



Just like in real life no two *RSL* flights are ever exactly the same. Among the countless variables which will affect the flavour and atmosphere to a more or a less degree are venue, passenger mix & volume, weather, time of the year, prize money, mood of cabin crew and quality of quiz material. Some of these variables the cabin crew can control; others they can't.

Experience certainly plays a part and the more cabin crew miles that are racked up the easier it gets. But there is no real substitute for well put together material. This is your safety net and parachute if - or when - things start to fall apart. Your something reliable in the midst of all the chaos.

In-flight some desirable cabin crew attributes are:

- a) ready perma smile™**
- b) capacity to think on feet**
- c) capacity to cartoonify**
- d) ability to perform**
- e) ability to manage randomness and/**
- f) supersonic sense of humour**

Although cabin crew may service

more than one long haul flight per week for them jet lag is not even an option.

The opposite of jet lagged is jet paced.

Golden Rule

the cabin crew will appear jetpaced at all times

At the outset there is truckloads of goodwill. Everyone is primed up: the cabin crew are ready to entertain and the passengers are ready to be entertained. The odds are so stacked in the cabin crews' favour it's verging on a fix. It is in fact almost impossible to fail.

You would need a brilliant author to adequately describe all the sensations of doing a live show in front of an audience. How the passengers and cabin crew feed off one another. How the cabin crew are magnified under the spotlight, so passengers can sense their excitement or indifference. How the passengers react to these different type vibes with *RSL* either ascending to the stratosphere or down some

shameful tailspin.

The one thing we do know for sure though - is that if the cabin crew are not enjoying the flight then guaranteed our passengers won't be either.

flight menu

RSL is a two and a half-hour flight. Our typical flight menu reads as follows:

| event | e.g. clock | timing |
|-----------------|-------------------|---------------|
| <i>take-off</i> | 9:09 pm | 20 mins |
| topical | | |
| tabloid | 9:29 pm | 20 mins |
| tv&movie | 9:59 pm | 20 mins |
| pop | 10:19 pm | 20 mins |
| others | | |
| minibiogs x 3 | 10:39 pm | 20 mins |
| in-flight audio | 11:14 pm | 35 mins |
| finale | 11:29 pm | 15 mins |
| <i>landing</i> | 11:29 pm | |
| prizes/photos | 11:39 pm | 10 mins |

For the topical rounds these timings would include questions, marking, answers and feedback. The other rounds are more idiosyncratic. However all the rounds are scored and totalled up on the *RSL* ScoreMaster Version 3.0.

Accurate time keeping shows slickness and is a courtesy appreciated by barpeople, venue owners, passengers and also fellow cabin crew members.

Fig 4.1 **ScoreMaster version 3.0**

| team name | tabloid | TV | pop | mini biog | audio | sing | person position alities |
|-----------|---------|----|-----|-----------|-------|------|-------------------------|
| | | | | | | | |
| | | | | | | | |
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| | | | | | | | |

Nonetheless and in spite of cabin crew best intentions the *RSL* airplane is a highly complex piece of machinery and delays can occur. Although *RSL* use executive flight paths even we can get stuck in these dreadful stacking systems and be left hovering above our destination airport.

flight format

At *RSL* different rounds means different voices, different faces and different personalities.

Fig 4.2

mini answer sheet

| team | round |
|------|-------|
| 1 | 6 |
| 2 | 7 |
| 3 | 8 |
| 4 | 9 |
| 5 | 10 |

The cabin crew present and mark one topical round each, one Minibiog™ each and share the in-flight audio duties. As each round ends passengers are politely requested to hand in their completed answer sheet and to collect a new blank one.

These natural breaks in proceedings keep things rolling along and revitalise everyone just like these little hot wet towelette things. Note that although one cabin crew member takes the lead there are three microphones and the others are expected to interject with stunning asides.

The cabin crew should play themselves in-flight, except bigger, brighter and bolder - an exaggerated cartoon version of themselves.

Fortunately the *RSL* airplane set-up provides a perfect stage to act up on - or hide behind - so there is little danger of looking stupid. And over time the cabin crews' special skills and features become additional *RSL* attractions

Consistency in the marking of

each round makes things fairer, particularly given the random nature of certain answers. Some random answers may appeal hugely to one cabin crew member but not at all to another.

presentation

Sunny dispositions will come through in cabin crew voices for free and quite naturally. The background lounge music will add the necessary natural rhythm.

The cabin crew should speak clearly and slowly emphasising all those oh so important key words and phrases. They should attempt to vary their speech patterns and to realise the full voice potential: all these beautiful inflections, tones, emphasis and modulations the voice is capable of. At *RSL* no one is a monotone drone and everyone aspires to at least 64-track tone.

The stats are scary on how much more people absorb intuitively through their eyes as against their ears; it's something like 90% to 10%. We will take it as read that the cabin crew looks

smart. In addition they should keep their postures and gestures open and honest to both enhance their visual effectiveness and to improve and reinforce their confidence.

One last presentation tip: repetition helps to improve understanding. The cabin crew should repeat and at the round end recap on all questions to be absolutely sure that no one misses out on the *RSL* equivalent of delicious airplane space food.

winging it

Part of the rush of a live show is 'winging it' or going with the flow. Essentially this is the art of turning things you can't control into features or talking points.

In flight many unpredictable things can occur from technical hitches to hyper passengers to random events. The cabin crew should stay glued and not fall apart while also remembering that:

Golden Rule

**random events in flight are features
not problems**

The cabin crew should seize the random moment but not milk it dry. Bad taste or the obscure might work but ultimately the bottom line is whether the cabin crew can take the passengers with them on the ride.

Once the cabin crew are familiar with their passengers and format - 'winging it' gets easier. And over time as the *RSL* comfort zones extend and develop the cabin crew will gradually learn when and how far they can push.

catchphrases

Catchphrases tend to evolve and more often than not while 'winging it'. A good soundbite, which sums up *RSL* catchphrases, is 'borrow, steal, mutate - repeat, repeat, repeat'.

Pick zeitgeist slogans, lyrics and war cries, mould them into *RSL* shapes then repeat until they stick.

it

Fig 4.3

catchphrases

1. yr fun kinda zeitgeist quiz
2. the way of the entertaining fist
3. comin at'cha
4. all drinking, all smoking, no seatbelts
5. tkl is taking care of lounge

participation

Passenger participation is fundamental to *RSL*. Participation is what gives our *RSL* passengers a sense of ownership and a sense of belonging.

When someone flies *RSL* they become a member of an exclusive club; but a club to which everyone is invited. The beautiful thing is that a single flight is all it takes for a passenger to buy into the whole airplane lounge mindset.

The cabin crew should aim to make *RSL* a staple of their passengers' social life: their preferred place to meet up with old friends and to make new ones. *RSL* should be a highlight in the week and also provide a week-worth of talking points. One

of the most gratifying things for cabin crew is when a passenger introduces them to someone new and recalls how they met up at *RSL*.

The more the passengers become a part of and feel a part of *RSL* the more successful *RSL* will become. Soon the airplane will be filled every week and with more and more repeat business.

Golden Rule

**once the passengers become RSL
RSL takes-off**

feedback

Open-ended and No Lose™ type questions encourage funny clever random answers. The best of these answers are good useable material, which the cabin crew should acknowledge by awarding pointage, name checking the relevant team and feeding back the answers. Everyone on board is therefore able to appreciate and share in the wit and wisdom of fellow passengers and teams.

After the Tabloid round the cabin

crew should engineer loud cheers or optionally boos for each team as their team name and first set of scores are announced. This promotes team loyalty and ignites those latent competitive genes. After each subsequent round there are score and cumulative score updates with salutes and extra cheers to the current leaders.

At *RSL* passengers get to heckle, cheer, shout, spin the Door of Destiny™, sing, play in the finale and display pretty much any other skills and talents they choose.

heckling

Some passengers are boozed up and over excited while various regulars quickly become side show characters in their own right. Ridicule is nothing to be scared of. Good-natured heckling and verbal abuse of the cabin crew comes with the turf.

Cabin crew members, for their own personal safety, are issued with microphones prior to take off. These give the cabin crew a big loudness advantage over

heckling passengers.
Incidentally any passenger found
in possession of an
unauthorised microphone is
severely beaten, no really.

Most heckles relate to either
the questions - 'too stupid',
'too obscure' or 'not zeitgeist
enough' - the answers - 'we want
credit' - or the scores - 'poor
arithmetic' or 'you missed us
out'. The rest are personal -
'you suck' and such like.

Cabin crew should make a
judgement call on the heckle -
is it a lone mad voice? or is
there universal agreement? - and
should then respond accordingly.
Most responses are light hearted,
courteous and ideally funny.

Heckling cannot be allowed to
slide into air rage. *RSL* have a
flight schedule to keep to and
all the other non-heckling
passengers to look after.

stewards inquiry

At *RSL* the cabin crew are the
responsible grown ups. Certainly
the officialdom is a little
tongue in cheek but is there

nonetheless.

On occasion a stewards inquiry is required. The cabin crew will huddle together and deliver their kangaroo court verdict of 'accepted' or 'denied'. *RSL* attitude is the key. *RSL* attitude is what causes passengers to buy into the almost random but still correct nature of any cabin crew decision

in-flight minibiogs™

Passengers get to shout out guesses during the minibiogs round as cabin crew gradually tease out their minor celebrities. While one cabin crew presents, the other two - scattered through the lounge - listen up good for the correct shout. The first passenger who guesses correctly and who is heard and identified by cabin crew is the winner. This lucky passenger earns the right to spin the door of destiny and perhaps gain some extra pointage for their team.

That all sounds pretty civilised, right? In reality there are two

or three words of minibiog then a wave of passenger shouting; a sentence and more mayhem; another phrase - lots of shouting, lots of noise, lots of confusion. After several minibiog snippets a few passengers may start to shout the correct celebrity which naturally causes even more chaos. We at *RSL* love it: an airplane filled with hyped up passengers having fun.

The job of the cabin crew is to manage the chaos and ensure that everything stays on the right side of control. They should laugh off the insults 'you are [spazz celebrity]', laugh with those intrinsically funny and ridiculous guesses like 'you are [celebrity chef]' and laugh at and shut up any over-hyped passengers.

Once a winning passenger is identified and introduced; it's door of destiny™ time. Our player spins and optionally respins the pointer to one of the lounge icons on the door and from this the cabin crew invent some random pointage.

It's a closely guarded open

secret at *RSL* that the points awarded are not predetermined. Cabin crew make them up on the spot. This random factor allows the cabin crew to have some fun - referring to blank sheets of paper or pretending to remember complicated agreements - before revealing the actual points won.

In truth the points awarded are not really that random at all. They are heavily based on the current overall position of the players' team. The more poorly a players' team is doing the higher the 'random' points they can expect to win.

In the unlikely event that there are no minibiogs™ - misplaced or forgotten - then as a last resort the cabin crew can simply 'wing it'.

A cabin crew stands up without notes, announces 'who am I?' and waits. Soon, with a little luck, the passengers will start to shout and guess. If the cabin crew member then say touches their ear and the shouts and guesses change - it's a result: the passengers have bought into the scam. When the cabin crew hear a guess that they like; then

that's the winner. Note: This style of get-out is unlikely to work more than once.

in-flight audio

Cruising on a diet of alcohol and good vibes the link to in-flight audio is seamless. One cabin crew is posted in the cockpit to manage the sound equipment while the other two sip their drinks, commentate and connect with the passengers.

The answer sheet for in-flight audio is popularly known as the 'big' answer sheet and is in two parts. The top part covers tracks one through five - pop intros; the bottom part six through ten - theme tunes. Passengers are asked to identify the artist, title and first line of the pop song from its' intro and then a TV show, movie or product associated with each theme tune.

As the intros play the cabin crew can enthuse - 'I love that song' - and groove - 'oh, yeah!' - while savouring the ripples of recognition which start to spread through the lounge. At this point cabin crew would also ask

Fig 4.4

big answer sheet

| team | artist,title,firstline |
|--------------------------------|-------------------------------|
| 1 | |
| 2 | |
| 3 | |
| 4 | |
| 5 | |
| what's this theme from? | |
| 6 | |
| 7 | |
| 8 | |
| 9 | |
| 10 | |

passengers to make a mental note of any track they might wish to perform later on.

The themes segment is either played live or from an audio tape and there are merits in both. On balance though *RSL* would recommend themes are pre-recorded to take full advantage of all the speed and tape trick options. In-flight there is mileage in *pretending* the toy keyboard renditions are live but only if everyone is in on the joke.

It is a *RSL* fact that the in-flight audio round has the highest incidence of passenger cluelessness. Luckily all *RSL* cabin crew have an in-built clue-o-meter which is activated automatically whenever enough passengers appear clueless. No clues are prepared pre-flight so cabin crew are expected to 'wing it' on verbal and visual clues.

As the audio track ends the most hectic admin part of the flight begins. A final call is broadcast for completed personalities sheets, the loungetrack is turned up and the cabin crew get dirty in a marking fest. After a short

interlude all the final scores
bar singing will have been
calculated and marked onto the
ScoreMaster Version 3.0.

singing

The singing section is the last chance for the teams to win some points and for the passengers to win some plaudits. It is also worth noting that while singing is not a prerequisite to winning according to the history books 99% of all winning teams sing.

Singing is limited to our five in-flight audio songs and on most flights demand to sing exceeds this limited supply. To bridge the huge demand supply gap *RSL* select singers using the world-renowned 'quickest volunteer' method. The passenger who volunteers most quickly at the cue 'we are looking for a passenger to sing [song title] by [artist]...' gets the gig.

This usually means a photo snap decision for the cabin crew and protestations from the less quick passengers. If the cabin crew make an honest call and stick

with their decision then no serious disputes are likely. Techniques to reduce possible bad feeling include limiting teams to one singer each or if time permits a 'sing off'. In a 'sing off' two or more passengers perform head to head(s) and the airplane decides.

Once selected a passenger is invited up to the reception area and asked for their name and their teamname which are duly noted by cabin crew. The passenger is then handed a microphone, a take home and keep lyric sheet - with the legend 'tonight @ ready steady lounge I was [pop star] singing [track]' - plus any other appropriate [pop star] props.

A cabin crew member turns compere and gives a big star welcome to each singer: 'tonight and for one night only you [passenger name] are the legendary [pop star] singing [track] - give it up big style please, folks'. Our trusty jet fuelled passengers duly go wild. The singer is cued in with the pop intro which cuts as the vocals start; naked and unaccompanied the singer either

swims or sinks.

The passengers perform their own audio and visual take on the song. Some sing beautifully. The majority sing flat or sharp with a different melody or all on the one note. Others talk or rap or shout or screech and a few sing the wrong song completely. With visuals - dancing, impersonation etc. - passengers display a similarly breathtaking array of talents.

Fortunately the *RSL* singing section is designed less for singers and more for stars.

Golden Rule

**the RSL passengers are the real stars
of RSL**

Most passengers are good value and their input is entertaining. However if a passenger is not entertaining it's the responsibility of the cabin crew to make them entertaining.

The singers deserve and win generous points for their team. Also, if available, they win prizes like trinkets from

breweries or distillers or CD singles of the audio tracks.

finale & winners

Cinescopic tension-laden lounge plays as the airplane begins its' gentle descent and the cabin crew total final scores and final positions on the ScoreMaster Version 3.0. Note to cabin crew: if you incorporate half points into the final scores this helps create an illusion of accuracy.

Once scores and positions are settled the rundown begins from lowest to highest. By way of appreciation the cabin crew cheerlead and the passengers cheer as each team name is announced. Passengers are also reminded that at *RSL* every team, whatever their final position, still has a chance of winning something. Passengers therefore tend to stick around until the very end, which helps to keep up the atmosphere and the bar takings.

Although there are no medals - project! - the excitement mounts as the rundown reaches the medal positions. Those teams not yet

announced are sure they are close to winning but the cabin crew know they could also be the victims of a cruel admin mix up.

Soon the winning team(s) are identified. In the event of no outright winner the joint or co winners cut cards for the title.

The winning team deserves a prize though specifics will depend on the flight sponsors and venue policies. *RSL* would argue that alcohol is best and for so many different reasons. Note: alcohol in bottles or cans is most readily divisible between members of the winning team.

three card monte

RSL have adopted the street hustle game Three Card Monte or Find the Queen as our final feature. A per flight cash prize should be negotiated with the flight sponsors.

The game is simple three cards, one a queen, are shuffled and laid face down a passenger then guesses which of the three cards is the queen.

Our winning team plays Three Card Monte first for the big cash prize, the jackpot. If they don't find the queen, the runners up play for a smaller cash prize. Then the third place team and so on. The game cascades through the teams and with a reducing cash prize until one team gets lucky and finds the queen.

In Three Card Monte although the odds on each game are always 2-1 against, overall the chance that one of the teams wins something is almost dead cert 100% (see Fig 4.5).

Fig 4.5 **chance of teams winning cash**

| Position | Probability | Odds |
|---------------------|--------------------|-------------|
| Winners | 33% | 2-1 |
| R u n n e r s - u p | 22% | 7-2 |
| 3rd Team | 15% | 11-2 |
| 4th Team | 10% | 9-1 |
| 5th Team | 7% | 13-1 |
| 6th Team | 4% | 24-1 |
| 7th Team | 3% | 32-1 |
| 8th Team | 2% | 49-1 |
| 9th Team | 1% | 99-1 |
| 10th & above | < 1% | > 100-1 |
| | ~100% | |

With your sponsors agreement the balance of the cash - that is the difference between the

original cash prize and the amount actually won - is rolled over to the next flight. The chances of a rollover are high [see Fig 4.6] which means big cash jackpots build up.

| Value of Rollover | Odds |
|--------------------------|-------------|
| £25.00 | on 1-2 |
| £37.50 | 11-10 |
| No Rollover | 2-1 |
| £43.75 | 9-4 |
| £46.87 | 4-1 |
| £48.44 | 10-1 |

Assuming Jackpot of £50 halving on each 3-card monte game.

Big cash jackpots means more passengers.

touch down

As the cash winners are congratulated and the *RSL* theme song bursts into life one more time a cabin crew thanks everyone for flying *RSL* and voices the hope that everyone enjoyed their flight.

The airplane touch down is so

smooth and so expertly handled that hardly anyone notices it. As always there is a vacant executive gate awaiting the *RSL* arrival which means easy and immediate disembarkation.

The disembarkation process is similar to boarding. As each valued passenger leaves the airplane they receive VIP farewells and a big 'thank you for flying *RSL*; we look forward to seeing you again soon'.

One slight problem is those passengers who are reluctant to leave. The cabin crew must be assertive and ensure anyone who is not a prize winner vacates the airplane. The *RSL* airplane is on a tight turnaround schedule for service and refuelling but more important the frequent flight bar attendants have homes and lives they want to get back to.

prizes & photos

Once the airplane is cleared of passengers there is a presentation ceremony to the winner(s) of the alcohol and cash prizes. Winning team members

would also pose with the cabin crew for a commemorative photograph. A copy of this photo is given to the team at a later date as a keepsake.

RSL use these photos to build up a library of happy smiling faces which is both excellent promotional material and a useful aide memoir for cabin crew to remember names, faces and relationships between various regular passengers.



Once the winning team(s) departs and the airplane is totally empty the cabin crew collapse exhausted in a heap of giggles on the floor.

wage & expenses

For the cabin crew:

$$\text{total wages} = \text{basic wage} + \text{ticket money}$$

The Basic Wage is a sum pre-agreed with the flight sponsors and receipt of this may require a signed acknowledgement.

Ticket Money is the door receipts and is determined by the number of passengers on the flight.

Cabin crew should also be reimbursed for any incidental flight expenses like photocopying or candles. Note to cabin crew: keep receipts.

The Total Wages are divided equally amongst the cabin crew with a 50:50 split between preparation and presentation duties.

The cabin crew are now off duty and are free to retire to a local club or casino for a quiet drink.

