Maharashtra State Board of Vocational Education Examination, Mumbai – 51

1	Name of Course	**Certificate Course in Cabin Crew Training**
2	Course Code	417202
3	Max. Nos. of Student	25 Students
4	Duration	1 Year
5	Type	Part Time
6	Nos. of Days / Week	6 Days
7	Nos. of Hours/Days	4 Hrs
8	Space Required	Theory Class Room – 200 sqft Practical – 1000 sqft
9	Entry Qualification	S.S.C.
10	Objective of Syllabus/ Introduction	To get knowledge about Customer Care in Aviation Sector.
11	Employment Opportunity	Can get job in Aviation Sector.
12	Teacher's Qualification	Diploma / Certificate Course in Concern Subject.
13	Training System	**Training System Per Week**

Theory	Practical	Total
6 Hours	18 Hours	24 Hours

14 Exam. System

Sr. No.	Paper Code	Name of Subject	TH/PR	Hours	Max. Marks	Min. Marks
1	41720211	Cabin Crew Training	TH-I	3Hrs	100	35
2.	41720212	In-Flight Services & Hospitality with Communication Skills	TH-II	3Hrs	100	35
3.	41720213	CRS (Computer Reservation System) for Cabin Crew	TH-III	3Hrs	100	35
4.	41720221	**Cabin Crew Training**	**PR-I**	3Hrs	**100**	**50**
5.	41720222	**In-flight Services & Hospitality with Communication Skill**	**PR-II**	3Hrs	**100**	**50**
6.	41720223	**CRS (Computer Reservation System)**	**PR-III**	3Hrs	**100**	**50**
				Total	600	255

Theory – I
Cabin Crew Training
Subject Code : 41720211

1. Introduction of Cabin Crew

1. History of Cabin Crew
2. Entry requirement / Progression Opportunities / Benefits
3. Selection Procedures / Qualities looked for Cabin Crew / Duty Hours
4. Cabin Manager / Premium Services / Benefits
5. Career Prospects / Perks

2. Introduction To Aviation

1.History of World Aviation / Indian Aviation
2.Aircraft Manufactures
3.Theory of Flight
4.Important Aviation Body :- IATA / ICAO / DGCA / AAI
5.World Geography :- Geography World Continents / Three Letter Codes / Airport Codes / International Airlines Code / Country & Currency Code / India Code / GMT & IDL
6.Phonetic Alphabet
7.Airlines Terms & Definitions, Abbreviation, Aviation Terminologies, Configuration of Aircrafts / Airlines
8.How to read a time table
9.Documents: - Passport, Visas, Health Certificate, Insurance and Customs & Airport Taxes, Emigration, Types of Currency, Foreign Exchange.

3. Training of Cabin Crew

1. Applicability / Emergency Training / Recurrent Training / Conversion Training
2. Role & Responsibility of Cabin Crew
3. Competency check for Cabin Attendants
4. Grooming & Presentation

4. Interior of Aircraft

1. Aircraft / Airlines
2. Cabin – Passenger Seat, Bulkhead, Carrycots, Doghouse, Coat Compartment, Overhead Stowage bin on Aircraft, Galley (Kitchen), Aircraft Lavatory, Types of Aircraft Lavatories
3. Cockpit

5. Aircraft Communication System

1. Passenger Address System / Cabin Interphone System / Passenger Call System / Lavatory Call Button / Passenger Signs.

6. Passenger Entertainment System

7. **<u>First Aid Training</u> :** Training for major illness & how to deal with wounds, shocks, fracture and bleeding & other disease**.**

8. **<u>Air Safety Topic</u>**
   1. Engine Failure / Stalling / Bird Strike / Fire
   2. Controlled Airspace / Emergency Position – indicating rescue beacon Unruly Passengers / Dealing with an Incident / Emergency Exit Row

9. **<u>Planned Emergencies</u>**
   1. Over Wings Exits
   2. Bomb Scare
   3. Evacuation Procedure at the time of emergency in Anticipated (expected)
   4. Evacuation Procedure at the time in Unanticipated (Unexpected)
   5. Cabin Fire / Operation of the Fire Extinguisher
   6. Types of Emergency Landing – Belly Landing / Ditching. Cabin equipment pre-flight checklist.

Theory - II
In-flight Services & Hospitality with Communication Skills
Subject Code : 41720212

1. In-flight Services

1. Food Beverage, Kitchen & Restaurant, Housekeeping, Maintenance and security

2. **Announcement** : Welcome Announcement / Boarding Announcement / Safety Announcement / Entertainment Announcement / Farewell Announcement.

2. Hospitality

1. Introduction to Hospitality.
2. **Hotels**: History & Development organizational structure of the hotel. Types of accommodation, Criteria + Process for classification of Hotels, Hotel Terminology Operational Department.
3. **Structure** : Front Office, Food & Beverage, Types of cooking & cuisine, Knowledge of foods, Kitchen & Restaurant, Housekeeping, maintenance & security. Guest as focus and front office as facilitator. Operation skills and attitude of front office. Responsibility & their functions.
4. Hotel Industry & Future Plans. Planning & Evaluating Operations.
5. Bed types, room types + status. Room booking-acceptance, recording and amending, handling of individuals groups, Crows VIP's and corporate. Room position – working out interpretation analysis and decision. Packages special rates & discounts easy handling.
6. Check in & check out procedures for FIT / GITs
7. Plans, policies & facilities of hotels. Various plans – meals room assignment / allocation.
8. Procedures of Departments with guests. Maintain the record at the counter, crews, companies, conference. Luggage handling, arrivals and departures / storage for FIT, groups, crews care handling.

3. <u>Communication Skills</u>

1. Preparing vocabulary (2500 words)
2. Preparing phrases / idioms
3. Preparing complete sentence
4. Oratory / speech hailing
5. Letter writing
6. Précis
7. Comprehension
8. Correcting of sentence
9. Rapid reading skills
10. Rapid listening skills
11. Practical spoken English
12. Day to day conversational practice
13. Creating practical situations for practical demonstration
14. Rules and regulation for speaking English
15. Final self assessment
16. Group discussions
17. Learning effective communication skill
18. Public speaking and business presentation

Personality Development

1. Introduction to Personality Development
2. Public Speaking / Oratory
3. Motivation
4. Leadership
5. Stress Management
6. Empathy
7. Persistence
8. Attitude
9. Time Management
10. Interpersonal Relationship, Team Work
11. Transactional Analysis
12. Character Building & Morals
13. Body Language
14. Telephone Etiquettes
15. Emotional Intelligence
16. Goal Setting
17. Interview Skills

Theory –III

CRS (Computer Reservation System)

Subject Code : 41720213

1. Introduction to CRS (Computer Reservation System)
   1. Amadeus
   2. Galileo
2. QRG – Quick reference guide (Amadeus Training)
3. BIK diagram / Types of Memories / Storage device etc
4. DOS : Basics of File / Directory, Some Commands
5. Windows as an operating system: Windows Explores.
6. M.S. Word : File Menu, Word Processor, Edit Menu, Tools, Formatting Document, Tables and Tables and formula's in word.
7. **Excel :** Excel as spread sheet. Editing in cell Format menu Charts Formula's
8. **Power point :** Preparing PPT presentation, Internet and e-mail, Introduction is e-commerce, Introduction is CRS system.
9. Fares & Ticketing – Different fare types. (normal fares) F/J/Y – Point is Point special fares excisions fares Discounts, Baggage. Insurance of tickets. Ticketing – Manual, Creation of PNR Timings.

<u>Practical – I</u>
Cabin Crew Training
Subject Code : 41720221

1. Grooming & Presentation : Makeup (Formal/Informal), Dressing/Clothing, Hair Style, Body Language
2. Presentations
3. Air Trip to any place nearby
4. Parts of Aircrafts
5. Interior of Aircraft
6. Training of Cabin Crew Role
7. Passenger Entertainment
8. Documentation Passport Visa Entries, Segment Information
9. Service System to Passenger
10. Aircraft Communication System : Announcements- Speeches in Aircrafts related various instruction, Interphone System, Passenger Call System
11. First Aid Training
12. Air Safety : Emergency Landing / Emergency Exists
13. Evacuation Procedures (In Emergencies)

Practical – II
In-Flight Services & Hospitality with Communication Skill
Subject Code : 41720222

1. In-flight Services – Food & Beverages, In-flight Kitchen, Housekeeping , Maintenance of Interior of Aircraft
2. Visit to Airports / Hotels related to topics of visual aids. Housekeeping, Food & Beverages as per Class: Economy/Business/First Class.
3. Hospitality : Services, Housekeeping
4. Knowledge of plans, policies and facilities of hotels, Meal plans + Room Assignment – allocation + change walk in + outstanding control.
5. Importance of techniques + procedures of departments with guests. Maintaining and updating record at the Counter of tourist Groups, VIP'S, Crews, Companies, Conferences.
6. Telephone Handling & Etiquette, Reservations, Use of formats & registers.
7. Bell captain, luggage handling, arrivals and departures + storage for FIT, Groups, Crews, paying errands + customer care handling.
8. Speeches on general topics.
9. Communication – Preparing Complete sentence, Group discussion on various topics, Paragraph writing, written communication, Practical Spoken English
10. Presentations on various topics of PD

Practical – III

CRS (Computer Reservation System)
Subject Code : 41720223

1. Air Ticketing
2. Reservation Systems, Procedures
3. Sign in – Sign out
4. Neutral Availability
5. Dual City Availability
6. PNR Creation, APR Commands, Customer Profile
7. Passport Visa Entries, Segment Information

List of Equipment

1.	Aircraft Model
2.	Maps (India / World)
3.	Make up Kit (For Grooming)
4.	First Aid Box (For demonstration in emergencies
5.	Audio Visual / LCD Projector
6.	Mike System (For Announcements & Other Activities
7.	Computers (5 Nos.)
8.	Kitchen Instruments for Galley (List of equipments used on board) Crockery : Table Ware, Plates : Dinner Plate, Quarter Plates, Snack / Bread Plate, Dessert/Fruit Plate, Soup Bowl, Tea Cup & Saucer, Cruet Set – Salt & Paper.
9.	Cutlery : Table Cutlery, Service Cutlery Table Cutlery : Spoons-Dinner spoon, dessert spoon, tea/coffee spoon Forks – Dinner fork, dessert/fruit forks, pastry forks, fish forks. Knives : Dinner knife, Butter Knife, Steak Knife Service Cutlery : Service Fork & Spoon, Ice tongs, sugar tongs, salad tongs, carving knife & fork, ice cream spoon, cake knife, wine cork opener Ice pick
10.	Glassware : Oversized goblet, Water Goblet, Champagne flute, Champagne Saucer, Martini / Cocktails, Red wine Goblet, Brandy Snifter, Highball, Pilsner / Beer, Tankard, Old-fashioned glass

Material Required For Teachers

1	Notes	3.	Modules
2	Maps & Charts	4.	Cd's

Reference Book

Name of the Books	Written By
Module I – Introduction to Aviation **	Late Capt. Ashis Roy
Cabin Crew / Air Hostess / Flight ** Steward	Late Capt. Ashis Roy
Other reference book - Career in Aviation	By Mapels
Indian Aviation Industry - Opportunity & Challenges	V.V. Ravi Kumar
Handbook of Global Aviation Industry & Hospitality	Ratnadeep Singh
Hotel Front Desk Management	Ratnadeep Singh
Hotel Front Office	Sudhir Andrews

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