



Assignment 5: Special Attention Passenger Report

Introduction

Airlines endeavor to provide exceptional service to all travellers, including those who have special needs. A child who flies alone (also referred to as Unaccompanied Minor) is no exception; additional measures are in place to keep them happy and safe.

The responsibility of having an Unaccompanied Minor (UM) under a Flight Attendant's charge cannot be overstated. It is essential that these young travellers receive the utmost care, attention, and supervision from the moment they arrive at the airport until they reach their final destination.

Learning Outcomes

Upon successful completion of Assignment 5, you will have a solid understanding of the UM process. You will be well-informed on how Flight Attendants ensure their safety and comfort onboard, and you will have a greater appreciation for the individual preflight briefing offered to them.

Methodology

For this assignment, you will write a report that includes an introduction, body, and conclusion. Within the body, you must provide:

- An overview of the UM briefing (What is its purpose? What information is shared? What methods and techniques could be used to confirm information is understood?)
- A description of the measures to take to ensure an UM's safety and well-being inflight.
- Any additional ideas/suggestions for making the UM's flight a positive and memorable travel experience.

You may consult outside sources, but your report must be in accordance with Air Seneca's policies and procedures as outlined in the Flight Attendant Manual (FAM).

Evaluation

This assignment is worth 15% of your total mark.

It will be graded according to the attached rubric. An in-depth and thoughtful report is expected. Please remember, all answers must be in YOUR OWN WORDS.

The assignment must be word processed. The style is to be proper Business Report with full paragraphs. Any information obtained from an airline website or other, must be properly documented using MLA style. (Seneca Libraries. *Guide to Research & Citation: MLA Style*. 4th Ed. Toronto: Seneca College, 2011.)

The report must be at least **400 words** in length, but we are looking for papers that go beyond that minimum requirement.

All of the above, including grammar, punctuation and flow will be taken into account in the evaluation of your assignment.

Due Date

Please note that this assignment is due on or before **Friday July 23, 2021**. You must upload your assignment to Blackboard by midnight.