

OPTION TWO (1 YEAR)

AIR TRAVEL AND CUSTOMER SERVICES WITH CABIN CREW

What's the course about?

This course prepares students as flight attendants, airline ticketing agents, travel agency, reservations clerk, and sales support consultants as well as services related positions for both airlines and airports.

What's covered?

Flight Attendant +Reservations + Amadeus (travel agency) & Altea (Airline check-in system) + Airport and Airlines Customer Services + Aviation Subjects

The following components covered during this one year training course are:

1. The Foundation of the Aviation Industry

- History of Aviation
- Regulations in Aviation
- Regulatory Frame
- How Airlines Operate
- How Airports Operate
- Air Navigation Services
- The Effect of aviation technology
- The Future of Aviation

2. Commercial Airline Client Environment

- Effective understanding of Airlines customers
- Interacting with airlines customers
- Customer communication skills
- Diplomacy when dealing with different nationalities
- Effective handling of complaints
- How to handle pressure and manage stress

3. Commercial Airport Client Environment

- Introduction of the Airport
- Businesses at the Airport
- Customer Services
- Concessionaires atmosphere and impression on customers
- Excellent Sales Techniques
- Quantifying results
- Avoiding Losses

4. Aviation Codes

- Terminology
- Aviation codes

5. Check-in Procedures

- Arrivals
- Departures

NB. Terms and conditions apply E &EO

6. Introduction to the Air Freight Industry

- Industry Regulations
- Air Cargo as an Agent
- Cargo Customer Services

7. Basic Aviation Service Standard

- Airline Staff Uniform & Grooming
- Airline Meals and Catering

8. Reservations and Ticketing

- Industry Codes & Regulations
- Time Zones
- Visa Regulations
- Air Fares
- Customer Queries

9. Amadeus – Computer Reservations System

10. Altea Departure Control Passenger Management System

- Used by over 100 airlines, a global key airport computer program used to facilitate passengers from check-in to departure.

11. Middle Eastern Etiquette

12. Basic Travel Agency Procedures

13. Cabin Crew (Flight Attendant)

- Safety and emergency procedures
- Aviation Fire
- Aviation Medicine
- Aircraft Specifics – Aircraft Type: Boeing 737-200
- Dangerous and Hazardous goods
- Ditching
- Aviation General including Air law

What's the requirements for the course?

Must have Matric and be proficient in English

Recommended Age: 18 to 35 (Can join at 17, your 18th birthday must be before November)

Recommended Height: 1.55 (minimum) - Weight must be in proportion to height

Must be medically and physically fit (Aviation Medical Certificate - DD50 - to be submitted to Skyy prior to commencement of Cabin Crew Training).

Must have the ability to swim

What do I need for Enrolment?

Identity Document of Student

Latest school results / matric certificate

Identity Document of Parent / Guardian accompanying student (If student under 21)

Proof of address

Enrolment fee

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