

# Passenger Announcements



Best Practices for Flight Crews  
CRJ-550 Instructor Whiteboard

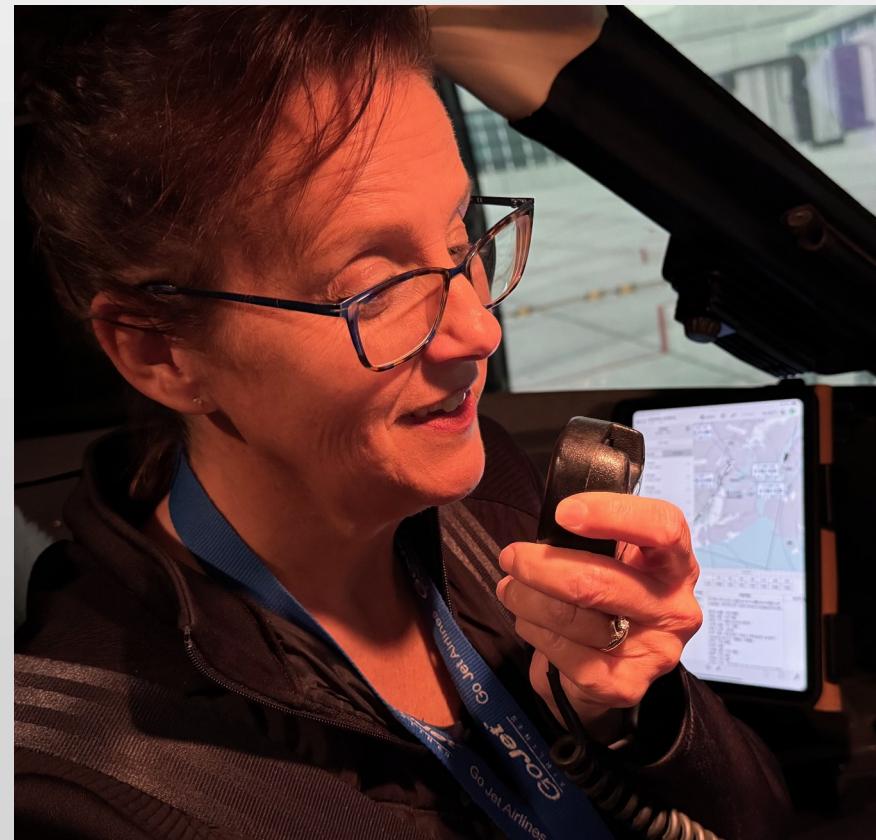
# Effective Passenger Announcements for a Safe and Comfortable Flight

- Welcome, fellow crew members!
- As we strive to provide exceptional service to our passengers, it's essential to communicate effectively through clear and concise announcements.
- In this presentation, we'll cover the key principles and best practices for making good passenger announcements.



# An Effective Passenger Announcement

- Conveys your concern for safety
- Establishes confidence and respect for the flight crew
- Reduces anxiety and stress
- Enhances overall flight experience
- Supports airline brand reputation



# Core Principles For Effective Announcements

- Know what you are going to say before you key the microphone
- Be clear and concise
- Use simple language
- Avoid jargon and technical terms
- Convey empathy and understanding
- Provide relevant information

## Collect Your Data

*Flight Release (flight number, destination, crew names, time en route)*

*METAR/TAF (Wx and expected ride conditions)*

*Arrival Gate (Airline App)*

# Core Principles

## Tips for using your Hand Microphone

**Hold the hand mike correctly:** Grasp the hand mike with a firm, but not overly tight, grip. Hold it at a 45-degree angle, with the microphone element (the part that picks up your voice) facing your mouth.

**Position the hand mike:** Place the hand mike about 1-2 inches (2.5-5 cm) from your mouth, with the microphone element aligned with your lips.

**Speak clearly and naturally:** Enunciate your words, speaking in a clear, concise, and natural tone. Convey empathy and caring. Avoid shouting or conveying stress.

**Use the PTT switch firmly:** Press the PTT switch firmly to minimize any noise or crackle. Remember to de-select PA mode on your audio panel when you are finished.

**Constructive Feedback:** Ask your FA

# Core Principles

## Tips for using your Headset Microphone

**Proper Placement and Adjustment:** Ensure the microphone is positioned correctly in relation to your mouth. Please check your headset manufacturer recommendations. Typically, it should be about 1 inch from your lips, slightly off to the side to avoid excessive breath noise and pops from 'p' and 't' sounds. Adjust the headset for a comfortable fit, ensuring the microphone doesn't move around during use.

**Articulation and Enunciation:** Clear articulation is crucial for ensuring that all announcements are understood by everyone on board. Enunciate each word carefully, avoiding mumbling or rushing through the message.

**Maintenance:** Regularly inspect your headset for any damage or wear that could affect its performance.

**Constructive Feedback:** Ask your FA

# Core Principles

## Effective Delivery Techniques

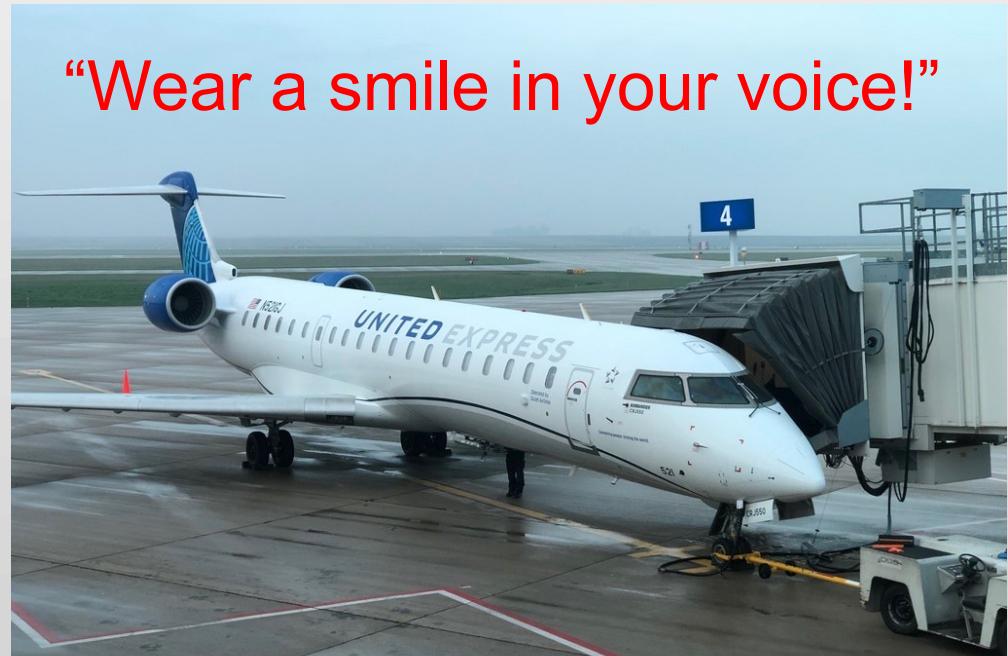


- Speak clearly and at a moderate pace
- Use a friendly and approachable tone
- Avoid filler words or nervous habits
- Keep it clear and simple, no jargon, terms like ATC, APU, FMS, etc. may not be understood by all listeners.
- Make eye contact with passengers (when possible)

# Pre-Flight Announcements

## Welcome Aboard at the Gate

- Introduce crew
- State the FA responsibility for passenger safety
- Departure time, any expected delays (de-ice, etc.) and estimated flight duration
- Any special considerations for the flight (FA remaining seated for safety, Wx, etc.)



# Pre-Flight Announcements

## Welcome Aboard at the Gate

“Ladies and Gentlemen, from the Flight Deck this is [Captain/FO] [name] speaking. On behalf of [Captain/FO] [name] and our FA [name], I would like to welcome you aboard United Express Flight [Flight Number], service to [destination]. {pause for a second} FA [name] is here primarily for your safety and I ask that you please follow [his/her] instructions at all times. Weather along our route is [clear/partly cloudy/cloudy] and we are expecting a [smooth/slightly bumpy] ride. {pause for a second} We appreciate your business. Please relax, sit back and enjoy your flight. If there is anything we can do to help make your flight more enjoyable, please don’t hesitate to ask. Thank you.”

[Sample.mp3](#)

*Practice! Use your phone or computer to record yourself making this PA, then listen to yourself speak*

# Before Takeoff Announcements

## Ground Delays: 15 – 30 min from Out Time

**NOTE! : If you have to read this, it is time to read your Company manuals and review the current delay guidance!**

“Ladies and Gentlemen, from the Flight Deck this is [Captain/FO] [name] speaking. We apologize for our delay in getting airborne, we expect our ground delay to continue for approximately \_\_\_\_\_. Please feel free to use your personal electronic devices. However, they will need to be stowed prior to takeoff. We will keep you advised. Thank you.”

**Sample.mp3**

*Practice! Use your phone or computer to record yourself making this PA, then listen to yourself speak*

# Before Takeoff Announcements

## Ground Delays: 30 min – 1 hour from Out Time

“Ladies and Gentlemen, from the Flight Deck this is [Captain/FO] [name] speaking. We apologize for our delay in getting airborne, we expect our ground delay to continue for approximately \_\_\_\_\_. I [am turning/have turned] the Fasten Seat Belt Sign off, please feel free to unfasten your seat belts to use the lavatory and continue to use your personal electronic devices. However, you will need to stow your large personal electronic devices and be seated with your seat belt fastened prior to takeoff. We will keep you advised. Thank you.”

[Sample.mp3](#)

*Practice! Use your phone or computer to record yourself making this PA, then listen to yourself speak*

# In-Flight Announcements: Ground Delays - Keeping Passengers Informed

The Flight Crew will provide passengers with updated delay status approximately every twenty (20) minutes. The announcement should include the current status, reason for the delay, forecasted weather, estimated time of departure (or arrival at gate), and any other pertinent information (including if there is no new information).



# Before Takeoff Announcements: Ground Delays - Approximately every 20 minutes

*Sample only, please adapt to each specific situation:*

“Ladies and Gentlemen, from the Flight Deck this is [Captain/FO] [name] speaking. Our flight continues to be impacted by \_\_\_\_\_. The weather is forecast to be \_\_\_\_\_ and we are estimating our departure time to be \_\_\_\_\_ with \_\_\_\_\_ time en route. We apologize for the inconvenience and will keep you advised. Thank you”

[Sample.mp3](#)

*Practice! Use your phone or computer to record yourself making this PA, then listen to yourself speak*

# Before Takeoff Announcements

## Return to Gate

“Ladies and Gentlemen, from the Flight Deck this is [Captain/FO] [name] speaking. Our flight continues to be impacted by \_\_\_\_\_. Current conditions are preventing us from making a timely departure. Our objective is to get you to your destination; however, as a result of a regulatory requirement mandate, it is necessary to return to the gate or an alternate deplaning location. I have turned the fasten seat belt sign on. Please return to your seats and be sure that your seatbelts are fastened. We will have you back to the gate momentarily.”

[Sample.mp3](#)

*Practice! Use your phone or computer to record yourself making this PA, then listen to yourself speak*

# In-Flight Announcements

## Keeping Passengers Informed

- Do not provide flight path or position over cities and landmarks
- Do provide turbulence updates
- Do provide estimated arrival time
- Do provide expected arrival gate
- Do acknowledge special events and/or offer congratulations as appropriate



# During Flight Announcements

## Seat Belt Sign Off - 14CFR 121.571

*Coordinate doing this with your FA in your briefing:*

“Ladies and Gentlemen, from the flight deck this is [CA/FO] [name] speaking. We are expecting smooth air and [will turn/have turned] the fasten seat belt sign off. However, we ask that whenever you are seated, please keep your seat belt fastened because bumpy air can occur at any time. Thank you.”

Sample.mp3

*Practice! Use your phone or computer to record yourself making this PA, then listen to yourself speak*

# During Flight Announcements

## Turbulence - Seat Belt Sign On

“Ladies and Gentlemen, from the flight deck this is [CA/FO] [name] speaking. We are (expecting/experiencing) bumpy air and I [am turning/have turned] the fasten seat belt sign on. Please return to your seats and securely fasten your seat belt. Remain seated. We will do our best to find smooth air as soon as possible. Thank you.”

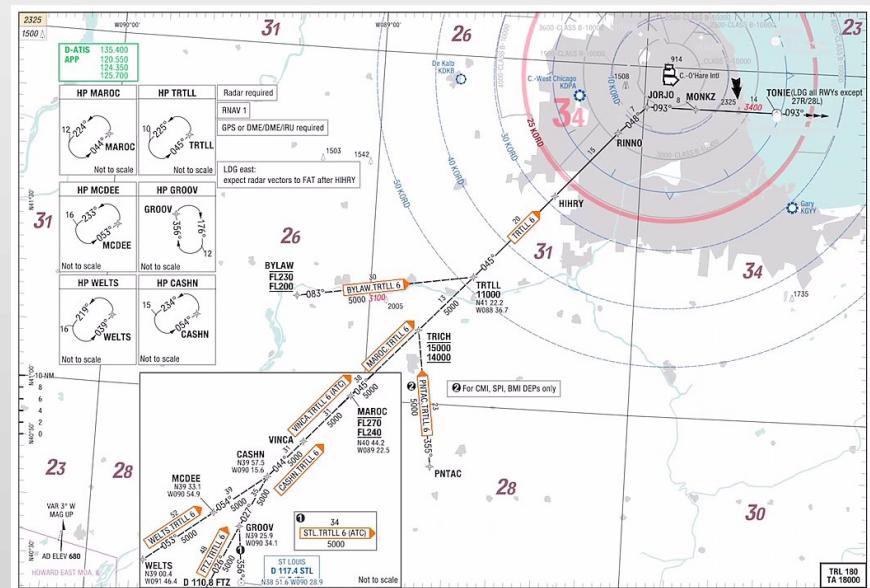
Sample.mp3

*Practice! Use your phone or computer to record yourself making this PA, then listen to yourself speak*

# Arrival Announcements

## Beginning Descent Announcement

- Descent and landing information
- Time left in the flight and weather conditions
- Arrival Gate
- Final thank you and appreciation message



# During Flight Announcements

## Beginning Descent PA

“Ladies and Gentlemen, from the flight deck this is [CA/FO] [name] speaking. Our flight will be landing shortly, now is the time to use the lavatory or move about the cabin. Once the seat belt sign is illuminated, passengers should be in their seats with their seat belts fastened until we arrive at the gate. We appreciate your business and hope to serve you again soon. Thank you.”

Sample.mp3

*Practice! Use your phone or computer to record yourself making this PA, then listen to yourself speak*

# Handling Special Situations

- Delays (GOM 1-3.11.5 Delay Information)
- Medical emergencies
- Severe weather conditions
- Airborne issues or system failures
- Review your company manuals for guidance



# Why Clear Communication Matters

## Total Engine Failure Example

Captain Eric Moody is an example of a pilot sounding cool under pressure. He remained calm during an encounter with a plume of volcanic ash at 37,000 feet in 1982 resulting in all four engines of his 747 flaming out.

“Ladies and gentlemen, this is your captain speaking. We have a small problem. All four engines have stopped. We are doing our damnedest to get them going again. I trust you are not in too much distress.”



Everyone survived.

# Why Clear Communication Matters

## Pre-Crash Example

Captain Al Haynes's announcement for an emergency landing at Sioux City in 1989 after his aircraft lost all hydraulic systems:

“...As you must be aware by now, we’re having some control difficulties with the plane. We’re attempting an emergency landing in Sioux City. We’ll be landing in approximately eight minutes. We’ve got about as much control over the plane as we can get, but I need you to understand this is going to be a crash landing. Please review your emergency procedures. This is going to be worse than anything you’ve ever been through before, and you need to be ready. We will do everything in our power to get everyone to the ground, but we need your cooperation.”



© Air National Guard

aviation-safety.net

296 people on board, 185 survived.

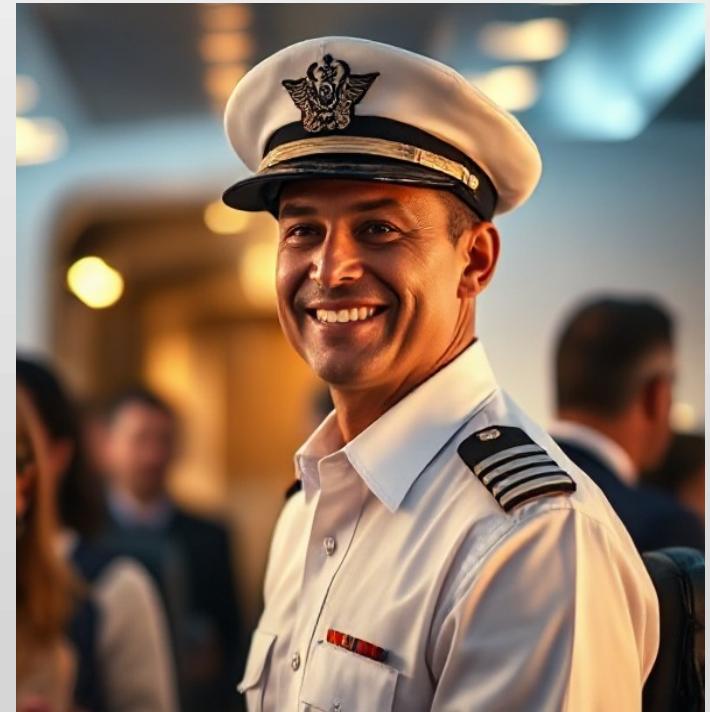
# Recap (GOM 3-1.1.15.11)

- At least once during the flight a general information announcement will be made. This announcement is made to promote passenger confidence and should include anticipated weather conditions and estimated arrival time.
- An announcement providing departure information is encouraged prior to taxi.
- When expected turbulence is to be encountered, the Captain will ensure that an announcement is made to ensure each passenger's seat belt is securely fastened.
- When encountering or expecting unusual weather, flight conditions, delays not previously identified, or entering holding patterns or for other obvious delaying maneuvers. And if time permits, when mechanical difficulties occur in flight, keep the passengers informed.
- If an emergency occurs, which might cause a ditching or an abnormal landing, the passengers should be briefed on what to expect and procedures they should use to evacuate the aircraft.

# Conclusion

## Effective Passenger Announcements

- Every announcement, every gesture, every kindness, no matter how small, contributes to the overall passenger experience.
- Take pride in your communication skills and strive to make each interaction count.



# Thank You!

- Thank you for your attention, and we hope this presentation has been helpful in enhancing your communication skills.
- Remember, every announcement matters, and together, we can create a positive and memorable experience for our passengers

