



**ASSOCIATION OF FLIGHT ATTENDANTS – CWA, AFL - CIO**  
**HAWAIIAN AIRLINES MASTER EXECUTIVE COUNCIL**

WEBSITE: HAWAIIANAFA.ORG \*FACEBOOK: HAWAIIANAFA \*APP: BY INVITATION

May 28, 2021

Dear Flight Attendants,

With the June 1st date for return to service fast approaching, we have gotten inquiries into what was agreed to between AFA and the company especially regarding the revised service on the A321. After discussions with the company and consulting with members of the Negotiating Committee (NC), we have outlined the primary topics of inquiry in the hope this will provide clarification.

**Single Drop** – Includes the following:

- No TSU building.
- No appetizer to run, no appetizer plate to collect.
- No plating of entrée/sides:
  - One drop to include preset TSUs from FCL cart.
  - Appetizer on preset TSU.
  - Entrée/sides in casserole dish and moved directly from oven and placed on TSU.
  - Once meal service is completed, the entire TSU will go back into cart.
  - No breaking down of dishes to be placed into bins.

**Dessert** – There was never any mention of the dessert being included with the single drop. The NC did discuss with the company that the FFA would ask if the passenger wanted dessert. (FA2 leaves FFA after the TSU drops.) There was also a discussion of possibly having the dessert and coffee served off the top of a cart, but once the AFA Service Committee tested the new pre-plated service flow, they thought offering the dessert on a tray was more efficient, plus this allows the passengers to get a better view of what is being offered while seated.

**Sweet Treat** – The discussed plan for the sweet treat was for FA4 to pass it out from a large basket. It seems like a good idea to share this responsibility with FA3 in the aisle as well, working from front and back and meeting in the middle.

**Pau Hana Cart** – The return of snacks for sale from the Pau Hana cart. Selection of items has been reduced from 24 (pre-pandemic) to 14 of the best-selling items. The reduction of offerings is to simplify sales and enable easier packing and access of items. Restock items will be stored in the IFE cart in the forward galley on the A321 and in a restock cart in the aft galley on the A330.

After our review and consultations, we feel what was agreed on is being adhered to by the company. The AFA Service Committee Members will be doing several test flights with the return to service beginning in early June and again mid-month. With fuller flights compared to the beginning of the year, it will provide a better guideline and allow for suggested changes to be made accordingly.

As always please send any questions to the Questions Form link: [TinyUrl.com/AFAQuestionForm](https://tinyurl.com/AFAQuestionForm)

In Unity,

Joni, Scott, Chasity, Jaci-Ann, Josh

and the entire AFA Leadership

[AFA-CWA Mutual Respect Policy](#)