

SKILLS FRAMEWORK FOR AIR TRANSPORT SKILLS MAP – CABIN CREW				
Sector	Air Transport			
Sub-Sector	Airline			
Track	Cabin Operations			
Occupation	Cabin Attendant/Steward			
Job Role	Cabin Crew			
Job Role Description	<p>The Cabin Crew provides excellent service to passengers while ensuring their comfort and safety throughout the flights. He/She tailors his/her approach to accommodate the different needs and interests of passengers. He prepares and serves in-flight meals as well as executes safety and security procedures during emergencies. He administers in-flight sales activities and maintains cabin hygiene and cleanliness according to the airline standards.</p> <p>The Cabin Crew works in a team and is comfortable working in an enclosed environment on the aircraft for long periods of time. He fulfils the minimum height requirements which allow him to reach overhead compartments and carry out safety and emergency procedures on board. The Cabin Crew is able to work irregular hours and is on standby to report for immediate duties during pre-arranged periods. He upholds high standards of personal grooming and presentation. In addition, he displays excellent communication and interpersonal skills to work in a multicultural setting and is committed to providing impeccable service.</p>			
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks		
			Prepare cabins for flights	Attend pre-flight briefings on duties and requirements of upcoming flights
				Carry out pre-flight checks on functionality of in-flight systems and galley equipment
	Inspect cabins before take-offs to ensure compliance with safety and security regulations			
	Maintain passenger safety and security	Patrol cabins and carry out checks throughout the flights to ensure passenger safety and security		
		Inform passengers of safety risks and procedures during turbulence		
		Administer basic first-aid treatment		
		Utilise defibrillators in the event of irregular and/or emergency situations		
		Perform emergency drills according to Standard Operating Procedures (SOPs)		
	Administer quality passenger services	Identify and report unruly passenger behaviours		
Respond to passengers' queries and call lights and offer assistance				
		Provide assistance to passengers with special needs and reduced mobility		

		Conduct in-flight sales for passengers		
		Conduct in-flight passenger announcements		
		Carry out duties to maintain cabin cleanliness and hygiene for passengers		
		Serve meals and refreshments to passengers		
Skills & Competencies	Technical Skills & Competencies		Generic Skills & Competencies (Top 5)	
	Accident and Incident Response Management	Level 2	Communication	Intermediate
	Airline Operations Management	Level 2	Interpersonal Skills	Intermediate
	Behavioural Analysis and Predictive Screening	Level 1	Teamwork	Intermediate
	Cabin Hygiene and Cleanliness	Level 2	Service Orientation	Intermediate
	Cabin Preparation	Level 2	Leadership	Basic
	Cabin Safety Management	Level 2		
	Change Management	Level 2		
	Food and Beverage Services	Level 2		
	Human Factors Management	Level 2		
	In-Flight Customer Services	Level 2		
	In-Flight Emergency Management	Level 2		
	Innovation Management	Level 2		
	Internet of Things Application	Level 2		
	Learning and Development	Level 2		
	People and Relationship Management	Level 1		
	Service Branding and Coaching	Level 2		
	Service Challenges	Level 1		
	Service Excellence	Level 1		
	Service Information and Results	Level 1		
	Service Innovation	Level 1		
	Service Leadership	Level 1		
	Service Planning and Implementation	Level 1		
	Stakeholder Management	Level 2		
Technology Application	Level 2			

**Programme
Listing**

For a list of Training Programmes available for the Air Transport sector,
please visit:

www.skillsfuture.sg/skills-framework/air-transport

The information contained in this document serves as a guide.