Passenger Comfort
or is it?

PCI Presentation by Steve Barbour
The red light comes on.

You.....

“Uh, oh, why is that on?”

Passenger........

Instant fear!!!!!
• Treat passengers as if they are always nervous

• Realize that many passengers have never ridden in a small plane.....or may have never been in any aircraft.

• Calm their fears
• Before flight....

- Talk about the flight
- Preflight with them
- Avoid too much information ..... 
- Tailor information to the needs of passenger.
• Before departure ...

• What is to happen during each phase of flight

  » Emergency exits, but reiterate that they are unlikely to be needed.
  » Take off, climb out, and altitude
  » Weather
  » Wind, clouds, rain, or other issues
Inside the plane....

• Comfort?
• Questions?
• Seatbelts!
• Operation of the door!
Passenger briefing.....

• Don’t go on for ever
  ❖ Discussing every gauge and instrument is not only unnecessary, but can be scary to passenger.
  ❖ A good briefing can be as simple as seatbelt, door, fire extinguisher, and that’s it!
Communication in cockpit.....

• How they should ask questions.
• Spotting traffic.....Why?
  (in a positive attitude!)
• Time to have a sterile cockpit, and when is it ok to visit.
In the Air......

• Vital to be your smooth-operator-style ‘persona’
• Gentle, deliberate control movements
• Let them try the controls
• Use simple terms they will understand.
Never to do.....

• Don’t do aerobatics
• Taking chances
• Get upset about circumstances
Follow a few simple rules, remember to take your time and keep your cool, and consider your passengers’ needs at all times --and you’ll come out looking like a hero!