AIRLINE CAREER TRAINING

CENTRAL TECHNICAL INSTITUTE

KANSAS CITY, MO.

LESSON NO. 7 AIRLINE COMMUNICATION

AIRLINE CAREER TRAINING

A comprehensive course of instruction designed for ambitious men and women seeking a successful career in the field of Air Transportation. Prepared and edited by members of the resident teaching staff, Airlines Training Division, Central Technical Institute.

AIRLINE COMMUNICATIONS

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"TRIFLES MAKE PERFECTION but PERFECTION IS NO TRIFLE"

The writer of the lines above has been dead several hundred years, but his statement is just as true today as when he made it.

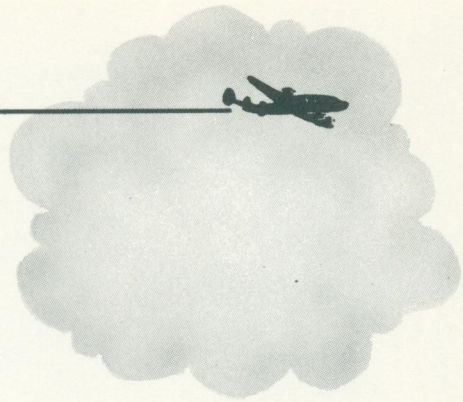
I think all will agree that perfection is a good goal for which to aim, although seldom, if ever, achieved.

People cannot hope to even approach perfection if they ignore the little things (the trifles). Frequently, you hear people say, "Oh, that's a small matter; it's a mere trifle," signifying its unimportance. Trifles are not unimportant. If a job is worth doing at all, it is worth doing well. Michelangelo demonstrated to the world by his excellent works the importance of having the job well done, even to the smallest detail. What might seem trivial to many people was important to this great artist. In fact, that is what made him great.

Any business is made up of relatively small sales, acts, and deeds. If each individual action or transaction is handled properly, it will be more likely to attain perfection. When we look at a stack of examination papers in a day's mail, it would seem that one paper could not be missed. Yet, that one paper is the most important paper in the entire lot to the individual who prepared it.

Any action seeming trivial to you might be extremely important to someone else. Regular study habits, financial obligations, punctual habits which seem relatively unimportant can be big issues. Such trifles make an individual and he is judged by how he handles them.

During this course of training, we hope you will strive for perfection in your daily acts, for PERFECTION IS NO TRIFLE.



AIRLINE COMMUNICATIONS

YOU'RE thinking about a big job in Aviation.

What do you have in mind?

If it's a position where you'll be at the exact center of all the exciting things that happen in Aviation—where the tempo is fast and the action is constant—where time speeds by because you're completely engrossed every minute of the day—then you'll want to know something about Airline Communications.

Let's spend this lesson doing just that.

Let's Look Back

Just as we did with Reservations and Ticketing in the lesson we've just finished, let's start with a brief history of Airline Communications so we'll be in a position to appreciate the sleek, efficient methods in use today.

Just as soon as Aviation grew out of the one-plane stage back in its infancy, the Airline operators realized that they'd have to have some specialized method of communications with which to keep their fast-growing empires under control.

They had to have some method of getting information from their planes to their stations along the ground and back again; some system for getting messages from one ground station to another.

Natural Application

Radio was coming into its own just about that time, so it was perfectly natural for the pioneers in Aviation to look to Radio for the help they needed in Communications. They began to experiment with Radio.

And that word "experiment" describes exactly what they did in those early days!

Confusion!

Airline owners set up crude systems of Communications for their planes and ground stations. They equipped their aircraft with sending and receiving apparatus; they built transmitters and receivers at their ground stations.

Then they sat back, feeling that they had licked the big problem of Airline Communications.

Well, up to a point, they had. The crude system of Radio Communications, which they operated, was certainly superior to smoke signals and dipping wings. But the early system left a lot to be desired.

In the early days, the Station Manager usually handled Communications in addition to all his other duties. If he were busy when it came time to send a message, the aircraft mechanic might try his hand at it. If the mechanic were busy, the Ticket Sales Agent would give it a try.

No Uniformity

The point is that there were no standards, no set qualifications for Airline Radio Operators. There weren't any standard procedures. The system of calls and acknowledgements, which is so strictly regulated now, was as loose as the individual operators. They had no specific directions to follow. Every Airline used a different system.

The first ground transmitters were generally pretty rickety affairs. Breakdowns and failures were commonplace; when they happened, the

Here's a typical Airline Radiophone Operator. Central graduate Ola Marie Rogers is shown delivering a message to the pilot of a plane in flight. Photo courtesy American Airlines.

operator would frantically rush to the nearest telephone and get his message through that way.

It was really something!

And the situation was getting worse and worse as Aviation grew — as more and more planes filled the air, carrying more and more passengers at greater speeds than ever before.

Enter the FCC

Obviously, something had to be done to organize Airline Communications. The Federal Communications Commission stepped in.

Most important thing the FCC accomplished was to establish licensing regulations for Airline Radio Operators, both at ground stations and in the air. From that time on, all Radio Operators had to be licensed by the FCC; they had to operate according to FCC regulations.

This step by the FCC, you see, removed all the "semi-pros" from Airline Communications. Radio Operators now had to meet standards of skill and knowledge before the FCC would permit them to go on the air. And, since these licensed operators had to work according to government standards, procedures were organized for the first time.

Then The ARTC

Just about this time, with the number of scheduled flights growing every day, the Airlines got together and established the Airway Traffic Control System. This is now known as the Air Route Traffic Control or, more commonly, ARTC. Its purpose is to provide additional safety in flying through intelligent communications.

For example, instead of communicating with ground stations casually, when the mood struck them, pilots were now required to call the

Airline Communicationists are highly skilled. Here are Central graduates Betty Ames and Geraldine Hopkins.
Photo courtesy Northwest Airlines.

Here's an Airline Teletypist sending a message on a modern teletype machine. Photo courtesy Northwest Airlines.

ground stations when they flew over certain check points along their routes. In this way, the ground stations had very definite information on the location of their planes every minute the planes were in flight.

The Methods

As Aviation grew, Airline Communications grew right along with it. Radiotelegraph, the original method of Radio Communication used by the airlines, was augmented — and later widely replaced — by Radiotelephone, a system of voice communication no more complicated than speaking over the telephone. Teletype and Private Line Fone (Telephone) soon joined Radiotelephone as the significant systems of communications for the Airlines.

Right now, Airline Communications is the nerve center of the gigantic Airlines industry. Communications is fast; it's accurate; it's out of the ordinary. It takes a special type of person to work in Communications — a person who's keyed to the fast pace, the constant activity of the job.

Radiotelephone

Now let's take a look at Airline Communications as it exists today. It's highly specialized; let's examine it with care to determine whether this is the branch of Airlines work you want.

First of all, let's see what facilities the Airline Communicationist works with.

This is tape sending. The operator is shown feeding the perforated tape into the automatic transmitter.

Primarily, there's Radiotelephone, which provides communications between aircraft in flight and ground stations.

Let's skip for now the scientific angles involved in Radiotelephone Communications; let's settle for the fact that it's voice communications; you speak into a microphone and get your answers either through a telephone headset or through a loudspeaker.

In the air the Pilot — actually, the First Officer usually handles communications for the aircraft — has a hand microphone and a headset with which to communicate with you.

Radiotelephone Messages

Radiotelephone is an important element of Airline Communications. As an Airlines Communicationist in Radiotelephone, you'll handle a variety of messages. For example:

1. Flight control information, issued by the Airline Flight Controller or Dispatcher.

2. Flight Plans and ARTC clearances exchanged between the Pilots and the ARTC.

3. Weather messages from ground stations, advising the aircraft of possible weather and weather trends.

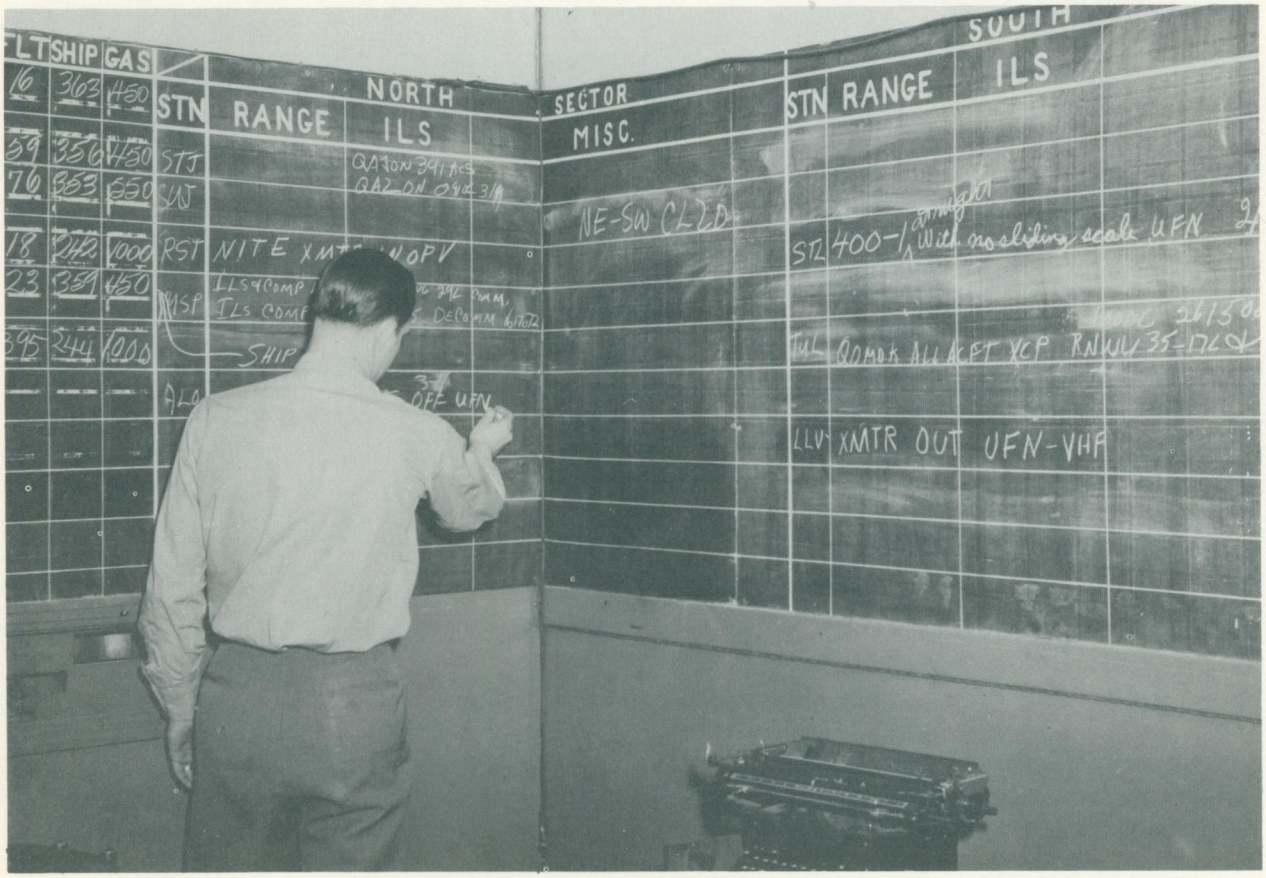
4. Reports of weather in flight, sent by the Pilot to his line's Meteorologist.

5. Performance reports on the plane sent by the Pilot to maintenance bases.

Teletype

You've probably seen teletype machines in operation sometime or other — the telegraph companies use them extensively.

Basically, the teletype is like an electric typewriter. Suppose we have one teletype machine in New York City and one in San Francisco. They're connected by long distance wires.



An Airline employee is shown here making an entry on the Flight Movement Board. Communications is important here.

When you press the letter "A" on the machine in New York, the letter "A" prints on the machine in San Francisco. If you type a complete message on the machine in New York, the message will print on the machine in San Francisco — and on any other machine that may be connected in the circuit.

Manual and Tape Sending

If you're working as a Teletypist for an Airline in New York City and you have a message to go to all stations on your teletype circuit, there are two things you can do:

First — you can sit down at the machine and simply type the message. It'll be received at all stations along the line as soon as the electric impulses activate the keys of the machines on the circuit. That's called manual sending.

Or — you can sit down at your machine and type the message on a perforated tape — if you make any errors in typing, you correct them as you go along. Then, since you're sure that the message is correct, you feed the tape into an automatic transmitter which sends the message through the circuit at high speed. This is known as tape sending.

While we're on the subject, we'll point out the obvious advantages of tape sending:

Accuracy, because you can check the message before it goes onto the teletype circuits.

Speed, because the message can be transmitted automatically at speeds much higher than you can accomplish through manual sending.

Kinds of Teletype Messages

As an Airline Teletypist, here's what you'll be doing. You'll handle:

Flight Control Messages, which originate in the Airline Flight Control Office and contain information about the flight itself. This may be clearance from one point to another, the minimum amount of gas to be aboard before departure, alternate airports to use in case of emergency and so on.

Operations Messages, which originate in the Operations Office of the Airline. Operations Messages may be one of these kinds:

The Airline Radiophone operator holds a responsible position in modern Aviation. Photo courtesy Northwest Airlines.

Flight Movement Reports, which are transmitted immediately after the plane leaves the ground. These contain information on the trip number and date, the names of the Pilot, Co-pilot and Hostess, time off the ground, number of passengers aboard and so on.

Cargo Messages, which are also transmitted immediately after the plane gets off the ground. Cargo messages deal with the cargo aboard the plane, mail, company material and so on.

Flight Plan Messages, which tell where the flight will stop, time departed, estimated time of arrival at destination and so on.

Traffic Messages, which deal with Reservations exclusively. This group includes messages from Reservations to Space Control about the seats that have been sold, as we saw in the last lesson. Also, there are the messages from Space Control to Reservations to inform them of the action taken on requests for space.

Company Business Messages, which deal with a variety of subjects — anything from plane distribution and pass authorization to lost and found information.

Private Line Fone

Coming into prominence now, especially with the larger Airlines, is the Private Line Telephone, known to the Airlines as PLF. PLF circuits are simply telephone lines set up between two or more cities along an airline's routes. The Airlines use PLF for all kinds of messages where direct contact is necessary.

What we've seen so far has been a very brief picture of the methods of Airline Communications and the type of message handled by each method.

Quite probably what we've seen of Airline Communications so far has convinced you that this might be the place in Aviation you've been looking for.

Let's see.

Communications Duties

Let's take some time now to look into the actual duties of Airline Communicationists to see just what these people do in the big field of Airline Communications.

Take the Radiotelephone Operator, for example.

The important thing about Radiotelephone Communications is that, basically, the human element is vitally involved. It doesn't matter how many hundreds of thousands of dollars an airline invests in communications equipment — Radiotelephone is only as good as its operator.

Keep that in mind while you're going through these lessons. When we're talking about the Airline Radiotelephone Operator and what he or she does, remember that in a very short time, that operator might be **you.**

Guard the Frequency

Primarily, of course, the principal duty of a Radiotelephone Operator is to guard the assigned frequencies. That means simply that you listen for messages — "traffic" — addressed to or concerning your station.

As these messages are received — we'll see in a minute just what they are — they are recorded on a typewriter, giving whatever reply is required and taking whatever action is called for. The operator records in the "log" not only the messages received but the answers to these messages.

For example:

Dispatch Messages

One of the most important duties of the Airline Radiotelephone Operator is to relay messages from the Airline Dispatcher to the Pilot of the aircraft. In most cases, these messages are vitally important.

When the Dispatcher has a message for the Pilot of the aircraft, he files it with the Airline Radiotelephone Operator. Once the Dispatcher delivers the message to Communications, he assumes that it will be delivered unless he hears otherwise. That shows you the responsibility involved in this Airline position, because once the message is accepted, it's up to the Radiotelephone Operator to get the message through.

In the course of a normal day, a Radiotelephone Operator will handle messages about weather, flight plans, checkpoint reports, and so on. Messages are received from Pilots and referred to

the proper people — the ARTC, for example, which watches carefully over the disposition and location of all planes in flight.

Then messages are received from ARTC—flight information, for example — they are sent to the Pilots of planes in flight.

You get to know the Pilots and Co-pilots well because, in many cases, their safety is in your hands. They rely on you — they know how much depends upon your efficiency, your ability, your knowledge.

Let's look now at some of the kinds of messages you'll be handling as an Airline Radiotelephone Operator.

Position Reports

A great many of your messages will be Aircraft Position Reports. As we've seen already, Pilots must make regular reports when they're over designated spots so that their Airline will know where they are at specific intervals during flight.

Let's say that you're a Radiotelephone Operator for American Airlines at Tulsa, Oklahoma. One of your planes calls in his position report to you, like this:

Sounds Like This

(1) Aircraft: TULSA FROM AMERICAN FOURTEEN

(2) You say: AMERICAN FOURTEEN FROM TULSA GO AHEAD

(3) Aircraft: TULSA ONE EIGHT-SEVEN THOUSAND CLIMBING-ON-TOP-NEOSHO FIVE THREE

(4) You say: AMERICAN FOURTEEN-TULSA ONE EIGHT- SEVEN THOUSAND CLIMBING-ON TOP-NEOSHO FIVE THREE-TULSA

(5) Aircraft: AMERICAN FOURTEEN

Means This

(1) American Airlines Flight 14 calls Tulsa.

(2) At Tulsa, you acknowledge the call and tell the Pilot to deliver his message.

(3) The Pilot — actually, it'll ordinarily be the First Officer — tells you that he's over Tulsa at eighteen minutes past the hour; that's he's flying at 7000 feet and climbing to higher altitude (in accordance with his flight plan); that he's on top of the clouds; that he estimates that he'll be over Neosho, his next check point, at 53 minutes past the hour.

(4) You repeat his message to make sure that you've received it correctly.

(5) The plane repeats its identification to assure you that you've got the message right.

Looks Like This

Now let's see how it looks on your log. We'd better explain right now that your log may consist of separate message blanks, with one carbon copy, where you'll use a new blank for every message, or it may be a continuous roll, fed automatically into your typewriter.

Naturally, you can't log every word in complete form for every message you handle, so you'll use a system of abbreviations like this:

(1) TUL2/17

(2) A14 TUL 18/70C OTP EOS53

(3) TUL RB

(4) EURM1418

"Interpreted," here's what an entry like this means:

(1) Tulsa is the logging station; February 17 is the date.

(2) American Airlines Flight 14 is over Tulsa at 18 minutes past the hour, flying at 7000 feet, climbing, on top of the clouds, will be over Neosho at 53 minutes past the hour.

(3) Tulsa reads the message back to the pilot.

(4) The message was received on frequency EU by Operator RM — your initials — at 1418 on the 24-hour clock, which would be 2:18 PM Local Time.

Probably sounds complicated now, but just wait till you've learned the abbreviations and procedures — you'll handle messages like this slick as a whistle!

Weather Messages

Another one of your important duties in Radiotelephone Communications will be to transmit weather information to planes in flight. Here's a typical weather "conversation" with a Pilot. You're working for Capital in Atlanta.

(1) Aircraft: ATLANTA FROM CAPITAL FIFTY THREE

(2) You say: CAPITAL FIFTY THREE FROM ATLANTA GO AHEAD

(3) Aircraft: REQUEST LATEST ATLANTA WEATHER

(4) You say: CAPITAL FIFTY THREE - ATLANTA SIXTEEN THIRTY WEATHER - CEILING ESTIMATED THREE THOUSAND - BROKEN - VISIBILITY FOUR - LIGHT RAIN - SMOKE - TEMPERATURE SEVENTY - DEWPOINT SIXTY SIX - WIND WEST FIFTEEN - ALTIMETER THIRTY ZERO THREE - THREE ZERO ZERO THREE - ATLANTA

(5) Aircraft: CAPITAL FIFTY THREE

Here's what it means:

(1) Capital Flight Fifty-three requests the latest weather information.

(2) You notify him that at Atlanta at 4:30 PM, the ceiling is estimated at three thousand feet; that the clouds are reported as broken; that visibility is four miles; that there is light rain and smoke; that the wind is blowing from the West at 15 miles an hour; that the altimeter reading is 30.03 inches. Your station is Atlanta.

(3) He says that he has received it properly and that concludes your conversation.

Here's how it looks in your log:

ATL 9/24

C53 REQ ATL WX

ATL ATL 1630 WX

EMPN1634

Can you decipher this from what you know about procedures and abbreviations? Fine! Let's go on.

Now let's look at a Clearance Message typical of a great many you'll handle as a Radiotelephone Operator for the Airlines. As we've already learned, all aircraft must request permission to take off before getting into the air. Here's how it shapes up:

You're an operator for TWA at Terre Haute, Indiana. Your flight 346 is on the ramp, ready to taxi. Here's the conversation:

(1) Aircraft: TERRE HAUTE FROM TWA THREE FORTY SIX

(2) You say: TWA THREE FORTY SIX FROM TERRE HAUTE GO AHEAD

(3) Aircraft: READY TO TAXI

(4) You say: TWA THREE FORTY SIX READY TO TAXI - WIND SOUTH TWENTY - TERRE HAUTE ALTIMETER THIRTY ZERO THREE - THREE ZERO ZERO THREE - USE RUNWAY EIGHTEEN NO LOCAL TRAFFIC

(5) Aircraft: TERRE HAUTE ALTIMETER THIRTY ZERO THREE - THREE ZERO ZERO THREE - USE RUNWAY EIGHTEEN - TWA THREE FORTY SIX

(6) You say: TERRE HAUTE

Here's what it means:

(1) TWA Flight 346 calls you.

(2) You acknowledge the call and tell the Pilot to go ahead with his message.

(3) The Pilot says he's ready to taxi and requests taxi clearance.

(4) You give permission and the information that the wind is blowing from the south at twenty miles an hour; that the altimeter setting is 30.03. You direct the plane to use runway 18 and inform him that there is no interfering traffic around the field.

(5) The Pilot repeats the information you've given him.

(6) You acknowledge that he has received it properly by repeating your identification.

Here's how it will look in your log:

HUF 6/10

T346 RDY TAXI

HUF WND S20 HUFA 3003 USE RNWY 18 NO LCL TFC

T346 RB

DEJS 0123

You can decipher this entry easily. HUF is the designator for Terre Haute; 6/10 is the date; T346 is the TWA flight number; RDY means "Ready"; WND means "Wind"; S20 means "South 20 miles per hour"; HUFA means "Terre Haute altimeter setting"; RNWY means "Runway"; LCL TFC means "Local Traffic"; RB means "Repeat Back" or "Repeat"; DE is the frequency on which the message was handled; JS are your initials; the time is 1:23 AM.

Emergency Messages

The bulk of your messages will be routine, like the samples we've just examined. Once in a while, however, you'll work traffic that's more urgent.

For example:

You're an operator for Braniff at Dallas, Texas. Flight 23 calls you:

Aircraft: DALLAS FROM BRANIFF TWENTY THREE - MESSAGE

You say: BRANIFF TWENTY THREE FROM DALLAS GO AHEAD

Aircraft: ADVISE MAINTENANCE LEFT ENGINE ROUGH ON RIGHT MAGNETO

You say: BRANIFF TWENTY THREE - ADVISE MAINTENANCE LEFT ENGINE ROUGH ON RIGHT MAGNETO - DALLAS

Aircraft: BRANIFF TWENTY THREE

A message of this type is clear enough so that we won't have to explain what it means. The Pilot has noticed a minor disturbance in an engine and wants you to notify the Maintenance Department so that it can be taken care of when he gets to the ground.

Here's how you log it:

DAL 6/10

B23 ADVZ MNTNC L ENG RUF ON R MAG

DAL RB

DFEB1316

Fascinating!

Just from these few examples, you can see the fascination that's involved in every moment of Radiotelephone Communications. As an Operator, you'll be constantly on the alert — something new happening every minute of the day. You'll get to know Pilots and First Officers well, from dealing so constantly with them. You'll hold a vitally responsible position right at the nerve center of modern Aviation.

Equally fascinating are the duties of an Airline Teletypist — primarily because teletype communication is an important cog in the gigantic wheel of commercial Aviation.

Let's take a look.

Teletype Work

As a Teletype Operator, your primary duty will be to keep a close watch over all messages which appear on the machine you're responsible for. You'll be quick, you'll be efficient, because the success of your important department depends primarily on how well you send and receive teletype messages.

We'll get a better idea of what's involved in teletype work in the Airlines if we take a look at the various kinds of messages you'll be handling as a Teletype Operator.

Company Clearances

For example, there's the Company Clearance Message. On the teletypewriter, it looks like this:

MSYO
CLR 22 ATL IAA NCQ GAS 375 — 1535
ATLD JONES

Decoded, this message means:

NEW ORLEANS OPERATIONS

CLEAR TRIP 22 TO ATLANTA. INSTRUMENTS AUTHORIZED. ALTERNATE CAMP GORDON AIRPORT. GAS 375. 1535 (This is the time the message was filed in the Flight Control Office.)

ATLANTA DISPATCH OFFICE
DISPATCHER JONES

You can probably translate this message easily. It means that Atlanta is authorizing Trip 22. The trip is equipped to fly on instruments if necessary. If the Atlanta airfield is inaccessible, the plane will make for Camp Gordon Airport. The plane is carrying 375 gallons of gasoline; the message was filed at 3:35 PM.

Flight Plan

On teletype, a Flight Plan looks like this:

MSYR
E23 1620 VFR ATL MSY 33CSG 33MGM 57MOB 40MSY
ATLR

When the message is decoded, it sounds like this:

NEW ORLEANS RADIO

EASTERN AIR LINE'S FLIGHT 23 TAKES OFF FROM ATLANTA AT 4:20 PM FLYING

VISUAL FLIGHT RULES (ground in sight; no instruments). THE PLANE IS FLYING FROM ATLANTA TO NEW ORLEANS. THE PILOT ESTIMATES 33 MINUTES TO COLUMBUS, 33 MINUTES FROM COLUMBUS TO MONTGOMERY, 57 MINUTES FROM MONTGOMERY TO MOBILE AND 40 MINUTES FROM MOBILE TO NEW ORLEANS.

ATLANTA RADIO

You can see even now how important it'll be for you to know your designators and abbreviations in Airlines Communications. You'll be using them constantly!

Dispatch Message

Look at a typical airplane Dispatch Message on teletype:

CSGO MGMO MOBO MYSO

23/7 1607-1617-1620 GAS 375

B GREINER T SMITH R MURRAY 394

8/16

CSG3 MGM2 MOB5 MSY6

ATLO

Looks jumbled, doesn't it? Here's what it means:

1. The message is addressed to all stations in the line of flight.

2. Flight 23 of the seventh (day of the month) arrived at 4:07 PM and departed at 4:17 PM. The wheels left the ground at 4:20 PM. There are 375 gallons of gas aboard.

3. The Pilot (Captain) is B. Greiner, the Co-pilot (First Officer) is T. Smith and the Hostess is R. Murray. The plane number is 394.

4. Eight passengers boarded the plane (flight) at Atlanta, making the total aboard 16.

5. There is a total of 3 for Columbus, 2 for Montgomery, 5 for Mobile and 6 for New Orleans.

6. The message is sent by Atlanta Operations.

There's an air of constant excitement in Airlines Communications. This photo shows a typical Communications Room.

This is a bank of message switching machines in a Communications center. By pushing a button, operators can transmit messages to any station along the line's routes. Photo courtesy United Air Lines.

Flight Control Messages

Here's a typical Flight Control Message; you'll handle lots of these. On teletype it looks like this:

78
CLRD GSO TO MAKE DSNT THRU 5000 WITH 3 MILES FWD VSBY INP MNTN 9000 AND ADV INTL APCH AT GSO NOT ABV 3000 TFC AT 8 7 6 AND 5 THSD
ATLARTC 1301

Can you decode this one? Here's what it means:

FLIGHT 78

CLEARED TO GREENSBORO TO MAKE DESCENT THROUGH 5000 FEET ALTITUDE WITH 3 MILES FORWARD VISIBILITY. IF NOT POSSIBLE MAINTAIN 9000 FEET ALTITUDE AND ADVISE. INITIAL APPROACH AT GREENSBORO NOT ABOVE 3000 FEET. OTHER AIRCRAFT AT 8000, 7000, 6000 AND 5000 FEET LEVELS.

ATLANTA AIR ROUTE TRAFFIC CONTROL. 1:01 PM.

Reservations Messages

Finally, you'll have quite a few Reservations Messages to handle as an Airline Teletype Operator. As we've seen already, Reservations mean income for your airline; that's why these messages have to be handled accurately and efficiently.

Here's a typical Reservations Message as it appears on teletype:

SC
42/16 CHILGA ND
CHIR

Here's what it means:

This message is addressed to SC (Space Control). 42 is the number of the flight and 16 is the date of the month. The space is needed from Chicago to New York and the message was sent by the Chicago Reservations Office.

Space Control has already advised all concerned that Flight 42 of the sixteenth is on a request basis; consequently, any station desiring to sell space on that particular flight must request it.

If Space Control still has available space on this flight, they would send a confirming message as follows:

CHIR
42/16 CHILGA CFM
SC

This message is addressed to Chicago Reservations and advises that a seat has been confirmed on Flight 42 on the 16th from Chicago to New York. The message is signed by Space Control.

So far we've seen — very briefly, of course — some of the duties of Airlines Communications experts — the Radiotelephone Operators and Teletypists. We've hit just the high spots, to be sure, but from what we've seen, you can get a good idea of the excitement, the rapid pace that prevails in Airlines Communications.

Obviously, such a specialized branch of the Airlines industry requires highly competent and highly skilled personnel.

Let's take a few minutes now to see what the typical Airlines Communications employee is like. See how you'd fit into this type of work.

First of all, the Airlines Communications employee is **expertly trained.**

As you can tell from our brief investigation of this branch of the Airlines industry, Communications is no place for a person who doesn't know what he or she is doing. Expert training to develop professional abilities is the prime requisite.

Throughout these lessons, you're going to acquire the professional knowledge you'll need to take your place in Airlines Communications. When you finish your training, you'll have the complete knowledge of Communications technique and procedures the Airlines require.

The above picture shows a dispatcher reviewing a message from the Communications Department concerning aircraft.

That fulfills the basic requirement.

What sort of psychological characteristics do you need?

Dependability, for one thing. Nothing is ever routine in Airlines Communications — something vital hangs on every message you send or receive. It may involve safety of lives and equipment; it may mean smooth operations; it may mean revenue. No matter what the message is, you can be sure that it's important.

That's why you've got to be reliable — so much depends upon you in Communications.

Emotional Stability is another must for the Airlines Communicationist. We've emphasized the fact that the tempo is fast and the action is constant in Communications. There's no place for the person who'll fall to pieces when the going gets tough — when so much may hinge on individual action. The ideal Communicationist has the emotional balance — the self-confidence — that comes from the knowledge that he's fully equipped to do his job well.

The good Communicationist is **Alert;** on the ball every minute he's on the job. Communications call for wide-awake, aggressive young people; the very nature of the work demands these qualities.

There are many other desirable characteristics to be found in the Airlines Communicationist which we might discuss here, but they all stem from these — Dependability, Emotional Stability, Alertness and — above all — the professional ability that comes from proper training.

After all, it's your professional ability that's going to develop these other traits in you. That's why the lessons you're studying now and those which follow in your Central training are so important — they'll give you the know-how you need to develop these other characteristics.

When you finish these lessons, you'll have what it takes to make your mark in the big, fast-moving field of Airlines Communications.

You'll want to learn about the people who fly . . . Typical Domestic and Overseas Flight Crews . . . Captain . . . First Officer . . . Hostess . . . Flight Engineer . . . Navigator . . . Flight Radio Operator . . . Steward . . . Who They Are . . . What They Do . . . What It Takes To Make The Grade. You'll find this exciting information in your next lesson, FLIGHT CREWS.

Notes and Memos

Notes and Memos