
13.3 INOP Potable Water Policy and Procedures

13.3.1 Background

When there is no potable water available on an aircraft for hand washing, the following procedures are required in order to maintain minimum health standards. Although sanitizing items are provided, service procedures must be modified in both First Class (FC) and Main Cabin (MC).

- Check water gauge.
- Check A/C faucets in lavatories and galleys for flowing water.
- If there is no water, notify Flightdeck and verify if an MEL has been placed on the water system.
 - **MEL was previously noted:** verify sanitizing products and adequate catering supplies have been provided.
 - **MEL was not recorded:** coordinate with the Flightdeck so that OCC can be contacted. OCC will notify Catering and Aircraft Appearance to determine if additional beverages and/or packaged cold meals will be required and to coordinate the delivery of sanitizing products. Delays should not be incurred to obtain supplies.

13.3.2 Service

All domestic service elements are to be completed using the following procedural adjustments:

- Use plastic gloves when serving in FC or MC. Plastic gloves can be found in an aft galley compartment. Please remember to return the unused box of gloves to the designated compartment.

• **Note** •

Hand sanitizing products including foaming hand sanitizer and/or *Purell Sanitizing Hand Wipes*, will be boarded for personal use. These products may not be used as a substitute for donning gloves for service. The foaming hand sanitizer may remain onboard after the water system is restored, the soap works with or without water.

- Handle cans and cups by the bottom or side to avoid touching rim.
- Change gloves after clear-in and as needed.
- No ice may be served.
- All beverages must be served unopened and food items must remain in their wrapper.

Exception: Bottled water may be opened and poured (avoid touching rim of bottle when opening).

13.3.3 Extended Onboard Delays and INOP Potable Water

- Follow service expectations in *Extended Onboard Delay* section of the FAPP while applying adjustments outlined within *INOP Potable Water* procedures.

13.3.4 First Class

- Offer customers an unopened beverage and cup without ice.
- Serve mixed drinks without ice.
 - FC wine may be served (avoid touching rim of bottle when opening).
- If additional meals are not provisioned for First Class, utilize Main Cabin MarketPlace Menu fresh meals or snack boxes, **before** conducting sales in Main Cabin. Offer MC meals in place of FC meals FWD-AFT.

• Note •

Account for Main Cabin items used in FC via the HHD by selecting
"Payment > Comp > FC/Envoy Pax > Comp All > Done"

13.3.5 Main Cabin

- Offer customer unopened beverage and cup without ice.
- On flights with MarketPlace Menu fresh meals and/or snacks, sell items utilizing current service flow procedures.
- Only non-alcoholic beverages may be offered complimentary. Sell Stirring's drink mix and mixed drinks without ice.
 - Beer and wine may be sold, but must be served unopened; additionally, liquor may be sold but must be served unopened and without ice.

13.3.6 Etiquette

- Use proper etiquette and avoid preparing and eating FC meals for personal consumption in view of passengers.

13.4 Foreign Currency

- Foreign currency is only accepted on flights to/from an international/transoceanic destination and only the currencies of the departing and arriving countries are accepted.
- The only foreign coins accepted, on applicable flights, are the 1 and 2 GBP and the 1 and 2 EUR coins.
- The HHD is capable of performing sales in foreign currency. Refer to the HHD manual in the HHD kit for details.
- Use the latest *Currency Conversion Chart for InFlight Sales* for the current foreign currency conversions only when the HHD is not available or operable on the aircraft. A market specific foreign currency exchange table is also available in the service flow section of the EFR for use only in these instances.
- On duty employees may not exchange foreign currency for U.S. currency, or visa versa, from monies collected during onboard sales.