



Skyy Aviation Academy

ATO: CAA 0332

SA's Leading Aviation Academy

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OPTION TWO (1 YEAR) AIR TRAVEL AND CUSTOMER SERVICES WITH CABIN CREW

This course prepares students as flight attendants, ticketing agents, reservations clerk, and sales support consultants as well as services related positions for both airlines and airports.

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



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



3. Commercial Airport Client Environment

- Introduction of the Airport
- Businesses at the Airport
- Customer Services
- Concessionaires atmosphere and impression on customers
- Excellent Sales Techniques
- Quantifying results
- Avoiding Losses



4. Aviation Codes

- Terminology
- Aviation codes



5. Check-in Procedures

- Arrivals
- Departures

6. Introduction to the Air Freight Industry

- Industry Regulations
- Air Cargo as an Agent
- Cargo Customer Services



7. Basic Aviation Service Standard

- Airline Staff Uniform & Grooming
- Airline Meals and Catering



8. Reservations and Ticketing

- Industry Codes & Regulations
- Time Zones
- Visa Regulations
- Air Fares
- Customer Queries

9. Amadeus – Computer Reservations System



10. Altea Departure Control Passenger Management System

- Used by over 100 airlines, a global key airport computer program used to facilitate passengers from check-in to departure.

11. Middle Eastern Etiquette

12. Basic Travel Agency Procedures

13. Cabin Crew (Flight Attendant)

- Safety and emergency procedures
- Aviation Fire
- Aviation Medicine
- Aircraft Specifics – Aircraft Type: Boeing 737-200
- Dangerous and Hazardous goods
- Ditching
- Aviation General including Air law



Course Entry Requirements

Must have Matric and be 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 (Includes all course material):

R47 270-00 (subject to change)

Note the above fee does not include the cost for medicals, compulsory excursions and external SACAA examination and license fee.

Enrollment Fee: R4000-00 (Non-refundable)

Balance payable over eleven equal monthly installments of R3934-00

First Installment due on commencement date

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

NB. Terms and conditions apply

For further information contact: 031 207 2055

Or email skyyaviation@polka.co.za