

# Course Outline for Flight Attendant Preparatory

## An Insight Into The Airline Industry

1 day

- a. An airline's contribution to the State – i.e. a global presence, prestige/image, transportation and communication link, tourism, employment, and indirect spin-offs.
- b. The various approach of airline operation – no-frills, low-cost, full service, business only, private charters, commercial charters, cargo, domestic, regional, international, rural, etc.
- c. Flight routes – domestic, regional and international flights, point to point and multiple sector flights.
- d. Traffic rights, fifth freedom rights, commercial viability.
- e. Slot time – choice and allocation, fuel quotas, jet curfew, etc.
- f. CAA - Civil Aviation Authority

## Grooming and Personal Hygiene

1 day

It is recommended that a personal grooming school and/or qualified individual conduct this module. The program should be split into 2 separate half-day sessions.

## Cabin Crew Duties & Responsibilities

1 day

- a. A Day in the Life of a Flight Attendant
- b. Responsibilities towards:
  1. Passengers
  2. Safety
  3. Security
  4. Service
  5. Company
  6. State
  7. First Aid
- c. General overview of in-flight passenger service

# Course Outline for Flight Attendant Preparatory

## Airline Industry Terminology

1 day

- a. Commonly used airline abbreviations
- b. Airline Two Letter Codes
- c. IATA Airport and City Three Letter Code, On-line & Off-line Stations
- d. 24 hr. clock.
- e. Time Variance, GMT, Standard Time, International Dateline, Daylight Saving.
- f. IATA - International Air Transport Association
- g. General Regulations relating to the carriage of Special Handling

## The Range of Airline Service Products and Features

1 day

- a. No-frills airlines (bus stop service)
- b. Low – cost airlines that provide “limited” service
- c. Full service carriers
- d. Business only operations
- e. YCL, JCL, PCL – the differences
- f. On board F&B Service
- g. In Flight Service Products (Amenities, IFE, CMT, etc)
- h. In-flight amenities and facilities – library, entertainment, in-flight (seat to seat) communication, air to ground communication, etc.

## Basic Passenger Handling Skills

2 days

- a. Code of conduct of Flight Attendant
- b. Customer Awareness Program
- c. General expectations of passengers
- d. Safety vs. Service
- e. Passenger Handling At Different Stages Of A Flight
  - 1. During boarding and pre-departure
  - 2. In-flight
  - 3. Before landing
  - 4. After landing
  - 5. Disembarkation
- f. Passengers That Require Special Handling

# Course Outline for Flight Attendant preparatory

## Communication Skills

2 days

- a. Polite service language
- b. Body language – visual against verbal
- c. Handling passenger requests
- d. Accommodating seat requests/changes
- e. Saying no with a smile
- f. Your attitude to: 1) Public 2) Passengers 3) Service Providers

## Documentation and CIQ Procedures

1 day

- a. Border Control – the reason behind documentation requirements.
- b. Carrier's documentation requirements – filing of flight plan, manifests, airline ticket, e-ticketing, Gen. Dec., Cert. Of Pratique, Load Sheet, etc.
- c. Personal travel documents – types of passports, C-of-I, visas, crew certificates, etc.
- d. SEP Certification & Licence
- e. Crew duty hours & crew rest
- f. Customs, Immigration and Quarantine procedures – e.g. differing regulations for different countries
- g. Check-In Objectives/Procedures – understanding a PNL - (Passenger Name List), Through Check-in, STPC, etc.
- h. Flight Routings – reading of airline schedules and timetables.
- i. Minimum Connecting Time, Airport – to – Airport transfers, Intra – Terminal transfers

(Practical exercise in the correct completion of some of the above documents)

## General Awareness of In flight Safety and Security

1 day

- a. FAA Certification – to meet Homeland Security requirements
- b. Airport Security Procedures
- c. Checked Luggage, Cabin Bag
- d. Vigilance at pre-departure checks
- e. Handling passenger misbehavior in-flight
- f. Air marshals
- g. Personal safety at layovers and airports
- h. Carriage of non-manifested goods and items for others.

# Course Outline for Flight Attendant Preparatory

## Social Etiquette and Deportment

1 day

- a. Professional social etiquette
- b. Projecting positive Corporate Image
- c. Deportment and Body image
- d. Conduct in public

## Handling Passenger Complaints and Service Recovery

1 day

- a. Why Passengers Get Upset
- b. The various situations that could arise from the embarking of passengers to the point of passenger disembarking.
- c. Service Recovery – Using communication techniques that build passenger loyalty

## Communication Skill – Interpersonal Managing Skills, TACT

1 day

- a. Calming the upset passenger
- b. Focus on the situation and the intent
- c. Understanding hierarchy and protocol with colleagues, passengers, etc.

## Caring of Passengers Requiring Special Handling

2 days

- a. The importance of empathizing of passengers that require special handling.
- b. Caring of passengers who are impaired: visually, auditory, speech, physical, autistic, various medical conditions, etc.

## Cross Cultural Awareness

2 days

- a. Develop the cross-cultural communication competencies required to work as a flight attendant.
- b. Develop an awareness of cultural differences and its influences on behavior; to improve customer and employee relations.
- c. To understand what is “cultural idiosyncrasies” by creating awareness of cultural differences and their influence on behavior
- d. To encourage greater sensitivity and more astute observations of situations and people who are culturally different.
- e. To foster greater understanding of micro cultures within one’s own culture.
- f. Working with people from multi-cultural background.

# Course Outline for Flight Attendant Preparatory

## Preparing Oneself For The Job Interview

1 day

- a. Letter of Application / walk-in
- b. Curriculum Vitae Preparation
- c. Walk-in Interview
- d. Group Interview
- e. Individual Interview
- f. Communication Skills
- g. Tea Party/Reception
- h. Swim Test

## Airport Familiarisation

1 day

- a. VVIP, Public, and Sterile Areas.
- b. Counters for – Check-in (PCL, JCL, YCL, Group, Special charters), Ticketing, Excess Baggage, Unaccompanied Baggage, Left Luggage, etc.
- c. Inward and Outward CIQ Procedures.
- d. Airport Security.

## Inflight Food & Beverage Products (Theory)

1 day

- a. Inflight F&B service – the product and approach by various airlines
- b. Menu structure – the general approach in menu planning for in-flight catering.
- c. Types of menu – the constraints of F&B service in the air against on the ground
- d. The types of meals served in-flight – i.e. CB/Breakfast, Lunch/Dinner, Refreshments/Snacks, etc.
- e. Special meals – due to religious and/or health reasons.
- f. The effects of a pressurized cabin on food
- g. Facilities of Freezing, Refrigeration, Preserving, Thawing and Heating/Re-Heating of food
- h. On board ovens, boilers, etc.
- i. Basic understanding of wines and reading of wine labels
- j. Correct wine service – opening and serving of wines and champagne
- k. Reheating and Serving of SPMLs
- l. Special meals – special considerations to observe when serving spmls due religious and health dietary restrictions.

# Course Outline for Flight Attendant Preparatory

## Inflight Food & Beverage Products (Practical)

1 day

- a. Hot beverages – beyond the standard coffee/tea into gourmet hot beverages
- b. Non-alcoholic beverages, fruit juices and “mocktails”
- c. Alcoholic beverages, cocktails and wines
- d. The different types of menu served in the different class of travel. The rationale behind menu selection and planning
- e. The range of cold meals usually featured in-flight – canapés, hors’doeuvres, soups, etc.
- f. The range of hot meals usually featured in-flight – canapés, hors’doeuvres, soups, etc.
- g. Basic food hygiene and care and organization when working in the galley

## Food & Beverage – Service Delivery

1 day

- a. Meal presentation and plating of meals.
- b. Garnishing.
- c. Offering of meals/taking of meal orders.
- d. Relevance of knowledge of food menu composition.
- e. Proper handling of service equipment.
- f. Sequence of meals served.
- g. Know what you are serving – knowing the how and what that makes up the main recipe of a meal is essential in good food service.
- h. Handling passengers who do not get their food choice.
- i. F&B service during air turbulence.

**TOTAL**

**23 days**