

<b>SKILLS FRAMEWORK FOR AIR TRANSPORT SKILLS MAP – CREW-IN-CHARGE</b>		
<b>Sector</b>	Air Transport	
<b>Sub-Sector</b>	Airline	
<b>Track</b>	Cabin Operations	
<b>Occupation</b>	Cabin Attendant/Steward	
<b>Job Role</b>	Crew-in-Charge	
<b>Job Role Description</b>	<p>The Crew-in-Charge supervises the cabin crew and ensures the efficiency and smooth running of all cabin operations throughout the flights. He/She determines service goals for the flights, assigns work areas and tasks and guides the cabin crew to achieve expected service goals. He also manages unruly passengers on board and communicates with the Captain and ground services personnel to resolve flight matters. He ensures meal services are executed in line with airline policies and passengers' requests and acts as a mentor for cabin crew members.</p> <p>The Crew-in-Charge possesses thorough knowledge of airline in-flight operations and cabin safety standards. He is comfortable working in an enclosed environment on the aircraft for long periods of time. He also fulfils the minimum height requirements which allow him to reach overhead compartments and carry out safety and emergency procedures on board. The Crew-in-Charge has irregular work patterns 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 possesses excellent interpersonal and people management skills to oversee the cabin crew team as well as handle difficult or unruly passengers.</p>	
<b>Critical Work Functions and Key Tasks</b>	<b>Critical Work Functions</b>	<b>Key Tasks</b>
	Prepare cabins for flights	Brief cabin crew on roles, responsibilities and flight requirements
		Coordinate with flight crew and ground staff to ensure all special requirements, security and boarding procedures are met
	Maintain passenger safety and security	Monitor cabin conditions and provide regular updates to flight crew
		Communicate with flight crew during turbulence, irregular and/or emergency situations
		Ensure safety and security checks and emergency drills are performed according to Standard Operating Procedures (SOPs)
		Manage unruly passengers to minimise cabin disruptions
	Administer quality passenger services	Supervise service delivery to ensure passengers are comfortable and their needs are met
		Provide personalised services to premium passengers
		Handle complex passenger requests or conflicts

		Conduct in-flight passenger announcements		
		Manage accounts and inventory for in-flight sales		
		Monitor cabin cleanliness to ensure adherence to organisational standards		
		Oversee meal services in accordance with SOPs and service standards		
	Influence organisational development	Manage staff conflicts, grievances and disputes		
		Provide coaching and feedback to improve team performance		
		Provide on-the-job training to enhance capabilities of cabin crew		
		Act as mentor to cabin crew		
<b>Skills &amp; Competencies</b>	<b>Technical Skills &amp; Competencies</b>		<b>Generic Skills &amp; Competencies (Top 5)</b>	
	Accident and Incident Response Management	Level 3	Communication	Intermediate
	Airline Operations Management	Level 3	Interpersonal Skills	Intermediate
	Behavioural Analysis and Predictive Screening	Level 2	Teamwork	Basic
	Cabin Crew Performance Management	Level 3	Service Orientation	Basic
	Cabin Hygiene and Cleanliness	Level 3	Leadership	Basic
	Cabin Preparation	Level 3		
	Cabin Safety Management	Level 3		
	Change Management	Level 3		
	Food and Beverage Services	Level 3		
	Human Factors Management	Level 3		
	In-Flight Customer Services	Level 3		
	In-Flight Emergency Management	Level 3		
	Innovation Management	Level 3		
	Internet of Things Application	Level 3		
	Learning and Development	Level 3		
	People and Relationship Management	Level 3		
	Service Branding and Coaching	Level 3		
	Service Challenges	Level 3		
	Service Coaching	Level 3		

	Service Excellence	Level 3	
	Service Information and Results	Level 3	
	Service Innovation	Level 3	
	Service Leadership	Level 3	
	Service Planning and Implementation	Level 3	
	Stakeholder Management	Level 3	
	Technology Application	Level 3	
<b>Programme Listing</b>	For a list of Training Programmes available for the Air Transport sector, please visit: <a href="http://www.skillsfuture.sg/skills-framework/air-transport">www.skillsfuture.sg/skills-framework/air-transport</a>		

The information contained in this document serves as a guide.