

**SKILLS FRAMEWORK FOR AIR TRANSPORT
TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE DOCUMENT**

TSC Category	In-Flight Services					
TSC	In-Flight Customer Services					
TSC Description	Provide quality customer services to ensure comfort and safety of passengers during flights					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
		ATP-IFS-2006-1.1	ATP-IFS-3006-1.1	ATP-IFS-4006-1.1		
		Deliver quality customer services to ensure needs and requests of passengers are met	Deliver personalised customer services to premium passengers to ensure their comfort and satisfaction throughout the flights	Assess in-flight customer services and provide guidance to cabin crew during flights to manage the smooth running and quality delivery of all cabin services		
Knowledge		<ul style="list-style-type: none"> Code of behaviour and etiquette Body language awareness Communication skills Cultural awareness and sensitivity Types of disabilities and special needs Passenger safety information and risks Passenger handling techniques Safety information for persons with reduced mobility Products and services offered by the airlines Usage of in-flight equipment Layout and arrangement of seat numbers on aircraft Service recovery techniques 	<ul style="list-style-type: none"> Organisational standards for customer service delivery Premium customer service standards Code of behaviour and etiquette Body language awareness Active listening and conversational techniques Cultural awareness and sensitivity Passenger safety information and risks Passenger handling techniques Safety information for persons with reduced mobility Comparative advantage of products and services offered by the airlines Airline brand identity Transaction systems Service recovery techniques 	<ul style="list-style-type: none"> Organisational standards for customer service delivery Premium customer service standards Code of behaviour and etiquette Body language awareness Active listening and conversational techniques Cultural differences and practices for respective destination countries Principles underpinning passenger safety standards Comparative advantage of products and services offered by the airlines Airline brand identity Roles and responsibilities of cabin crew Conflict management skills 		

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<p>Abilities</p>		<ul style="list-style-type: none"> • Direct passengers to the correct aisles based on their assigned seats during boarding • Assist passengers to stow and remove baggage from overhead compartments • Set up bassinets for passengers travelling with infants • Offer assistance to passengers with disabilities or special needs • Answer call lights and requests to ensure needs of passengers are met • Resolve passenger issues in an efficient and polite manner • Offer all available items and amenities as appropriate to ensure passenger comfort • Provide accurate and helpful advice to passengers • Announce information using standard operator phraseology • Maintain a conducive cabin environment through noise and light management • Provide fair and respectful treatment to passengers to ensure no discrimination 	<ul style="list-style-type: none"> • Perform briefings and assign roles and responsibilities to cabin crew based on flight requirements • Conduct pre-service briefings • Escort premium passengers to their assigned seats • Assist premium passengers to stow baggage and clothing items • Deliver personalised services to ensure the comfort and satisfaction of premium passengers • Answer call lights and requests to ensure needs of passengers are met • Perform service recovery for dissatisfied passengers • Engage passengers in conversations to make them feel comfortable • Initiate and offer available products and services to passengers as appropriate • Identify needs and preferences of passengers and make suitable recommendations for in-flight products and services • Manage in-flight sales and transactions • Manage accounts and inventories for in-flight sales 	<ul style="list-style-type: none"> • Oversee and evaluate the overall service delivery during flights to ensure alignment with organisational standards • Provide feedback and coaching to cabin crew on fulfilling organisational standards for customer service delivery • Share best practices on enhancing customer service delivery with the cabin crew 		
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