



# SIX SIGMA INSTITUTE OF AVIATION & LOGISTICS



सत्यमेव जयते

**GOVERNMENT OF INDIA  
MINISTRY OF SKILL DEVELOPMENT  
& ENTREPRENEURSHIP**



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**Transforming the skill landscape**





**WELCOME TO  
SIX SIGMA  
AVIATION  
MANAGEMENT  
TRAINING**

# BBA with Aviation Management

## List of Course/ Trainings

- **Degree – BBA (HR Specialization)**  
Certification - Calicut University
- **Diploma – Aviation Management**  
Certification – JUx under Jain University
- **Diploma – Hospitality Management**  
Certification – STED Council

Duration - 3 Years

- Industrial Visit
- Airport Internship
- 100% Placement Assistance

# BBA with Aviation Management

This course opens you into 2 main roles-

- Ground Staff
- Cabin Crew

## Within the airport terminal, the ground staff is responsible for:

- Manning the check-in counters that serve departing passengers. Here, the duties include checking the passengers in for their flights, redirecting or rebooking customers whose flights have either been delayed or canceled, and giving updates to passengers who are waiting in the lobbies.
- Manning the arrival and departure gates. This involves attending to customers before they board, after they land, or when they are switching between flights.
- Performing cabin services to ensure that passengers are comfortable during their flights. Cabin services include cleaning and restocking the planes before the passengers can board them.
- Issuing tickets to passengers.
- Assisting passengers by answering questions, providing directions, or attending to their other needs. This includes helping passengers with inquiries about delayed or lost baggage.
- Taking reservations from passengers who call in.





## Continuation

- Assisting passengers with luggage check-ins at the ticket counter.
- Making sure that all baggage is delivered.
- Confirming the identities of passengers, and providing them with boarding passes.
- In some cases, ground staff may be responsible for screening passengers and their luggage for security purposes.
- Giving special assistance to disabled passengers. Outside the terminal, the ground staff is responsible for:
  - Loading and unloading bags and other luggage to and from the plane.
  - Helping passengers and the flight crew to get on and off the plane by providing the stairs.
  - Indicating to the pilots which taxi spots they should use after the plane has landed.

# Cabin Crew-

Flight Attendants or Cabin Crew (historically known as stewards/stewardesses or air hosts/hostesses,) are members of

an aircrew employed by airlines primarily to ensure the safety but also the comfort of passengers aboard commercial flights

as well as on select business jet aircraft.

- ❖ The first flight attendant, a steward, was reportedly a man on the German Zeppelin

- ❖ The role of a flight attendant is not restricted to customer service

although it is part of ensuring that passengers have a pleasant journey, flight attendants are also trained to have a pivotal

role in ensuring that safety and security regulations are followed as well as being capable of administering first aid,

all of which are prioritized above customer service. The primary and overriding responsibility of flight attendants is

passenger safety.

- ❖ The number of flight attendants follows from international safety regulations. For planes with up to 19 passenger seats, no flight attendant is needed. For larger planes one flight attendant per 50 passenger seats is needed.





## Responsibility of Cabin Crew

- First Aid
- Safety
- Service

**ARE YOU  
CABIN CREW  
READY?**



## **Safety-**

Air safety is a term encompassing the theory, investigation and categorization of flight failures, and the prevention of such failures through regulation, education and training. It can also be applied in the context of campaigns that inform the public as to the safety of air travel.

The pre-flight safety demonstration (also known as a in-flight safety demonstration, safety instructions, or simply the safety video) is a detailed explanation given before takeoff to airline passengers about the safety features of a commercial aircraft.

## **Aircraft First Aid Kit (FAK)-**

For those who get there first The Aircraft First Aid Kit is engineered to help operators deal with medical emergencies that commonly occur in the aviation environment. Supplies are separated into special color coded airway, bandaging, assessment and medication pouches.

Each easily removable pouch has a clear plastic window for quick identification during emergency situations.

## Service-

- Direct and assist passengers in the event of an emergency, such as directing passengers to evacuate a plane following an emergency landing.
- Announce and demonstrate safety and emergency procedures such as the use of oxygen masks, seat belts, and life jackets
- Walk aisles of planes to verify that passengers have complied with federal regulations prior to take-offs and landings.
- Verify that first aid kits and other emergency equipment, including fire extinguishers and oxygen bottles, are in working order.
- Administer first aid to passengers in distress.
- Attend preflight briefings concerning weather, altitudes, routes, emergency procedures, crew coordination, lengths of flights, food and beverage services offered, and numbers of passengers.
- Prepare passengers and aircraft for landing, following procedures.
- Determine special assistance needs of passengers such as small children, the elderly, or disabled persons.
- Check to ensure that food, beverages, blankets, reading material, emergency equipment, and other supplies are aboard and are in adequate supply.



# Qualities of Cabin Crew

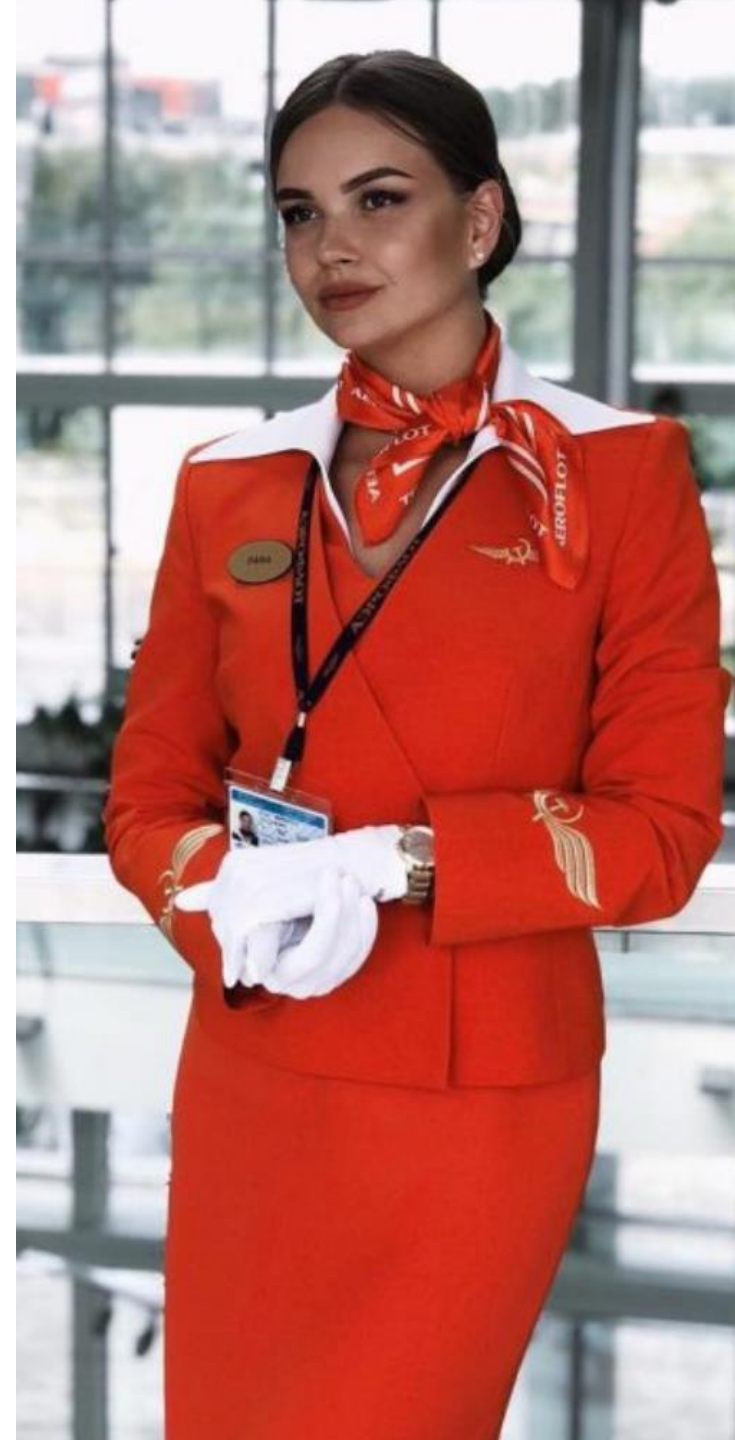
In making decision about the employment of cabin crew, all Airlines consider three elements-

1. Eligibility
2. Suitability
3. Specific Requirements.

## Qualities of Cabin Crew

### 1. Eligibility-

- The Candidate has to meet required educational qualifications.
- The Candidate has to meet the required age profile.
- The Candidate has to meet required Height/ Weight profile.
- The Candidate has to know Swimming.
- The Candidate has to be fit and Healthy.
- Its Better to have experience in customer service or public contact role.
- Its better to know second language.
- Its better to have passport.



## 2. Suitability-

Airlines managers will be looking for people who can best fulfill the role of a Cabin Crew, the minimum requirement is for:-

### Technical Knowledge

1. Maturity
2. Adaptability
3. Judgment
4. Tact
5. Diplomacy
6. Grooming
7. Attitude
8. Feelings
9. Friendly
10. Empathic
11. Sincere
12. Dedicated
13. Good Listener
14. Good Communicator
15. Patience
16. Knowledgeable
17. Leadership Qualities.
18. Team Spirit.
19. Act Like a Guide to the Customer who are new
20. Good Knowledge about the Airline he/she working in.
21. Good Customer service knowledge.
22. Remember things not only safety procedures but also
23. How to handle unruly passengers & List go on.
24. Safety & Comfort of others should be first prioritized.
25. Service with Smile
26. Quick Decision taker
27. Composed and Attentive.





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INDUSTRY  
THROUGH US**



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2021**

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