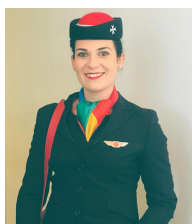


PERSONAL INFORMATION

Janice Kaye Grima



Cherry Blossom CRT, FLT 3 Mdina Road, QRM 9019 Hal-Qormi (Malta)

99384802

kayejanice@hotmail.com

WORK EXPERIENCE

12 Jun 2019–Present

Cabin Crew

Air Malta (Malta)

As a cabin crew my main responsibility is for the safety and comfort of our passengers. Main Duties include

- greeting passengers as they board and exit the plane
- showing passengers to their seats and providing special attention to certain passengers, such as the elderly or people with special needs
- serving meals and refreshments
- checking the condition and provision of emergency equipment and information for passengers
- demonstrating emergency equipment and safety procedures
- administering first aid
- dealing with emergencies
- supplying passengers with newspapers, magazines and in-flight entertainment
- selling duty-free commercial goods and pursuing sales targets
- producing written flight reports after completing a journey.

15 Jul 2018–31 Mar 2019

Sales & Traffic Agent

Turkish Airlines, Luqa (Malta)

My mainly responsibilities are issuing tickets using Troya system, deal with planning schedule changes, cancellations, helping customers in changing tickets and answering any questions related to connections, layovers, transfers etc. Additionally, helping passengers who missed a flight or connection to re-schedule their travel plans and get them to their destination as quickly as possible.

1 Jun 2015–1 Jul 2018

Passenger Handling Agent

Air Malta, Hal-Luqa (Malta)

Greeting and checking passenger documentation.

Responsible for the administrative and customer service of the passengers.

Check in Passengers using computer DCS system.

Responsible for meeting the needs and safety requirements of the passengers and airport staff.

Issuing boarding passes and baggage labeling.

Assign airline regulations such as charging for excess or extra luggage's.

Proceed passengers at the boarding gate.

23 Jul 2013–22 Jul 2015

Care Assistant

Zammit Clapp Hospital-Care Malta, Gzira (Malta)

Providing Care to patients.

Communicate with the patients.

Getting to know the patients and their needs.

Assisting the patients with their daily personal care.

Helping to organize activities.

Food preparation.

Giving emotional and support to the patients family.

18 Dec 2014–18 May 2015

Care Assistant

Jasmine Nursing Home Limited, L-Imsida (Malta)

Providing Care to patients.

Communicate with the patients.

Getting to know the patients and their needs.

Assisting the patients with their daily personal care.

Helping to organize activities.

Food preparation.

Giving emotional and support to the patients family.

11 Feb 2014–10 Mar 2015 **Care Assistant**
 St Vincent De Paul Residence, Marsa (Malta)
 Providing Care to patients.
 Assist Nurses with the patients medicines.
 Communicate with the patients.
 Getting to know the patients and their needs.
 Assisting the patients with their daily personal care.
 Helping to organize activities.
 Food preparation.
 Giving emotional and support to the patients family.

14 Jul 2014–12 Sep 2014 **Receptionist (Student Worker)**
 Ministry For Tourism, Valletta (Malta)
 Greeting and Welcoming visitors appropriately.
 Answer telephone calls.
 Direct visitors by giving instructions.
 Maintain security by following procedures.
 Hand Over office keys to personnel.

EDUCATION AND TRAINING

28 May 2019 **Cabin Crew Attestation**
 Air Malta, Luqa (Malta)

6 May 2019–5 Jun 2019 **Cabin crew initial training course**
 Air Malta (Malta)

4 Jun 2019–4 Jun 2019 **Food handler training certificate License A**
 Food Safety Assurance (Malta)

20 May 2019–20 May 2019 **Aircraft ditching & Raft training**
 International Safety Training College, Hal Far (Malta)

17 Apr 2015–22 Apr 2015 **Full Passenger Handling Induction Course**
 Air Malta, Hal-Luqa (Malta)
 PHS Policies and Procedures, DCS System, Customer Care, Grooming, Human Factors, SMS, Ramp Safety, Security Awareness and Dangerous Goods.

2013–2014 **Certificate in Aviation Operations on the Ground** NCFE Level2
 Sky People, Hal-Luqa (Malta)
 Health and Safety within aviation, Aviation Security, Aviation Communications, Airport Check in services, Aircraft Boarding and Arrival Services and Aviation passengers with special requirements.

2012–2013 **BTEC Diploma in Health & Social Care** BTEC Level 2
Diploma
 Malta College of Arts, Science & Technology, Paola (Malta)

Communication in Health and Social Care, Individual Rights in Health and Social Care, Individual Needs in Health and Social Care, ensuring safe environments in Health and Social Care, Vocational Experience in Health and Social Care setting, Anatomy and Physiology for Health and Social Care, Human Lifespan Development and the impact of diet on health.

2013–Feb 2014

Key Skills at EQF Level 3

EQF level 3

Malta College of Arts, Science & Technology, Paola (Malta)

Mathematics

English

Maltese

Information Technology

Personal Development

2012–Oct 2012 Primary & Secondary Care First Aid Course

May 2012–Jul 2012 Matriculation and Secondary Education Certificate

University of Malta (Malta)

French Grade 3

Maltese Grade 4

Religious Knowledge Grade 4

English Language Grade 5

Mathematics Grade 6

Physics Grade 7

Art Grade 7

Jul 2011–Jul 2012 School Leaving Certificate

St Clare College Girls Secondary School, Pembroke (Malta)

PERSONAL SKILLS

Mother tongue(s) Maltese

Foreign language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C2	C1	C2	C2	C1
French	A1	A1	A1	A1	A1
Italian	B1	A2	A2	A2	A1

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user
Common European Framework of Reference for Languages

Communication skills

Good Communication skills which I achieved during my work experience as a Receptionist and also as a passenger handling agent.

Excellent Contact skills with children and also elderly gained through my experience as a care assistant and also in the working placement in the Health and Social care setting.

Good Listener skills gained through my experience as a care assistant.

Organisational / managerial skills

Good organisational skills gained as a receptionist.

Decision making skills gained as a Passenger Handling.

Job-related skills

Excellent customer Care skills as I achieved from working as a passenger handling as I always have to treat the passengers in a positive attitude also helping passengers efficiently but also treating them in a friendly and helpful attitude.

Attention to details which I gained as a passenger handling agent.

Ability to work individual and also part of a team.

Good reading and writing skills.

Digital skills

SELF-ASSESSMENT				
Information processing	Communication	Content creation	Safety	Problem-solving

Proficient user	Proficient user	Basic user	Basic user	Basic user
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Digital skills - Self-assessment grid

Good command of office computing.

Driving licence B