**GAU, School of Aviation, Civil Aviation and Cabin Services**

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| **Course Unit Title** | Cabin Crew Performance Training I – II  |
| **Course Unit Code** | CACS213-CACS214 |
| **Type of Course Unit**  | Compulsory, Civil Aviation and Cabin Services Students  |
| **Level of Course Unit**  | 2rd Year  |
| **National Credits** | 2 |
| **Number of ECTS Credits Allocated** | 0 ECTS |
| **Theoretical (hour/week)** | 2 |
| **Practice (hour/week)** | - |
| **Laboratory (hour/week)** | - |
| **Year of Study** | 2 |
| **Semester when the course unit is delivered** | 3-4 |
| **Course Coordinator** |  |
| **Name of Lecturer (s)** |  |
| **Name of Assistant (s)** |  |
| **Mode of Delivery**  | Face to Face and E-learning activities |
| **Language of Instruction**  | English |
| **Prerequisities and co-requisities**  | - |
| **Recommended Optional Programme Components**  | Basic background of Passenger Safety |
| **Objectives of the Course:** |
| * Teaching the basic procedures for passenger safety
* Teaching the basic skills for emergency evacuations
* Teaching the techniques for sound communication
 |
| **Course Description** |  |
| The aim of these courses is to provide knowledge about National and International etiquette and kindness together with methods of walking, stance and sitting. |
| **Course Contents** |
| Week |  | Exam**s** |
| 1 | Introduction to Emergency in General |  |
| 2 | Correct make-up and personal development in table manners |  |
| 3 | Concept and specifications of service |  |
| 4 | The significance of developing service quality and strategy |  |
| 5 | Defining customer oriented institution | Quiz #1 |
| 6 | Techniques for sound communication |  |
| 7 | Significance of first impression |  |
| 8 | Midterm Exam | Midterm |
| 9 | Reasons of customer complains |  |
| 10 | Professionalism and providing professional service |  |
| 11 | Passenger relations and techniques for resolving customer complains |  |
| 12 | Developing service strategy for professional service | Quiz #2 |
| 13 | Perception on stress and undertaking stress |  |
| 14 | Exercise and Tutorial Class |  |
| 15 | Final Exam | Final |
| **Recommended Sources** |
| **Textbook:** **Supplementary Material(s):**  |
| **Assessment** |
| Attendance | 5% |  |
| Assignments | 10% |  |
| Project-Seminar | 10% |  |
| Midterm Exam | 30% | Written |
| Quizzes | 5% |  |
| Final Exam | 50% | Written  |
| Total | 100% |  |
| **ECTS Allocated Based on the Student Workload** |
| Activities | Number  | Duration (hour)  | Total Workload(hour) |
| Hours per week (Theoretical) | 15 | 3 | 45 |
| Presenting of observations and tutorials as report | 5 | 5 | 25 |
| Preparation of the homeworks | 5 | 5 | 25 |
| Quizzes | 2 | 11 | 22 |
| Supervision  | 1 | 17 | 17 |
| Final Exam | 1 | 22 | 22 |