

Name of Faculty	:	Faculty of Hospitality & Tourism
Name of Program	:	Diploma in Aviation & Hospitality Management
Course Code	:	1DAH03
Course Title	:	Cabin Crew Training
Type of Course	:	Professional Core (PC)
Year of Introduction	:	2023-24

Prerequisite	:	There are no specific academic or prior experience requirements for this introductory course. However, a strong command of the English language, excellent interpersonal skills, and a keen interest in the aviation industry are beneficial. Additionally, students should possess a professional attitude, a willingness to learn, and the ability to adapt to dynamic and challenging environments commonly encountered in the air hostess/cabin crew profession.
Course Objective	:	To equip students with essential knowledge, skills, and professionalism necessary for a successful career as air hostesses or cabin crew members. Through focused units, covering aviation industry overview, roles and responsibilities, safety procedures, communication skills, cultural awareness, and personal grooming, students will develop a solid foundation for their future in the dynamic aviation industry. By the course's end, students will be prepared to deliver exceptional service, ensure passenger safety, and thrive in diverse work environments within the air hostess/cabin crew profession.
Course Outcomes	:	At the end of this course, students will be able to:
	CO1	Analyze the key elements of the aviation industry, including its operations, trends, and global significance.
	CO2	Comprehend the duties and responsibilities of air hostesses/cabin crew members, as well as evaluate the importance of delivering exceptional customer service and adhering to industry regulations.
	CO3	Apply their knowledge to prioritize passenger safety, demonstrate proficiency in emergency evacuation procedures, and assess and respond to medical emergencies on board. Emergencies on board.
	CO4	Demonstrate effective communication skills, including active listening, conflict resolution, and teamwork, to engage effectively with passengers and collaborate harmoniously with fellow cabin crew members.
	CO5	Evaluate the importance of personal grooming in the aviation industry, adhere to professional appearance standards and demonstrate effective personal hygiene practices, projecting a polished and professional image as air hostesses/cabin crew

	members.
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Teaching Scheme (Contact Hours)			Credits	Examination Marks				
L	T	P		Theory Marks		Practical Marks		Total Marks
SEE	CIA	SEE	CIA					
2	0	2	3	70	30	30	20	150

Legends: **L**-Lecture; **T**-Tutorial/Teacher Guided Theory Practice; **P**-Practical, **C** - Credit, **SEE** - Semester End Examination, **CIA** - Continuous Internal Assessment (It consists of Assignments/Seminars/Presentations/MCQ Tests, etc.)

Course Content

Unit No.	Topics	Teaching Hours	Weightage	Mapping with COs
1	Introduction to the Aviation Industry <ul style="list-style-type: none"> Chapter 1: Overview of the Aviation Industry Chapter 2: Types of Airlines and Their Operations Chapter 3: Evolution and Trends in Air Travel 	6	13%	CO1
2	Roles and Responsibilities of an Air Hostess/Cabin Crew <ul style="list-style-type: none"> Chapter 4: Duties and Responsibilities of Air Hostesses/Cabin Crew Chapter 5: Customer Service Excellence Chapter 6: Industry Regulations and Ethical Practices 	10	22%	CO2
3	Safety and Emergency Procedures <ul style="list-style-type: none"> Chapter 7: Importance of Safety in Aviation Chapter 8: Emergency Evacuation Procedures and Protocols Chapter 9: First Aid and Medical Emergencies on Board 	15	33%	CO3
4	Communication Skills and Interpersonal Effectiveness <ul style="list-style-type: none"> Chapter 10: Effective Communication in Aviation Chapter 11: Conflict Resolution and Dealing with Difficult Passengers Chapter 12: Teamwork and Cooperation among Cabin Crew Members 	10	22%	CO4
5	Personal Grooming and Presentation <ul style="list-style-type: none"> Chapter 13: Importance of Personal Grooming in the Aviation Industry 	4	09%	CO5

	<ul style="list-style-type: none"> Chapter 14: Dress Codes and Professional Appearance Standards Chapter 15: Maintaining Hygiene and Grooming Routines 			
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Suggested Distribution of Theory Marks Using Bloom's Taxonomy						
Level	Remembrance	Understanding	Application	Analyse	Evaluate	Create
Weightage	20	35	20	10	10	5

NOTE: This specification table shall be treated as a general guideline for the students and the teachers. The actual distribution of marks in the question paper may vary slightly from above table.

Suggested List of Practicums

Sr. No.	Name of Practicum	Teaching Hours
1	Introduction to the Aviation Industry <ul style="list-style-type: none"> Icebreaker and Introductions: Create a comfortable and interactive environment for participants to get to know each other and build rapport. Airport Familiarization: Take participants on a guided tour of an airport, including check-in procedures, security processes, and boarding gates. Aircraft Familiarization: Conduct a comprehensive tour of an aircraft, explaining various facilities, emergency exits, and safety features. 	3
2	Roles and Responsibilities of Cabin Crew <ul style="list-style-type: none"> Mock Check-In and Boarding Process: Simulate a check-in scenario with boarding procedures and guide participants through passenger interactions. In-Flight Service Practice: Conduct a role-play exercise for cabin crew duties during the flight, including meal service, safety demonstrations, and passenger assistance. Customer Service Excellence Workshop: Provide hands-on training in delivering exceptional customer service, addressing passenger needs, and handling challenging situations. 	6
3	Safety and Emergency Procedures <ul style="list-style-type: none"> Emergency Equipment Demonstration: Conduct a detailed demonstration of safety equipment, such as life jackets, oxygen masks, and evacuation slides. Emergency Evacuation Drill: Organize multiple evacuation drills to simulate various emergency scenarios and reinforce the importance of swift and accurate responses. First Aid Training: Provide comprehensive hands-on training in first aid, including CPR, wound management, and handling medical emergencies specific to aviation. 	9

4	Communication Skills and Interpersonal Effectiveness <ul style="list-style-type: none"> • Effective Communication Exercise: Engage participants in various communication exercises, such as handling passenger inquiries, delivering announcements, and practicing inter-crew communication. • Conflict Resolution and De-escalation Role-Plays: Create challenging scenarios to train cabin crew in resolving conflicts and de-escalating tense situations. • Teamwork and Collaboration Activities: Organize team-building exercises and group challenges to enhance cooperation among cabin crew members. 	7
5	Personal Grooming and Presentation <ul style="list-style-type: none"> • Personal Grooming Workshop: Provide detailed guidance on grooming routines, appropriate hairstyles, makeup, and nail care for cabin crew. • Dress Code and Uniform Fitting: Review the dress code standards and ensure all participants are correctly fitted with their uniforms. • Mock Interview and Assessment: Conduct mock interviews to evaluate participants' overall grooming, presentation, and communication skills. 	5

Suggested Learning Websites

Sr. No.	Name of Website
1	www.iata.org
2	www.icao.int
3	www.flightsafety.org
4	www.afacwa.org
5	www.thecabincrew.com
6	www.airlinecrew.net

Reference Books

Sr. No.	Name of Reference Books
1	"Cabin Crew: The Insider's Guide" by Amanda Pleva (Publisher: Cabin Crew Wings)
2	"The Cabin Crew Interview Made Easy" by Caitlyn Rogers (Publisher: Create Space Independent Publishing Platform)
3	"Airline Cabin Crew Training: Essential Guide" by Lucy Williams (Publisher: Kogan Page)
4	"Cabin Crew Interview Questions and Answers: Sample Interview Questions for the Flight Attendant Interview" by Caitlyn Rogers (Publisher: CreateSpace Independent Publishing Platform)
5	"Customer Service Skills for Success" by Robert W. Lucas (Publisher: McGraw-Hill Education)
6	"The Airline Career and Interview Manual" by Maria Ann Rogan (Publisher: Create space Independent Publishing Platform)