



Internship Report
on
Cabin Safety and Services in US Bangla Airlines: The
Role of Cabin Crew

Submitted to
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LETTER OF TRANSMITTAL

Mahbub Parvez
Associate Professor,
Department of Tourism & Hospitality Management,
Daffodil International University.

Subject: Submission of Internship Report on “Cabin Safety and Services in US Bangla Airlines: The Role of Cabin Crew”

Dear Sir,

This is a great pleasure to submit my internship report on “Cabin Safety and Services in US Bangla Airlines: The Role of Cabin Crew”. This report was assigned by you during my internship period in US Bangla Airlines. The report is prepared on the basis of Six months’ internship program at US Bangla Airlines. This report has been prepared to fulfill the requirement of my internship program at my assigned organization.

I tried my best to put the best effort for the preparation of this report. I will wholeheartedly welcome any clarification and suggestion about any view and conception disseminated in my report. I have gathered valuable experiences from practical life situations in the process of preparing the report. I would like to thank you for your kind-hearted cooperation with me in preparing the report.

Thank you and best regard,



Mushtahidur Ahsan Rafe

ID: 191-43-391

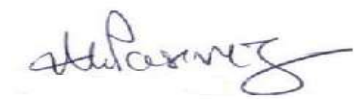
Department of Tourism & Hospitality Management
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CERTIFICATE OF APPROVAL

This is to certify that the internship report titled “Cabin Safety and Services in US Bangla Airlines: The Role of Cabin Crew” is prepared by Mushtahidur Ahsan Rafe, ID: 191-43-391 as a partial fulfillment for Bachelor of Tourism & Hospitality Management (BTHM) from Daffodil International University.

The internship report has been carried out under my guidance and is a record of the bonafide work carried out successfully.

I wish all his success in life.



Mahbub Parvez

Associate Professor

Department of Tourism and Hospitality Management,

Daffodil International University.

ACKNOWLEDGMENT

I respectfully show my gratitude to them who were very devoted towards my internship program. Learning's and knowledge that I have gained through this internship period. I will be thankful to them for their immense support and guidance.

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I would also like to thank the authority of US Bangla Airlines for giving me the opportunity to do my internship in US Bangla Airlines and teaching me the trends and tactics of a Cabin Crew. Specially Mr. Lutfor Rahman (CEO, US Bangla Airlines), Mrs. Zebun Nahar (Manager, Cabin Safety and Service Department), Mr. Sahal Faysal (Instructor, Cabin Safety and Service Department), Mr. Masum Hossain (Instructor, Cabin Safety and Service Department), Mrs. Sharmin Ara (Instructor, Cabin Safety and Service Department) and others whose co operations made me understand the cabin safety and service procedure and other necessary skills.

Finally, I would like to thank my parents whose support made me enlightening my student life and career.

EXECUTIVE SUMMARY

This report is about the decisive role that cabin crew play within the Cabin Safety and Service Department of US-Bangla Airlines. During the six-month internship, I delved into many things like: Initial training, emergency procedures, safety procedures for passengers, and flight service rules. Overall the internship in US Bangla airlines' Cabin Safety and Service Department was a rewarding experience that equipped me with essential skills and knowledge for a successful career in the aviation industry.

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CHAPTER 1

INTRODUCTION

1.1 Introduction

The part that cabin crew plays in the aviation industry goes beyond just serving people with food and drinks or looking for their comfort in the aircraft. Cabin crew are crucial in managing safety of the cabin, delivering first-rate services and providing the positive public image of an airline. The current report of internship offers insights into some of these complex duties and obstacles that are confronted by the cabin crew in the Cabin Safety and Service Department at US Bangla Airlines.

1.2 Background of the Study

The report starts by explaining how significant cabin crew members are in the wider field of aviation safety and service standards. From there on, this paper will narrate about different tasks given to different members of the cabin crew such as pre-flight checks on safety as well as what happens when there are emergencies during flights. For good performance from members of the cabin crew, they need to be trained, communicate effectively with others and also have good teamwork.

1.3 Scope of the Study

While the main focus is on the activities of the airline called US Bangla Airlines, this research also provides suggestions and results that can be compared with other airlines that want to improve how their cabin crew works. Nonetheless, this research limits itself only to US Bangla Airlines without providing such kind of information about general airline operations such as flight timetables, air fleet control, or airfield operations.

1.4 Objectives of the Study

This study's main aim is to identify the role of service personnel inside the Cabin safety and service department. Precisely, it seeks on understanding cabin crew's training, processes, difficulties as well as their general effect on passengers' contentment and safety.

Specific Objectives

1. To identify the safety and security protocols followed by US-Bangla Airlines during flight.
2. To know about the training maintained by US-Bangla Airlines for the cabin crew personnel.
3. To observe the services provided by the cabin crew personnel during flight.
4. To measure the effective communication during emergencies.

1.5 Methodology/ Design of the Study

The nature of this study is descriptive, focusing on cabin safety and service approaches during different phases of flight. Most data collected here are from secondary sources.

Few data are gathered through a combination of study, hands-on experience, personal observation, face-to-face interviews, and practical learning.

Secondary Sources:

Official Sources: Information from the official website, company brochures, prospectus, and cabin safety manual.

External Platforms: Data from social media, online booking sites, guest review websites, and print/online media regarding US-Bangla Airlines.

Other Sources:

Supervisor and Senior Employees: Different documents and information are provided by the supervisor and senior employees.

1.6 Limitations of the Study

There were some limitations I have face in my internship program. They are:

- Very limited work area (Aircraft cabin)
- Could not consult with the passengers
- Restricted access
- Confidentiality of data and information

CHAPTER 2

An Overview of the US Bangla Airlines

2.1 Introduction

US-Bangla Airlines was founded in the year 2010. By now it has become one of the top players in aviation business not only at home, but abroad as well, providing local as well as international flights. This company enjoys a positive image among clients due to effective service and high level of safety combined with modern aircraft which altogether make it very attractive for any passenger going from Bangladesh.

US BANGLA AIRLINES

IATA	ICAO	Callsign
BS	UBG	BANGLA STAR
Founded	2010	
Commenced Operations	17 July, 2014	
Hub	Hazrat Shahjahal International Airport	
Focus City	Chattogram	
Fleet Size	20	
Destinations	19	
Parent Company	US Bangla Group	
Headquarters	Baridhara, Dhaka, Bangladesh	
Key People	Md. Abdullah Al Mamun (MD) Capt. Lutfor Rahman (CEO) Md. Habibur Rahman Akand (CFO)	
Websites	www.usbair.com	

2.2 History of the Company

US-Bangla Airlines was founded in 2010 by Mr. Abdullah Al Mamun, Managing Director, US Bangla Group. The Airline received its Air operator certificate on 8th July 2014 and started its domestic operation on 17th July 2014 with 2 Dash 8 Q-400 by flying to Chattogram and Jashore from Dhaka. It started its international flight with 3 Boeing 737-800 on 15th may, 2016 by flying to Singapore and Dubai.

2.2.1 Mission

“To expand internationally by providing cost-effective air travel options”

2.2.2 Vision

The vision of US-Bangla is to become the most preferred Airline in Asia by offering a dependable, safe, and comfortable service.

2.2.3 Organization Chart of US Bangla Airlines

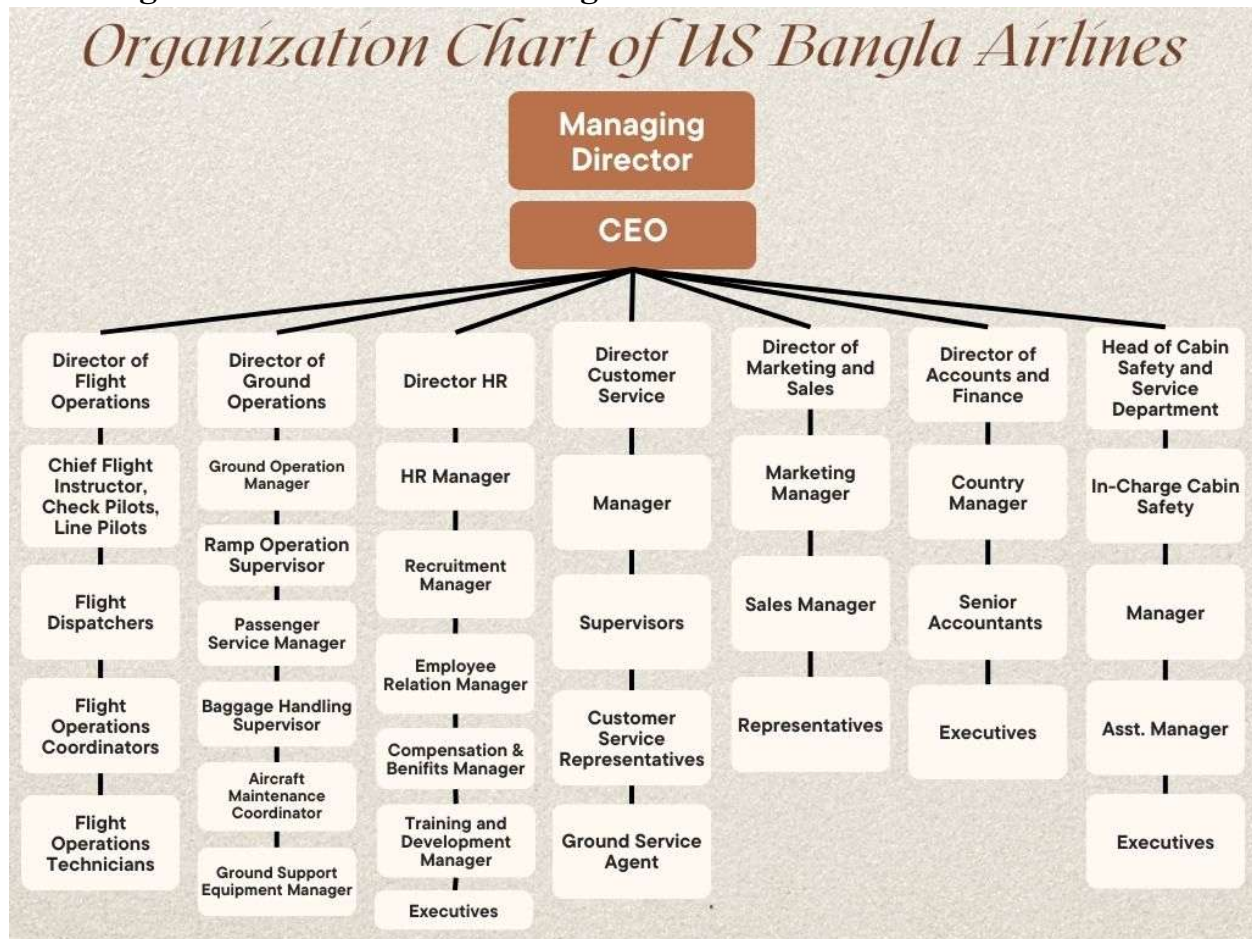


Figure 01: Organization Chart of US Bangla Airlines

2.3 Description of the Departments:

2.3.1 Human Resource Department

The Human Resources (HR) department in US-Bangla Airlines is just as instrumental as it is elsewhere in handling the airline's people who are its most important resource. The following are some essential roles played by the HR department in US-Bangla Airlines:

- Recruitment and Selection
- Training and Development
- Performance Management
- Compensation and Benefits
- Employee Relations
- Compliance and Legal Requirements
- Safety and Health
- Employee Engagement and Culture

Overall, In ensuring to realize results for the organization, as well as employee satisfaction and meeting legal obligations, the HR department perform a variety of functions at US-Bangla Airlines.

2.3.2 Customer Service Department

The Customer Service department in US-Bangla Airlines is responsible for ensuring a positive and seamless experience for passengers before, during, and after their flights. Here are some key functions of the Customer Service department:

- Reservation and Ticketing
- Check-In Assistance
- Assistance with Special Needs
- Handling Inquiries and Complaints
- Flight Information and Communication
- Assistance with Ancillary Services
- Handling Special Requests
- Post-flight Assistance

- Altogether, customer satisfaction mainly depends on the role that Customer Service department plays to maintain high service standards through satisfying passengers and consequently ensuring that their loyalty is evident which further projects a good image for US-Bangla Airlines.

2.3.3 Marketing and Sales Department

The Marketing and Sales department in US-Bangla Airlines is responsible for promoting the airline's services, attracting customers, and generating revenue through ticket sales and ancillary services. Here are some key functions of the Marketing and Sales department:

- Market Research and Analysis
- Brand Management
- Advertising and Promotion
- Sales Strategy and Planning
- Ticket Sales and Distribution
- Revenue Management
- Customer Relationship Management (CRM)
- Partnerships and Alliances
- Market Expansion
- Market Communication

Overall, the Marketing and Sales department plays a crucial role in driving revenue growth, enhancing brand visibility, and attracting customers to US-Bangla Airlines. Their efforts contribute to the airline's success in a competitive market and help to maintain its position as a leading player in the aviation industry.

2.3.4 Cabin Safety and Service Department

The Cabin Safety and Service department in US-Bangla Airlines is responsible for ensuring the safety, comfort, and satisfaction of passengers during their flight. Here are some key functions of the Cabin Safety and Service department:

- Safety Procedures and Training

- Cabin Crew Recruitment and Training
- Safety Equipment and Maintenance
- Cabin Crew Scheduling
- Cabin Service Standards
- Passenger Comfort and Amenities
- Catering and Meal Service
- Cabin Crew Performance Evaluation

Overall, the Cabin Safety and Service department plays a crucial role in ensuring the safety, comfort, and satisfaction of passengers onboard US-Bangla Airlines flights. Their efforts contribute to a positive travel experience for passengers and help to uphold the airline's reputation for safety and service excellence.

2.3.5 Accounts and Finance Department

The Accounts and Finance department in US-Bangla Airlines is responsible for managing the airline's financial activities, ensuring compliance with regulatory requirements, and supporting strategic decision-making. Here are some key functions of the Accounts and Finance department:

- Financial Planning and Analysis
- Financial Reporting
- Revenue Management
- Cost Control and Expense Management
- Financial Risk Management
- Treasury Management
- Tax Planning and Compliance
- Financial Control and Compliance
- Financial Systems and Technology

Overall, the Finance department plays a crucial role in managing the financial health and sustainability of US-Bangla Airlines. Their efforts contribute to sound financial decision-making, effective resource allocation, and long-term value creation for the airline and its stakeholders.

2.3.6 IT Department

The Information Technology (IT) department in US-Bangla Airlines plays a critical role in managing and leveraging technology to support the airline's operations, enhance customer experience, and drive business innovation. Here are some key functions of the IT department:

- Infrastructure Management
- Application Development and Support
- Website and Digital Platforms
- Cybersecurity and Data Protection
- IT Operations and Support
- Business Intelligence and Analytics
- Digital Transformation Initiatives
- Regulatory Compliance

Overall, the IT department plays a crucial role in enabling US-Bangla Airlines to leverage technology effectively to achieve its business objectives, deliver high-quality services to customers, and maintain a competitive edge in the aviation industry.

2.3.7 Flight Operations

The Flight Operations Department is responsible for overseeing all aspects of flight related activities. Here are some of the primary responsibilities and duties:

- Aircraft Acquisition and Planning
- Fleet Maintenance and Engineering
- Technical Operations
- Safety and Compliance
- Performance Monitoring and Analysis
- Budgeting and Cost Management
- Fleet Planning and Optimization
- Regulatory Liaison

Overall, the Fleet Chief plays a critical role in ensuring the safe, efficient, and cost-effective operation of US-Bangla Airlines' aircraft fleet, contributing to the airline's success and reputation in the aviation industry.

2.3.8 Ground Operations

The Ground Operations Department at US-Bangla Airlines manages various essential tasks to ensure smooth operations both on the ground and during flights. Their responsibilities include:

- Supervising aircraft turnaround processes such as cleaning, refueling, and maintenance checks
- Coordinating passenger boarding and deplaning procedures
- Overseeing baggage handling, loading, and unloading
- Ensuring compliance with safety and security regulations
- Managing ground services such as catering, ramp handling, and aircraft towing
- Providing assistance to passengers with special needs
- Liaising with airport authorities and other airline departments for efficient operations

2.3.9 Catering Department

In US-Bangla Airlines, the Catering Department is responsible for various tasks to ensure high-quality food and beverage services for passengers. Some of their key functions include:

- Menu Planning: Developing menus based on passenger preferences, dietary requirements, and flight duration.
- Food Procurement: Sourcing ingredients and food products from suppliers while ensuring quality and compliance with safety standards.
- Food Preparation: Managing kitchen operations, including food storage, preparation, cooking, and presentation.
- Meal Assembly: Ensuring proper assembly and packaging of meals according to airline specifications, including portion control and labeling.
- Beverage Service: Managing beverage inventory, preparation, and service, including alcoholic and non-alcoholic options.

- **Special Meal Requests:** Handling special meal requests from passengers with dietary restrictions or preferences.
- **Catering Logistics:** Coordinating with catering suppliers, transportation providers, and airport personnel to ensure timely delivery of catering items to aircraft.
- **Quality Assurance:** Implementing quality control measures to maintain food quality, freshness, and presentation standards.
- **Cost Management:** Monitoring catering expenses and identifying opportunities for cost-saving initiatives without compromising quality.
- **Customer Satisfaction:** Ensuring that catering services meet or exceed passenger expectations and soliciting feedback for continuous improvement.

2.4 Aircraft's Fleet

Bangla Owns 4 types of Aircraft and the total fleet size is 20.

Aircraft Details:

- **Type 1: ATR 72-600, Total 10, Seating capacity: 72 to 86**



Picture 1: ATR 72-600

- **Type 2: Boeing 737-800, Total 6, Seating capacity: 164 to 189**



Picture 2: Boeing 737-800

- **Type 3: Dash 8 Q-400, Total 2, Seating capacity: 74**



Picture 3: Dash 8 Q-400

- **Type 4: Airbus A330-300, Total 2, Seating capacity: 436**



Picture 4: Airbus A330-300

2.5 Products & Services

US Bangla Airlines is currently operating flights in **8 Domestic Routes**: Dhaka, Chittagong, Cox's Bazar, Barisal, Jessore, Rajshahi, Saidpur & Sylhet.

And **12 International Routes**: China, India, Malaysia, Maldives, Oman, Qatar, Singapore, Thailand, Abu Dhabi, Sarjah, Dubai & Jeddah.

Beside those destinations, US Bangla Airlines also offers different Tour Packages and EMI Facilities:

US-BANGLA AIRLINES

SYLHET
FEEL THE SYMPHONY OF NATURE

BDT 13,690
Starts from | Per person

WHAT'S INCLUDED

- ✈️ ROUND TRIP
- 🏨 HOTEL
- 🍽️ BREAKFAST
- 🚗 RENT A CAR
- 🍷 DINING

Discover **KOLKATA**
THE CITY OF CULTURES AND HERITAGES

PRICE STARTS FROM BDT 20,999
PER PERSON

3 Days | 2 Nights

US-BANGLA AIRLINES

FARE STARTS FROM
BDT 33,455

THE JEWEL OF THE EMIRATES
ABU DHABI

US-BANGLA AIRLINES

MALDIVES
WHERE BLUE HORIZON AWAITS

3 Days | 2 Nights
FARE STARTS FROM
BDT 52,999
PER PERSON

0% INTEREST
6 MONTHS EMI
100% EMI

US-BANGLA AIRLINES

COX'S BAZAR
Nature's
CANVAS OF COASTAL WONDERS

3 Days | 2 Nights
STARTS FROM | PER PERSON
BDT 15,699
6 MONTHS EMI AVAILABLE
AT 0% INTEREST

US-BANGLA AIRLINES

THE CITY OF CULTURES
BANGKOK

3 Days | 2 Nights
FARE STARTS FROM
BDT 40,499
PER PERSON

0% INTEREST
6 MONTHS EMI
HOTLINE: 0277 777 881 - 883

2.6 SWOT Analysis of US Bangla Airlines

Strengths

1. Strong Domestic Presence: US-Bangla Airlines has established a strong presence in the domestic market of Bangladesh, serving multiple destinations within the country with frequent flights.
2. Modern Fleet: The airline operates a modern fleet of aircraft, including Boeing and Bombardier models, which enhances operational efficiency, safety, and passenger comfort.
3. Growing International Network: US-Bangla Airlines has been expanding its international route network, connecting Bangladesh with key destinations in Asia and the Middle East, which presents opportunities for revenue growth and market expansion.
4. Customer Service Focus: The airline places a strong emphasis on customer service, striving to provide a positive travel experience for passengers through attentive service, comfortable cabins, and on-time performance.
5. Cost Efficiency: US-Bangla Airlines maintains cost-efficient operations, which allows it to offer competitive fares while maintaining profitability.

Weakness

1. Safety Concerns: The airline has faced safety incidents in the past, including a tragic crash in Kathmandu in 2018, which has raised safety concerns among passengers and affected the airline's reputation.
2. Limited International Reach: Despite its efforts to expand internationally, US-Bangla Airlines' route network outside Bangladesh is still relatively limited compared to some of its competitors in the region.
3. Operational Challenges: Like many airlines, US-Bangla Airlines faces operational challenges such as airport congestion, airspace restrictions, and regulatory hurdles, which can impact flight schedules and operational efficiency.
4. Brand Recognition: While well-known within Bangladesh, US-Bangla Airlines may have limited brand recognition in international markets, which could pose challenges in competing with established carriers on international routes.

Opportunities

1. Market Growth: The growing aviation market in Bangladesh presents opportunities for US-Bangla Airlines to expand its domestic and international operations, tapping into increasing demand for air travel.

2. International Expansion: There are opportunities for US-Bangla Airlines to further expand its international route network by adding new destinations, increasing flight frequencies, and exploring partnerships with other airlines.
3. Tourism Promotion: The airline can capitalize on Bangladesh's growing tourism industry by promoting travel to popular tourist destinations within the country and offering convenient connections for international tourists.
4. Fleet Expansion: US-Bangla Airlines can explore opportunities for fleet expansion and modernization to support its growth plans and enhance operational capabilities.

Threats

1. Competition: The airline faces competition from both domestic and international carriers operating in Bangladesh, which could impact its market share and profitability.
2. Economic Factors: Economic instability, fluctuations in fuel prices, currency exchange rates, and other economic factors could impact the airline's financial performance and operating costs.
3. Regulatory Environment: Changes in aviation regulations, government policies, and compliance requirements could pose challenges for US-Bangla Airlines in terms of operational costs and regulatory compliance.
4. Security Concerns: Security threats, geopolitical tensions, and incidents of terrorism or political instability in the region could affect travel demand and passenger confidence in flying with US-Bangla Airlines.

CHAPTER-3

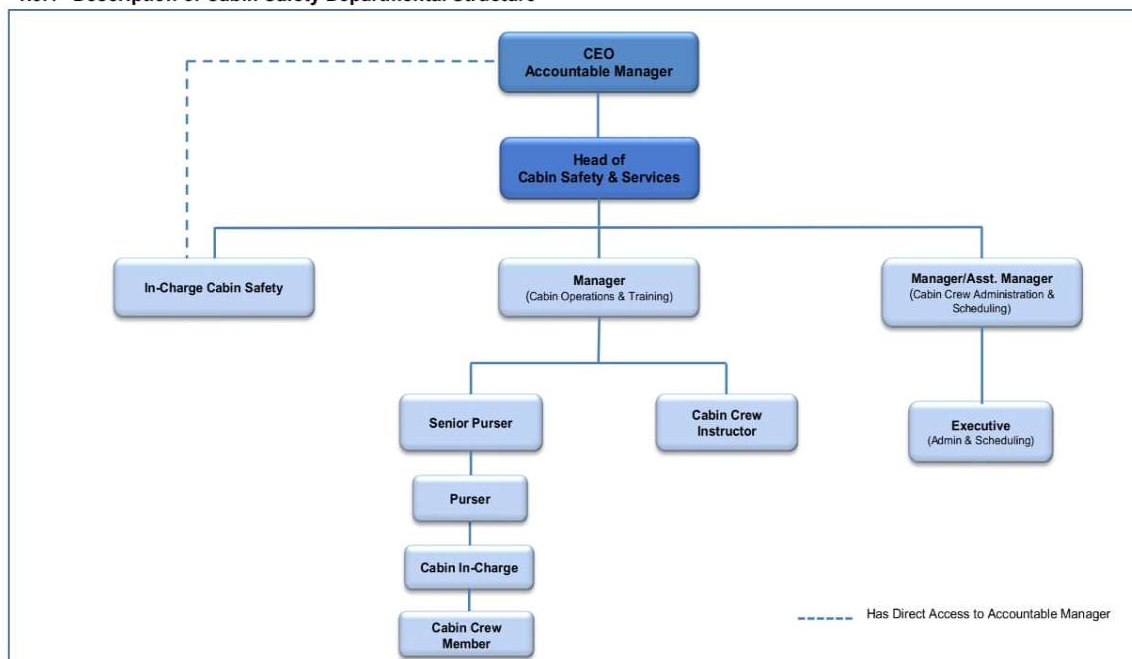
CABIN SAFETY AND SERVICES DEPARTMENT

3.1 Introduction of the Department

The Cabin Safety and Service department of US-Bangla Airlines is an integral component of the airline's operations, dedicated to ensuring the safety, comfort, and satisfaction of passengers on board its flights. With a primary focus on maintaining the highest standards of safety protocols and delivering exceptional service, this department plays a crucial role in shaping the overall travel experience for passengers. The department comprises a team of highly trained and dedicated cabin crew members who undergo rigorous training in safety procedures, emergency protocols, customer service, and hospitality. These professionals are responsible for ensuring that passengers adhere to safety regulations, providing assistance during emergencies, and delivering personalized service to enhance the overall travel experience.

3.2 Department Organogram

1.3.1 Description of Cabin Safety Departmental Structure



3.2.1 Department Mission

The mission of the Cabin Safety and Service department is to prioritize passenger safety and satisfaction by maintaining rigorous safety standards and delivering exceptional on board service.

3.2.2 Department Vision

The vision of the Cabin Safety and Service department is to become a global leader in ensuring passenger safety and satisfaction through continuous innovation, excellence in service, and unwavering dedication to safety standards.

3.3 Coordination with Other departments



The coordination of the Cabin Safety and Service Department with other departments is crucial for ensuring seamless operations and passenger satisfaction. Here are some **key aspects** of this coordination:

1. Collaboration with Regulatory Authorities:

- The Cabin Safety and Service Department liaises closely with the **Civil Aviation Authority (CAA)** of Bangladesh and other regulatory bodies. They ensure strict compliance with safety regulations, training standards, and operational guidelines.

2. Performance Monitoring:

- The department monitors the performance of cabin crew members. This includes assessing their adherence to safety protocols, service quality, and customer interactions.
- Regular evaluations help identify areas for improvement and maintain high standards.

3. Scheduling and Rostering:

- Effective coordination with the scheduling department ensures optimal utilization of cabin crew resources.
- Proper rostering ensures that crew members are well-rested and prepared for their duties.

4. Customs, Health, and Safety Compliance:

- The Cabin Safety and Service Department ensures that all customs, health, and safety regulations are followed meticulously.
- This includes handling emergency procedures, managing medical incidents, and maintaining hygiene standards.

5. Collaboration for Incident Response:

- In the event of an emergency, the cabin crew coordinates with other departments (such as flight operations, ground services, and engineering) to manage the situation efficiently.
- Effective communication and teamwork are critical during emergencies.

6. Training and Drills:

- Regular training sessions and safety drills involve collaboration with training departments.
- Crew members practice evacuation procedures, first aid, and crisis management together.

7. Customer Experience Enhancement:

- The Cabin Safety and Service Department collaborates with marketing and customer service teams.
- Feedback from passengers is valuable for continuous improvement.

In summary, the coordination of the Cabin Safety and Service Department with other departments ensures a safe, efficient, and pleasant flying experience for passengers while maintaining regulatory compliance and operational excellence.

3.4 Cabin Crew Duty Compliance

1. Every crew member must reside in the company's assigned area. In case of change, need to timely notify in written CSSD & HR dept.
2. Under no circumstances you can leave your base station, if you need to leave, you must inform the department first.
3. Crew members must have to stay in the pick-up address when he/she is detailed as Standby Duty.
4. In any condition crew can't call sick when he/she put on Standby. Calling sick from standby duty after detailing a flight is strictly discouraged. If you are sick, you must inform to CSSD immediately about your sickness before called out.
5. Standby Crew must attend a call from OCC or Scheduler immediately, but if the Standby Crew does not respond to a call within 15 minutes it will be counted as an ABSENT of Duty & salary will be deducted (LWP) for that absent day.
6. Last moment sick call is strictly prohibited; you must report SICK minimum 5 Hours prior to your Pick-Up time. In-Case of emergency situation will be considered with justification after CHECKING the proper documents.
7. If any Crew calls SICK or Any kind of Emergency occurred after the REVISED ROSTER becomes published day before the flight, He/She must have to mail cssd.admin@usbair.com for the sickness with the reason.
8. If any crew member is sick for more than two days (48 hours) he/she must have to visit USBA Chief of Medical Service (CMs)/Registered Doctor after that He/She has to submit the Hard Copy of FIT REPORT from the CAAB approved doctor.
9. After getting fit from sick leave CCM must declare Fit for Flight to scheduler at least one day before & by 1.00 PM. After 1.00 PM the next day will also be counted as a sick leave.
10. Any kind of planned leave must be declared 7 days prior to the designated leave date. If the leave duration is more than 5 days, you have to approve it from Dept. Head.
11. As per policy, CCM can't request Exam Leave for smooth flight Operational Reason. Under special circumstances if department allows the exam leave, CCM must submit exam routine with authorized personnel's signature including admit card & the leave will be deducted from Annual Leave(A/L).
12. Any Day Off request cannot be accepted after publishing the roster.
13. Any kind of Flight/ Flight swapping request will not be entertained by the department. If your family members fly with US-Bangla & you wish to serve them as Crew, you must have to submit the PNR/eTicket by mail to dept. But dept. may accept/deny it after proper justification You can't request more than a flight in every Three months. No request will be accepted for Layover flight.
14. If you need to report sick, first Send a message to the scheduler, then give a call to occ.
15. Any scheduling related matters CCM are requested to communicate with Md. Ferdous Rahman, Goutam Paul & Abdullah Al Ripon. If you can't reach them or didn't get any solution by them, then you may contact with the Manager-CSSD.

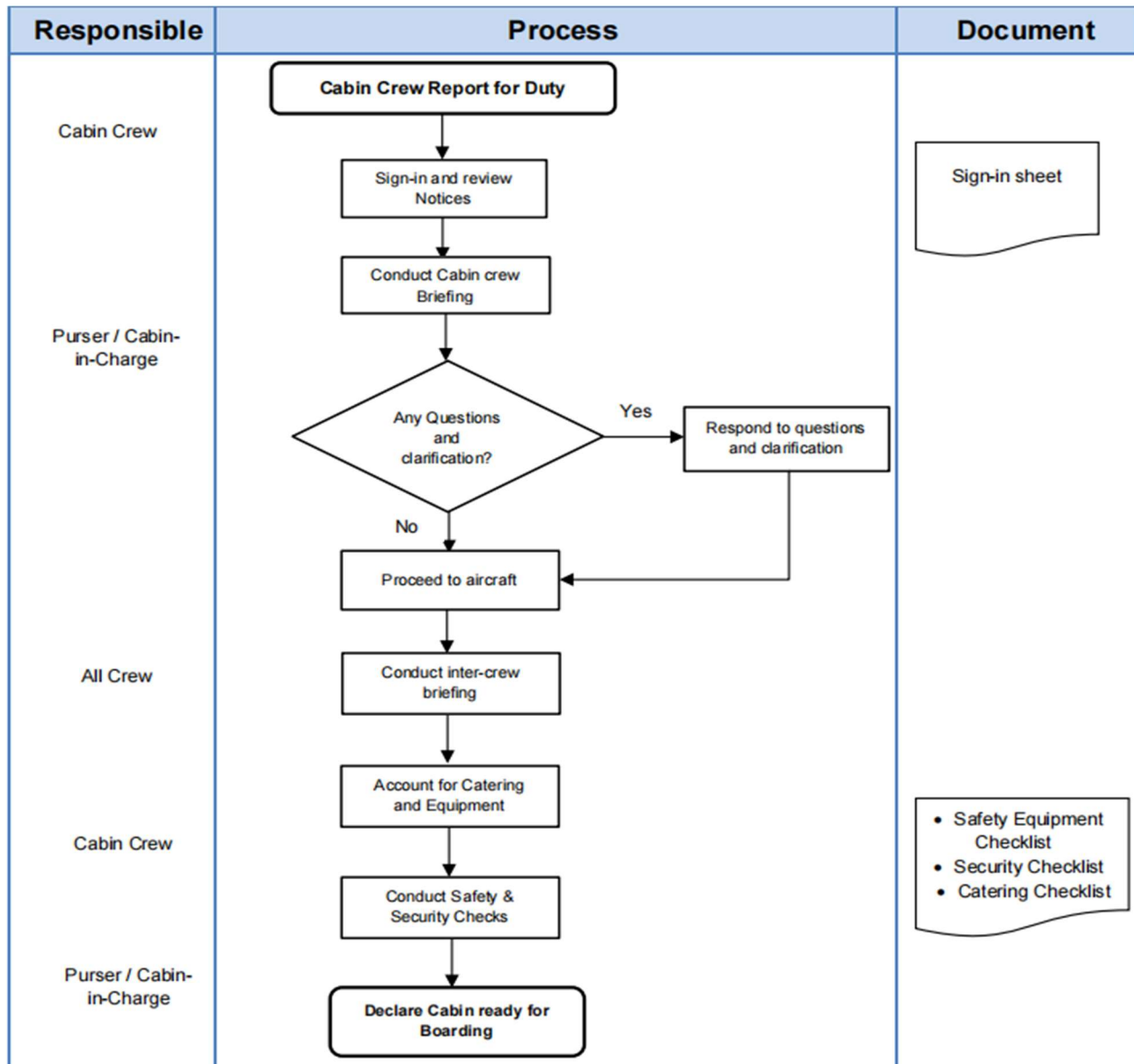
16. We always encourage you to Message (except Serious cases) scheduler instead of calling after the Office Hour.
17. Leave form must be submitted within the 24 hours after declaration of flights. For instance, let's say a crew member says they are feeling fit at 11:00 AM. In that case, they need to submit leave form for the next day before 11:00 AM.
18. Flight Behavior Issues: In the unfortunate event of any behavioral issues involving a Purser/CIC/CC appropriate consequences will be imposed; they will be restricted to operate International Flights.
19. Flight Operational issues: For any kind of Operational Issues (i.e: Crew incapacities, Crew Offload, any other emergencies) you have to communicate immediately with In-Charge Cabin Operation (Ms. Fayaza Gaffer). If she is not available, then you have to inform about the incident to Manager-CSSD (Ms. Zebun Nahar) or Cabin Crew Scheduler about that.
20. In the event that any Standby Crew or Assigned Crew fails to answer a call or unintentionally misses operating a flight, there will be a series of consequences.
 - 20.1: For the First occurrence, the crew member will receive a Caution Letter, accompanied by One Day of Leave Without Pay (LWP), as well as mandatory attendance at a one-day long refresher class.
 - 20.2: If a similar incident occurs for the Second time, a Warning Letter will be issued, along with three days of Leave Without Pay (LWP), attendance at a one-day Long refresher class, and assignment of THREE AIRPORT STANDBY duties for the individual in question.
 - 20.3: If the same incident occurs for the Third time, the Crew Member in question will be Grounded, and the Management will take further decisions regarding the subsequent consequences.
21. Late Reporting in Training:
 - 21.1: In the case of late reporting by less than 30 minutes, the individual will receive a Show Cause Letter and a deduction of 5 marks from the exam paper.
 - 21.2 If the late reporting exceeds 30 minutes, and the individual fails to attend the training session, disciplinary action will be taken against that Crew Members.
 - 21.3: Furthermore, if the training is missed without prior information, the individual will be counted as Absent & it will be Leave Without Pay and restricted from the flights, until disciplinary action will be taken."Disciplinary action taken in the above circumstances is subject to change by the management at any time."

All Crew members are advised to follow these rules strictly. Any kind of violation of these rules you have to give written explanation & repeated violation management will take necessary action.

3.5 Safety & Security Protocols During Flight

Step 1: Flight Preparation

The flight preparation procedure commences when the cabin crew scheduled for flight reports for duty in accordance with the organization's cabin crew rostering procedures. During cabin crew scheduling process, the purser or cabin-in-charge is designated and communicated accordingly. The purser/cabin-in-charge shall take leadership of all cabin flight preparation until the completion of the flight.



Step 2: Passenger Boarding

On completion of flight preparation and when the PIC has advised that the flight is ready for boarding, the Purser or cabin-in-charge shall coordinate with the ground handling personnel or contracted service provider to start the boarding.

Responsible	Process	Document
Purser Cabin-in-Charge Cabin Crew	<pre> graph TD Start([Call for Boarding]) --> Decision1{Any Special Passenger?} Decision1 -- Yes --> BoardSpecial[Board Special Passengers First] BoardSpecial --> ConductProfiling[Conduct Passenger Profiling as they Board] Decision1 -- No --> ConductProfiling ConductProfiling --> Welcome[Welcome Passengers and check Boarding Pass] Welcome --> InspectBaggage[Inspect cabin baggage] InspectBaggage --> CheckSeating[Check Seating on Emergency Exit Row] CheckSeating --> Decision2{Is there need to re-seat Special Passenger?} Decision2 -- Yes --> ReassignSeats[Reassign Seats] Decision2 -- No --> ConductBriefing[Conduct Emergency Exit Row Briefing] ReassignSeats --> ConductBriefing ConductBriefing --> SecureCabin[Secure Cabin Ready for Flight] SecureCabin --> Communicate[Communicate to Flight Crew "Cabin Ready"] </pre>	Passenger Name List Boarding Pass

Step 3: Pre-Landing Checklist

Before Landing Checklist	
Passenger safety briefing	Completed
Curtains	Secured open
Rope class dividers	Secured open
Passenger Seating	
Seat belt.....	Securely fastened
Seat back	Upright
Tray	
table.....	Stowed
Arm rest	Down
Window blinds	Open/Cleared
Cabin baggage	Stowed/secured
Children in own seat	Secured
Infants with ISB/approved CRD	Secured
Blankets/pillows from vacant exit row, bulkhead and cross aisle seats	Cleared
Baggage/obstructions/debris from exits/aisles/bulkhead area	Cleared
PEDs in flight mode/stowed	Monitored
Service equipment	Cleared, stowed and secured
Overhead Bins.....	Locked and secured
Galleys	
Equipment/Stowage/Compartments	Latched and secured
Electrical equipment (except fridges/chillers)	Off
Service carts/trolleys	Parking brakes applied/latched/secured
Lavatories	
Clear of passengers	Checked
Door.....	Locked
Flight deck service equipment/debris	Cleared
Cabin Lighting as per standard (Purser)	Set
All Cabin Crew.....	Secured in crew seat
Cabin Secure Check to Purser (CC).....	Passed
Cabin Ready/Cabin Secure Check to Commander	
.....	Reported
Silent review OLDABC (All crew)	
.....	Reviewed

Step 4: Post Landing Checklist

Post Landing Checklist	
Passenger safety briefing	Completed
Cabin area	Monitored
Passengers remain seated until Fasten Seat belt sign switched off	Monitored
Passengers do not open OHSC until Fasten Seat belt sign switched off.....	Monitored
Minimum Cabin Crew*	Secured in crew seat
Additional Cabin Crew**	Secured in crew seat
Curtains remain open and secured at all times when aircraft is on ground.....	Monitored
Cabin Lighting (CM) after Fasten Seat belt sign switched off.....	Set
Rope class dividers remain open until Fasten Seat belt sign switched.....	Monitored
Main Doors	
On flight crew PA	Disarmed and cross-checked
Doors disarmed checks	Received
“Clear to Open Doors” PA (Purser).....	Done
Positive Clearance	Received
Door	Warning
Check.....	Completed
Passenger Disembarkation	
Ground equipment positioned safely.....	Checked
Remote stand – ensure bus is available before releasing passengers	Checked
Passenger disembarkation.....	Monitored
All passengers disembarked.....	Confirmed

Step 5: Post Passenger Disembarkation Checklist

Post Passenger Disembarkation Checklist	
Security Search as per CSM....	Completed
Checks completed (CC)	Received
Cabin Defect Log completed (Purser)	Completed
Post Flight Briefing.....	Completed
Flight Documents.....	Completed

3.6 Training of Cabin Crew Personnel

3.6.1 Initial Training

The basic cabin crew training is designed to provide insight into cabin operations for candidates who have no experience or exposure in cabin operation. All cabin crew shall complete the initial training as part of the cabin crew qualification process before being assigned duties as cabin crew members.

The tables below provide the course breakdown to be accomplished during the basic/ initial cabin training. The initial courses that are accomplished shall take a minimum of 08 weeks(240 hours) for candidates that do not have any cabin crew experience.

Objective:	After completion of this course the participants are expected to have a fairly extensive knowledge on airline matters, in-flight emergencies and service procedures.
Intended for:	The newly recruited trainee Flight Stewards/Stewardesses who have no previous airline experience.
Course Outline:	• Orientation in basic aviation subjects • Announcement & Language • Basic Grooming & Isometric Exercise • Food & Bar • Inflight Service • Passenger Handling • First Aid • Aviation Physiology • International Regulations • Safety Policies & Procedures • Emergency Equipment's and procedures • Hands on Training & practical drill including fire/evacuation slide & wet drill (whichever is applicable). • Decompression • Cabin Familiarization (Technical Data) • Aircraft Type Training • Dangerous Goods Regulations • Human Factors/ CRM for Cabin Crew • In-flight Security/ Aviation Security
Methodology:	Classroom lectures, Discussions, Role-play, Case Studies, Classroom Exercise, Aircraft Visit, OJT.
Training Aid:	Handouts, OHP, Flip Chart, Multimedia, Video, Audio Cassettes, White Board.
Duration:	08 Weeks (240 hours).
Assessment:	Qualifying marks for all subjects are 80%, a total of 8 certificates will be issued (Basic Training, Type Specific, Practical Drills (Fire and wet drill), DGR, Aviation Security and CRM for Cabin Crew & First Aid).

3.6.2 Practical Training

Topics	Initial	Recurrent
Practical Training	12 hours	2 hours
- Public address and intercom systems - Life rafts (If applicable), life preservers. - PBE/smoke hoods, - Operation of the door(s), - Deployment and use of emergency egress slide(s), - Cabin Emergency evacuation, - Fighting an actual or simulated fire, operation of hand fire extinguishers. - Passenger briefings - In-flight decompression (group drill and video presentation) - Ditching drill - Hands on training on oxygen administration.		

3.6.3 Aircraft Type Training

Objective:	On completion of this course the participants will be able to acquire knowledge on aircraft familiarization, safety procedures as well as the emergency equipment on board.
Intended for:	All Cabin Crew working for USBA.
Course Outline:	- Aircraft Familiarization - Aircraft systems - Exit locations and their operations - Emergency equipment location and operation - Emergency assignments - Aircraft interior, passenger seats and restraints - Crew member seats and restraints - Aircraft specific duties and responsibilities - Aircraft galley system and equipment operations - Communication systems - Lighting systems and control panel operation - Oxygen system - Unique features to the aircraft operated - Lighting & Communication Systems - Water, Waste & Lavatories - Doors, Slides, Evacuation and Ditching - Special Features - Aircraft visit - Exam
Methodology:	Classroom lectures, discussions, exercise, feed-back, question-answer session.
Training Aid:	Handouts, OHP, Flip Chart, Multimedia, Video, White Board.
Duration:	05 days (30 hours).
Assessment:	One written examination will be held at the end of the course. Qualifying mark is 80%.

3.6.4 On Job Training

On Job Training is a supervised event rather than an instructed one and should include one to one supervision and involve actual work task performance on aircraft & emergency knowledge & equipment's. The completion of the tasks should be in a log book format, issued by the approved organization to the student and carried out under the direct supervision of a senior cabin crew member approved to complete the tasks. These tasks constitute further 'type contact' to consolidate the Theory and Practical training and to gain experience in performing duties of a cabin crew.

3.7 Services Provided By Cabin Crew Members During Flight

1. Catering loading and offloading documentation.
2. Passenger boarding.
3. Exit briefing (ABP briefing).
4. Announcement and safety demonstration.
5. Spray air freshener in the Cabin.
6. Wet wipes distribution.
7. Juice service.
8. Empty juice cup collection.
9. Hot meal service.
10. Waste tray collection.
11. Tea and coffee service.
12. Empty cup collection.
13. ED card distribution.
14. Water and blanket service on demand.
15. Final waste collection before landing.
16. Blanket collection before landing.
17. Finally fill up the catering documentation of remaining items.
18. Provide assistance with how to use lavatory & ED card etc.

3.8 Effective Communication During Emergencies

Effective communication during emergency is done by emergency callouts. There are 7 emergency callouts, 3 on the ground and 4 in the flight.

Callouts on the ground:

1. **Attention Crew at Station:** This callout is given during rejected take-off due to any technical or mechanical failure and bomb threat.

Cabin crew action after this callout:

- Unfasten seatbelt and stand up.
- Ensure the slide is armed.
- Assess the inside and outside condition.
- Keep control of the passengers.
- Make a silent review in the assigned area.
- Wait for further callout.

Which will be number 2 or 3.

2. **Cancel Alert, Cancel Alert:** This callout should come within 2 minutes from the first callout. This callout means there's no such emergency where an evacuation is necessary. If this callout doesn't come within 2 minutes, cabin crew has to make a call to the cockpit with the intercom. If the call is answered, follow the instruction of the captain and if the call is not answered then cabin crew has to make another call after 20 seconds of the first attempt. If the call is answered then follow the instruction of the captain and if the call is not answered then cabin crew has to enter the flight deck by pressing the emergency passcode on the cockpit door.
3. **Evacuate, Evacuate:** This callout will come from the flight deck if the captain feels that the emergency is such critical as life threatening that the emergency evacuation is necessary.

Cabin crew action after this command: Evacuate all the passengers within 90 seconds and give shouted command.

For Land landing:

- Open your seatbelts.
- Open your shoes.
- Leave everything.
- Come this way.
- Move faster hurry.
- Sit and slide
- Run away from the aircraft.

For Water Landing:

- Open your seatbelts.
- Open your shoes.
- Life vest under your seat.
- Put on life vest but do not inflate.
- Leave everything.
- Come this way.
- Move faster hurry.
- Inflate life vest.
- Leg body leg.
- Sit and jump.
- Swim away from the aircraft.

Callouts in the flight:

1. **Purser to the Flight Deck:** This callout will come from the flight deck for a planned emergency or pilot incapacitation.

Cabin crew action during planned emergency:

- Callout comes from the flight deck: Purser to the flight deck.
- Enter the cockpit with note and pen.
- Take the NITES (emergency) briefing from the captain.
 - N - Nature of emergency
 - I - Intention of captain (Crash landing or ditching)

T - Time available

E – Escape routes

S – Special instruction.

- Prepare the cabin accordingly.

2. **Emergency Descend, Emergency Descend:** This callout comes from the flight deck when there is a decompression (Failure to the pressurization system) in the cabin.

Cabin crew action during decompression:

- Grab the nearest oxygen mask immediately.
- Put on nose and mouth.
- Sit on the nearest sit.
- Fasten seatbelt and secure thyself by all possible means.
- Give shouted command: **Grab Mask! Breathe Normally!**
- Wait for further Command.

Which will be number 3.

3. **Emergency Descend Completed, Emergency Descend Completed:** For decompression in the cabin, captain starts to descend the aircraft and when the descend is completed, captain gives this callout.

Cabin crew action after this callout:

- Take the portable oxygen bottle, put on the mask.
- Check cockpit crews.
- Check other cabin crews.
- Check lavatory.
- Check passenger cabin.
- Check for sick passenger and administer first aid.
- Check for cabin and other damages.
- Move the passenger away from the dangerous area.
- Report to senior.

4. **Brace, Brace:** This callout will come before the emergency crash landing or ditching. For planned emergency from 500 feet and for unplanned emergency from 1000 feet.

There could be other emergencies like fire. **Callouts for Fire:**

- If the fire is in the forward cabin: **Halon! Halon! At the forward.**
- If the fire is in the aft cabin: **Halon! Halon! At the aft.**

Cabin crew action for cabin fire:

1. **Fire fighter:** Whoever sees the fire first will immediately take the Fire Extinguisher and fight the fire within 30 seconds.
2. **Coordinator:** Will be ready with backup equipment behind the fire fighter to fight the fire after him.
3. **Communicator:** Will immediately call the flight deck and provide information about the fire.

Effective communication during an emergency plays a vital role to keep the passengers and the aircraft safe and sound.

CHAPTER-4

FINDINGS, RECOMMENDATIONS AND CONCLUSIONS

4.1 Findings

1. **Inconsistent Safety Protocol Execution During High-Stress Situations:** While US Bangla Airlines has well-established safety protocols, there have been instances where the cabin crew struggles to execute these procedures efficiently during high-stress or emergency situations, such as sudden turbulence, medical emergencies, or during evacuation drills. In some cases, the crew has shown delayed responses due to confusion or lack of real-time coordination.
2. **Limited Communication Between Cabin Crew and the Cockpit:** Communication between the cabin crew and the cockpit is not always smooth, particularly during non-standard situations such as medical emergencies or irregular flight conditions. This sometimes leads to delays in information flow, affecting the crew's ability to respond effectively or keep passengers informed.
3. **Overburdened Cabin Crew Due to Heavy Workload:** On longer flights or during peak times, cabin crew members often face significant workloads, leading to fatigue. This results in some lapses in customer service and safety, as crew members may become less attentive or unable to manage multiple tasks efficiently.
4. **Inadequate Maintenance of Safety Equipment:** Some safety equipment, such as life vests, oxygen masks, and emergency exits, are not always thoroughly checked before each flight. This can lead to situations where, during an emergency, some equipment may not function properly or could cause delays in response time.
5. **Inconsistent Service Quality During Busy Flights:** Passengers often report variations in the quality of service, particularly during busy flights. The cabin crew may not have enough time or resources to address each passenger's needs promptly, especially during boarding, meal service, or after flight delays.

4.2 Recommendations

1. **Improve Emergency Response Training and Simulations:** To address the inconsistent execution of safety protocols, it is recommended to conduct more frequent and realistic emergency response drills. These drills should include high-stress scenarios, such as evacuations with a large number of passengers or medical emergencies. Crew members should be trained to handle such scenarios in a coordinated and calm manner, with clearly defined roles for each crew member to avoid confusion.

2. **Implement Advanced Communication Tools for the Cabin Crew:** US Bangla Airlines should invest in advanced communication technologies, such as tablets or headsets with real-time communication features that allow the cabin crew to instantly receive updates from the cockpit, especially in the case of medical emergencies, turbulence, or flight diversions. Additionally, crew members should be trained to use these tools effectively in both normal and emergency conditions.
3. **Implement Fatigue Management Programs and Workload Optimization:** To prevent crew fatigue, the airline should implement better fatigue management policies, such as reducing flight hours, increasing rest breaks between long-haul flights, and ensuring that the cabin crew has sufficient time off between shifts. Additionally, the airline could introduce more efficient scheduling systems that distribute workload evenly during peak hours.
4. **Introduce Enhanced Safety Equipment Check Protocols:** US Bangla Airlines should introduce a more thorough and systematic approach to safety equipment checks. This could include digital checklists or automated monitoring systems that alert the crew if equipment such as life vests, oxygen masks, and emergency exits are not in working condition. Pre-flight checks should be conducted by multiple crew members to ensure that all safety equipment is ready for use.
5. **Standardize and Enhance Customer Service Training for Busy Periods:** The airline should focus on additional customer service training during peak hours or on crowded flights. Crew members should be equipped with strategies to manage large numbers of passengers efficiently, such as better time management, delegation of tasks, and improved communication techniques. Additionally, introducing a system where crew members can request support from ground staff during particularly busy times could help manage workloads.

4.3 Conclusion

During my six months as an intern with US-Bangla Airlines, I had the privilege of immersing myself in the dynamic world of aviation. This experience provided invaluable insights into the multifaceted role of cabin crew members, blending safety protocols, customer service, and adaptability.

My internship experience reinforced my passion for the aviation industry. As I move forward, I aspire to continue working in this field, contributing to passenger safety and comfort. The luxury sector, with its emphasis on customer experience, particularly intrigues me.

I express my heartfelt gratitude to US-Bangla Airlines for providing me with this enriching opportunity. The company's commitment to safety, professionalism, and growth has left a lasting impression. I look forward to future collaborations and perhaps returning as a full-fledged employee. My internship journey was a blend of challenges, growth, and inspiration. The skies await, and I'm ready to soar!

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