



AIRLINE AND HOSPITALITY CREW TRAINING

Introduction

Module 1 – Introduction to the Cabin Crew Profession

- 1.0 Introduction to the Cabin Crew Profession
- 1.1 History and Origin of Profession
 - 1.1.1 Key Historical Milestones
- 1.2 A Day in the Life of a Crew member
 - 1.2.1 A Day in the Life
 - 1.2.2 Benefits and Challenges of the Cabin Crew Profession

Module Summary

Module 2 – Landing the Job



- 2.0 Landing the Job
- 2.1 Landing a Job
 - 2.1.1 Resumes and applications
 - 2.1.2 Training and Certification
- 2.2 Minimum Requirements
 - 2.2.1 Minimum Requirements
 - 2.2.2 What Skills Do You Have?
- 2.3 Grooming and Personal Appearance
 - 2.3.1 Good Grooming Practices
 - 2.3.2 Personal Hygiene
 - 2.3.4 Hair and Hairstyles
 - 2.3.5 Make-Up and Cosmetics
 - 2.3.6 Jewelry
 - 2.3.7 Prescription Eye-wear

Module Summary

Module 3 – Cabin Crew Healthy Living/Lifestyle

3.0 Cabin Crew Healthy Living/Lifestyle

3.1 Healthy Crew Lifestyle

3.1.1 Nutrition and Exercise

3.1.2 Proper Lifting Techniques

3.2 Adapting to Lifestyle Changes

3.2.1 The Lifestyle of Cabin Crew

3.3 The Pressures of Front-line Work

3.4 Personal Health

3.4.1 Health Risks Associated with Travel and Flying

3.4.2 Other Recognized Effects From Flying

3.5 Security and Safety While Away From Base

3.5.1 In Transit and in the Hotel

3.5.2 When Sightseeing or Leaving Your Room

3.5.3 Emergency Situations to Prepare for When Traveling

Module Summary

Module 4 – Introduction to the Aviation Industry



4.0 Introduction to the Aviation Industry

4.1 Airlines, Charters, Private and Corporate Jets

4.1.1 Scheduled Airlines and Alliances

4.1.2 Charters and Corporate and Private jets

4.2 Regulatory Agencies and Aviation Regulations

4.2.1 What Is ICAO?

4.2.2 Government Agencies in Aviation Safety - CAAs, FAA, and JAA

4.2.3 IATA - International Air Transport Association

4.3 Customs and Immigration for Air Travel

4.3.1 Customs and Immigration

Module Summary

Module 5 – Introduction to Aircraft and Aviation Familiarization



- 5.0 Introduction to Aircraft and Aviation Familiarization
- 5.1 Aircraft Familiarization
 - 5.1.1 Aircraft Types
 - 5.1.2 Aircraft Layout and Terminology
 - 5.1.3 Aircraft Furnishings, Systems and Terminology

5.1.4 General Aviation and Ground and Airport Operations Terminology



- 5.2 Theory of Flight and How Aircraft Fly
 - 5.2.1 Take Offs and Landings
 - 5.2.2 Movement of an Aircraft in Flight
- 5.3 Using Time Zones
 - 5.3.1 24-Hour Clock
 - 5.3.2 Greenwich Mean Time (GMT) and Time Zones
 - 5.3.4 International Date Line
- 5.4 World Airport Codes and Airline Codes
 - 5.4.1 World Airport Codes
 - 5.4.2 Airline Designators

Module Summary

Module 6 – Crew Member Coordination and Communication

- 6.0 Crew Member Coordination and Communication
- 6.1 Roles and Responsibilities
 - 6.1.2 Cabin Crew
- 6.2 Flight Preparations
 - 6.2.1 Pre-flight Crew Briefing
 - 6.2.2 Pre-flight Preparations
 - 6.2.3 Flight Preparation

6.2.4 Boarding Process

6.2.5 Pre Take-Off Preparations

6.2.6 Passenger Safety Briefing

6.2.7 Preparing for Take-off

6.2.8 Preparing for Landing

6.3 Introduction to Crew Resource Management (CRM)

6.3.1 Communication, Interpersonal Skills and Handling Information

6.3.2 Basics of Crew Resource Management (CRM)

Module Summary

Module 7 – Customer Service



7.0 Customer Service

7.1 Passengers are Guests

Module Summary

Module 8 – Managing Passenger Interactions

8.0 Managing Passenger Interactions

8.1 Care Giving

8.2 Giving a Command and Making a Request

8.3 Flight and Fight Reactions

8.4 Fear of Flying

8.5 Passenger with Special Needs

Module Summary

Module 9 – Safety and Emergency Procedures

9.0 Safety and Emergency Procedures

9.1 Accidents and Survivability

9.1.1 Routine Preparation

9.2 Evacuation and Emergency Procedure



9.2.1 Unplanned or Planned Evacuations

9.2.2 Emergency Landings

9.3 Turbulence

9.3.1 Air Turbulence

9.3.3 Turbulence Related Incidents

9.3.4 Injury Prevention

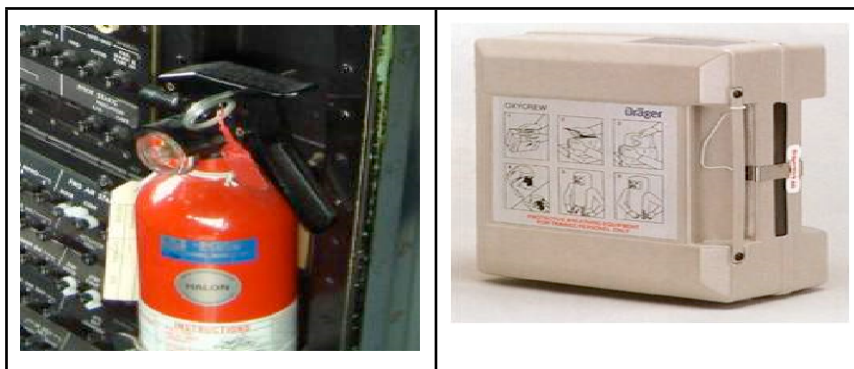
9.3.5 Response to Turbulence

9.4 Emergency Equipment

9.4.1 Types of Emergency Equipment

9.4.2 Types of Evacuation Equipment and Use

9.4.3 Firefighting Equipment



9.4.5 Emergency Equipment for Ditching

9.5 Responding to Fires



9.5.1 Classification of Fires

9.6 Decompression

9.6.1 What is Decompression?

9.6.2 Basic Response Procedures in a Decompression

9.7 Hypoxia and How to Recognize it

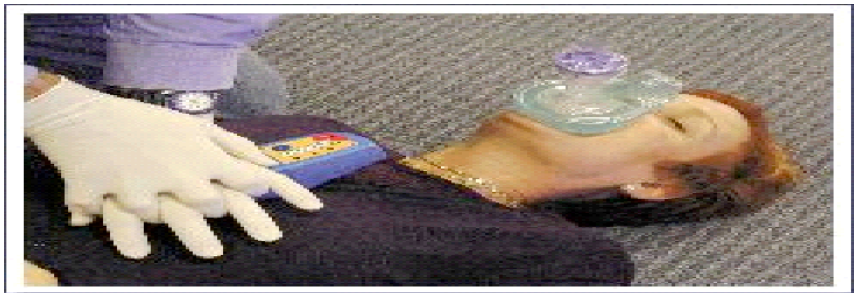
9.7.1 Hypoxia

9.7.2 Rapid/Explosive Decompression

9.7.3 The Effect of Decompression on Crew: Time of Useful consciousness

Module Summary

Module 10 – Medical Emergencies and Medical Training



10.0 Medical Emergencies and Medical Training

10.1 Emergency equipment on board (First Aid Kit, Emergency Medical Kit, Automatic Defibrillator, Personal Protection)

10.1.1 First Aid and Medical Equipment

10.2 Basic First Aid and Personal Protection

10.2.1 Check-Call-Care: First Aid Primer

10.2.3 Protect Yourself!

10.3.1 Assisting Someone Who Has Stopped Breathing

10.3.2 CPR

10.3.3 AED (Automated External Defibrillator)

10.3.4 Heimlich Maneuver

10.3.5 Sample Cabin Crew Medical Training Syllabus

Module Summary

Module 11 – Introduction to Dangerous Goods

11.0 Introduction to Dangerous Goods

11.1 Dangerous Goods

11.1.1 What are Dangerous Goods?

11.1.2 Regulations and Standards

11.1.3 Classifications of Dangerous Goods

11.1.4 Why Dangerous Goods At All?

11.2 Hazard Class Definitions - Identification and Recognition

11.2.1 Dangerous Goods or Hazard Class Definitions

11.3.1 Precautionary Measures - Enforcement and Reporting

Module Summary

Module 12 – Aviation Security

12.0 Aviation Security

12.1 Threats to the Industry - Bomb Threats, Hostage/Hijacking, Threatening or Abusive passengers

12.1.1 Who Poses a Threat?

12.1.2 Major Threats to the Aviation Industry

12.2 Recognizing and Responding to Suspicious Activities, Disruptive Passengers and Other threats

12.2.1 Disruptive Passengers

12.2.2 Response to Disruptive Passengers

12.3 Cabin Crew's Role in Aviation Security

Module Summary

Module 13 – Introduction to Airline Catering and Food Service



13.0 Introduction to Airline Catering and Food Service

13.1 Airline Catering

13.1.1 Food Service in the Airline Industry

13.1.2 Caterers

13.2 Galleys and Equipment Familiarization

13.2.1 The Galley

13.2.2 Pre-Flight Galley Check

13.2.3 Delivery and Loading of Catering Service

13.2.4 Security Procedures

13.2.5 Types and Codes for Special Meals

13.3 Service Types and Levels

13.3.1 Service Levels

13.3.2 Types of Meal Service

13.4 Food and Service Hygiene

Module Summary



Hospitality

- . Introduction to hotels
- . Department and Hierarchy
- . Front office
- . Reservations
- . Reception/Information
- . Bell Desk
- . Night Audit
- . F&B service and types of outlets
- . Menu Courses and types
- . Food Service
- . Practical Restaurant setup
- . Beverages
- . Service of beverages
- . Housekeeping
- . F&B Production

Public Relations and Communication

Soft Skills in brief

They are applicable to any field of work, according to the study, and are the "personal traits and skills that employers state are the most important when selecting employees for jobs of any type."

Communication Skills

- Verbal and non verbal communication
- Effective communication
- Telephone Skills
- Presentation Skills
- Giving and Accepting Praise/ Criticism
- Persuading and criticism
- Body Language
- Listening

- Rate of Speech
- Voice Modulation
- Pause Management
- Gathering information
- Motivating and Supporting
- Empathy
- Good questions and questions to avoid with examples
- Jargon free language
- Good and bad conversations with examples

Time/ Stress Management Skills

- Skills required for effective time management
- Maintaining and advantages of to do list
- Setting Goals
- Prioritizing
- Organizing your time
- Using a time log
- Avoiding Procrastination
- Delegating and saying no
- Dealing with difficult tasks
- Maximizing the available time
- Managing stress by effectively managing time

Motivation

- Focus area of the Motivational Training Workshop:
- Showing Self Confidence
- Never give up
- What is Success
- Characteristics essential to achieving success
- The power of positive attitude.
- Expectations and Self- Efficacy
- Importance of commitment
- Power of persistence
- Ways to motivate oneself
- Personal goal setting

Business creativity- The Creative Thinking

- Ways to motivate oneself
- Personal goal setting
- Identifying the barriers to creative thinking
- Factors that encourage creativity
- Common myths of creativity
- Attitudes that kill creative ideas
- Thinking 'outside the box
- Intrinsic motivation & creativity
- Common reaction to creative ideas
- Tips for creative thinking

Negotiation

- Art of negotiation
- Importance and its effectiveness

Leadership Skills

- what it takes to be a charismatic leader
- using the appropriate style of leadership in differing circumstances
- Skills required

Assertiveness

- Understanding what Assertiveness is
- Understanding how it benefits workplace communication
- Acquiring the skills of Assertive Communication
- Using Transactional analysis to communicate Assertively
- Dealing with Aggressive and Submissive Behavior
- The Art of saying No
- The skills of persuasion- a primary skill for successful negotiation

The Business Etiquette & Professional Training

- The importance of the First impression
- Grooming
- Wardrobe
- Body Language
- Dining Etiquette
- Voice and Speech
- Meeting Etiquette
- Business Telephone/ Email writing Etiquette

Interview Skills

- Purpose of the interview
- Preparation for the interview
- First Impression
- How to handle questions
- Typical questions at traditional interview:
- Closed questions
- Using examples
- Hypothetical questions
- Questions you can ask
- Following up
- Further information

Cross Culture Training

- Overview
- Cultural sensitivity
- Business Protocol/ Business etiquettes
- An overview of cross culture dining Etiquette



Grooming

- .Psychological grooming
- .Meditation
- .Hair care and Styling
- .Personalized Skincare
- .Skin Treatments
- .Foot care & treatments
- .Manicure
- .Nail Care & Treatments
- .Professional Make up & Application
- .Practical Classes
- .Diet & Exercise
- .Personal Hygiene
- .Food & Health

First Aid

- . Structures & functions of the body
- . Dressings & Bandages
- . Wounds & Hemorrhage
- . Shock
- . Respiration
- . Heart Attack, Chest Pain, Diabetes, Heat Stoke, Unconsciousness, Epilepsy, Hypoxia etc
- . Nose Bleeding, Injuries to eyes and ears
- . Burns & Scalds
- . Poisons
- . Injuries to Bones & Joints

Guest Lectures

Mock Up Training