



October 31, 2014

Dear Flight Attendant,

As a returning Voluntary Furloughed flight attendant, you will be calling in to volunteer for return to work training in November. Based on the number of flight attendants returning, we have revised the call in schedule to volunteer.

Last Name begins with:	Call to volunteer:	Call before end of day on:
A - K	November 12 at 0730 central	November 14
L - Z	November 15 at 0730 central	November 16

Seats will be allocated appropriately between groups when calling in. The deadline for volunteering is 2359 central on November 16. On November 17, flight attendants who have not volunteered will be assigned training.

** If you are eligible and have bid for the early out program, please disregard this information.*

RETURN TO WORK TRAINING INFORMATION

As a returning flight attendant please carefully review all information contained in this letter. At the end of the document is information regarding a training month bid for returning voluntary furloughed flight attendants. Due to the volume of furloughed flight attendants attending training in December, everyone cannot be given a DEC training month. You will need to bid for your new training month.

Below are training logistics and other necessary items in order to return to work and attend training. You will need this information once you call in for actual training requirements, training dates, times and locations. Please note that your training may take place at a different location than where you normally attend recurrent training.

BADGE

Once you have completed all necessary return to work forms and all clearances have been met, your badge will be mailed to your address on file with the company prior to your return effective date. If you have questions related to your badge, please call 872-825-3481 for assistance.

FAOM

You are responsible for verifying your correct address is on file with United by November 02. Manuals are planned to be shipped on November 10 via express delivery to the address on file. Undeliverable manuals will be sent to your base for pick-up. Express delivery does not deliver to P.O. Box addresses. If you have a P.O. Box on file, your manual will be sent to your base for pick-up.

The Inflight Services Flight Attendant Policies and Procedures Manual should be obtained from your base.

PRE-WORK – you will have access to pre-work by November 14.

Type of Pre-Work needed

All pre-work below needs to be completed 48 hours prior to attending first day of class:
Completed LEP worksheet signed by Supervisor

e-learning	Title	Catalog code	Who needs to complete	TRNPRG
CQ Pre-Work 5 Hours	Continuing Qualification (CQ) - 2015 <u>CQ 2015 Training information</u> <u>Regualification training information</u> Flying Together / My Department / Skynet / Training & Qualifications / Continuing Qualifications.	<u>2015 CQ Pre-work</u>	All bases	Pre work completion will now be reflected in the TRNPRG screen as CBT15.
Computer Based Training* (CBT) 15 minutes <small>*This training must be completed in addition to 2016 CQ Pre-work</small>	Hazard Communications	<u>SY-004</u>	All bases	To verify completion from the ULN homepage, click on the blue My Transcript and look for Hazard Communications. Verify there is a complete date and that the status column says "Attended."
Inflight Services CSS* <small>*This training must be completed in addition to 2016 CQ Pre-work</small>	Service Principles and Standards	fasw-sps2014	All bases	Completion will be reflected in the TRNPRG screen as SPS14.
Integration Training 3 ½ Hours	Flight Attendant Integration Training If you have completed REV#6, REV#7, REV#8 and IL-IT and all these codes are in your TRNPRG screen completed prior to Feb 1, 2012, you do NOT need to do the above e-learning. If you have NOT completed all four lessons listed above, STOP and complete only IL-IT. If you have completed IL-IT ON/AFTER Feb 01, 2012 you have satisfied your IL-IT learning.	<u>fasw-cit2012</u>	All bases	IL-IT
If you are having issues with any e-learning, contact the ULN Help desk: Help Desk Hours of Operations 24 hours a day – 7 days a week		Toll-Free: 1 866-609-1353 Hong Kong Toll-Free: 866-93-3705 email: ulnhelp@united.com		

LIST OF EFFECTIVE PAGES WORKSHEET

Inflight Services Training has introduced an LEP Worksheet as part of the required pre-work for Continuing Qualification training (CQ), formerly RET, as well as Regualification Training (RQL). The LEP Worksheet is

designed to walk you through the entire process of a full manual audit. This new tool replaces the FAOM audits conducted by Instructors at each training location. Completing the worksheet is also a mandatory prerequisite for attending Continuing Qualification (CQ) and Requalification Training (RQL).

Remember to obtain replacement pages for any missing or incorrect pages, if needed. Replacement pages may be requested via the FAOM Replacement Page Order Form on Flying Together. From the Inflight Services department page, click on the "FAOM" link in the left side menu, then the "Replacement Pages" link under the "Flight Attendant Operations Manual – FAOM" section. Be sure to photocopy the correct page and insert in your FAOM while waiting for the replacement page. Your base staff can provide a copy of the current page for photocopying.

After you have audited your FAOM and completed the LEP Worksheet, take both to a base supervisor who will initial your completed worksheet. If you do not have a completed LEP Worksheet initialed by a supervisor and your FAOM and Flight Attendant Announcement Booklet with you, you will not be able to attend CQ or Requalification Training.

To obtain the LEP Worksheet:

- On Flying Together>Departments select "Inflight Services"
- On the Inflight Services department page, click on "Training and Qualifications" in the left menu
- Click on CQ (Continuing Qualification)
- Click on and print the FAOM LEP Worksheet
- Follow the instructions on the FAOM LEP Worksheet
- Replace any missing or incorrect pages. Remove any outdated pages and tabs from FAOM
- Take your completed FAOM LEP Worksheet, up-to-date FAOM and current Flight Attendant Announcement Booklet to a supervisor
- A supervisor will initial the LEP Worksheet
- Bring the completed, supervisor-initialed FAOM LEP Worksheet, up-to-date FAOM, and current Flight Attendant Announcement Booklet with you to CQ or Requalification training.
- To obtain information on FAOM items currently in effect, go to Flying Together > Inflight Services Department Page, click on "FAOM" in the left menu.

If you currently have an FAOM with an effective date prior to November 30, 2011, you must destroy it. Please see the FAOM for instructions regarding disposal of out-of-date pages. Possession of previous versions of the FAOM is considered non-compliant. Also note, you must use only the United-issued FAOM binder.

TRAINING LOCATIONS

Training will be held at the following training centers – **ORDTK, DENTK, SFOTK, EWRTK and IAHTK**. If you are based at these locations and are scheduled for training in that same location, you will not receive hotel accommodations or positive space travel to attend training. Below are the directions to each TK center and the hotel information for each location if you are based at a location other than where you are training. The hotel will not have your name until the day before arrival so please do not contact them in advance.

ORDTK

ORDTK – for Non- ORD based flight attendants

CQ/RQL will take place at ORDTK, Hanger 5A. Phone 773-601-5052

Take hotel shuttle back to airport. Go down stairs to the ORD base and take the Airport only/employee bus. The bus operates every 10 to 20 minutes depending on shift change. Flight Attendant must enter a code to get out the door to catch the bus. The code can be found in unimatic (ARPTDB). Take the bus to the first stop which is Hangar 5A. ORDTK is next to the medical building. Follow the signs in the building to CQ. Food: There is a cafeteria by the base.

Hotel: Radisson O' Hare Hotel, 1450 East Touhy Avenue, Des Plaines, IL 60018. Tel: 847-296-8866. Hotel shuttle provided to/from airport.

ORDTK – for ORD based flight attendants

CQ/RQL will take place at ORDTK, Hanger 5A. Phone 773-601-5052

Go down stairs to the ORD base and take the Airport only/employee bus. The bus operates every 10 to 20 minutes depending on shift change. Flight Attendant must enter a code to get out the door to catch the bus. The code can be found in unimatic (ARPTDB) Take the bus to the first stop which is Hangar 5A. ORDTK is next to the medical building. Follow the signs in the building to CQ. Food: There is a cafeteria by the base.

DENTK

DENTK – for non- DEN based flight attendants

Training will take place at DENTK, Room D-340, 7401 Martin Luther King Blvd. Phone 303-780-3336.

Transportation to Doubletree Hotel from airport: When flying to DEN, you will go to the hotel first.

The Doubletree Hotel has shuttle service from the airport and picks up on the west side of the main terminal, Level 5, Door 508, Island 3. The shuttle runs every 30 minutes at :15 and :45 after the hour from the airport.

Transportation to DENTK from the Doubletree Hotel: The hotel van will drop you off and pick you up; check with the front desk. Do not walk across the street to get to the Training Center. There is a gate to enter DENTK. The FA needs to get the code from unimatic to enter the gate.

Transportation to airport from DENTK: If traveling home immediately after training, take the Horizon Coachline Transportation bus back to DEN. It runs at :15 and :45 past the hour.

Food: Full cafeteria facilities.

Hotel: DoubleTree Hotel Denver, 3203 Quebec St., Denver, CO 80207. Tel: 303-321-3333. This hotel is near the old Stapleton airport. Shuttle provided by Hotel to/from airport.

For DEN based flight attendants

RQL will take place at DENTK, Room E-212, 7401 Martin Luther King Blvd. Phone 303-780-3336. The shuttle to the Denver Training Center (DENTK) from the airport (DIA) is provided by Horizon Coach Lines and picks up on the WEST side of the main terminal, Level 5, Door 504, Island 2. (Level 5 is the Baggage Claim level and United is on the WEST side). The shuttle runs every 30 minutes, at 15 and 45 minutes after the hour. If traveling home immediately after training, take Horizon Coach Lines bus back to DIA. It also runs at 15 and 45 past the hour. Food: Full cafeteria facilities.

If you are driving to DENTK, you can park in the parking lot attached to the building. You must ring security and tell them you are attending recurrent training. You will get a parking pass from the front desk.

SFOTK

SFOTK – for Non - SFO based flight attendants

CQ/RQL will take place at SFOTK, Building 575, on the mezzanine level. Phone 650-634-3362. To enter the building, use the SFO security code (same as used in terminal 3). This code may be found in Unimatic (ARPTDB).

In order to get to TK from the Hyatt Regency San Francisco Airport, take the hotel airport shuttle and get off at the SFO Domestic terminal 3 departure level (the third stop after term 1 and 2). Walk down to the arrivals level to employee bus stop #21. Get on the bus marked "WESTFIELD" and exit at bus stop #22. Go to the 4 story building at the stop marked "SFO Business Center". Please allow at least an hour to get to TK and to check in for training. The airport shuttle runs every 15 minutes and is accommodating other hotel customers.

Food: Food is available from a catering truck.

Hotel: Hyatt Regency San Francisco Airport, 1333 Bayshore Hwy, Burlingame (650) 347-1234

Hotel Shuttle provided from airport upon arrival at SFO.
The Hyatt shares a shuttle with the Marriott and the signage is very clear on the van.
The shuttle runs every 10-15 minutes.

SFOTK – for SFO based flight attendants

RQL will take place at SFOTK, Building 575, on the mezzanine level. Phone 650-634-3362. To enter the building, use the SFO security code (same as used in terminal 3). This code may be found in Unimatic (ARPTDB).

From the West Field parking garage, take the grey/blue airport bus to Building 575, bus stop 14. The bus runs every five to seven minutes. Pull the signal cord to alert the driver to stop at SFOTK.

From the United baggage claim level (lower level) proceed to United door #1. To your right you will see an "Employee" bus stop number 18. Take the grey/blue airport employee bus to the first stop after the terminal, bus stop # 25. This is the TK stop. You must let the driver know that you want to get off the bus; you do so by pulling on the "stop" chord to signal the driver. The driver will not automatically stop. You must let them know. Proceed to Bldg. 575.

IAHTK

Houston Training Facility 4375 Wright Road Houston, TX 77032
Front Desk: 281-553-7300 Training Specialist : 281-553-7322 or 281-553-7359

Transportation from hotel to and from the training center will be provided by the hotel. For classes beginning at 0800, the shuttle service will depart the hotel at 0700. For classes beginning at 1300, the shuttle service will depart the hotel at 12:00pm.

Hotel: Marriott Houston Airport Hotel 18700 John F Kennedy Blvd, Houston, TX 77032
(281) 443-2310.

EWRTK

Newark Regional Learning Center – EWR
Newark Liberty International Airport - C4 Newark, NJ. 07114 973-681-3600

Directions:

C4 Learning Center Transportation Pick Up From C3 Concourse

Walk to the C3 concourse (Toward Crew Lounge).

Just past the first moving sidewalk (but before the second one), on your left side are double doors. Look for the "C4 Training Center Pick Up Point" sign at these doors.

Display your current United ID and enter the appropriate code on the keypad to the right of the door. (same code as the crew lounge elevator)

Beyond the door, take the freight elevator to the ground floor.

Exit the elevator; turn right toward the main hallway (follow signage).

At the main hallway, turn right again and proceed to the double doors at the end (follow signage).

Wait inside for van driver to open doors. Alarm will sound if opened from the inside.

Bus service will be available about 1 hour prior to your class start time and will run throughout the day until classes are complete.

C4 Learning Center Transportation Pick Up From Inflight Crew Lounge

On the Crew Lounge level, turn right at the vending machine in the hallway.

o Turn left at main hallway (follow signage).

o Follow main hallway to double doors at the end (follow signs).

o Wait inside for van driver to open doors. Alarm will sound if opened from the inside.

Bus service will be available about 1 hour prior to your class start time and will run throughout the day until classes are complete.

HOTEL: TBD. Hotel transportation will provide service to P4 and from there, take the air train to C3. For classes beginning at 0600, the shuttle will depart the hotel at 0500 and for classes beginning at 1330, the shuttle will depart the hotel at 12:30pm. You are encouraged to bring your lunch as there is limited time to go to the terminal. There are no food vendors at the training center location.

POSITIVE SPACE TRAVEL

PS travel is provided if you are attending training at a location other than where you are based. You should list yourself through employee RES in Flying Together and use the option of Business travel. A base supervisor must authorize your travel.

You may fly from your home address on record with United, or to/from your base to the training location. You should schedule a flight that arrives about 1800 on the night before training if training starts early the next day. Some classes will begin at 11:30am or later and you may be able to fly in the day of training.

LHR, FRA, NRT or HKG based

You must check the entry requirements for attending training in the U. S. Please review the ESTA Information in Skynet – this system replaces the green 1-94 immigration form for all Visa Waiver Program traveler.

PARKING

You will need to contact the base regarding parking permits. Contact your base coordinator for direction.

SCHEDULE BIDDING

Since you will attend training in December, you will not bid for, nor be awarded, a December line of flying during the normal bid process in November (unless you were contacted and have opted to return on Nov 30 and are qualified to fly). Once you have completed December training, you will need to contact Crew Schedule Planning via FLT-LINE, option 5, to build a line of flying for the remainder of December. If you are not scheduled to complete necessary training by December 29, you will not be awarded a January line of flying. If you need to reset your Unimatic password, contact the Flight Attendant Support Team at FLT-LINE options 4/4 between 0700-2300 Central Time, 7 days a week.

If you did not opt to return on Nov. 30, and you don't need training, or only need T87S training or only CQ training, you are qualified to fly beginning December 01 and should contact Crew scheduling planning at FLT-LINE option 5 on November 25, to get a line of flying built for December. You should also call the FAST team as indicated in this letter in bold on the first page to get scheduled for training if needed.

If you have any questions please contact the FAST team at FLT-LINE option 4, then option 2.

The Training Scheduling Team

BIDDING FOR NEW TRAINING MONTH

As there will be a large number of flight attendants attending return to work training from voluntary furlough, it will be necessary to balance the numbers of flight attendants given a new training month moving forward.

Therefore, a bid process has been developed for you to bid for a new training month.

How to Bid:

- If you are scheduled or assigned Requalification training when returning from voluntary furlough, you will be required to bid for a new training month.
- Bids open Jan. 05, 2015 at 0700 central time and close on Jan. 12, 2015 at 0700 central time.
- Use DIS*39050 to bid for a new training month.
- If your training month is currently DEC, you will retain that month.
- The bid choices for all bases are AUGUST, SEPTEMBER and OCTOBER.
- To bid for August, input 08 in the bid page and to bid for October input 10 in the bid page.
- Awards will be processed in base seniority order.
- If you do not submit a bid, you will be assigned a month in inverse seniority order starting with the earliest month (August, then September, etc.).
- Your award will be posted on your RETREC screen (on the top, left side of the screen) by 1700 on January 15, 2015.
- For 2015, you will be expected to attend training during your new training month which will result in you repeating the 2015 program within the year.
- If you have questions, please contact FLT-LINE option 4, then option 2.

The Training Scheduling Team