

Thursday, January 7, 2021

QX AFA FAB Meeting 1-7-2021

Heather Coleman, Jennifer Levcun, Mandy Mundy, Jesse Sexton

Items for discussion:

More napkins, in G3. I have requested more napkins. 4 packs are not enough with loads filling up. Mandy has sent over to AS. Asking for 4 more packs in carrier 303 with garbage bags drawer

Tagged carts, follow up by Mandy. Note serial number. Tracked and can track if it is put back on the AC or not fixed. Take picture of serial number or write it on the tag. Photos are best to track in report. Logged in kitchens when INOP cart received. Then sent to be fixed.

Service expansion/reduction workshop update-still working on. Different thresholds if cities fall into a certain range. Mitigate for exposure per city. Not currently increasing service right now.

New wipe – Purell beginning in Feb – EO burn off in FC. Wipes, transition from EO to Purell. Feb1 hard cutover in MC for Purell, Burning off EO in FC. Then switch over to all Purell. May take 1 month but possibly longer depending on kitchens. More wipes in Purell box. Make sure to hand out wipes to guests. Purell wipes still feels good and no residue. Just Purell scent (no lavender like EO). Mount of wipes increased on board.

SRA update for Q400 wine pour- Jan 26th, 1 pm. Moved out 4 weeks.

Prosecco burn off on Q400 idea, offering on Q400? Picking up would be more challenging. Glass separated. Cannot put glass in Q400 garbage. Need to speak to MEC. 17,000 bottles of prosecco.

Shelf-stable breakfast ideas- European company makes the yogurt. Ultra-high pasteurized. Can no longer provide. Haul over for breakfast. think of ideas, recommendations?

FC meal feedback-mixed about AM, black forest ham, Brie and egg salad with lettuce and tomato, not a crowd favorite.



Q400 cargo water use change, Jan 18 do not use sign being put on the case. FAIF going out. Is for weight and balance purposes only. 13 other large bottles on bard plus minis.

Charters, new possibilities. Charter language in FAM/direction or training

New Dasani bottle, changing shape to use less plastic, can fit more in drawer and on cart. Squishy. Easier to smash. 8 ounces. Matthew tested large bottles and they work.

Also going forward our teams meeting will be recorded. It will be available for anyone that is unable to attend as well as a resource to refer back to if there are any questions. By joining the meeting, you are giving permission to be recorded per Mandy.

Stats on COVID exposure vs service increases, June coke DC July 16 added sprite GA OJ

Aug FC fruit and cheese, sept Wrap Oct beer wine q 400 Mandy will reach out to get notice also

Service expansion and reduction workshop. Mandy will pass on.

Boxed water, on Q400. FA's to use bottles than the boxed. Order water for front. FAIF will being going out. Depending on feedback may become permanent. Will have only boxed after cutover on the 18th.

Some inflight announcements were updated and should be live with changes from working group, pushed to IMD's this AM for all. Others are being reviewed.

New IFG (inflight guide) will be loaded on 16th to seat backs, mid-month will take a few days to get on all the aircraft. Not normal cutover cycle, next will done be mid-March.

J Coco bar flavors will be changing to Alaskan smoked sea salt, soft cutover. 70% dark.

Made for AS, now popular and J Coco is keeping the flavor full time in stores. Truffles will stay the same for cheese plates.

FC menu change, no planned changes, soonest is March or April.

B2B feedback app, can select if you want a response is being taken off. If you need a response email Mandy. Average is 1 out of 50 that wants a response.

Inflight Inquirer requests, handwashing, PPE, glove wearing and trash collection.

