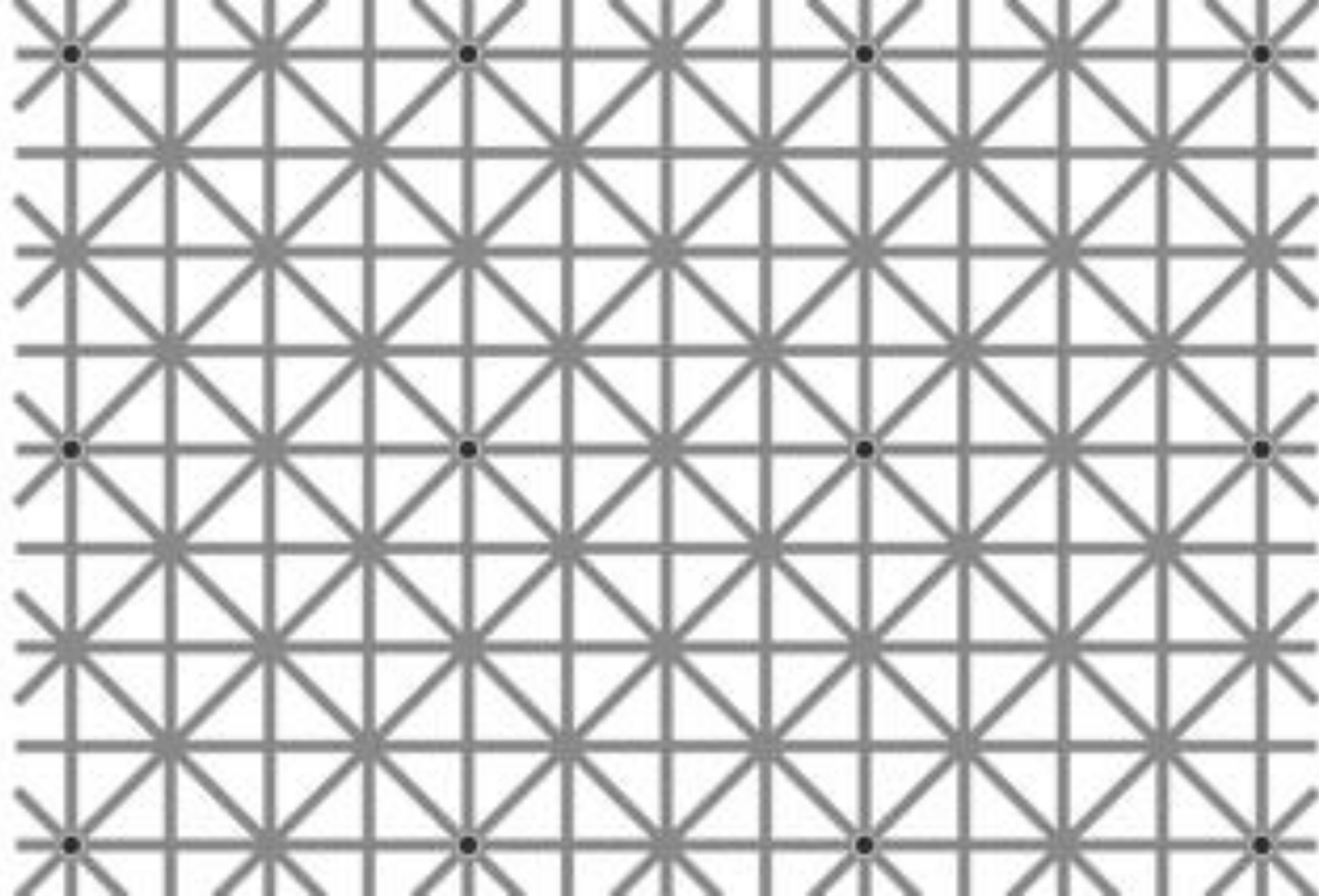


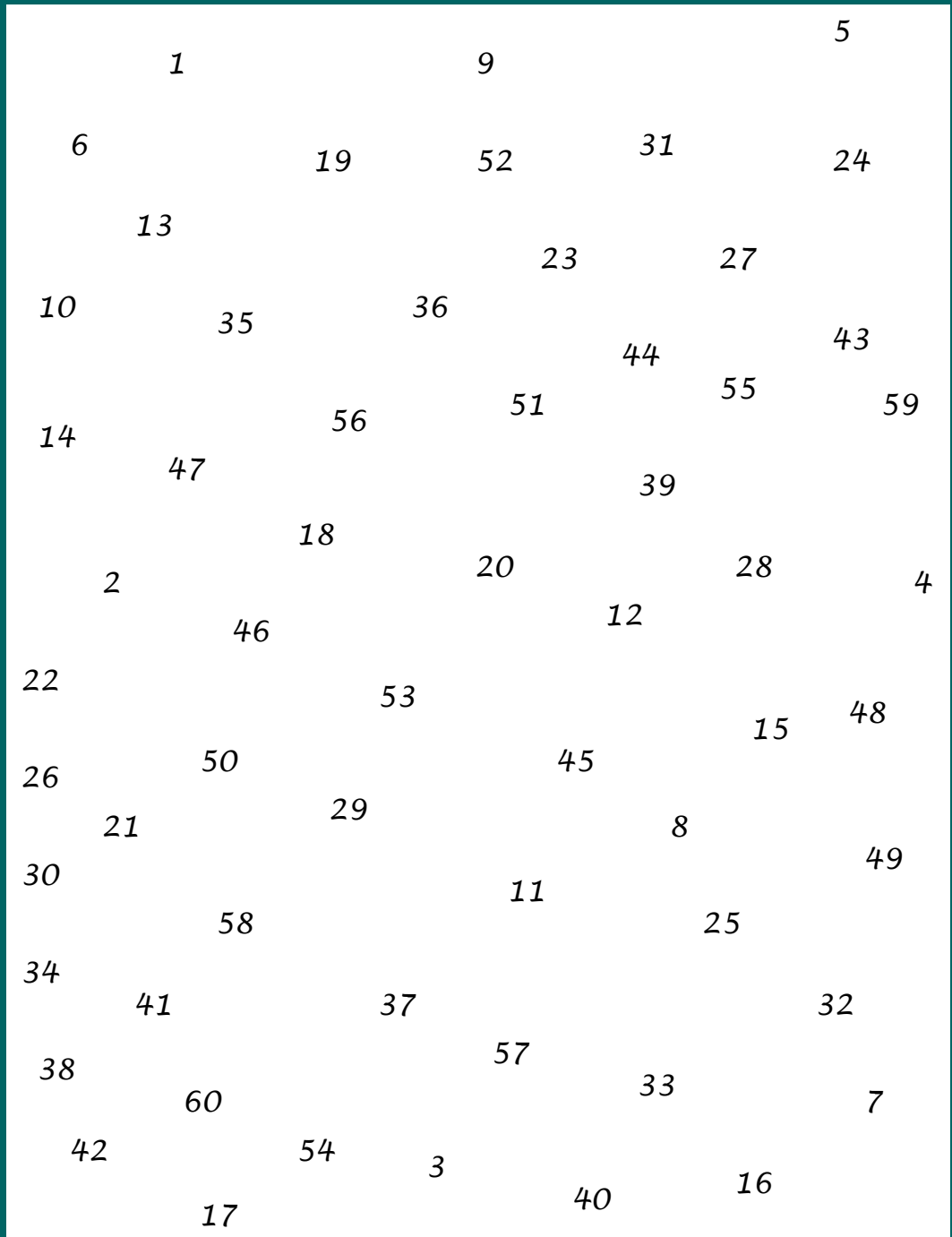
# Gaming in Cabin Crew CRM Training

Norman MacLeod  
Cathay Pacific Airways

# What is a game?

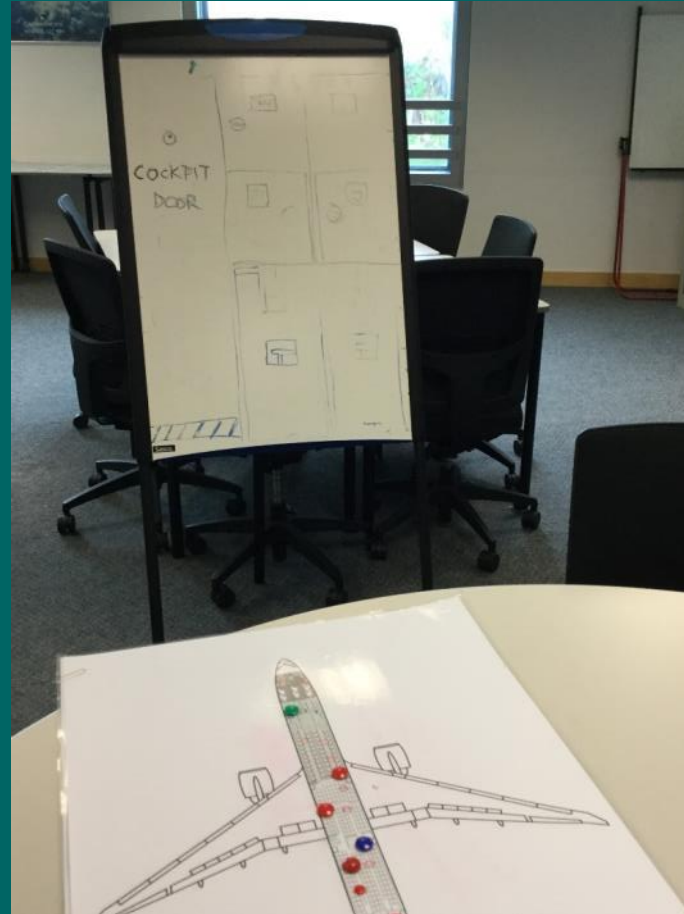
- An activity that captures aspects of the real world
- An environment that provides for behaviour rehearsal
- A method for reinforcing learning





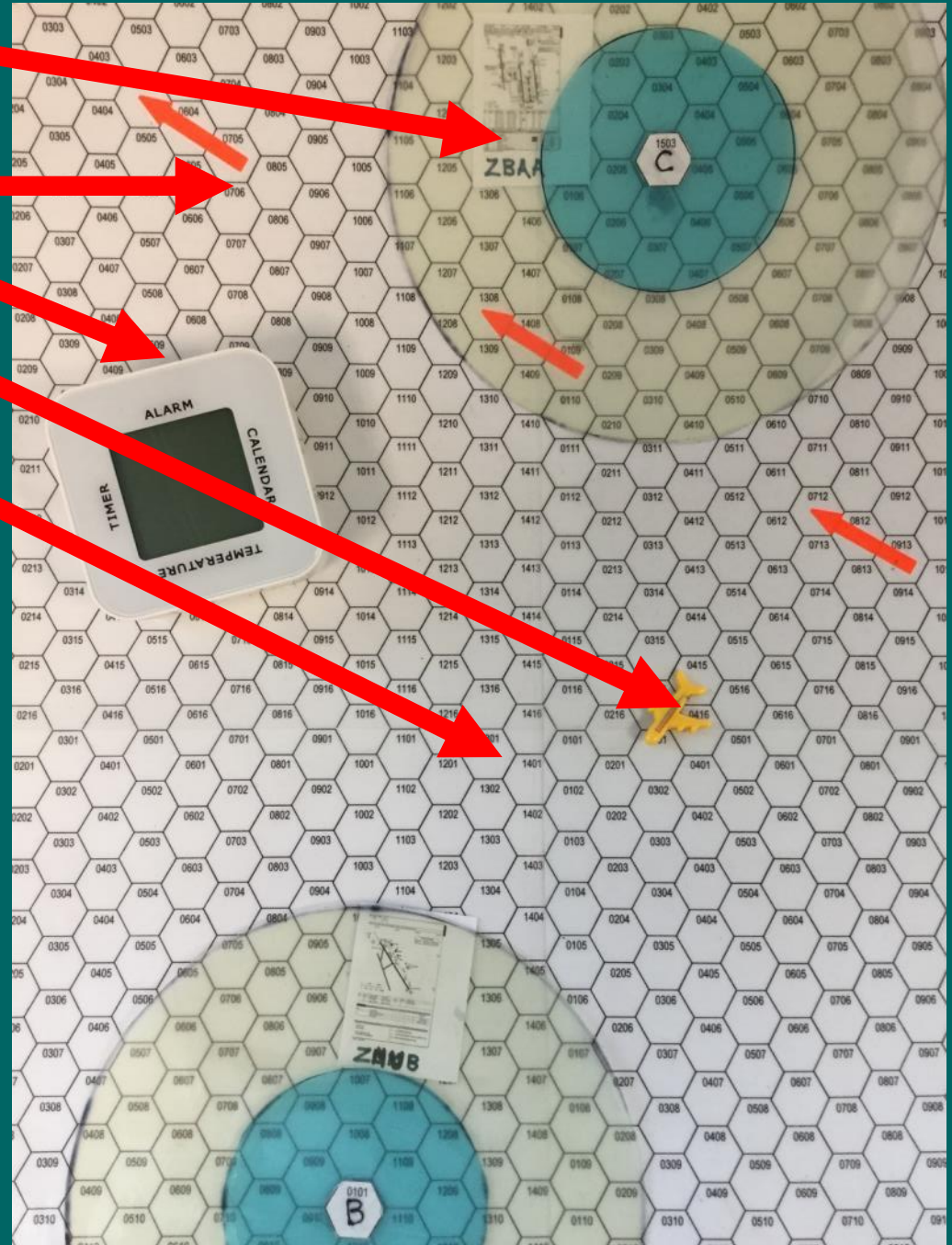


# Joint Training Non-normal Situations



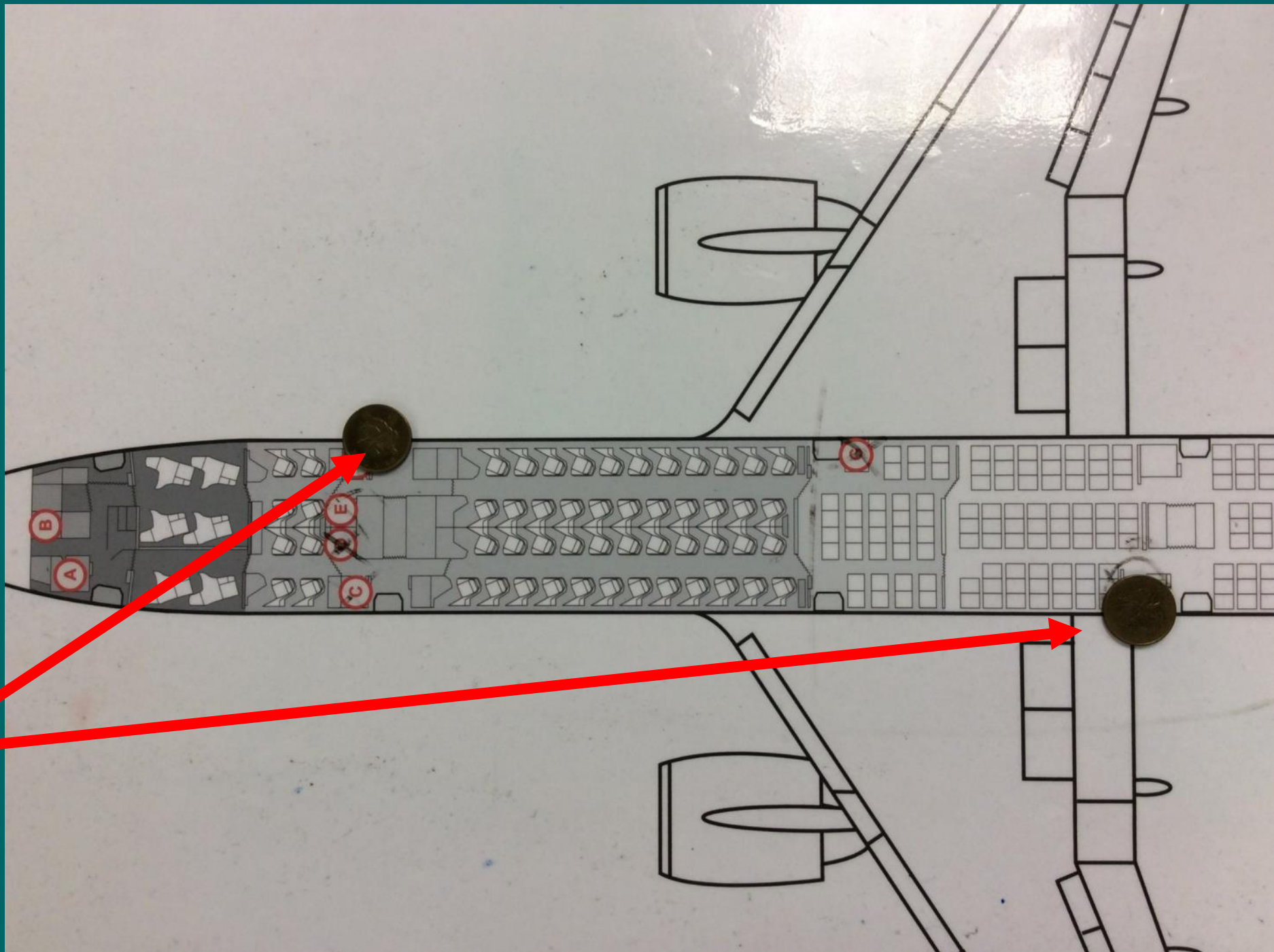


ERA  
Airway  
Timer  
Aircraft  
Playing Space



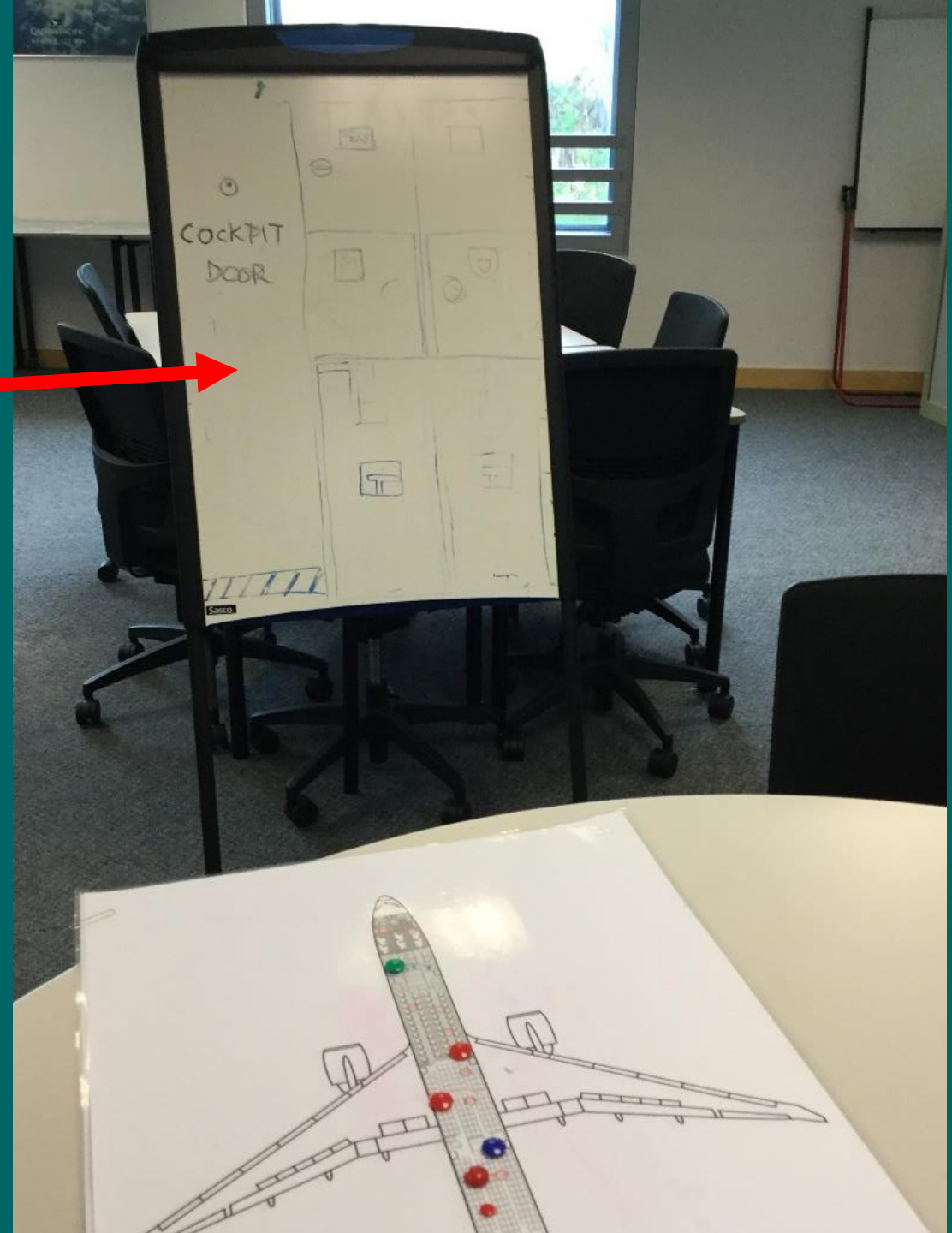
QRH  
NOTAMS  
Weather  
Approach Charts

Crew



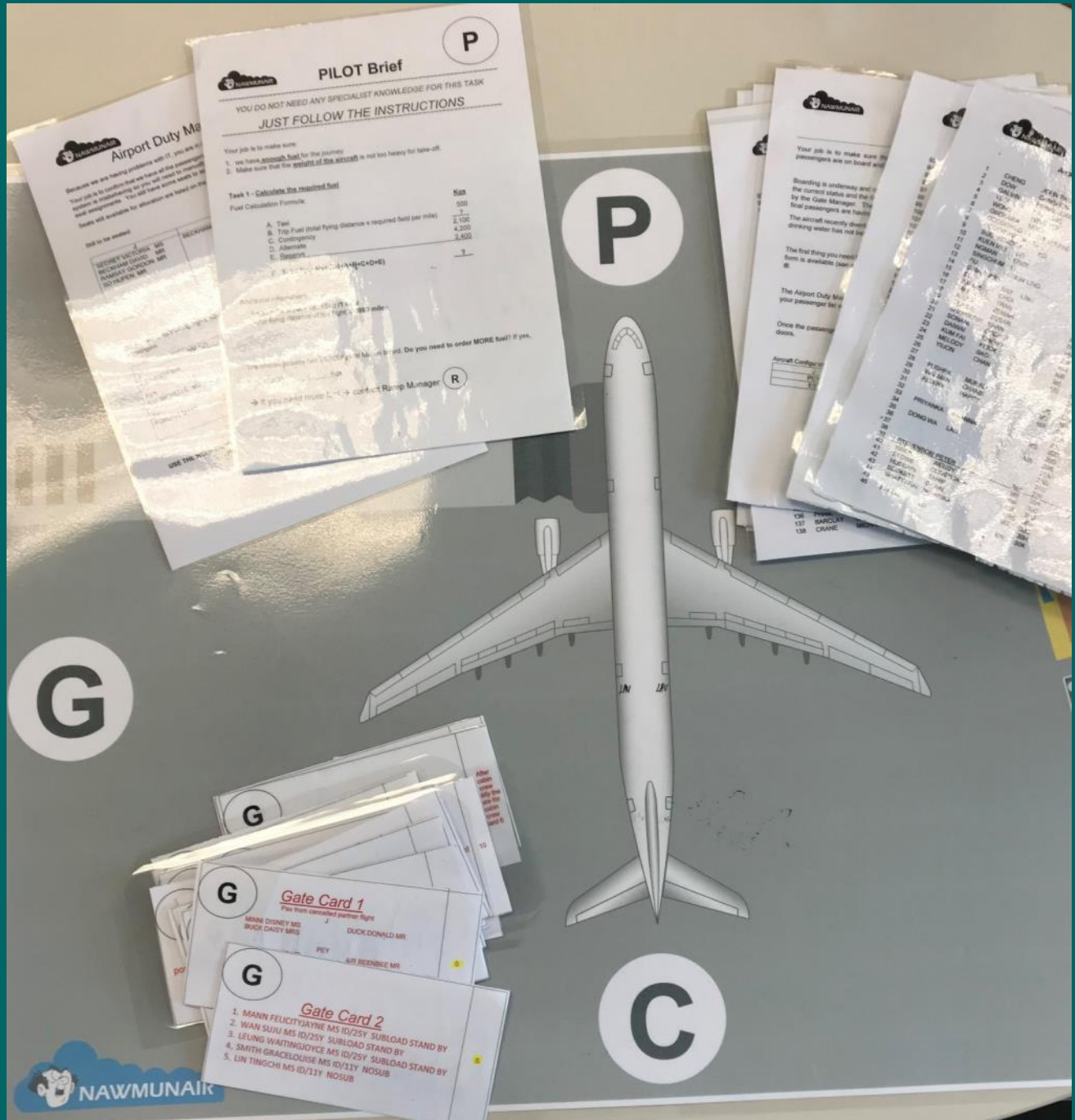


Flight Deck Door



# Normal Operations





**PILOT Brief** **P**

YOU DO NOT NEED ANY SPECIALIST KNOWLEDGE FOR THIS TASK  
JUST FOLLOW THE INSTRUCTIONS

Your job is to make sure:

- we have enough fuel for the journey
- Make sure that the amount of fuel on board is not too heavy for take-off

**Task 1 - Calculate the required fuel**

Fuel Calculation Formula:

	Kiln
A. Taxi	500
B. Trip Fuel (total flying distance x required fuel per mile)	2,125
C. Contingency	4,200
D. Alternates	3,600
E. Descent	7
<b>Total</b>	<b>10,432</b>

Additional information:  
The aircraft has a maximum fuel capacity of 10,000 kg.  
The required amount of fuel is 10,432 kg.  
Do you need to order MORE fuel? If yes, contact Ramp Manager **R**

**Airport Duty Manager**

Your job is to ensure that we have all the passengers and baggage on board and that the aircraft is ready for take-off. You will have some tasks to do before we are available for operations are based on the following information:

Passenger list:

SECRET DICKSON MR	RECEIVED
BRICKHAM DICKSON MR	
ROUSSELLE MR	

Your job is to make sure the passengers are on board and that the aircraft is ready for take-off.

Boarding is underway and the aircraft is ready for take-off by the Gate Manager. The first passengers are boarding.

The aircraft recently discovered a leaking water tank and the aircraft is not ready for take-off.

The first thing you need to do is to check the aircraft is ready for take-off. If it is not, you need to contact the Ramp Manager.

The Airport Duty Manager will be responsible for your passenger list.

Once the passenger list is complete, you need to check the aircraft is ready for take-off.

Aircraft Configuration:


Passenger list:

1	CHENG	
2	DOW	
3	GAO	
4	LI	
5	LI	
6	LI	
7	LI	
8	LI	
9	LI	
10	LI	
11	LI	
12	LI	
13	LI	
14	LI	
15	LI	
16	LI	
17	LI	
18	LI	
19	LI	
20	LI	
21	LI	
22	LI	
23	LI	
24	LI	
25	LI	
26	LI	
27	LI	
28	LI	
29	LI	
30	LI	
31	LI	
32	LI	
33	LI	
34	LI	
35	LI	
36	LI	
37	LI	
38	LI	
39	LI	
40	LI	

**G**

**P**

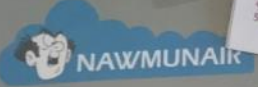
**C**

**Gate Card 1**  
Plus from confirmed partner flight

MINN DISNEY MS	DUCK DONALD MR
BUCK DADDY MRS	
	PET
	AIR REENICE MR

**Gate Card 2**

- MANN FELICITYVIANE MS ID/25Y SUBLOAD STAND BY
- WAN SUIU MS ID/25Y SUBLOAD STAND BY
- LEUNG WAITINGJOYCE MS ID/25Y SUBLOAD STAND BY
- SMITH GRACELOUISE MS ID/11Y NOSUB
- LIN TINGCHI MS ID/11Y NOSUB



Gate

Pilots

Cabin

Ramp





# Benefits of games?

- Engaging and motivating
- Generates emotions and 'experience'
- Allows for comparisons between performances
- Creates real linkages to real world



# Thank you for your attention

Norman MacLeod  
Human Factors Manager  
Cathay Pacific Airways

