



THE  
**Flight Attendant**  
ACADEMY

# Module 3

## AIRLINE TERMINOLOGY





**Welcome to the 3<sup>rd</sup> home study module of the Flight Attendant training program from The Flight Attendant Academy.**

If you have any questions as you go through this module, please feel free to reach out to me anytime via email at: [carolyn@theflightattendantacademy.com](mailto:carolyn@theflightattendantacademy.com)

I look forward to seeing you in person for our 5-Day hands-on portion of the program.

Carolyn Dillon,  
Executive Director of The Flight Attendant Academy

**In Module #3** we will review Airline Terminology and Acronyms that are used in Aviation. Don't PANIC- you do not have to memorize them all, just be familiar with these terms. This will help you in our class and the initial training with the airline that hires you.

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# AIRLINE TERMINOLOGY

You do not need to memorize the definitions word-for-word – *just be familiar with the meaning.*

1. **Able-bodied person (ABP)** – passengers who are selected to assist an airline crew during an emergency.
2. **Aft** – Toward the rear of the aircraft (a/c).
3. **Aft Left** – Refers to the left rear section of the a/c.
4. **Aft Right** – Refers to the right rear section of the a/c.
5. **All-nighter -Red-eye** – A flight, typically from the West Coast that departs late in the evening and flies eastbound all night to the destination airport.
6. **Automated External Defibrillator (AED)** -- A medical device carried on an aircraft that allows flight attendants to treat victims of cardiac arrest.
7. **Auxiliary Power Unit (APU)** – a device on a vehicle that provides energy for functions other than propulsion.
8. **Air Traffic Control (ATC)**- service provided by ground-based **air traffic controllers** who direct aircraft on the ground and through controlled airspace.
9. **Base or domicile** – The city and associated airport a flight attendant is assigned to. The domicile is where all trips begin and end.
10. **Beverage Cart** – A heavy, wheeled cart onboard an aircraft, which flight attendants use for beverage and meal service. Also called a “meal cart.” Collapses for quick stowage in the galley area.
11. **Bidding or Bid** – The process of choosing a work schedule on a seniority basis.
12. **Block-to-block** – The actual time an a/c leaves the blocks and pushes back from the gate to the time it arrives (and is blocked in) at the gate of the destination.
13. **Briefing** – A meeting of the cabin crew prior to departure to discuss safety procedures and the flow of the trip.
14. **Buffet** – Area of aircraft for storing catering supplies.



15. **Bulkhead** – A wall or partition dividing the customer cabin into sections.

16. **Cabin** - the section of an aircraft in which passengers travel.

17. **Captain (CAPT)**- The pilot in command.

18. **Catering** – The food service company responsible for providing the meals and food equipment.

19. **Check-in or show-time** – The time a FA reports for duty prior to an assigned trip.

20. **Charter flight** – A flight which does not operate on a regular published schedule; may operate for individual groups or through a tour operator.

21. **Coach** – The largest and normally most basic class of service on an aircraft. Some aircraft have only a coach class of service, while on others, coach may be a part of a 2 or 3 class configuration.

22. **Comat** – Company materials which are shipped onboard an aircraft.

23. **Commute** – The process of commuting *by air* to a given domicile.

24. **Configuration** – The arrangement of seats, bulkheads, compartments and exits in the interior of an a/c.

25. **Crash Pad** – Term used by commuters to refer to their “home away from home.” Also referred to as a “Commuter Apartment.” Usually shared by several commuters to reduce costs.

26. **Crew Complement** – The number of working crewmembers required to work any given flight; one fa is required per 50 seats.

27. **Crew Scheduling** – An office whose personnel is charged with assigning and tracking all flight crews.

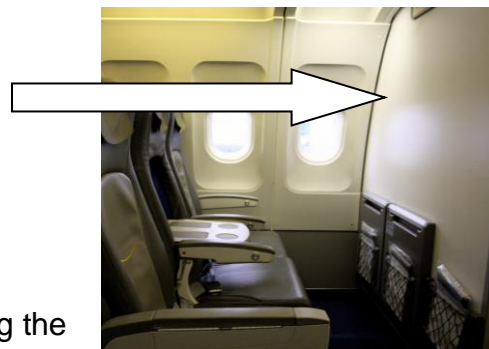
28. **Cross Check** – The action of having one FA check the actions of another FA.

29. **Deadhead (DH)**- Transport of an off-duty crewmember for the purpose of positioning for the working of a flight.

30. **Decompression** – Sudden loss of cabin air pressure resulting in the equalization of the inside air pressure with the outside pressure.

31. **Demo** – The FAA mandated demonstration of a/c equipment and emergency procedures. The demo must be performed for all pax before takeoff.

32. **Department of Transportation (DOT)**- A cabinet-level agency of the federal government responsible for helping maintain and develop the nation's transportation systems and



infrastructure.

- 33. **Direct Flight** – A flight from point A to point B with an intermediate stop but no change in aircraft.
- 34. **Ditching** – An emergency landing in water.
- 35. **Duty time** – The period a FA is on duty, includes check in to debriefing.
- 36. **Deplane** – The procedure in which customers leave the a/c.
- 37. **Deploy** – The process by which an emergency slide is extended and inflated.
- 38. **Disarm** – The process of taking the slide out of the emergency mode so it will not deploy when the door is opened, done when the a/c has been parked at the gate and the jetway is moving toward the a/c.
- 39. **Domestic** – Referring to flights or airlines within the USA.
- 40. **Debrief** – The period after the arrival of a trip sequence that is used to discuss the flight.
- 41. **Enhanced Emergency Medical Kit (EEMK)**- exceeds all of the current FAA guidelines for Airline Emergency Medical Kits. The Enhanced Kit contains all of the FAA required contents, plus additional colored seals.
- 42. **Estimated Time of Arrival (ETA)**- The time when an aircraft is expected to arrive at a certain place.
- 43. **Estimated Time of Departure (ETD)**- The time when an aircraft is expected to depart.
- 44. **Evacuation** – The procedure by which customers are deplaned in the quickest, most orderly manner for emergency purposes.
- 45. **Federal Aviation Administration (FAA)**- governmental body of the United States with powers to regulate all aspects of civil aviation in that nation as well as over its surrounding international waters.
- 46. **Federal Air Regulations (FAR)**- Rules prescribed by the Federal Aviation Administration (FAA) governing all aviation activities in the United States.
- 47. **First Aid Kit (FAK)** - a collection of supplies and equipment that is used to give medical treatment.
- 48. **First Officer (FO)**- The second in command to the captain on an aircraft.
- 49. **Flag stop** – An unscheduled or unplanned stop for a medical emergency.



50. **Flight Deck** - Cockpit.

51. **Flight Time** – The time from take-off to touchdown.

52. **Forward (Fwd)** – Toward the front of the a/c or the front section of the a/c.

53. **Fwd Right** – Refers to the right front section of the a/c.

54. **Fwd Left** – Refers to the left front section of the a/c.

55. **Furlough** – A compulsory leave of absence from airline until employees are needed again and rehired.

56. **Fuselage** – The main body of the a/c, excluding wings, tail assembly and engines.

57. **Ferry Flight** – Delivery of an a/c without passengers (pax), to a designated airport.

58. **Flaps** – Hinged or pivotal portion of the wing used to provide or decrease lift on take-off and landing.

59. **Galley** – The part of an a/c where food is prepared and stored.

60. **Greenwich Mean Time (GMT)**- see Zulu.

61. **Ground time** – The time an a/c and/or its crew spend on the ground between flights. Also, Layover.



62. **Halon Fire Extinguisher (H)**- Specialty type of fire extinguisher that contain a gas that interrupts the chemical reaction that takes place when fuels burn. This type of fire extinguisher is often used to protect valuable electrical equipment since they leave no residue.

63. **Hangar** – Building in which a/c are housed and serviced.

64. **Headwind** – Wind which blows against the direction an airliner is traveling, thus slowing down flight time.

65. **Hub** – An airport at which one or more major airlines have established clearing sites for traffic.

66. **Hypoxia** – Lack of oxygen in the blood, prevalent after decompression.

67. **Inbound** – Arriving at a station or coming in from a flight.

68. **Initial Operating Experience (IOE)** – Initial Operating Experience (IOE's) are when you step into the role of a flight attendant on an actual flight.

69. **Inoperable-(INOP)**- Inoperable equipment.

70. **Inflight Services** – Department responsible for the care administered to pax aboard an a/c.

71. **Jetway / Jetbridge** – An enclosed passageway through which pax move from airport to aircraft.

72. **Jumpseat (JS)** – Seat assigned to FA's for take-off and landing, located near emergency exits.

73. **Junior** – FA on the lower ranks of the seniority list.

74. **Layover (L/O)** – The time the flight crew and or a/c is on the ground between flights; the time could be a few minutes, a few hours or the night. Also Ground time, Remain Overnight. Usually includes a hotel stay.



75. **Leg** – A single flight from 1 departure point to 1 destination point. A leg had 1 takeoff and 1 landing.

76. **Legal rest** – Minimum rest time required after flight time by either the FAA or contractual agreements.

77. **Lead or Sr. FA** – The fa assigned to work the senior position on a flight. Coordinates the efforts of all fa's onboard a flight. Also known as "A", First FA, Purser.

78. **Line of flying** – The monthly schedule a FA receives as a result of the bidding process designating trip sequences.

79. **Lineholder** – A FA with enough seniority to fly or hold a regular line of flying.

80. **Mainline** – A term used where referring to the larger entity of an airline that provides both regional and large jet service.

81. **Mechanical** – Refers to a problem with an a/c that must be fixed by maintenance before departure.

82. **Minimum Guarantee** – Minimum number of hours to be paid in each month regardless of the number of hours flown.

83. **Narrowbody** – An a/c with only one aisle dividing the Pax seats.

84. **Non-rev** – A non-revenue or non-paying pax, usually a fellow airline employee. Also, stand-by, space available.

85. **Nation Transportation Safety Board (NTSB)** - independent U.S. government investigative agency responsible for civil transportation accident investigation.



86. **On-Call** – A period of time during which a reserve flight attendant may be assigned a trip.
87. **Origination** – Station where an aircraft begins and is assigned a flight number.
88. **Pass** – An airline ticket used by an airline employee or eligible family member or friend, allowing travel at no cost or for a nominal service charge.
89. **Passenger Service Unit (PSU)** – The unit above each row of Pax seats that houses individual Pax oxygen units, reading lights, flight attendant call buttons, etc.
90. **Per Diem** – Refers to hourly rate paid to flight attendants for meal expenses while on-duty. Pay begins when you check in on the first day and ends when you return to your base at the end of your trip.
91. **Pressurize** – To keep nearly ground level atmospheric pressure inside the a/c cabin while at high altitudes.

92. **Protective Breathing Equipment (PBE)** - Portable, self-contained, personal smoke hood designed to safeguard flight attendants and cabin crewmembers from the effects of smoke, carbon dioxide, harmful gases and oxygen deficiency while managing in-flight fire, smoke or fume emergencies.

93. **Purser** – FA who supervises inflight crew and services on international flights.

94. **Pushback** – The process of moving an a/c backwards from the gate.

95. **Ramp** – The area around an a/c where ground personnel perform their duties; maintenance, baggage, catering etc.

96. **Remain Overnight (RON)**- see layover.

97. **Reserve** – System of requiring certain FA's to be on standby to cover open trips; usually reserve FA's are too junior in seniority to hold a bid line.

98. **Restraint Strap** – A strap that holds people back at an aircraft exit door.

99. **Sequence** – A flight or series of flights in a line held by a FA bid.

100. **Sterile Cockpit** – The period during the critical phase of flight when the cockpit door must be locked, and FAs are restricted from entering and contacting. A sterile cockpit is required when an a/c is below 10,000 ft including taxi, takeoff and landing.



101. **Tailwind** – Wind which blows in the direction in which an airliner is traveling, thus accelerating flight time.
102. **Tarmac** – Cement apron adjacent to the terminal for aircraft parking.
103. **Taxi** – Aircraft movement on the ground.
104. **Trip Pairing** – A series of flight numbers that comprise a “trip.” Also simply called a “Trip.”
105. **Turbulence** – Irregular movement by the a/c caused by changes in atmospheric air currents.
106. **Turnaround** – Any flight sequence which originates from and returns to the same city on the same day.
107. **Two Person Rule** – Two authorized persons must be in the cockpit while the engine is running.
108. **Unaccompanied Minor (UM)**- A child who is travelling alone without a parent, guardian or responsible adult.
109. **Water Fire Extinguisher (H2O)**- Class A and B fires. They are most suited to extinguish liquid fires such as petrol or diesel and they can also be used on solids such as wood and paper.
110. **Widebody** – An a/c with 2 aisles dividing the pax seats.
111. **Write-Up** – A logbook entry that describes a defect or discrepancy on an a/c that needs maintenance. FAs give these to the cockpit.
112. **Zulu Time** – Reference local time at the Prime Meridian in Greenwich, England. This serves as a basis for time calculation around the world (also known as Greenwich Mean Time or GMT)



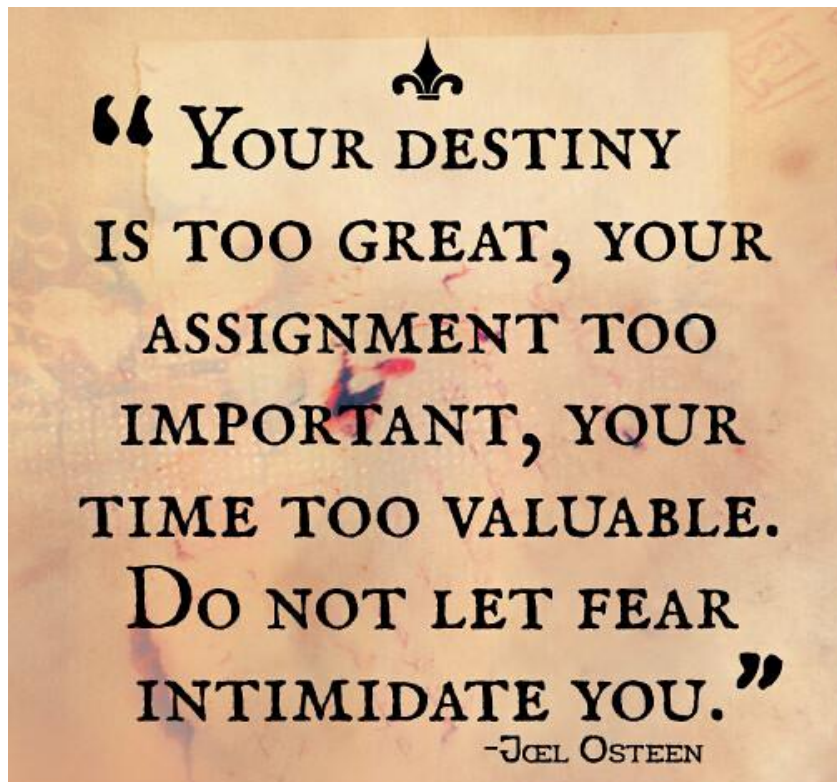
# **ABBREVIATIONS**

**(Important! You need to learn these abbreviations!)**

1. ABP – Able-bodied person
2. A/C – Aircraft
3. APU – Auxiliary Power Unit
4. ATC – Air Traffic Control
5. CAPT – Captain
6. DH – Deadhead
7. DOT – Department of Transportation
8. ETA – Estimated Time of Arrival
9. ETD – Estimated Time of Departure
10. FA – Flight Attendant
11. FAA – Federal Aviation Administration
12. FAR's – Federal Aviation Regulations
13. FO – First Officer
14. GMT – Greenwich Mean Time
15. INOP – Inoperable; equipment not working
16. IOE – Initial Operating Experience
17. LO – Layover
18. NTSB – National Transportation Safety Board
19. PAX – Passengers
20. PSU – Passenger Service Unit
21. RON – Remain overnight
22. TO – Take-off
23. UM – Unaccompanied Minor
24. WX – Weather

## **EMERGENCY EQUIPMENT ABBREVIATIONS**

1. AED – Automated External Defibrillator
2. FAK – First Aid Kit
3. H2O – Water Fire Extinguisher
4. POB – Portable Oxygen Bottle
5. H – Halon (Fire Extinguisher)
6. MEG – Megaphone
7. FL – Flashlight
8. ELS – Emergency Light Switch
9. XLV – Extra Life Vest
10. PBE – Protective Breathing Equipment
11. EEMK – Enhanced Emergency Medical Kit
12. ELB – Emergency Locator Beacon
13. ERT – Emergency Radio Transmitter
14. JS – Jumpseat



# Practice Test

1. The process of choosing a work schedule on a seniority basis.
  - A. Duty Time
  - B. Line of Flying
  - C. Bidding
  - D. Layover
  
2. The period during the critical phase of flight when the cockpit door must be locked, and FAs are restricted from entering and contacting. A \_\_\_\_\_ is required when an a/c is below 10,000 ft including taxi, takeoff and landing.
  - A. Two Person Rule
  - B. Trip Pairing
  - C. Minimum Guarantee
  - D. Sterile Cockpit
  
3. Refers to hourly rate paid to flight attendants for meal expenses while on-duty. Pay begins when you check in on the first day and ends when you return to your base at the end of your trip.
  - A. Debrief
  - B. Base
  - C. Per Diem
  - D. Duty Time
  
4. The actual time an a/c leaves the blocks and pushes back from the gate to the time it arrives (and is blocked in) at the gate of the destination.
  - A. Block-to-block
  - B. Sequence
  - C. Turnaround
  - D. Pushback

5. Sudden loss of cabin air pressure resulting in the equalization of the inside air pressure with the outside pressure.

- A. Pressurize
- B. Hypoxia
- C. Bulkhead
- D. Decompression

6. Specialty type of fire extinguisher that contain a gas that interrupts the chemical reaction that takes place when fuels burn. This type of fire extinguisher is often used to protect valuable electrical equipment since they leave no residue.

- A. Halon
- B. Water

7. ABP – \_\_\_\_\_

8. A/C – \_\_\_\_\_

9. APU – \_\_\_\_\_

10. ATC – \_\_\_\_\_

11. CAPT – \_\_\_\_\_

12. DH – \_\_\_\_\_

13. DOT – \_\_\_\_\_

14. ETA – \_\_\_\_\_

15. ETD – \_\_\_\_\_

16. FA – \_\_\_\_\_

17. FAA – \_\_\_\_\_

18. FAR's – \_\_\_\_\_

19. FO – \_\_\_\_\_

20. GMT – \_\_\_\_\_

21. INOP – \_\_\_\_\_

22. IOE – \_\_\_\_\_

23. LO – \_\_\_\_\_

24. NTSB – \_\_\_\_\_

25. PAX – \_\_\_\_\_

# (Answer Key) Practice Test

1. The process of choosing a work schedule on a seniority basis.

C. Bidding

2. The period during the critical phase of flight when the cockpit door must be locked, and FAs are restricted from entering and contacting. A \_\_\_\_\_ is required when an a/c is below 10,000 ft including taxi, takeoff and landing.

D. Sterile Cockpit

3. Refers to hourly rate paid to flight attendants for meal expenses while on-duty. Pay begins when you check in on the first day and ends when you return to your base at the end of your trip.

C. Per Diem

4. The actual time an a/c leaves the blocks and pushes back from the gate to the time it arrives (and is blocked in) at the gate of the destination.

A. Block-to-block

5. Sudden loss of cabin air pressure resulting in the equalization of the inside air pressure with the outside pressure.

D. Decompression

6. Specialty type of fire extinguisher that contain a gas that interrupts the chemical reaction that takes place when fuels burn. This type of fire extinguisher is often used to protect valuable electrical equipment since they leave no residue.

A. Halon

7. ABP – Able Body Person
8. A/C – Aircraft
9. APU – Auxiliary Power Unit
10. ATC – Air Traffic Controller
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12. DH – Deadhead
13. DOT – Department of Transportation
14. ETA – Estimated Time of Arrival
15. ETD – Estimated Time of Departure
16. FA – Flight Attendant
17. FAA – Federal Aviation Administration
18. FAR's – Federal Aviation Regulation
19. FO – First Officer
20. GMT – Greenwich Mean Time
21. INOP – Inoperable
22. IOE – Initial Operating Experience
23. LO – Layover
24. NTSB – National Transportation Safety Board
25. PAX – Passenger

## Summary of Module 3

You now should be familiar with the definitions of Airline Terminology and Acronyms that are used in Aviation.



## Module 4: FAR's

In Module 4 You'll become familiar with FARs (Federal Aviation Regulations).

These are the rules prescribed by the Federal Aviation Administration (FAA) governing all aviation activities in the United States. FARs are simply FAA mandated rules to ensure the safety and comfort of customers and crewmembers.

Keep going, you are now learning the necessities of what Flight Attendants need to be **familiar with** to properly perform their job...

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