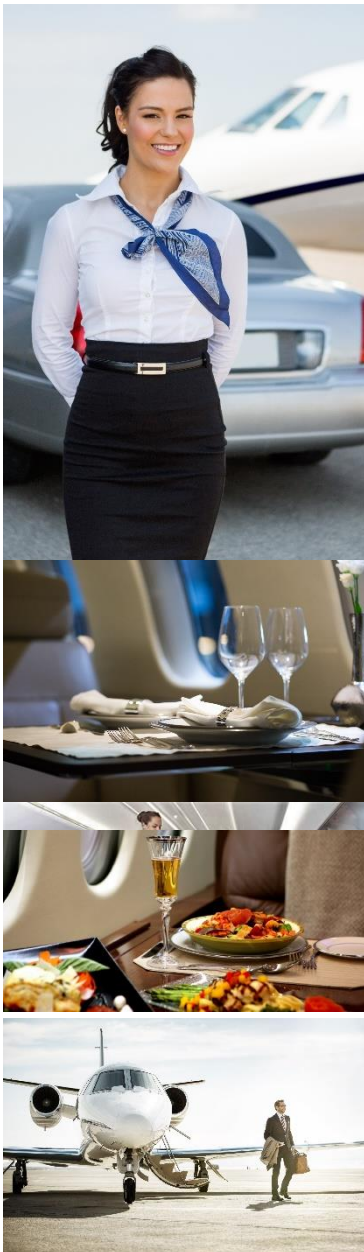




## 2-Day Elite Flight Attendant Course Syllabus

### Day 1

#### Introduction to private aviation



- The industry and the many types of operations commonly referred to as corporate, business & private aviation
- What is a Private Jet and who are the typical clients
- Your role as a VIP Flight Attendant and crew member
- Elite flight attendant etiquette - Being the face of the company and how to make a good impression
- Pre-flight, in-flight and post flight duties
- Trip & Tour planning: We take you from flight notification and client briefing through to arriving at your hotel after a successful flight
- Planning a longer tour as opposed to a single trip
- Understanding the clients and their cultural expectations - Differences for European, Middle Eastern, African, American, Russian and Asian clients.
- Catering and Creative menu designing: We will cover how to order, where to order and what to order. Creative and culturally relevant menu creation, gourmet dining, ordering from a professional catering company, ordering from hotels & restaurants, creating your own catering and shopping for less developed regions
- Silver Service on a Private Jet: We will cover the Original Silver Service, Silver Service on a Private Jet, table setup, knowing the cutlery, knowing your glasses, napkin folding & we have created a little "Private Jet Silver Service Manual" for you to keep
- Personal trip organising & things to always have in your suitcase



## 2-Day Elite Flight Attendant Course

### Syllabus

#### Day 2



- Food garnishing – Simple techniques to achieve the extraordinary
- Food hygiene, safe storage and handling
- Food presentation & layering
- Preparing the private jet galley and cabin
- Private jet cabin and galley controls
- Arriving at the aircraft, communicating with handling staff and organising your workspace
- Private Jet Sommelier Knowledge: We will cover types of wine & champagnes, wine regions, wine and food pairing, how to serve the different wines, dessert wines and digestifs
- Barista modern coffee making: Cappuccino, latte, espresso & flat white's
- Visiting and getting on board a real private jet (not guaranteed)
- Children on the aircraft
- Client pets (pet passports, worming, inoculation and dog control arrangements)
- Key relationships – Personal assistants, drivers, operations & flight crew
- Royalty, Government and other VIP operations
- Crew visa, customs, client and personal paperwork
- Company etiquette and professional behaviour
- Social media – Facebook and LinkedIn, professional etiquette and career networking
- Writing a CV that will stand out - bring your current CV
- Interview techniques and typical questions
- Question and Answer session