

### SECTION 1- OVERVIEW

*The following is a description of the physical demands of the flight attendant position. These demands are not an exhaustive list of all responsibilities, skills, duties, requirements, efforts, or working conditions associated with the flight attendant. While it is intended to reflect the current demands accurately, management reserves the right to revise or require other tasks to be performed when circumstances change, or emergencies arise.*

### SECTION 2 – GENERAL DESCRIPTION

American Airlines is a commercial airline providing passenger and cargo transportation to 350 destinations in 50 countries. American Airlines serves the travel needs of our customers, both domestically and abroad as we care for people on life's journey. Listening, taking initiative, and making a difference, our flight attendants are champions for an elevated customer experience. They deliver the best service as ambassadors in the skies and are dedicated to caring for the thousands of people who choose to fly with us.

The primary function of American Airlines flight attendants is to ensure the safety of passengers while aboard Company aircraft. In addition, flight attendants provide passengers with hot or cold beverages, serving a variety of meals and food (including tree nuts) in the aircraft cabin during the flight. Flight attendants work in a fast-paced environment; they must be able to handle emergency situations and must be able to deal effectively with all types of personalities.

Flight attendants work in an environment subject to varying climatic conditions, variable positive and negative gravitational loads induced by turbulence, and varying levels of cabin pressurization. In addition, flight attendants are required to stand frequently, during which time stooping, twisting, and pulling and pushing cabin equipment may be necessary.

### SECTION 3 – EMERGENCY DEMANDS

- Have sufficient visual and aural capacity to communicate, comprehend and implement written and verbal instructions
- Assist ill or incapacitated passengers and fellow crew members
- Administer first aid if necessary (not permitted to administer medications)
- Evacuate the aircraft in heavy, dense smoke during a cabin fire
- Handle and operate oxygen bottles and fire extinguishers
- Remove and lift emergency cabin windows (weighing up to thirty-four (34) pounds)
- Jump down the emergency slide from height of approximately 24.5 feet
- Makes written report of emergency/safety incidents occurring during flight
- Don and seal oxygen mask and smoke hood
- Ability to open aircraft door with a maximum push/pull force of fifty-five (55) pounds
- Evacuate a full aircraft in ninety (90) seconds or less with minimum crew
- Remove from seat and pull/drag disabled or incapacitated passenger to nearest usable exit during an emergency evacuation
- Effectively handle emergency medical situations including closed cardiac compression and mouth-to-mouth resuscitation for up to thirty (30) minutes, usually performed while kneeling in the limited space between aircraft seats and aisles

### SECTION 4 – Medication

Federal Regulations prohibit a flight attendant from using any drug that affects their faculties in any way contrary to safety. American Airlines strictly prohibits the use by an employee of a controlled substance (e.g., prescription medication) that affects job performance or poses a hazard to the safety and welfare of the employee or others.





### SECTION 5 – FUNCTIONAL DESCRIPTION- FLIGHT ATTENDANT


Classification	<input type="checkbox"/> Sedentary Up to 10 lbs.	<input type="checkbox"/> Light 11 to 20 lbs.	<input type="checkbox"/> Medium 21 to 50 lbs.	<input checked="" type="checkbox"/> Heavy 51 to 100 lbs.	<input type="checkbox"/> Very Heavy >100 lbs.
Job Performed	<input checked="" type="checkbox"/> Part of a Team				
Max Weight Handled				60 lbs.	
Employment Hours	13-16 hrs. worked/day				
Aircraft Types	<b>A319/A320</b>	<b>A321</b>	<b>737</b>	<b>777-200ER/300ER</b>	<b>787-8 or 787-9</b>


### SPECIFIC PHYSICAL REQUIREMENTS



N = Never (0%)	O = Occasional (1 – 33%)	F = Frequent (34 – 66%)	C = Constant (67 – 100%)
*Frequency performed per shift:	One Min. – 2:30 Hours Once - 20 Min / Hour	2:31 – 5:30 Hours 21-40 Min / Hour	5:31 – 8:00 Hours 41-60 Min / Hour




### SECTION 6 CABIN DOOR: CLOSING/SECURING & OPENING

Task	Frequency	Task Physical Demands																											
 <p>737</p>  <p>777</p>  <p>A319-321</p>  <p>787</p>	Occasional	<ol style="list-style-type: none"> <li>Cabin door operation is a complex series of specific sequenced tasks that are performed to be able to arm/disarm, latch/unlatch, and swing the cabin door open or closed. The series of sequenced tasks is different depending on the type of aircraft, but require the flight attendant to reach, supinate/pronate, grasp, push/pull, and generate up to 55 lbs. of force, all while maintaining balance and stability.</li> <li>To latch and unlatch the cabin door, the Flight Attendant lifts upward and pushes downward on the locking mechanism. Forces range from 22 to 35 lbs. in an upward or downward motion at a height of 29-53".</li> <li>Swinging the door open or closed requires anchoring with one upper extremity and push/pulling with the other. Forces range from 30 to 55 lbs.</li> </ol> <table border="1"> <thead> <tr> <th colspan="3">Aircraft Specifications</th> </tr> <tr> <th>Aircraft</th> <th>Height (in.)</th> <th>Forces (lbs.)</th> </tr> </thead> <tbody> <tr> <td>A319-A321</td> <td>32-53</td> <td>20-34</td> </tr> <tr> <td>A321 Door #2</td> <td>30-48</td> <td>20.25</td> </tr> <tr> <td>737</td> <td>39-47</td> <td>49-55</td> </tr> <tr> <td>777-200ER</td> <td>33-48</td> <td>25</td> </tr> <tr> <td>777-300ER</td> <td>33-48</td> <td>25</td> </tr> <tr> <td>787-8</td> <td>29-43</td> <td>40</td> </tr> <tr> <td>787-9</td> <td>29-43</td> <td>40</td> </tr> </tbody> </table>	Aircraft Specifications			Aircraft	Height (in.)	Forces (lbs.)	A319-A321	32-53	20-34	A321 Door #2	30-48	20.25	737	39-47	49-55	777-200ER	33-48	25	777-300ER	33-48	25	787-8	29-43	40	787-9	29-43	40
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SECTION 7 CABIN DOOR: ARMING & DISARMING																										
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  737	Occasional	<ol style="list-style-type: none"> <li>The task of arming or disarming the cabin door differs depending on the type of aircraft. The 737 mechanism is located at floor level, where the flight attendant can crouch/squat or kneel in order to reach to floor level and provides 5-10 lbs. of force to secure the bar. The mechanism bar is fastened on both sides into retention hooks. The remaining aircraft are lever or latch designs located at 48-64" and require 2-5 lbs. of force to operate.</li> <li>For remaining aircraft, arming and disarming the door is accomplished by manipulation of a switch or lever (see specifications below)</li> </ol> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th colspan="3">Aircraft Specifications</th> </tr> <tr> <th>Aircraft</th> <th>Height (in.)</th> <th>Forces (lbs.)</th> </tr> </thead> <tbody> <tr> <td>A319-A321</td> <td>48</td> <td>12</td> </tr> <tr> <td>737</td> <td>0</td> <td>5-10</td> </tr> <tr> <td>777-200ER</td> <td>64</td> <td>2-5</td> </tr> <tr> <td>777-300ER</td> <td>64</td> <td>2-5</td> </tr> <tr> <td>787-8</td> <td>60-61</td> <td>2-5</td> </tr> <tr> <td>787-9</td> <td>60-61</td> <td>2-5</td> </tr> </tbody> </table>	Aircraft Specifications			Aircraft	Height (in.)	Forces (lbs.)	A319-A321	48	12	737	0	5-10	777-200ER	64	2-5	777-300ER	64	2-5	787-8	60-61	2-5	787-9	60-61	2-5
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SECTION 8 OVERWING EXIT:		
Task	Frequency	Task Physical Demands
	Occasional	<ol style="list-style-type: none"> <li>Over Wing Exit Operations are limited to the A319-A320, A321E and 737 aircraft. The remaining aircraft use only main cabin doors for both normal and emergency unloading.</li> <li>A319-A320: After the emergency lever is pulled, handles at 25" and 51" are grasped. The door is lifted from the aircraft frame and laid across the seats immediately behind the exit. Emergency Door: 42" x 22" x 4.75" and weighs 34 lbs.</li> <li>A321E and 737: The emergency release (61") is pulled and the emergency exit pivots upward to open automatically.</li> </ol>

SECTION 9 OVERHEAD BIN USAGE:																																							
Task	Frequency	Task Physical Demands																																					
 	Occasional	<ol style="list-style-type: none"> <li>Depending on the type of aircraft, overhead bin doors are either pulled down or pushed up to close. Larger aircraft with push up doors require the flight attendant to push up the loaded bin with the weight of the passenger baggage inside.</li> <li>The flight attendant closes all overhead bin in preparation for takeoff. Maximum push/pull force of fifty-three (53) pounds at a height of 80". Assistance may be required to accomplish the task if the weight of the bin or height of the flight attendant is an issue.</li> <li>Flight attendant may also need to correctly orientate carry-on baggage. Carry-on baggage may have to be up righted (resting on side) or turned end to end (wheels in or out) to properly arrange the bin.</li> </ol> <table border="1"> <thead> <tr> <th colspan="4">Aircraft Specifications</th> </tr> <tr> <th>Aircraft</th> <th>Handle Ht. (in.)</th> <th>Force (lbs.)</th> <th>Bin Floor (in.)</th> </tr> </thead> <tbody> <tr> <td>A319-A321</td> <td>65/78</td> <td>5-10</td> <td>66.5</td> </tr> <tr> <td>737</td> <td>67</td> <td>5-10</td> <td>68</td> </tr> <tr> <td>737 (alt config.)</td> <td>62-70</td> <td>12-32</td> <td>64</td> </tr> <tr> <td>777-200ER</td> <td>72-80</td> <td>12-32</td> <td>68</td> </tr> <tr> <td>777-300ER</td> <td>72-80</td> <td>12-32</td> <td>68</td> </tr> <tr> <td>787</td> <td>64.5-78</td> <td>12-18</td> <td>66</td> </tr> <tr> <td>787 (centerline)</td> <td>71-80</td> <td>22-32</td> <td>71</td> </tr> </tbody> </table>		Aircraft Specifications				Aircraft	Handle Ht. (in.)	Force (lbs.)	Bin Floor (in.)	A319-A321	65/78	5-10	66.5	737	67	5-10	68	737 (alt config.)	62-70	12-32	64	777-200ER	72-80	12-32	68	777-300ER	72-80	12-32	68	787	64.5-78	12-18	66	787 (centerline)	71-80	22-32	71
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SECTION 10 MISCELLANEOUS TASKS:		
Task	Frequency	Task Physical Demands
1. Greet customers, assist with locating seats and overhead bin space for carry-on baggage and assist customers with stowing their carry-on items, as needed	Occasional	1. May need to assist with locating overhead bin space or assist customers with stowing their carry-on items or with checking their carry-on baggage if too heavy to stow (average weight of most baggage is 18-35 pounds; however, can weigh as much as 50 pounds).
2. Demonstrates use of safety equipment and emergency procedures prior to take-off	Occasional	2. Required to verbalize and demonstrate correct use of seat belts, oxygen masks and life jackets. 3. Educate passengers on emergency exit locations and how to evacuate in case of emergency. 4. Visually check each passenger to ensure they are wearing their seatbelt.
3. Beverage Cart Operations 	Frequent	1. A full-size beverage cart is 32" x 12" x 40.5". A half cart is 16" x 12" x 40.5". 2. A fully loaded full size cart may require 30-60 pounds of push/pull force to maneuver the beverage cart up/down aisle. This includes the controlling force to push/pull the cart on an incline. 3. Beverage cart drawers are 16" x 10.5" x 4.25". Depending on the contents, a drawer can weight 5-32 lbs. and be lifted from 8" to 37".
4. Galley Operations: Food and Beverage Service: May serve hot and/or cold beverages and food. Collects payment for various onboard products such as: alcoholic beverages, meals, duty free sales, etc.  	Frequent	1. Serves previously prepared meals on pre-set trays (each weighing about 2 pounds) and beverages to passengers and flight deck crew during flight. 2. Uses mobile device to collect electronic payment for various onboard purchase such as alcoholic beverages, meals, duty free sales, etc. 3. Open/close ovens, beverage carts, and storage areas. 4. Countertops are located at approximately 45" in height. Reach from floor level to 80" (second stack bins). Reach horizontal; up to 24" to reach the back of compartments. Manipulate latches, switches, knobs, and controls to secure doors/bins/carts.



SECTION 11 MISCELLANEOUS TASKS- Continued																				
Task	Frequency	Task Physical Demands																		
5. Access Crew Rest Bunk Areas  	Occasional	1. Flight attendants are required to be able to access crew bunk areas while off duty. Depending on the aircraft, the configuration of the compartment and available space may change.  2. Depending on the aircraft, the Flight Attendant may have to be able to climb steps/stairs in limited space and maneuver under a ceiling height. Walking while stooped or kneeling/crawling may be needed to access crew bunk areas.  <b>Aircraft Specifications</b> <table border="1"> <thead> <tr> <th>Aircraft</th> <th>Step/Stair Height (in.)</th> <th>Ceiling Height (in.)</th> </tr> </thead> <tbody> <tr> <td>777-200ER</td> <td>12-12.5</td> <td>N/A</td> </tr> <tr> <td colspan="3">*Bunk height 8" and 48"</td> </tr> <tr> <td>777-300ER</td> <td>10</td> <td>55</td> </tr> <tr> <td>787-8</td> <td>10.5-18</td> <td>34</td> </tr> <tr> <td>787-9</td> <td>10.5-18</td> <td>34</td> </tr> </tbody> </table>	Aircraft	Step/Stair Height (in.)	Ceiling Height (in.)	777-200ER	12-12.5	N/A	*Bunk height 8" and 48"			777-300ER	10	55	787-8	10.5-18	34	787-9	10.5-18	34
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SECTION 12 – LIFT- BAGGAGE				
LIFT	Max Weight Lifted (1RM): 50		Height To/From: 22"- 75"	Description of Object: Baggage
Weight (lbs.)	Frequency*	Repetitions/ Time	Height To/ From	Description of Objects
0 – 10	Frequent	5-24x per hour	Floor-Overhead	various light items
11 – 20	Frequent	5-24x per hour	Floor-Overhead	onboard wheelchair, baggage
21 – 35	Occasional	1-4x per hour	8"- 80"	Baggage, bins of soda/drinks/food/supplies
36 – 50	Occasional	1-4x per hour	22"- 75"	Baggage
*Frequency performed per shift: N = Never (0%)    O = Occasional (1 – 33%)    F = Frequent (34 – 66%)    C = Constant (67 – 100%)				

SECTION 13 – CARRY-BAGGAGE				
CARRY	Max Weight Lifted (1RM): 50		Distance:50'	Description of Object: Baggage
Weight (lbs.)	Frequency*	Repetitions/ Time	Distance	Description of Objects
0 – 10	Frequent	5-24x per hour	50'	various light items
11 – 20	Frequent	5-24x per hour	50'	various light items
21 – 35	Frequent	5-24x per hour	50'	Baggage, bins of soda/drinks/food/supplies
36 – 50	Occasional	1-4x per hour	50'	Baggage
*Frequency performed per shift: N = Never (0%)    O = Occasional (1 – 33%)    F = Frequent (34 – 66%)    C = Constant (67 – 100%)				

<b>SECTION 14 – PUSH – BEVERAGE CART</b>				
<b>PUSH</b>	<b>Max Weight Lifted (1RM): 60</b>		<b>Distance: 50</b>	<b>Description of Object: Beverage Cart</b>
<b>Weight (lbs.)</b>	<b>Frequency*</b>	<b>Repetitions/ Time</b>	<b>Distance</b>	<b>Description of Objects</b>
0 – 10	Frequent	5-24x per hour	50'	Bins and Doors
11 – 20	Frequent	5-24x per hour	50'	Beverage Cart
21 – 35	Frequent	5-24x per hour	50'	Beverage Cart (Half Cart), Overhead Bin
36 – 50	Frequent	5-24x per hour	50'	Beverage Cart, Overhead Bin
51 – 75	Occasional	1-4x per hour	12"	Beverage Cart, Overhead Bin (fully loaded)
*Frequency performed per shift: N = Never (0%)    O = Occasional (1 – 33%)    F = Frequent (34 – 66%)    C = Constant (67 – 100%)				

<b>SECTION 15 – PULL – BEVERAGE CART</b>				
<b>PULL</b>	<b>Max Weight Lifted (1RM): 60</b>		<b>Distance: 50</b>	<b>Description of Object: Beverage Cart</b>
<b>Weight (lbs.)</b>	<b>Frequency*</b>	<b>Repetitions/ Time</b>	<b>Distance</b>	<b>Description of Objects</b>
0 – 10	Frequent	5-24x per hour	50'	Bins and Doors
11 – 20	Frequent	5-24x per hour	50'	Beverage Cart
21 – 35	Frequent	5-24x per hour	50'	Beverage Cart (Half Cart)
36 – 50	Frequent	5-24x per hour	50'	Beverage Cart
51 – 75	Occasional	1-4x per hour	12"	Beverage Cart
*Frequency performed per shift: N = Never (0%)    O = Occasional (1 – 33%)    F = Frequent (34 – 66%)    C = Constant (67 – 100%)				

<b>SECTION 16 – POSITIONAL DEMANDS:</b>			
<b>Activity</b>	<b>Frequency*</b>		<b>Comments: (Distance, Sustained Time, Examples, etc.)</b>
Sitting	Frequent		during take-off and landing, or during turbulent weather
Standing	Frequent		occurs in conjunction with walking during in-flight duties; stationary standing is usually brief and intermittent
Walking	Frequent		prior to take-off, during ascent, level flight, and descent, and prior to and following landing
Climbing Stairs	Occasional		use of stairway
Climbing Ladders	Never		
Reach Forward	Occasional		when distributing food, beverages
Reach Overhead	Occasional		reaching overhead may occur up to 56 inches numerous times and up to 80 inches numerous times
Balancing	Constant		when walking up and down the aisle, retrieving supplies in the galley area, maneuvering beverage, and meal carts, and assisting in stowage of carry-on baggage
Stooping	Frequent		when serving meals and beverages, and restocking the beverage carts
Kneeling	Occasional		when stocking beverage carts and retrieving supplies from lower storage areas
Crouching	Occasional		when removing items from storage in the galley, retrieving items from beverage carts, cleaning or picking up items from the floor and opening cabinet doors
Crawling	Occasional		Access to crew rest areas with very low ceiling heights.
Object Handling	Constant		when serving beverages and food as determined by the airline, checking or using emergency/cabin equipment, distributing customer service soft goods/amenities, food and alcoholic beverage payment processing, using the Electronic Flight Bag (EFB) device, assisting with luggage, and when demonstrating safety procedures.
Fingering	Occasional		Flight Attendant panel controlling the cabin lighting, air system, waste and water indicators
Feeling	Frequent		
Simple Hand Grasping	Frequent		
Firm Hand Grasping	Occasional		when securing and unsecuring the main cabin doors which weigh between 91 and 126 pounds, but are counterbalanced; the emergency window weighs 34 pounds
Operating Controls	Occasional		
<b>N= Never 0 %</b>	<b>O = Occasional 1-33%</b>	<b>F = Frequent 34-66%</b>	<b>C = Constant 67-100%</b>
*Frequency performed per shift Repetition Based Determination (multiply reps. by #-hrs. worked)	<b>1 – 4 reps./ hr.</b>	<b>5 – 24 reps./ hr.</b>	<b>≥ 25 reps./ hr.</b>



SECTION 17 – SENSORY REQUIREMENTS			
Activity	Frequency*		Comments: (Distance, Sustained Time, Examples, etc.)
Vision – Far:	Constant		Minimum vision of 20/40, corrected or uncorrected, in the better eye
Vision – Near:	Constant		To read safety instructions and galley labels
Depth Perception:	Constant		Observe passengers - the length of the plane
Color Discrimination:	Frequent		Identify objects quickly for safety purposes or during service
Field:	Frequent		To identify at-risk situations
Accommodation:	Occasional		Take-off and landing, lights are dimmed for safety
Perception – Spatial:	Frequent		Movement through the cabin
Perception – Form:	Frequent		Identify & replace objects on the aisle cart or galley
Feeling:	Occasional		Improve handling of luggage, service items and providing assist
Speaking:	Constant		To customers, fellow employees and other flight crew
Hearing	Constant		Via telephone to the pilots and to customers over the sound of engines
	<b>N= Never</b> 0 %	<b>O = Occasional</b> 1-33%	<b>F = Frequent</b> 34-66%
		<b>C = Constant</b> 67-100%	
*Frequency performed per shift Repetition Based Determination (multiply reps. by #- hrs. worked)	1 – 4 reps./ hr.	5 – 24 reps./ hr.	≥ 25 reps./ hr.

SECTION 18 – WORK ENVIRONMENT		
Exposure To	Frequency*	Comments: (Distance, Sustained Time, Examples, etc.)
Inside Environment:	Constant	Airplane travel. Outside: During travel to and from the airport or outside the aircraft while on the ground
Weather Conditions:	Occasional	To and from airport parking lots and/or hotel
Temperature:	Occasional	HVAC controlled; APU may always not be available
Cold:	Occasional	May get warm/cold in cabin without APU or engines running
Heat:	Occasional	May get warm/cold in cabin without APU or engines running
Wet/ Humidity:	Occasional	When outside the airport.
Biological Agents:	Never	
Human Body Fluids:	Occasional	Emergency situations may occur on the airplane
Chemicals:	Occasional	Household cleaners only in the airplane or passenger toiletries
Hazardous Materials:	Occasional	
Floor Surface:	Constant	Carpet, tile, asphalt, concrete, stone, or granite
Lighting:	Frequent	Lighting set to mirror outside conditions during flight.

<b>SECTION 19 – WORK ENVIRONMENT- Continued</b>			
Vibration:	Occasional		May experience vibration during take-off and landing
Unprotected Heights:	Never		
Confined / Cluttered:	Frequent		
Moving Equipment:	Frequent		Luggage, carts, and service carts.
<b>N= Never 0 %</b>	<b>O = Occasional 1-33%</b>	<b>F = Frequent 34-66%</b>	<b>C = Constant 67-100%</b>
*Frequency performed per shift Repetition Based Determination (multiply reps. by #- hrs. worked)	<b>1 – 4 reps./ hr.</b>	<b>5 – 24 reps./ hr.</b>	<b>≥ 25 reps./ hr.</b>