

## AVIATION SUPPORT TRAINING WITH CABIN CREW

This course prepares and provides students with a solid overview of the airport operations field with tools to apply their knowledge and skills in an airport environment. In addition, students also meet the criteria as airline / airport customer service agents as well as cabin crew.

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
- Aviation Codes and Terminology

### 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
- Innovative Trends in Customer Service
- Airline Meals and Catering

### 3. Commercial Airport Client Environment

- Introduction of the Airport
- Businesses at the Airport
- Concessionaires atmosphere and impression on customers
- Excellent Sales Techniques
- Quantifying Results
- Avoiding Losses
- Check-in, Arrivals and Departure Procedures
- Border Customs

### 4. Development and Procedures of Airports

- Comprehension of the Airport
- Airside/ Landside and Terminal Building
- Airport Security
- Essential Services needed at the Airport
- Difficulties and problems of an Airport
- The Evolution of Airport

### 5. Recruitment Coaching

- Airline Staff Uniform and Grooming
- Middle Eastern Etiquette
- Curriculum Vitae Preparation and Interview Skills
- Tourism

### 6. Ramp Services

- Introduction to airport ramp services
- Handling of dangerous goods
- Loading and unloading of aircraft
- Catering
- Other ground handling services

## **7. Cabin Crew (Flight Attendant)**

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

### **Course Entry Requirements:**

Must have Matric (any level of a matric pass is accepted)

Proficient in English

Recommended Age: 18 to 35

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

### **Course Fee:**

You can contact Skyy Durban at 081 271 9298 (WhatsApp) or call 031 001 0774 for information about their fees and payment plans.

Apply for a **student loan** at any one of the major banks, see last page for details

### **Requirements for Enrolment:**

Enrolment fee

Identity Document of Student

Latest school results / matric certificate

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

Proof of address