



N B A A 1 4 T H A N N U A L

FLIGHT ATTENDANTS CONFERENCE
CONTINUOUS IMPROVEMENT OF BUSINESS AVIATION SAFETY

JUNE 25 - 27, 2009

NEW ORLEANS, LOUISIANA

DOUBLETREE HOTEL NEW ORLEANS



ATTENDEE BROCHURE



NBAASeminars
TAKE YOUR KNOWLEDGE TO NEW HEIGHTS

CONTINUOUS IMPROVEMENT OF BUSINESS AVIATION SAFETY

NBAA's Flight Attendant Committee continues to promote the importance and necessity for professionally trained flight attendants/third crewmembers onboard large cabin aircraft and encourages all cabin safety professionals to attend this two-day conference providing educational courses to help promote career development. The conference sessions will focus on cultural and industry changes which bring value to the role of the business aviation flight attendant to provide cabin safety, security and service.

The 2008 Flight Attendant Conference was a tremendous success with record attendance along with numerous speakers promoting cultural awareness, regulatory updates and industry related issues, and the importance of crew resource management in handling in-flight emergencies.

AGENDA

THURSDAY, JUNE 25, 2009

2:00 pm – 5:00 pm

[Manager/Lead Flight Attendant Roundtable Meeting](#)

Join us for this group discussion highlighting the best practices of major flight departments in areas of cost savings, management perspectives, training, consistency of services, and methods of communication.

6:00 pm – 7:00 pm

[First Time Attendee Meeting](#)

This event is intended for first time attendees. Plan to meet the Flight Attendant Committee Chairperson, committee members, network and gain help with planning what sessions to attend at the Conference. Committee members will be available to answer any questions or concerns that you may have.

6:00 pm – 8:00 pm

[Welcome Reception & Conference Registration](#)

Vendor Display Tables Open

FRIDAY, JUNE 26, 2009

7:30 am – 8:30 am

[Registration & Continental Breakfast](#)

Vendor Display Tables Open

8:30 am – 9:00 am

[Conference Welcome & Introductions](#)

Judy Reif, NBAA Flight Attendants

Committee Chair

Steven J. Brown, NBAA Senior Vice President Operations

9:00 am – 10:30 am

[Keynote Speaker](#)

Fred Reid, President Flexjet

SEBA Level: All

Mr. Reid will address corporate aviation business cycles, current financial difficulties, and predictions on the future of our industry. He is also a strong

supporter of flight attendants and their training and will discuss his commitment to those efforts.

Mr. Reid's career within the aviation industry is impressive and spans over 20 years. He has held senior executive positions with a number of airlines and currently serves as President of Flexjet by Bombardier.

10:30 am – 11:00 am

[Morning Break](#)

Vendor Display Tables Open

11:00 am – 12:30 pm

[Anatomy of an Accident](#)

Presented by Lauren Jarmoszko, FACTS Training, Marianne Prunner, Flight Safety International, Jeff Hare, J. Hare Safety & Survival Systems
SEBA Level: All

Representatives from FACTS, FlightSafety and J.Hare Safety and Survival Systems, will discuss several high profile business and commercial aviation incidents/accidents. The presentation will focus on the importance of having trained cabin crewmembers onboard, and dissect featured accidents where human factors, CRM, lack of training and surface contamination were contributing factors. Additional discussions include decompression, flight attendant seat location and divan seating. The lessons learned from these aviation accidents can be applied to future emergencies.

12:30 pm – 1:45 pm

[Lunch](#)

Vendor Display Tables Open

1:45 pm – 2:45 pm

[Altitude Physiology](#)

Presented by CAMI (Civil Aerospace Medical Institute)
SEBA Level: All

This presentation covers the physiological elements encountered in flight and prepares flight personnel to deal with potential occurrences such as loss of cabin pressure, hypoxia, trapped gas problems, decompression sickness as well as self-imposed stress that can magnify any of the above physiological events.

2:45 pm – 3:15 pm

[Hypoxia Awareness Training](#)

Presented by: FACTS Training

SEBA Level: All

FACTS Hypoxia Awareness Training device (FACTS HAT™), the worlds only computer controlled hypoxia trainer delivers real-time computer assessments of the psychomotor and cognitive impairments resulting from created hypoxia. The device is capable of simulating operating altitudes to 30,000 feet familiarizing crewmembers with the dangerous and paralyzing effects of hypoxia in a safe setting.

The FACTS Hypoxia Trainer is an interactive computer touch screen program that accommodates two volunteers at a time and will allow everyone attending the session to experience and/or witness all of the signs, symptoms, and effects of high altitude hypoxia and to allow a better understanding of human factors during an insidious, rapid or explosive decompression.

3:15 pm – 3:45 pm

[Afternoon Break](#)

Vendor Display Tables Open

3:45 pm – 5:00 pm

[Emergency Response Preparedness for Flight Attendants](#)

Presented by Pete Agur, The VanAllen Group

SEBA Level: All

Training prepares a flight attendant to react and respond to emergencies in flight. However, once an event has ended, other issues must be dealt with.

This session explores the critical events surrounding an aircraft event and the impact on passengers, crew, victims, survivors and next of kin. Beyond caring for the physical well being, there are deeper issues concerning the hearts and minds of those involved during the hours, days, weeks and months beyond. With the information provided it will be easier for you to understand and react appropriately to those concerned.

Included also in this discussion are proactive steps you can take before an event that will make you better prepared to respond even more effectively during and after any crisis.

Finally, this session discusses the role of the employee Flight Attendant versus that of a contractor, and the differences in their respective roles in a crisis situation

5:00 pm – 5:15 pm

[Conference Day Wrap Up and Announcements](#)

*Judy Reif, NBAA Flight Attendants Committee Chair
Scott Arnold, NBAA Flight Attendants Committee Vice Chair*

SATURDAY, JUNE 27, 2009

7:45 am – 8:15 am

[Breakfast](#)

Vendor Display Tables Open

8:15 am – 8:45 am

[2009 NBAA Flight Attendant Scholarship Awards Presentation](#)

8:45 am – 9:45 am

[Personal Security for Global Travel](#)

Presented by: Joseph W. Hemmer, CEO – Aviation Facilities Security Group

SEBA Level: All

This presentation explores the responsibilities and avenues of assistance for the corporate flight crewmember as they travel outside of the comfort and support structure of the United States. Issues highlighted are itinerary planning, host nation law enforcement and security liaison information and avenues of assistance during international travel. Additional information will be provided for local custom practices, hotel, luggage, travel and touring security, emergency response procedures, introduction and orientation to common-sense defensive tactics that can be employed by anyone, and taking CRM beyond the aircraft.

9:45 am – 10:15 pm

[Morning Break](#)

Vendor Display Tables Open

10:15 am – 11:15 am

[What You Don't Know COULD Hurt!](#)

Presented by: Dr. Paulo Alves, MedAire

SEBA Level: All

Flu, Accident, Gastrointestinal Issues - should an illness or injury strike during your travels, would you be prepared? What are the health resources in different destinations? What conditions could affect your ability or that of your passengers to fly safely back home? In this presentation, Dr. Paulo Alves will introduce participants to the realities of today's travel environment. Drawing upon statistical evidence from more than 46,000 cases handled annually by MedAire, participants will learn to recognize and cope with potential threats whether in flight or on the ground. Additionally you will take away key prevention strategies to mitigate against health risks before your departure.

11:15 am – 11:45 am

[Regulatory & Security Updates](#)

Presented by: Doug Carr, NBAA

SEBA Level: All

This session will cover the recent progress regarding the Large Aircraft Security Program (LASP) as well as other initiatives being implemented by the Transportation Security Administration and the Department of Homeland Security. These efforts affect every aspect of business aviation including the duties and responsibilities of the cabin crew relating to passenger security, ramp security and

the interaction with airport management in the US and overseas. Doug Carr, NBAAs Vice President, Security, will explain how the cabin crew can prepare for future security initiatives business aviation may face in the US and overseas.

11:45 am – 12:30 pm

SMS – Safety Management System & Risk Management

Presented by: Kathy Perfetti, IBAC

SEBA Levels: All

The International Standard for Business Aircraft Operations (IS-BAO) is the worldwide-recognized gold standard for business and corporate flight departments. It is a code of best practices developed by the industry for the industry based on a safety management system (SMS). Over 140 flight departments around the world have implemented this program and completed their registration process. Many cabin crewmembers will be working and training within these operations and need to understand how they can support this program. This session explains how these issues impact you.

12:30 pm – 2:00 pm

Lunch

Vendor Display Tables Open

2:00 pm – 3:15 pm

Breakout Sessions

Session # 1 – How Clean Is Your Car? (Modus Operandi – Resumé & Interviewing Proficiency)

Presented by: Scott Arnold – AirCare Solutions Group, Caryl Knapp - Bombardier Flexjet, Elaine Lapotosky - Jet Professionals

SEBA Levels 1, 2, & 3

This experienced panel will present business etiquette techniques and recommendations in order to guide any corporate flight attendant to a successful career, whether you are breaking into the industry or a seasoned professional. Some of the topics covered will be resumé must have's, effective communication styles, first impressions and interviewing tactics. This presentation will not only empower you but also guide you towards achieving a winning interview! You may be wondering, what does "how clean is your car?" have anything to do with interviewing techniques ... you'll have to attend to find out!

Session # 2 – Conflict Resolutions

Presented by Shari LeDonne Frisinger, CornerStone Strategies, LLC

SEBA Levels: All

Sponsored by CorporateFAinsider.com

In today's complex business environment, one needs to build successful working relationships and interact with people in a positive way, to achieve the flight department goals. A key step in building better working relationships occurs when one becomes aware of the differences among people – and be willing to accept these differences as reality within an organization. OK, so you've done that – and you've been

successful at it. The next step to create a better working relationship is to become a "cognizant communicator." In these sessions, you will learn to analyze situations and consciously select and use specific and productive communication strategies.

3:30pm – 4:45pm

Minute Clinics

Presented by The Corporate School of Etiquette, Georgia Food Safety Professionals, USAF and Susan Friedenbergh/Air Culinnaire.

SEBA levels: All

These consecutive rotating sessions guarantee to arouse your taste buds, stimulate your culinary talents, and test your inflight service and troubleshooting skills. Presentations will feature instant desserts, quick fixes, aircraft welcome set-ups and food handling safety. Whether you are a novice or a pro, these presentations are sure to be engaging as well as broadening your inflight service and food handling knowledge.

4:45 pm – 5:15 pm

Conference Summary & Wrap Up

The Flight Attendants Committee will summarize and wrap-up this global mission and invite everyone to join up once again in San Diego, CA in 2010. Judy Reif, the current NBAA Flight Attendants Committee Chair will hand over the reign to Scott Arnold, AirCare Solutions Group as the new Chair and Mary Ann Fash, The Boeing Company, as the new Vice Chair. Amazing prizes and fun will end the conference and prepare the attendees for their safe trip home.

GENERAL INFORMATION

HOTEL INFORMATION

Doubletree Hotel New Orleans
300 Canal Street
New Orleans, Louisiana 70130
(504) 212-3660
Room Rate: \$162

Cut-off date: June 4, 2009

ONLINE REGISTRATION

NBAA is pleased to offer the convenience of online registration to all Attendees of the NBAA 14th Annual Flight Attendant Conference. Registration can be found on the NBAA web site at www.nbaa.org/events. A credit card is required for online registration. You will receive confirmation of your registration upon completion of the process. Badges will be handed out onsite. If you have any questions regarding registration, please contact NBAA Registration at registration@nbaa.org or by phone at 202-478-7770.

ATTENDEE PRICING

Flight Attendant Conference

Thursday, June 25, Friday, June 26 and Saturday, June 27, 2009

(Includes continental breakfast, lunch, breaks and Thursday and Friday's evening networking receptions as well as handout materials.)

Member Price: \$375

Non-Member Price: \$525

Special offer for first time attendees – for all first-time attendees who are interested in joining NBAA, call NBAA Membership for the special offer available to contract flight attendants at (800) FYI-NBAA or (800) 394-6222.

SUBSTITUTIONS/CANCELLATIONS

A full refund less a 10 percent processing fee will be made for seminar cancellations received in writing prior to June 25, 2009. NBAA understands the last-minute nature of business aviation and has allowed as much flexibility as possible. However, there will be NO REFUNDS after June 25, 2009. All requests must be made in writing to registration@nbaa.org or fax to (202) 478-0036. If you are unable to attend and wish to send another representative from your company, simply e-mail the name of your replacement to registration@nbaa.org.

NBAA'S STANDARDS OF EXCELLENCE IN BUSINESS AVIATION (SEBA) PROGRAM

To help Attendees decide which sessions would be the best options to attend, the Flight Attendants Committee has designated each presentation with a SEBA Level. NBAA's Standards of Excellence in Business Aviation (SEBA) program was created to encourage continuing education practices within the business aviation community. The program was developed by NBAA and is coordinated through the Professional Development Strategic FocusTeam in collaboration with the Association's Corporate Aviation Management Committee, Flight Attendants Committee, Maintenance Committee, Schedulers and Dispatchers Committee. SEBA has four levels for the business aviation flight attendant. SEBA 1 is for entry level flight attendants who have completed training that meets the basics from FAR part 135 plus CRM, food handling and in-flight medical training. SEBA 2 builds upon SEBA 1 with aircraft specific training, ground safety, deicing and business protocol training. SEBA 3, lead flight attendant, adds advanced culinary, high altitude, fatigue countermeasures and security training. Finally, SEBA 4 is the manager flight attendant with management training and industry experience. For more details on this, please visit the NBAA web site at www.nbaa.org/seba.

PHOTO USE PERMISSION

Any person who attends an NBAA Show, Conference, Seminar, Forum or other program grants permission to NBAA to use and publish his/her image or likeness collected in connection with the program for any usual and customary purpose of the NBAA, including advertisements for NBAA and its programs.

RENTAL CAR INFORMATION



Pick Enterprise. We'll pick you up.®

NBAA Members save an additional 10% through Enterprise Rent-

A-Car. At home or away, at a general aviation or commercial airport, Enterprise has the right car, truck, van or SUV to meet your needs. With Enterprise, you will enjoy great savings on more than 550,000 vehicles. Plus on average, their rates at airports are up to 20% lower than other rental car companies. And with more than 5,500 neighborhood and airport locations, you're sure to find one near you. To take advantage, you must book through www.enterprise.com and use the special NBAA discount number: NA16100.



BOOK DELTA EASY AS 1-2...YOU CHOOSE

Delta Air Lines is offering 5-10% discounts off eligible published fares to NBAA Members. Choose the options below for your booking method

1 Book Online (no service fee)

- Access the deals with just a click on the delta.com for business logo
- Promoting Delta's Online Best Fare Guarantee*

NOTE: If you go directly to the delta.com website you ***will not*** be eligible for a discount.

2 Call Delta's Association Desk (booking fee applies)

- Phone 1 800-455-2720
- Hours 9:00AM – 5:30PM EST (Mon-Fri)
- Reference Number: DP4V

NBAA WISHES TO THANK ITS GENEROUS SPONSORS FOR SUPPORTING THE NBAA 14TH ANNUAL FLIGHT ATTENDANT CONFERENCE.



NBAA

1200 Eighteenth Street, NW
Suite 400
Washington, DC 20036-2527

SPONSOR LEVELS

GOLD LEVEL

CorporateFAlnsider.com

Educating the community one news issue at a time

SILVER LEVEL

FlightSafety
International



BRONZE LEVEL

