Crew. We now invite you to sit back, relax and enjoy our onboard hospitality.

### **3.0 Prior to Initial Descent / International Customs Announcements**

#### **3.1 Purser to read 1 hour prior to any UK/EU Arrival**

Once again a pleasant good (morning/afternoon/evening) ladies and gentlemen. This is your Purser speaking. We are approximately 1 hour from landing in London.

London is your first port of entry into the United Kingdom. All passengers will be required to disembark and clear U.K Immigration and Customs Services.

For those passengers traveling on passports from counties other than the Great Britain or the E.U., you should have received a U.K. landing card upon check-in. This form must be submitted to the U.K. Immigration Service for inspection upon arrival.

If you have not received one of the required forms or are in need of assistance in completing a form, please refer to the laminated MAXjet In-flight Guide or contact a member of the Cabin Crew. Thank you.

#### **3.2 Purser to read 1 hour prior to any USA Arrival**

Once again a pleasant good (morning/afternoon/evening) ladies and gentlemen. This is your Purser speaking. We are approximately 1 and a half hours from landing in (New York / Washington).

(New York / Washington) is your first port of entry into the United States. All passengers will be required to disembark and clear the U.S. Immigration and Customs Service upon landing.

You should have received a 'Welcome to the U.S.' card from the customer service agents upon check-in. This form must be completed by each passenger or head of household.



In addition, those passengers traveling on passports from countries other than the United States should have received either an I-94 or I-94/W form upon check-in.

These forms must be submitted to the U.S. Immigrations and Customs Service for inspection upon arrival. If you have not received one of the required forms or are in need of assistance in completing a form, please refer to the MAXjet In-flight Guide or contact a member of the Cabin Crew. Thank you.

### **3.3 Purser to read 1 hour prior to non-UK / EU international arrival**

Once again, a pleasant good (morning/afternoon/evening) ladies and gentlemen. This is your Purser speaking. We are approximately 1 hour from landing in (city and country name).

(City name) is your first port of entry into (Country name). All passengers will be required to disembark and clear (Country name) Immigration and Customs Services.

For those passengers traveling on passports from countries other than (Country name), you should have received a (Country name) landing card upon check-in. This form must be submitted to the (Country name) Immigration service for inspection upon arrival. If you have not received a landing card or are in need of assistance in completing this form, please contact a member of the Cabin Crew.

Thank you.

## **4.0 Descent Announcements**

### **4.1 Purser to read upon ascending through 10,000 feet – Initial Descent**

Ladies and gentlemen, the captain has advised us that we have begun our initial descent into (London / New York / Washington / City Name). At this time, please turn off all portable electronic devices and stow them until we have arrived at the gate.

Also ladies and gentlemen, the in-flight entertainment portion of our flight has come to a close. Please turn off your portable entertainment device and place it back inside the pouch. We will be coming through momentarily to collect these devices from you. Thank you.



## **4.2 Purser to read 5 minutes prior to landing – Final Descent**

Ladies and gentlemen, in preparation for landing into (London / New York / Washington / City Name) please be certain that your seatback is straight up and your seatbelt fastened. Please secure your carry-on items, stow your foot rest and tray table and pass any remaining service items and unwanted reading materials to a member of the Cabin Crew.

Thank you and welcome to (London / New York / Washington / City Name).

## **5.0 Arrival Announcements**

### **5.1 Purser to read after landing – All International Arrivals**

Ladies and gentlemen, on behalf of MAXjet Airways, we would like to welcome you to (London / New York / Washington / Other). The local time is \_\_\_\_\_.

For your continued safety, please remain seated with your seatbelt fastened until we have arrived at the gate and the captain has turned off the Fasten Seatbelt sign.

In addition, please keep the aisles clear of any personal belongings until we have arrived at the gate. As a reminder, the No Smoking sign is still illuminated and must be observed.

As you deplane, be sure to check in your immediate seating area for your personal belongings. Use caution when opening the overhead bins and removing your personal items as articles may have shifted during the flight.

For those passengers with mobile telephones, you are now permitted to use them while we taxi to the gate, however they must be readily accessible on your person or in your carry-on item directly underneath your seat.

As a reminder, (London / New York / Washington / City Name) is your first port of entry into (the United Kingdom / the United States / Country Name). You will be required to disembark with all of your personal belongings and clear customs and immigration. Please have your travel documents on hand for inspection. A



member of the MAXjet ground staff will be available to assist you with any additional questions you may have concerning customs, immigration or connecting flights.

Have a pleasant stay here in (London / Washington / New York / City Name) or a safe onward journey to your final destination. We hope to see you on the MAXjet Airways network in the very near future.

Thank you for flying MAXjet.

## **5.2 Purser to read after landing – All Domestic/North American Arrivals**

Ladies and gentlemen, on behalf of MAXjet Airways, Captain (State Captain's first name), your In-flight Purser and this entire MAXjet Cabin Crew, I would like to welcome you to (City name). The local time is \_\_\_\_\_.

For your continued safety, please remain seated with your seatbelt fastened until we have arrived at the gate and the captain has turned off the Fasten Seatbelt sign. In addition, please keep the aisles clear of any personal belongings until we have arrived at the gate. As a reminder, the No Smoking sign is still illuminated and must be observed. As you deplane, be sure to check in your immediate seating area for your personal belongings. Use caution when opening the overhead bins and removing your personal items as articles may have shifted during the flight.

For those passengers with mobile telephones, you are now permitted to use them while we taxi to the gate, however they must be readily accessible on your person or in your carry-on item directly underneath your seat.

For those passengers making connections or in need of further assistance, a member of the MAXjet ground staff will be meeting the flight to provide you with any assistance you may require. It has been our sincere pleasure having you onboard with us today. We thank you for flying with us and hope to see you on the MAXjet Airways network in the very near future.

Have a pleasant stay here in the (City name) area or a safe onward journey to your final destination.



## **6.0 Miscellaneous Announcements**

### **6.1 Seatbelt sign turned on**

Ladies and gentlemen, the captain has turned on the Fasten Seatbelt sign. Please return to your seats and check the security of your seatbelts.

**NOTE:** *This announcement must be followed by a visual compliance check in the cabin by all Flight Attendants.*

#### **6.1.2 Seatbelt sign turned off**

Ladies and gentlemen, the captain has turned off the Fasten Seatbelt sign. For your continued safety, MAXjet requires that you keep your seatbelt fastened at all times while seated. Thank you.

**NOTE:** *Periodic announcements should be made as a reminder when the Fasten Seatbelt sign remains on for extended periods of time.*

**NOTE:** *It is not necessary to repeat the seatbelt sign information if the Flight Crew has made an announcement.*

### **6.2 Prior to door closure – Ground staff deplaning**

At this time our flight is ready for departure. All MAXjet ground staff, please deplane at this time.

### **6.3 Pushback – Passengers not seated**

Ladies and gentlemen, please be seated. Our flight is ready for departure. Thank you.

### **6.4 Deplaning using stairs**

Ladies and gentlemen, we will be using stairs for deplaning today. Please watch your step and use caution on exiting the aircraft. Thank you.



### **6.5 Deplaning during inclement weather**

Ladies and gentlemen, please use caution on exiting the aircraft. The passenger boarding bridge is (slippery, icy, wet, etc.) Thank you.

### **6.6 Gate hold on arrival**

Ladies and gentlemen, we have not yet reached the gate and remain on an active taxiway. Please remain in your seats with your seatbelts fastened until the captain has turned off the Fasten Seatbelt sign. Thank you.

### **6.7 Refueling with passengers onboard**

Ladies and gentlemen, we will be refueling the aircraft at this time. Please continue to observe the No Smoking sign. The forward boarding door will remain open with the jet bridge attached. Thank you.

### **6.8 Delay**

Ladies and gentlemen, this is your Purser speaking. We do sincerely apologize for the delay due to (state reason(s)). We are making every effort to ensure your safe and timely arrival just as soon as possible. Thank you.

### **6.9 Turbulence**

Ladies and gentlemen, please be seated and check to ensure that your seatbelt is securely fastened.

#### **6.9.1 Interrupted beverage or meal service**

Ladies and gentlemen this is your Purser speaking. Due to (state reason), we must temporarily discontinue our beverage and meal service. We will make every effort to continue the service when it is safe to do so. Thank you.





## **7.0 Important Contact Information**

### **7.1 Corporate Headquarters / Washington Dulles (IAD)**

MAXjet Airways, Inc.  
44965 Aviation Drive Suite 460  
Dulles, Virginia 20166

Telephone: (703) 661-6901  
Fax: (703) 661-6889

IAD Crew Lounge: (703) 572-7832

### **7.2 New York, USA**

MAXjet Airways, Inc.  
Terminal One  
John F. Kennedy Intl Airport  
Jamaica, NY 11430

JFK Crew Lounge: (718) 751-1000

### **7.3 London, United Kingdom**

MAXjet Airways UK  
Room B147, Enterprise House  
Stansted Airport  
Essex CM24 1QW

Telephone: (01279) 680200  
Fax: (01279) 680300

### **7.4 People Services / Human Resources**

Kelly Henry (Director, Human Resources)  
(571) 246-8730  
[khenry@maxjet.com](mailto:khenry@maxjet.com)



Michele Walker (Benefits Manager)  
(571) 246-4528  
[mwalker@maxjet.com](mailto:mwalker@maxjet.com)

## **7.5 Uniforms**

Contact In-flight Supervisor

## **7.6 Crew Scheduling / Dispatch**

1 (866) 465-8762

## **7.7 In-flight Leadership Team**

Cameron Shaw, Director, In-flight Services  
[cshaw@maxjet.com](mailto:cshaw@maxjet.com)

Lynn Gullie, Manager, In-flight Services  
(571) 246-5864  
[lgullie@maxjet.com](mailto:lgullie@maxjet.com)

Kimberly Harrison, Manager, In-flight Training  
(571) 246-8762  
[kharrison@maxjet.com](mailto:kharrison@maxjet.com)

Brandy Croft, Manager, In-flight Line Operations  
(571) 246-8761  
[bcroft@maxjet.com](mailto:bcroft@maxjet.com)

## **7.8 Catering / Dining and Cabin Services**

Ramsey Nuwar  
[catering@maxjet.com](mailto:catering@maxjet.com)



## **7.9 U.S. Embassy, London - Contact Information**

24 Grosvenor Square  
London, W1A 1AE  
United Kingdom

Emergency Switchboard: [44] (0)20 7499-9000

## **7.10 U.S. Passport Renewal Information**

<http://travel.state.gov/passport/>



## **8.0 Overseas Medical Insurance Information**

CIGNA International provides 24-hour Customer Service, US Hospital Pre-certification and Global Health Management Services.

Cigna International Medical Benefits Abroad

Phone:

(302) 797-3535

(800) 243-1348

Policy Number:

02883A-MBA

Employer: MAXjet Airways

**Use AT&T Direct Service for contacting CIGNA International (Emergency Use Only)**

**AT&T Direct Access Number (UK)**

**0-800-89-0011**



## 9.0 Briefing Guidance

- Time: 15 to 20 minutes
- Introduce yourself
- Introduce your crew
- State the Obvious (loads, VIPs, etc)
- Conduct Random Position Assignment using Position Hat
- Verify Manuals / ID badges / Passports
- Issue Crew Declaration Form
- **Use your IFM Briefing Checklist (IFM 2-14)**
- Assign jacket distribution / pre-departure beverage distribution / Digi-E Player distribution
- Distribute Service Times (Initial and Arrival Services)
- Distribute In-flight Breaks and reminder of policy
- Distribute C-909 for signature from Crew



## 10.0 C-209 Part-Bottle Measurement Guide

<b>Bottle Contents</b>	<b>375ML</b>	<b>750ML</b>
Full	375	750
7/8ths	328	656
3/4ths	281	562
5/8ths	234	469
1/2	187	375
3/8ths	141	281
1/4 <sup>th</sup>	94	187
1/8 <sup>th</sup>	47	94
Empty	NIL	NIL



**NOTES**