

TSC Category	In-Flight Services					
TSC	Cabin Crew Performance Management					
TSC Description	Manage cabin crew performance to ensure quality of service delivery meets organisational standards					
TSC Proficiency Description	Level 1	Level 2	Level 3 ATP-IFS-3001-1.1	Level 4 ATP-IFS-4001-1.1	Level 5 ATP-IFS-5001-1.1	Level 6
			Maintain cabin crew performance during flights to ensure service goals are met	Conduct audits and manage cabin crew performance to assure service delivery adherence to organisational standards	Formulate standards and goals for service delivery and oversee overall cabin crew performance at the organisational level	
Knowledge			<ul style="list-style-type: none"> Goal-setting for cabin crew service standards Cabin crew duties and responsibilities Organisational service and safety standards Methods for coaching and feedback provision 	<ul style="list-style-type: none"> Importance of quality audits on maintaining service standards Standards Operating Procedures (SOPs) for cabin crew duties and procedures Principles and processes of cabin crew audits Audit parameters and resources to develop audit checklists Key business activities and critical periods of operations Elements and methods of assessing audit plans Organisational service and safety standards Best practices in handling quality issues and concerns Local and international guidelines such as Air Operator Certificate Requirements (AOCR) and Air Navigation Regulations (ANR) 	<ul style="list-style-type: none"> International best practices in service delivery across other airlines and other relevant industries Analysis of audit results and performance reports for business decisions and performance assessments Processes of remedial steps to be taken for cases of complaints of misdemeanour Emerging trends in the aviation industry which will influence service delivery Organisational policies regarding service and safety standards Local and international guidelines such as Air Operator Certificate Requirements (AOCR) and Air Navigation Regulations (ANR) 	

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

Abilities			<ul style="list-style-type: none"> • Communicate cabin crew service goals during pre-flight briefings • Monitor cabin crew performance to ensure alignment with organisational standards • Provide feedback on cabin crew performance during flights • Conduct post-flight debriefs to measure cabin crew performance against organisational standards and service goals 	<ul style="list-style-type: none"> • Develop audit checklists to measure cabin crew performance • Review feedback received by cabin crew • Provide inputs on cabin crew performance and audit results during individual feedback sessions with crew • Coach cabin crew to enhance customer service delivery • Review safety reports to ensure adherence to safety regulations • Resolve customer complaints regarding cabin crew or cases of misdemeanour 	<ul style="list-style-type: none"> • Review and refine cabin crew service standards and goals • Evaluate performance appraisal reports of cabin crew • Adjudge customer complaint cases regarding cabin crew or cases of misdemeanour to ensure fair and appropriate resolution • Formulate strategies to enhance the quality and delivery of customer services through the revision of policies or performance standards • Develop improvement plans based on the analysis of passenger service and quality assessment reports 	
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