

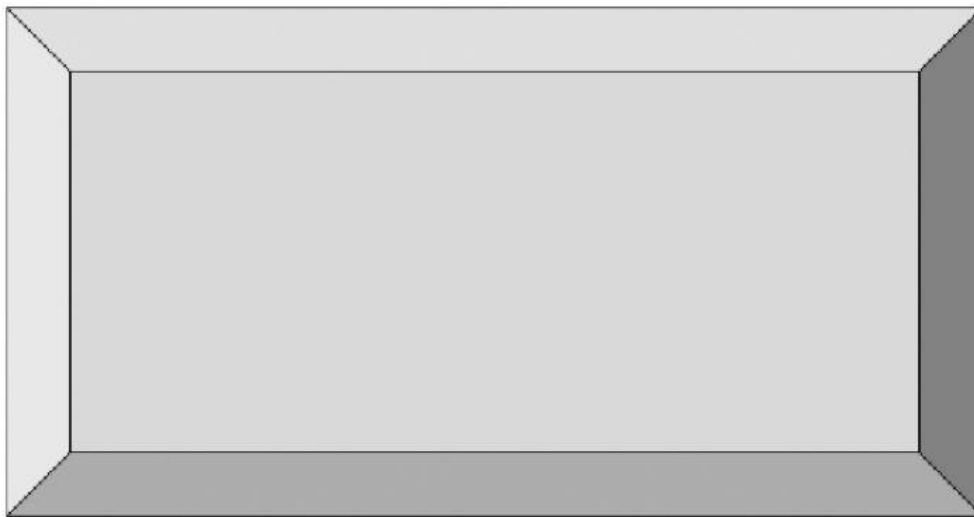
Flight Crew Perspectives on Unruly and Disruptive Passengers

Before watching the video. Select “True” or “False”.

- A. The Tokyo Convention was signed in 2014. _____
- B. It was the first Act to regulate offences and other acts committed on board civil aircrafts.

- C. Trained pilots can leave the cockpit when there is an instance of an unruly passenger to help the crew manage the situation. _____

Watch the video



Select the correct options

- 1) Is there a company procedure you follow for passenger disturbances?
- 2) Do you feel that police and ground authorities are supportive of airline crews?
- 3) How does teamwork play a role in handling passenger disturbances?
- 4) What is one message you'd like to give passengers traveling on your aircraft?

Retell the most serious incident Capt. Buono had with an unruly passenger when he was a First Officer.