

SKILLS FRAMEWORK FOR AIR TRANSPORT SKILLS MAP – CABIN CREW EXECUTIVE		
Sector	Air Transport	
Sub-Sector	Airline	
Track	Cabin Operations	
Occupation	Airline Cabin Operations Professional	
Job Role	Cabin Crew Executive	
Job Role Description	<p>The Cabin Crew Executive is responsible for establishing cabin crew service standards and goals. He/She revises policies to enhance quality and delivery of passenger services. He monitors cabin performances and administers performance appraisals for cabin crew. He is tasked with cabin crew rostering and management of crew attendance. He develops workplace learning plans and structured training programmes for the organisation to enhance competence of the cabin crew.</p> <p>A sound knowledge of all airline safety and security regulations, policies, systems and processes is expected of the Cabin Crew Executive. He is kept up-to-date with all the airline facilities and services. He displays exemplary grooming standards and highest levels of professionalism at all times. The Cabin Crew Executive has excellent verbal and written communication skills and strong leadership skills to manage and provide guidance to cabin crew members.</p>	
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks
	Administer quality passenger services	Develop cabin crew service standards and goals in alignment with organisation’s business strategies and brand identity
		Review policies to enhance quality and delivery of passenger services
		Evaluate the quality of passenger service delivery against organisational standards
	Manage cabin or flight crew performance	Utilise passenger service and quality assessments to improve future performance
		Engage in performance appraisals of cabin crew
		Investigate passenger complaints regarding cabin crew
		Manage crew attendance, leave schedules and resourcing
	Influence organisational development	Develop work process flows for cabin crew
		Develop workplace learning plans
		Manage staff through capability development and coaching
		Deliver structured training for staff
Develop on-the-job training programmes		
	Advise staff in the execution of new policies	

	Technical Skills & Competencies		Generic Skills & Competencies (Top 5)	
	Skills & Competencies	Airline Operations Management	Level 4	Communication
Cabin Crew Performance Management		Level 4	Developing People	Intermediate
Change Management		Level 4	Service Orientation	Intermediate
Crisis Communication and Media Management		Level 4	Interpersonal Skills	Intermediate
Data Analytics		Level 4	Managing Diversity	Intermediate
Hazard and Risk Control and Policy Management		Level 4		
Human Factors Management		Level 4		
Innovation Management		Level 4		
Internet of Things Application		Level 4		
Learning and Development		Level 4		
Manpower Planning		Level 4		
Service Branding and Coaching		Level 4		
Service Innovation		Level 4		
Stakeholder Management		Level 4		
Standard Operating Procedures Development		Level 4		
Technology Application		Level 4		
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.