

Transferama Airline Cabin Crew Training

Blok 1	Blok 2	Blok 3	Blok 4	Blok 5	Blok 6	Blok 7	Blok 8	Blok 9	Blok 10
Introduction to the Airline Industry	Air Transport and Flight Operation	Crew Responsibilities and Cooperation	Managing Abnormal and Emergency Situations	Medical Emergencies Onboard the Aircraft	Dangerous Goods	Aviation Security	Customer Services and Interaction with Passengers	Airline Catering and Onboard Retail Services	Cabin Crew Professional
Page 9 -44	Page 46-106	Page 107-160	Page 161-208	Page 209-244	Page 246-270	Page 274-306	Page 309-349	Page 351-395	Page 409-420
<p>History and development of the airline industry</p> <p>Explanation of the air transportation regulations and how they affect the duties of cabin crew</p> <p>Interaction cabin crew with various airline departments to ensure best traveling experiences</p> <p>Audio/visual support</p>	<p>Layout of airports</p> <p>Arrival and departure procedures</p> <p>Stages of flight</p> <p>Cabin configuration and aircraft types</p> <p>Flying at high altitude and impact on human body</p> <p>How do airplanes fly</p> <p>Practical support and audio/visual support</p>	<p>Structure on board the aircraft</p> <p>Crew resource management</p> <p>Communication strategies</p> <p>Cabin crew duties from arriving to disembarkation</p> <p>Practical support</p> <p>Cabin safety demonstration and announcement</p>	<p>Safety on board</p> <p>Fire fighting</p> <p>Decompression</p> <p>Turbulence</p> <p>Emergency landing and evacuation</p> <p>Fear of flying</p> <p>Practical safety training</p> <p>Audio/visual support</p>	<p>Steps to provide first aid</p> <p>Emergency medical kit</p> <p>How to use a defibrillator</p> <p>Personal protection</p> <p>Tropical diseases</p> <p>Hands on training</p> <p>Practical support</p>	<p>Air transport of dangerous goods</p> <p>Types of dangerous goods</p> <p>Labelling of dangerous goods</p> <p>Dangerous goods in cabin</p> <p>Practical training: how to deal with dangerous goods</p> <p>Topography Citycodes Airportcodes Airlinecodes</p>	<p>Factors that lead to increase of threats</p> <p>Main threats to aviation security</p> <p>Unlawful disruption of flight-hijacking-bombs</p> <p>Security measures</p> <p>Role of CC and unruly aggressive passengers</p> <p>Aggression training</p> <p>Personal protection</p>	<p>Impact of good customer services on board</p> <p>Create a pleasant environment</p> <p>Additional services/pax with special needs</p> <p>Disruptive/intoxicated pax</p> <p>Practical training</p> <p>different cultures/diversiquette</p>	<p>Process for providing catering services</p> <p>Purpose of aircraft galleyplan</p> <p>Food safety</p> <p>How are meals served on board?</p> <p>Retail/tax free sales</p> <p>Practical training</p> <p>Inflight magazines</p> <p>Audio/visual support</p>	<p>Fit to fly?</p> <p>Regulations for alcohol and drugs</p> <p>Fatigue management</p> <p>Identify stress</p> <p>Practice exam</p> <p>Personal care</p> <p>Uniform</p> <p>Make-up advice</p>