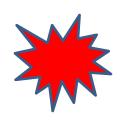
Passenger Comfort



.....or is it?



PCI Presentation by Steve Barbour



The red light comes on.

You....

"Uh, oh, why is that on?"

Passenger.....

Instant fear!!!!!

Treat passengers as if they are always nervous

 Realize that many passengers have never ridden in a small plane.....or may have never been in any aircraft.

Calm their fears

Before flight....

Talk about the flight

Preflight with them

Avoid to much information

Tailor information to the needs of passenger.

• Before departure ...

- What is to happen during each phase of flight
 - » Emergency exits , but reiterate that they are unlikely to be needed.
 - » Take off, climb out, and altitude
 - » Weather
 - » Wind, clouds, rain, or other issues

Inside the plane....

- •Comfort?
- •Questions?
- Seatbelts!
- Operation of the door!

Passenger briefing.....

- Don't go on for ever
 - Discussing every gauge and instrument is not only unnecessary, but can be scary to passenger.
 - A good briefing can be as simple as seatbelt, door, fire extinguisher, and that's it!.

Communication in cockpit.....

- How they should ask questions.
- Spotting traffic.....Why?(in a positive attitude!)
- Time to have a sterile cockpit, and when is it ok to visit.

In the Air.....

- Vital to be your smooth-operatorstyle 'persona'
- Gentle, deliberate control movements
- Let them try the controls
- Use simple terms they will understand.

Never to do.....

- Don't do aerobatics
- Taking chances
- Get upset about circumstances

Follow a few simple rules, remember to take your time and keep your cool, and consider your passengers' needs at all times -- and you'll come out looking like a hero!