

# *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 too 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-operator-style '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!*