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Your Flight Is Out-of-Balance, Captain!: The Role Of Effective Communication In Today's Aircraft Weight & Balance Planning



Synopsis

Your Flight Is Out-of-Balance, Captain! is an easy to understand and follow approach to modern-day aircraft weight and balance planning. This book is not about mathematical equations or formulas in weight and balance calculations. Instead, it shows you how effective communication and thinking outside of the box can make the process much easier. This book introduces a new approach in simplifying a complicated subject by introducing easy-to-follow flowcharts for real-life scenarios faced by a weight and balance agent on a day-to-day basis. If you work in an airline, you work in a customer service industry. We are all here to serve our customers. We're not competing with each other. We are helping each other to better serve our customers. This book also helps you realize the significance and importance of effective communication and how critical it is to communicate and discuss the issues when they happen, in order to avoid the snowball effect. When you communicate well, problems are resolved swiftly, operations are run flawlessly, our customers are happy and they come back and continue doing business with us. We all will continue having jobs and make more and more money.

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Customer Reviews

I've been working in the airline industry for over 13 years and I actually learned new and interesting things from this book. It explained a lot of technical definitions and concepts, and I appreciated his efforts in communicating difficult material in a way that was easy to understand. The book touched on matters that I don't work with but learning about the connection to my part of the industry was thought-provoking. Great book!

When I first started my career in passenger service, I had no idea what it meant for a flight to be payload optimized and how this affected the weight and balance of an aircraft. Your Flight is Out-of-Balance, Captain! is an easy to read, innovative approach to teaching aircraft weight and balance. It's very informative and emphasizes the importance of weight and balance in multiple departments. This book contains helpful, everyday scenarios and I love the easy to follow flow charts that help illustrate common problems and solutions to weight and balance issues. The flow charts really do make the process much simpler. It's definitely a must read for all airport operations employees.

Really enjoyed this book. Love how insightful this is and how it opens your eyes Regarding what airline employees go through to get everyone to their destinations safe and sound. Communication is definitely the key thank you for writing this.

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