

SKILLS FRAMEWORK FOR AIR TRANSPORT			
SKILLS MAP – CABIN CREW TEAM LEAD/CABIN CREW AUDITOR			
Sector	Air Transport		
Sub-Sector	Airline		
Track	Cabin Operations		
Occupation	Cabin Attendant/Steward		
Job Role	Cabin Crew Team Lead/Cabin Crew Auditor		
Job Role Description	<p>The Cabin Crew Team Lead/Cabin Crew Auditor provides proactive front-line management to a large and multicultural cabin crew workforce. He/She manages the service and performance standards of cabin crew members by conducting extensive service quality audits to uncover areas for service enhancement. He provides performance feedback to cabin crew members and serves as a mentor by consistently displaying the highest levels of professional standards.</p> <p>The Cabin Crew Team Lead/Cabin Crew Auditor possesses in-depth knowledge of flight operations, details and schedules. He displays exemplary knowledge of the airline’s service standards, policies and procedures. In addition, he also demonstrates excellent interpersonal skills and possesses the capabilities to inspire others to meet the airline service standards. He has good leadership skills to manage and reward cabin performances accordingly.</p>		
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks	
	Manage cabin or flight crew performance	Assess cabin crew team performance	
		Ensure cabin crew service delivery adheres to organisational standards and pre-flight briefing requirements	
		Review cabin crew service delivery standards against established performance audit checklists	
		Administer individual feedback sessions on cabin crew performance and audit results	
		Implement action plans to enhance performance of cabin crew	
	Administer quality passenger services	Conduct service quality and customer experience audits	
		Review audit results to identify areas for service enhancement	
	Influence organisational development	Manage staff conflicts, grievances and disputes	
		Provide advice and feedback to set clear performance expectations	
Act as mentor and role model to cabin crew and Crew-in-Charge (CIC)			
Skills & Competencies	Technical Skills & Competencies		Generic Skills & Competencies (Top 5)
	Accident and Incident Response Management	Level 3	Leadership Basic

	Airline Operations Management	Level 4	Communication	Advanced		
	Cabin Crew Performance Management	Level 4	Interpersonal Skills	Intermediate		
	Cabin Hygiene and Cleanliness	Level 4	Digital Literacy	Intermediate		
	Cabin Preparation	Level 4	Developing People	Intermediate		
	Cabin Safety Management	Level 4				
	Change Management	Level 3				
	Food and Beverage Services	Level 3				
	Human Factors Management	Level 3				
	In-Flight Customer Services	Level 4				
	In-Flight Emergency Management	Level 3				
	Innovation Management	Level 3				
	Internet of Things Application	Level 3				
	Learning and Development	Level 4				
	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				
	Standard Operating Procedures Development	Level 3				
	Technology Application	Level 3				
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.