

MEMORANDUM

TO: ALL STEWARDESSES
FROM: CHIEF STEWARDESS
SUBJECT: VARIOUS AND VERY IMPORTANT

MAY 17, 1963

MR. CRAFT IS IN WASHINGTON WHERE, AMONG OTHER BUSINESS, HE IS NEGOTIATING THE ALLOCATION OF CAM FLIGHTS WITH MILITARY AUTHORITIES. HERE IS AN EXCERPT OF A MESSAGE RECEIVED FROM MR. CRAFT:

"..... WE ARE GETTING SUCH A BAD RECORD THAT ANY BIDS CLOSE OF OURS WILL GO OTHER MEANS..... SOME OF THIS IS BECAUSE WE DO NOT TREAT THE PEOPLE AS VIPS THEY ARE VIP..... CREWS SHOULD TALK TO THEM OFTEN..... STEWARDESSES MUST BE FRIENDLIER TALK TO THE GROUP LEADER..... IT IS NOTHING WE DO NOT ALREADY KNOW BUT IT IS SO IMPORTANT AND SERIOUS THAT WE ARE GOING TO LOOSE OUT UNLESS SOMETHING IS DONE.... FOR A YEAR WE HAVE TALKED ABOUT PLAYING BINGO BUT THEY NEVER DO IT..... WE MUST GET THE FOOD OUT OF SIGHT..... COMPLAINT WAS THAT BUNS WERE TOSSED INTO HAT RACK NOT EVEN STACKED..... THE FOOD WAS OK BUT NOT HANDLED PROPERLY..... ALSO MAJOR COMPLAINED THAT WE USED UP HAT RACK SPACE..... WE HAVE NOT SETTLED THE OVEN RACK PROBLEM BUT SOMETHING WILL HAVE TO BE DONE..... IF THEY HAVE NO DRY ICE THE FOOD MUST BE SERVED IN A CERTAIN LENGTH OF TIME STEWS MUST KNOW THE TIME AND BE ABLE TO EXPLAIN TO MATS TEAMS ETC..... MEANS OF STORAGE IS SLOPPY LOOKING....."

UNFORTUNATELY, THEIR COMPLAINTS ARE LEGITIMATE!

I DON'T CARE HOW YOU DO IT - BUT THERE WILL BE NO GARBAGE, OR FOOD, IN VIEW ANYWHERE AT ANY TIME. THIS INCLUDES THE REST ROOMS. GIRLS! I KNOW THIS IS ONE OF THE GREATEST PROBLEMS. LET ME HAVE YOUR IDEAS AND SUGGESTIONS. WE'LL DO ALL WE CAN TO HELP YOU BUT THE SOLUTION LIES LARGELY WITH YOU; YOUR WILLINGNESS, YOUR COOPERATION, AND YOUR INGENUITY. YOU HAVE A GREAT RESPONSIBILITY. YOU CAN MAKE STANDARD AIRWAYS A SUCCESS - OR, AS IS OBVIOUS FROM THE ABOVE MESSAGE, HAVE ALL OF US OUT OF A JOB IN NO TIME. YOUR WORK TAKES A TREMENDOUS AMOUNT OF ENTHUSIASM AND "D'ESPRIIT DE CORPS". IF YOU DON'T HAVE IT, YOU SIMPLY DO NOT "BELONG". AND THIS MEANS THAT ANYONE WHO THINKS SHE CANNOT, OR DOES NOT WANT TO, ADHERE TO PROCEDURES AND COMPLY WITH ANY RULES AND REGULATIONS (THIS INCLUDES PERSONAL APPEARANCE, UNIFORM, ETC.) WILL BE FIRED.

1. CORRUGATED BOXES (FOLDED) WILL BE PLACED ON ALL CAM AIRPLANES. THESE ARE TO BE USED FOR STORAGE.
2. THERE WILL BE NO FOOD OR GARBAGE IN VIEW AT ANY TIME - ANYWHERE, AND THIS INCLUDES THE REST ROOMS.
3. WITH LESS THAN A FULL PASSENGER LOAD, BLOCK OFF SEATS IN THE GALLEY AREA. FOOD WILL BE STORED UNDER AND BETWEEN - NEVER ON SEATS.
4. CREW REST SEATS, WHEN THERE IS A FULL PASSENGER LOAD, WILL ALSO BE IN THE GALLEY AREA RATHER THAN FORWARD. FELLOW CREW MEMBERS WILL UNDERSTAND YOUR PROBLEM WHEREAS IT IS AWKWARD, TO SAY THE LEAST, TO PRODUCE A BOX OF ROLLS FROM UNDER A PASSENGER'S SEAT.

4. DON'T FILL GARBAGE BAGS TO BURSTING CAPACITY. HALF-FILLED, THEY CAN BE TIED AND - UNCONSPICUOUSLY, OF COURSE, BE SLIPPED UNDER SEATS.
5. ALL FOOD PREPARATION, IN FACT, SHOULD BE AS INCONSPICUOUS AND QUIET AS POSSIBLE. DON'T SHOW OFF. BE LADY-LIKE AND GRACEFUL, EVEN AMONG FOOD AND GARBAGE IN THE GALLEY.
6. STACK FOOD OR GARBAGE, IF NECESSARY, AND COVER IT NEATLY WITH A BLANKET.
7. SPEND TIME WITH YOUR PASSENGERS. I DON'T EVER WANT TO SEE TWO STEWARDESSES PLAY CARDS WITH EACH OTHER. BE SEEN IN THE CABIN, OFFER CONVERSATION, PLAY CARDS WITH YOUR PASSENGERS, IF YOU WISH - BUT ONLY ONE GIRL AT A TIME WHILE THE OTHER CIRCULATES. NO ONE PASSENGER MUST HAVE THE FEELING THAT HE IS BEING NEGLECTED.

HAVE YOU FORGOTTEN ALL THOSE BASIC RULES OF BEING A STEWARDESS?

8. THE OVEN RACK PROBLEM. MATS TEAMS WANT RACKS IN ALL OVENS. HAVE THEM THERE AT INSPECTION TIME - DEPARTURE AND ARRIVAL BOTH.
9. PLAY BINGO ON ALL LONG FLIGHTS. FOR THE BENEFIT OF THOSE WHO HAVE NEVER PLAYED THIS GAME, I AM ATTACHING AN "INSTRUCTION SHEET FOR BINGO".
10. DON'T WAIT FOR PASSENGERS TO ASK YOU. FIND OUT WHERE YOU ARE, THE CITY YOU ARE FLYING OVER, RIVERS, MOUNTAINS, ANY POINT OF INTEREST AND OFFER THIS INFORMATION. USE THE PA ONLY IF MOST OF THE PASSENGERS ARE AWAKE.
11. ALWAYS OFFER PILLOWS AND BLANKETS. RECLINE SEATS. OFFER COFFEE BETWEEN MEALS. OFFER MAGAZINES. I KNOW OUR OWN SUPPLY IS LIMITED OR NON-EXISTENT AFTER THE AIRPLANE HAS BEEN OUT FOR ANY LENGTH OF TIME BUT MOST PASSENGERS BRING THEIR OWN AND DISCARD THEM AFTER A WHILE. BORROW THEM AND GIVE THEM TO SOMEONE ELSE TO READ.....
12. DRY ICE WILL NEVER BE REMOVED FROM FOOD UNTIL AFTER TAKE OFF.
13. UNIFORMS. REFER TO MEMO OF APRIL 24. THERE IS ONLY ONE WAY OF WEARING THE HAT: AT A CONSERVATIVE ANGLE, FORWARD, NOT ON THE BACK OF THE HEAD; S.A. INSIGNIA ON THE SIDE WITH EXTENSION POINTING BACKWARDS. HAIRDOS WILL NOT INTERFERE WITH THIS PRESCRIBED STYLE OF WEARING THE HAT. SINCE WE CAN'T CHANGE THE HAT TO FIT THE HAIR - DO - CHANGE THE HAIRDO TO FIT THE HAT. THE JACKET WILL BE BUTTONED AT ALL TIMES AND YOU WILL WEAR WHITE GLOVES, WHITE! IF NECESSARY, MAKE TWO TRIPS FOR YOUR BAGGAGE. DON'T WALK TO THE AIRPLANE STAGGERING UNDER GARNMENT BAGS, COSMETIC KITS AND SUITCASES. IT DOES NOT LOOK LADYLIKE.

AS MR. CRAFT SAID: "IT IS NOTHING WE DO NOT ALREADY KNOW"..... BUT LET'S NOT EVER FORGET.

THANK YOU FOR COOPERATING.

Road

CC: S.B. CRAFT
CHIEF PILOT

INSTRUCTIONS FOR PLAYING BINGO

ANNOUNCEMENT: GENTLEMEN! (NEVER SAY MAY I HAVE YOUR ATTENTION)

"WE WOULD LIKE TO MAKE THE TIME GO FASTER AND MAKE YOUR TRIP MORE ENJOYABLE..... HOW WOULD YOU LIKE TO PLAY A GAME OF BINGO WITH US? I SUPPOSE YOU HAVE ALL PLAYED IT BEFORE AND KNOW THE RULES.... IF YOU DON'T ASK MISS _____ WHEN SHE DISTRIBUTES THE CARDS..... LET'S PLAY (~~BLACK-OUT!~~ (LETTER=L-X-H-) (SEE BELOW) BINGO AND WE EVEN HAVE A SMALL PRIZE FOR THE WINNER..... WHEN WE HAVE A WINNERDON'T ERASE YOUR CARDS UNTIL WE HAVE CHECKED THE WINNER'S CARD..... IN THE EVENT OF A DRAW..... WE ARE VERY GENEROUS..... BOTH WINNERS WILL RECEIVE A PRIZE....." WE'LL START AS SOON AS YOU HAVE YOUR CARDS....."

1. DISTRIBUTE CARDS. EXPLAIN, IF NECESSARY.
2. THE BINGO SET CONSISTS OF THE BINGO CARDS FOR THE PLAYERS, AND A DECK OF CARDS FROM WHICH YOU WILL CALL THE NUMBERS OVER THE PA.
3. BOTH STEWS BY THE PA. ONE PICKS THE CARDS, THE OTHER CALLS THE NUMBERS, REPEATING THEM TWICE SO ALL PASSENGERS CAN HEAR WHAT NUMBERS ARE CALLED.
4. WHEN YOU HAVE A WINNER, CHECK THE CARDS CALLED AGAINST THE NUMBERS COVERED ON THE PASSENGER'S CARD. THEN ANNOUNCE:
A. "GENTLEMEN WE SEEM TO HAVE A WINNER..... PLEASE KEEP YOUR CARDS AND DO NOT ERASE YOUR NUMBERS UNTIL WE HAVE CHECKED THE WINNING CARD....."

STEWARDESS GETS CARD AND PASSENGER'S NAME AND RANK. CHECK CARD. THEN ANNOUNCE:

"GENTLEMEN..... THE WINNER IS (RANK AND NAME) IN SEAT NO _____ IN JUST A MOMENT WE WILL START ANOTHER GAME....."

OR

"..... WE WILL LAND IN _____ IN _____ HOURS/MINUTES AND THERE WON'T BE TIME FOR ANOTHER GAME..... WE HOPE YOU HAVE ENJOYED THIS LITTLE DIVERSION. THANK YOU"

OR

"..... WE HAVE ENJOYED THE GAME AND HOPE IT HAS HELPED TO PASS THE TIME AND MADE YOUR TRIP WITH STANDARD AIRWAYS JUST A LITTLE NICER.... THANK YOU FOR PARTICIPATING....!"

OR

WHEN BINGO WAS CALLED IN ERROR "THE BINGO CALL WAS AN ERROR... WE WILL KEEP ON PLAYING UNTIL WE HEAR FROM THE NEXT WINNER....."

DO NOT FORGET TO COLLECT BINGO CARDS WHEN THE GAME IS OVER.