

Image Makecover

- Makeup
- Body Language
- Personal Hygiene
- Skin Care
- Hair Care
- Diet Instructions
- Exercises to keep fit
- Uniform regulations
- Formal dressing



Personal Grooming

- Personality Enhancement
- Poise
- Behavior Traits
- Stress Management
- Case Studies (Customer Behavior)
- Dumb Charades
- Group Discussions
- Workshops
- Team Building Exercises
- Effective Communication
- Experiential role plays

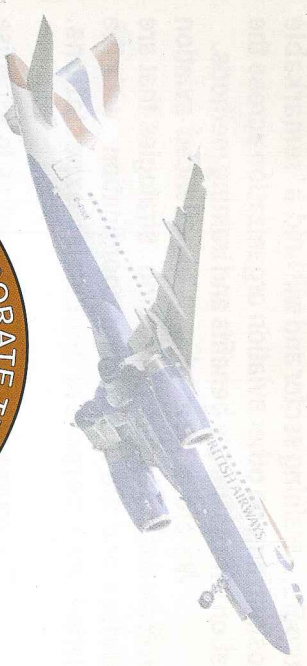


COURSE CONTENTS

- Basic Cabin Crew Training
- Customer Care & Service
- Personality Development
- Service Management
- Personal Grooming
- Public Relation / Speaking
- Voice Modulation
- Soft skill and Telephone etiquette
- Interest and Skills
- Domestic Ticketing (Manual)
- Reservation system
- Communication skills and Barriers
- Time Management
- Check in Procedure
- Departure / Arrival Handling
- Missing Baggage Handling
- Damage Baggage Handling
- Brief in Dangerous Goods
- Emergency Procedure
- Baggage Make up Area Procedure
- Baggage Break up Area Procedure
- Ramp safety and Ramp Handling
- Radio Transmission Handling (RT)
- Customer service excellence
- Brief load and trim knowledge
- Brief knowledge in Theory of Aircraft
- Projects on personality development
- Mock drills
- Security / Safety
- Announcements
- Effective Speaking
- Facing Interviews
- Voice & Accent
- International Handling
- Passport Identification

ACTC

Aviation & Corporate Training Center



Airline Opportunity, Couldn't Be Better!

Saurashtra University Rajkot
(Govt.)

COORDINATOR, ACTC, SAURASHTRA UNIVERSITY

CAMPUS, RAJKOT, GUJARAT.

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Welcome To Aviation & Corporate Training Center (ACTC) Saurashtra University

Aviation & Corporate training Center (ACTC) Saurashtra University along with Indian Aviation Management (IAM) one of the leading aviation training institution in India has now entered into the airline & corporate training sector and will hold a remarkable position among other aviation organization across the nation with its unique benefits and training methods.

We are a team of well experienced aviation professionals capable of drawing strategies that are flawless and are in constant coordination with the airline and corporate industrial expectations.

The course work is so designed as to expertise students not only in technicalities of aviation services but also in soft skills and overall personality development techniques. This prepares students for other booming service industries as well.

The course provided by Aviation & Corporate training Center (ACTC) Saurashtra University is totally based on audio-visual teaching methods, making the students grasp the contents effectively, enhancing their analyzing and imaginative capabilities.

We provide 100% placement assistance, by inviting HRs from topmost airlines and hospitality industries and organize frequent interviews, furnishing ample scope of getting positioned in lucrative jobs according to the student's capabilities and inclination



Aviation

In - Flight

- History of Aviation
- Airline Familiarization
- Airline Terminology
- Qualities of Cabin Crew
- Duties of a Cabin Crew
- A Day in the life of a Cabin Crew
- Aviation Technical
- Safety and Emergency Procedures
- First Aid Training
- In Flight Services
- Introduction to Dangerous Goods
- Customer service & special Handling
- Announcements In-flight
- Grooming



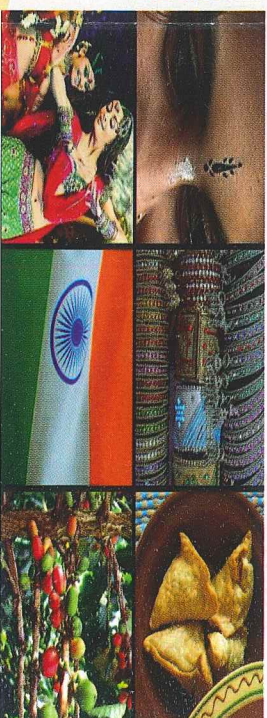
Ground Handling

- Introduction to the 'Airport' handling
- Airports-Domestic & International
- Departments and Terminology
- Department familiarization
- Ground Staff Responsibilities
- Functions of Ground Staff
- Ramp Handling
- Arrival & Departure facilitation
- Baggage Handling
- Special Passenger Handling.
- Handling Delays and Emergencies on Ground
- Announcements on ground



Tourism

- Time calculation
- Nature & Scope of Tourism
- Fare calculation & packages
- Reservation procedure
- Travel, Mode of travel in detail
- Codes and abbreviations - City & Airport
- Documents related to Tourism, Passport, visa
- Introduction to the Tourism Industry
- Airline network
- Itinerary preparation, Role of tour operator
- Different types of air tickets
- Package details, Role of travels agents
- Insurance
- Details of Railway Tourism
- Role of Airlines in Tourism
- Foreign exchange



Interview Prepration

- Resume Writing
- Preparing for an interview
- Dress Code for interviews
- Mock interviews
- Group Discussions

