Not Your Mother’s New Hire: Bringing Initial Flight Attendant Training to a Technology Driven World
We Set a Goal

- Current program hadn’t changed in 20+ years
- Revolutionize how we trained the best Flight Attendants in the industry
- Create a learner centric program
- Reduce overall time in program
- Train a more qualified Flight Attendant
- Leverage technology
How We Did It

- Used focus groups
  - Previous new hires of those that attended preceding two (2) years
  - Instructors
  - Flight Service Managers who support our Flight Attendants
- We asked questions about the program:
  - What did you like?
  - What didn’t you like?
  - Where could you have had more reinforcement and where could there have been less?
  - What have you found most useful and what have you found least useful?
  - When speaking with your Flight Attendants, what have you found they have the most questions about?
- We reviewed our procedures, added the feedback from the focus groups... we knew could deliver better
What We Found Out

• Needed to produce a better way of training the aircraft
• Allow our Flight Attendants to learn at the pace they naturally learned
• We discovered that things we thought were working but.....were not
• Needed to see trainers that actually represented the current fleet
• Needed to change how we taught the information
Changes We Made

• Introduced Virtual Reality (VR)
  ✓ Four (4) aircraft launched January 2018
  ✓ Rolling out additional aircraft by end of 2018
  ✓ Voice recognition – enables student to practice commands

• Assigned every new hire a tablet
  ✓ Eliminated the 400 page three ring training binder

• Partnered with Zunos

• Began training new hire Flight Attendants prior to arrival at training center

• Reintroduced Sim Flights

• Emergency procedures taught first, then applied to each aircraft
  ✓ This reduced the aircraft qualification time
Changes We Made

• Increased our class size - 50 to 150
• Use of Poll Everywhere in weekly aircraft reviews
  ✓ Creates dynamic review sessions for students and instructors
• Created *Destination Greatness*
  ✓ A two day seminar style introduction
  ✓ Increases new hire Flight Attendant excitement
  ✓ Provides important foundational information for entire 150 student body
Results We’ve Seen

• A significant reduction in academic releases
  ✓ 2018, we’ve had two (2) academic releases
  ✓ In 2017, we had 22 academic releases

• A substantial savings
  ✓ Start and graduate closer to operational need timeframes
  ✓ In 2018, we will graduate 2000 Flight Attendants from January to July (7 Months)
  ✓ Our old program would have taken 11 months
  ✓ Saved $9 million dollars
  ✓ New hire Flight Attendants now qualified on thirteen (13) aircraft
  ✓ Under the old program, they would have been qualified on six (6)
  ✓ Increases what our new hire Flight Attendants can fly
  ✓ Our Flight Attendants to fly sooner
Looking Forward

- Continue to use Virtual Reality (VR) technology
- Add Cabin Emergency Evacuation Trainers (CEETs) and Cabin Service Trainers (CSTs) to better represent our fleet
- Continue to add hard service skills training
- Adding additional customer experience and soft skills training
- Apply this philosophy to other training programs