



FLIGHT ATTENDANT SAFETY SUMMIT 2024

*CRAFTING CALM IN
THE CHAOS OF THE GALLEY*

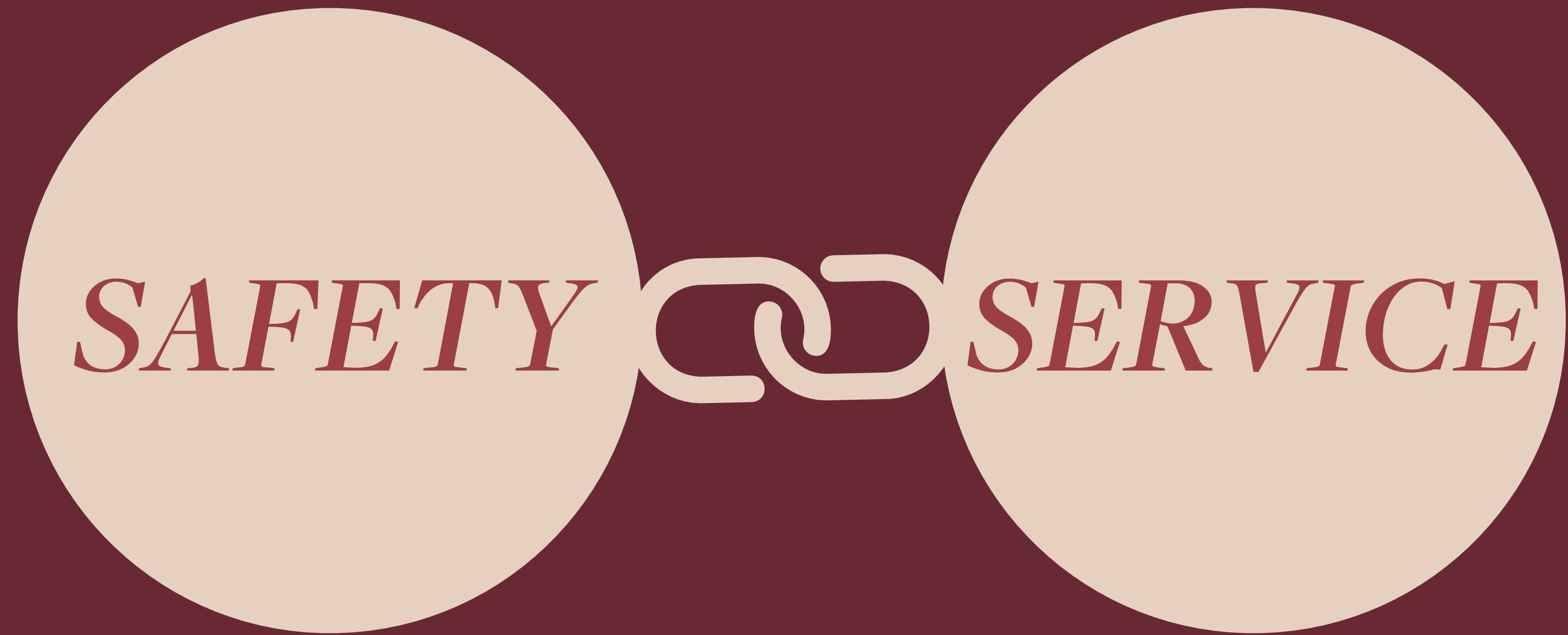
Jamie Gibson | August 8th, 2024

MY FIRST CORPORATE FLIGHT

IAD-VNY

OCTOBER 2014



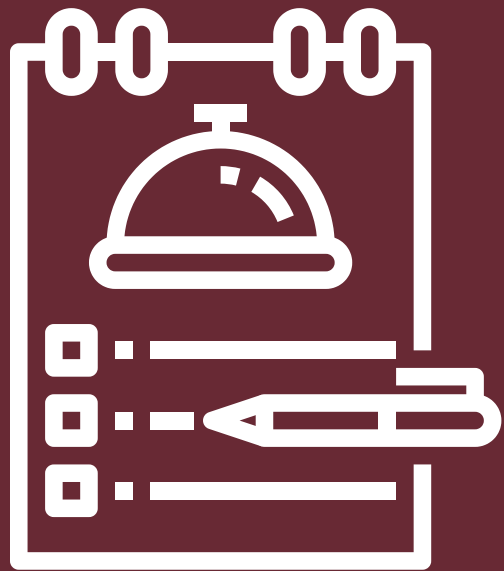


Great service cannot exist without an unyielding committment to safety mindfulness

ANTICIPATION VS REACTION



*AFTER YOU'RE ASSIGNED A TRIP
WHAT COME'S NEXT?*



CATERING MANAGEMENT

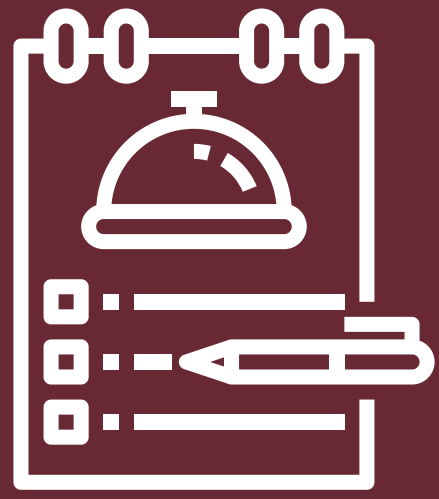


CATERING

1. Prep and instruct catering ***beyond the norm***
2. Limit packaging barriers pre-flight

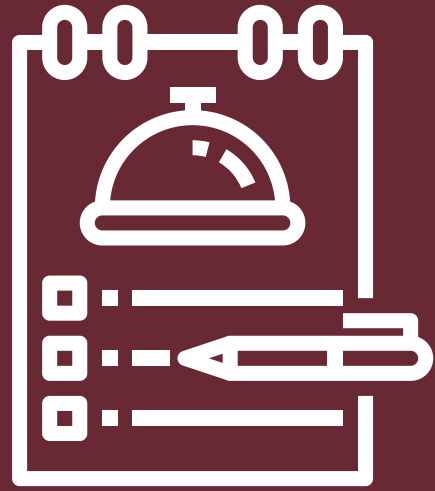
SELF-CATERED

1. Utilize tools for Galley Mise En Place



CATERING MANAGEMENT





CATERING MANAGEMENT



DIY GARNISH KITS

1. Do not rely on the moment of plating to find the perfect edible flower or mint leaf, prior to service,
2. Moisture is your best friend

ANTICIPATORY COMMUNICATION



Critical Points for Anticipatory Communication

1. Boarding

a. *"Welcome aboard, it's a pleasure to have you onboard today and I am thrilled to be looking after you en route to _____, a) I have all of your requested inflight dining onboard or b) I have prepared a fabulous menu of dining selections for today's flight, is there a particular time you would like to dine inflight?"*

2. One hour out from landing

a. *"We are approximately 1 hour - 45 mins to landing, may I offer you a light snack or something to eat prior to landing?"*

LET'S MOVE ONTO GALLEY SETUP

(DEMO TIME)

THANK
YOU



CONTACT

 FLIGHTESS

 JAMIE@FLIGHTESS.COM