

Mandatory requirements during your preparation period

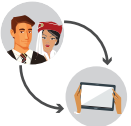
For further information, access the Crew Portal > Career & Development > Learning and Development Hub > Business Class Preparation. Contact us on crewpreparation@emirates.com for further advice or assistance

PEER TO PEER



Talk with your Grade 1 colleagues and ask questions. Ask your colleagues for feedback and advice. Take notes from your conversations - include crew member names, staff number, flight details. Collect notes from 8 conversations during your preparation period.

MY FLIGHT PERFORMANCE



My Flight Performance is our performance management framework that emphasises on encouragement, recognition and development. Ask your onboard leaders to complete 1 review on your performance each month. You must complete 4 reviews during your preparation period.

SELF REFLECTION



Use the template provided to reflect on your strengths and areas you would like to develop. Collect a minimum of 4 self reflections during your preparation period.

TASKS



There are 4 tasks. Each task helps you to develop in 1 of the 4 competencies. Complete all 4 tasks during your preparation period. You can complete the tasks in any order.

CABIN CREW MANAGER MEETING



You are responsible for initiating a meeting with your Cabin Crew Manager. The meeting must be booked by emailing the Crew Connect team. You must take your completed portfolio with you to the meeting.

SERVICE TRAINING WEBINARS



There are a range of Service Training webinars available to support you. You are required to watch 2 webinars during your preparation period. You should take notes during the session and add your notes to your portfolio.

SERVICE TRAINING WORKSHOP



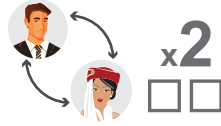
Our Service Training Specialists are available to support you and offer tips and advice to complete your portfolio. During the workshop you'll have the opportunity to talk with a Training Specialist, share your experience, clarify information and enhance your service skills.

Business Class Preparation Programme : Portfolio Road Map

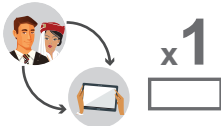
Gather evidence of your performance to build your portfolio. Your portfolio must be your own work. You are required to submit your portfolio on the morning of the Service Training Assessment & Refresher course.

Month 1

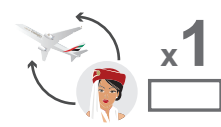
PEER TO PEER



MY FLIGHT PERFORMANCE



SELF REFLECTION

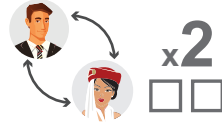


TASK 1

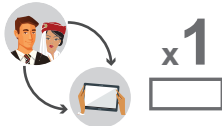


Month 2

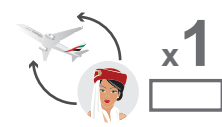
PEER TO PEER



MY FLIGHT PERFORMANCE



SELF REFLECTION

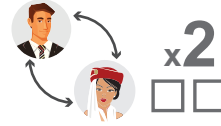


TASK 2

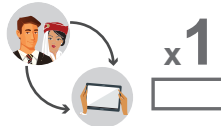


Month 3

PEER TO PEER



MY FLIGHT PERFORMANCE



SELF REFLECTION



TASK 3

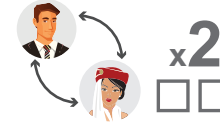


CCM MEETING

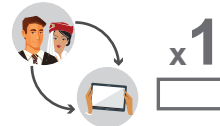


Month 4

PEER TO PEER



MY FLIGHT PERFORMANCE



SELF REFLECTION



TASK 4



Month 5

BUFFER PERIOD

The 5th month is provided to you as a buffer.

Use this time to complete all your pending work.

You should be adding the final touches to your portfolio.

SERVICE TRAINING WEBINARS (JANUARY 2018 onwards)



SERVICE TRAINING WORKSHOP (JANUARY 2018 onwards)

