

# Handling Unruly Passengers Checklist

## Step 1 - Passenger Evaluation

### Unsatisfied (no threat)

- Criticism
- Increased voice tone
- Rapid movements
- Bad behavior

### Agressive (threat)

- Unable to control behavior
- May be intoxicated
- Damages property

## Step 2 - Personal Preparation

Evaluate your emotions, attitude and communication style. Are you ready to deal with this situation?

## Step 3 - Initial Actions

Suspicion: Passenger may become aggressive...

- Evaluate: Will they pose a threat during the flight
- Support: Call for assistant (4 eyes principle)
- Warn: Give 2 x warnings (of the consequences)

## Step 4 - Decision to Fly

