



## The 15th Annual NBAA Flight Attendants/Flight Technicians Conference

San Diego, California  
June 24-26, 2010  
San Diego Sheraton Hotel & Marina

### *Fifteen Years of Safety, Service and a Commitment to Excellence*

NBAA's Flight Attendants/Flight Technicians Conference, now in its 15th year, is designed to support business aviation flight attendants and technicians in their ability to provide excellent cabin safety, security and service. The focus of this year's conference is Crew Resource Management (CRM).

The conference will officially open with a welcome reception the evening of Thursday, June 24, and include a conference sponsored "Sunset in San Diego Conference Networking Reception," the evening of Friday, June 25.

Other 2010 highlights include Thursday's reprise of 2009's well-received Lead/Manager Flight Attendant/Flight Technicians Roundtable Meeting and the introduction of a PDP L2 Course, *Creating and Achieving Goals for your Success* by CornerStone Strategies.

Ron "Maxi" Mumm, Former Thunderbirds Commander, is the selected Keynote Speaker and will provide insight into how you can become better equipped to lead your team with improved performance through higher engagement.

Register now to attend this essential event for flight attendants, flight technicians and inflight service managers.

For the detailed agenda and more information, please go to: <http://www.nbaa.org/events/fa-ft/2010/>

We hope to see you in San Diego!  
The NBAA Flight Attendants Committee

#### CONFERENCE AGENDA

##### Thursday - June 24, 2010

**Lead/Manager Flight Attendant/Tech Roundtable Meeting**  
(RSVP required)

##### **PDP L2 Course**

**Creating and Achieving Goals for your Success**  
Shari Frisinger, Cornerstone Strategies

##### **Evening Welcome Reception & Registration**

First Time Attendee Meeting

##### Friday, June 25, 2010

##### **Welcome/Opening**

Scott Arnold, FAC Committee Chair

##### **Regulatory & Security Hot Topics**

NBAA Panel: Steve Brown, Mike Nichols and Dan Burkhart.

##### **Keynote Speaker: Ron Mumm**

Former Thunderbirds Commander

##### **"What's Outside Your Window?"**

##### **Airport Signage and Surface Contamination**

FAA Presenters: Dave Kurner & Rebekah Huelskoetter

##### **Maintaining Composure at Any Altitude**

Shari Frisinger, CornerStone Strategies

##### **SMS, Risk Management & ICAO Rules**

Kathy Perfetti, IBAC

##### **"To Brief or Not to Brief ... There is No Question"**

Dr. H. Beau Altman, HBAcorp

##### **The History of the Flight Attendant Conference**

Virginia Lippincott, Former Committee Chair

##### **San Diego at Sunset Conference Networking Reception**

##### Saturday, June 26, 2010

##### **Conference Giveaways**

##### **Scholarship Award Presentation**

##### **Deep Water Survival**

Winslow LifeRaft Company, STARK & Survival Systems USA

##### **Social Media**

Scott Arnold, Elaine Lapotosky (Jet Professionals), Mike Nichols (NBAA)

##### **Minute Clinics:**

1. Understanding the Date Coding System
2. Allergies and Dietary Restrictions
3. Mark or Seal Cooking Terminology Made Simple
4. Making Sure Your Special Requests Turn Out Special
5. Personal Travel Kits

##### **Confronting the Unexpected**

Flexjet CL605 Crew who faced a smoke in the cockpit emergency evacuation - a must see presentation!

##### **Final Giveaways**

##### **Conference Wrap Up**

Scott Arnold, FAC Chair

Mary Ann Fash, FAC Vice Chair