

Business Class Upgrade Overview



Day 1

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Day 3

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Day 1 - Sunday



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Welcome

Image &
Uniform

Customer
Journey

Knowledge
Assessment

Business
Class Seat

Flight
Kitchen

Equipment
Room

Pre Take off
& Welcome
Service

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Learning Outcomes	Assessment Criteria
1.1. Professionalism	<p>1.1.1 Acts as an Ambassador for Emirates, by displaying immaculate Image and Uniform standards.</p> <p>1.1.2 Projects a positive and professional attitude whilst promoting the Emirates brand.</p> <p>1.1.3 Exhibits outstanding organisational skills by adopting a self-disciplined and motivated approach to learning.</p> <p>1.1.4 Works with colleagues to identify areas of strength and development through guidance, self-evaluation and reflection.</p> <p>1.1.5 Demonstrates effective time management.</p>
1.2. Organising for Results	<p>1.2.1 Displays elegant and professional cabin service skills whilst working in a detailed and precise manner.</p> <p>1.2.2 Delivers the meal service to meet the customer's specific needs and wants.</p> <p>1.2.3 Exhibits confidence when promoting Emirates group products.</p> <p>1.2.4 Uses accurate pronunciations, menu terms and polite service phrases that helped to enhance the appeal of the menu items on offer.</p> <p>1.2.5 Displays appropriate galley organisation / management skills to provide an efficient and professional service to our Customers.</p>
1.3. Customer Service Orientation	<p>1.3.1 Identifies each customer's expectations through proactive observation, listening and questioning skills to create a personalised experience on each and every flight.</p> <p>1.3.2 Creates a friendly and enjoyable environment where our customers feel genuine care, comfort and attentiveness.</p> <p>1.3.3 Builds effective relationships through the use of appropriate verbal and non-verbal communication with customers.</p>
1.4. Teamwork	<p>1.4.1 Demonstrates respect and consideration to ALL colleagues to maintain a solid and dynamic team.</p> <p>1.4.2 Inspires colleagues by sharing positive ideas and experiences.</p> <p>1.4.3 Creates a friendly and enjoyable environment where colleagues feel genuinely cared for.</p> <p>1.4.4 Builds effective relationships through the use of appropriate verbal and non-verbal communication with all stakeholders/ colleagues.</p>

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Business Class Upgrade Continual Assessment [] Main Fleet [] A380									
Course No.						From		To	
Name						Staff No.		Male	Female
Nationality						Signature			
Work Experience Details									
Facilitators						Cabin Crew Manager			
Professionalism									
	Day 1	Day 2	Day 3	Day 4	Day 5	Comments			
1.1.1 Image & Uniform: Acted as an Ambassador for Emirates, by displaying immaculate image and Uniform standards.									
1.1.2 Punctuality and Time Management: Demonstrated effective time management/punctuality.									
1.1.3 Personal Organisation: Exhibited outstanding organisational skills by adopting a self disciplined and motivated approach to learning.									
1.1.4 Personal Conduct: Demonstrated a positive and professional attitude whilst promoting the Emirates brand.									
1.1.5 Acceptance of Guidance: Worked with colleagues to identify areas of strength and development through guidance, self evaluation and reflection.									
Organising for Results									
	Below standard		Still developing		Areas of development		Maintain		
Day 4									
Day 5									
Knowledge Assessment 1 result						Knowledge Assessment 1 re-sit result			
Customer Service Orientation									
1.3.1 Identified each customer's expectations through proactive observation, listening and questioning skills to create a personalised experience on each and every flight.									
1.3.2 Created a friendly and enjoyable environment where our customers feel genuine care, comfort and attentiveness.									
1.3.3 Built effective relationships through the use of appropriate verbal and non-verbal communication with customers.									



Image & Uniform

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During this session the following topics will be covered:

- First and last impressions
 - Posture
 - Personal space
 - Eye contact
 - Voice
 - Body language



Knowledge Assessment

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A Product and Services Knowledge Assessment will be conducted on Day 1 of your course, which you will need to pass in order to continue. The assessment is based on the Cabin Crew Service Manual and the Pre Course Modules.

You may test your knowledge in advance by completing the Business Class Service Challenge that can be found on the Portal.



1 of 25

When operating the Steam Oven, which temperature would you select?

- ☐ 150C for ten minutes then 300C for 20 minutes
- ☐ 150C only
- ☐ 300C only
- ☐ 150F only

Question not answered

Intro Text Next Assessment Navigator

Licensed to Emirates Group

The Customer Journey



Home

Day 1

Day 2

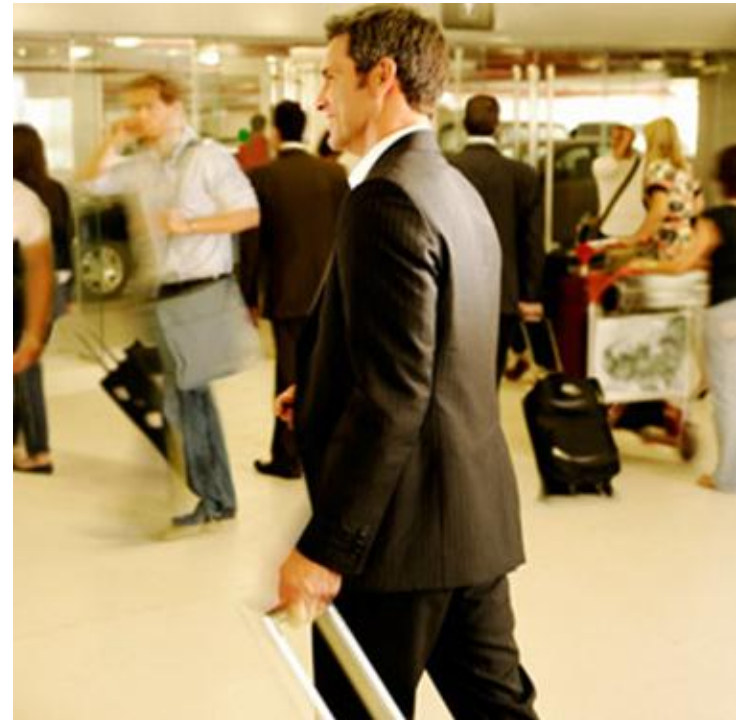
Day 3

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During this session the following topics will be covered:

- Customers expectations of Emirates Airline
- The various stages of the Business Class customers journey:
 - Preparing to travel / reservations
 - Chauffer drive / transport
 - Airport facilities / check-in
 - Lounge and facilities
 - Boarding
 - Cabin Crew working position
 - First Impression / customer interaction
 - Cabin ambience
 - Customer profile
 - Air Carrier Access Act



To prepare for this session visit <http://www.emirates.com> for details of the Business Class product.

Business Class Seat



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During this session the following topics will be covered:

- The functions and features of the various Business Class Seats:
 - Airbus A380 – Sky Lounge
 - Airbus 330-200 / 340-300
 - Boeing 777 300 ER / ULR Mini pod generation one and two



Flight Kitchen

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During this session the following topics will be covered:

- Pre departure galley duties
 - Electrical equipment checks
 - Catering checks
 - Preparation of service items
 - Pre departure trolley
 - Time permitting duties



To prepare for this session read the Cabin Crew Service Manual; A-Z Guide and the Business Class Section focusing on the Galley Operators duties.

Equipment Room

Home

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During this session the following topics will be covered:

- Details of the equipment found onboard, its name and use:
 - Crockery
 - Cutlery
 - Glasses
 - Giveaways items
 - Lavatory Products
 - Service equipment

To prepare for this session read the Cabin Crew Service Manual A-Z Guide.



Pre-Take off & Welcome Services

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Day 1

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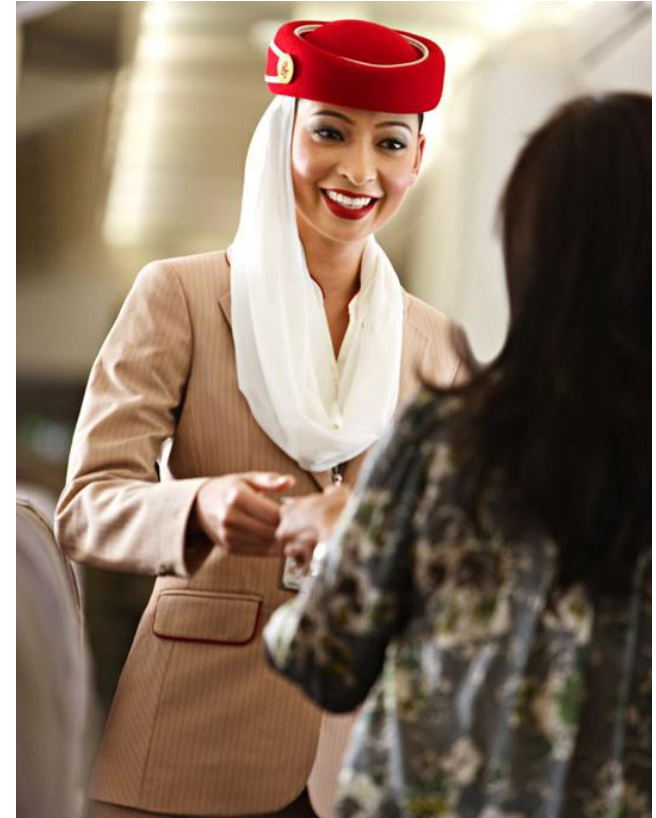
Day 3

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During this session the following topics will be covered:

- Pre boarding cabin preparation
 - Cabin ambience
 - Grooming
 - Seat preparation
- Boarding
 - Trickle boarding
 - First impressions / customer interaction
 - Air Carrier Access Act
- Welcome Service
 - Attentiveness
 - Customer interaction
 - Food and beverage knowledge
 - Service phrases
 - Service skills
 - Galley organisation



For full assessment details refer to Welcome Service Practical Assessment Form:

Welcome
Service
Practical
Assessment
Form

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CREW MEMBER 1:																	
WELCOME ON BOARD															Lunch/Dinner		
															1st	2nd	
#	Service Skills	D3	D4	P	#	Attentiveness	D3	D4	P	#	Food & Beverage Terminology	D3	D4	P	SS		
	Appropriately greeted/welcome the customer by name					Personal demeanour i.e. approachable, polite and friendly									AT	/7	/7
						Body language i.e. smiles appropriately				#	Galley Organisation	D3	D4	P	FBT	/0	/0
	Introduced self to the customer during the first interaction					Body language i.e. appropriate eye contact									GO	/0	/0
	Ensured customers were familiar with the seat area					Body language i.e. maintained appropriate posture while in the cabin				#	Service Phrases	D3	D4	P	SP	/1	/1
	Advised customers of the menu location in their seat area					Welcomed back high value customers					Used polite/appropriate service phrases						
	Provided the customer with an outline of meal services available on the flight					Customers were informed of the service to follow											
	Customers were advised of the blanket, headset, socks, eye shades and water bottle location																
	Used open hand gestures to indicate contents of the seat area																

Welcome

Welcome Service section of the Matrix

Day 2 - Monday



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Food &
Beverage

Lunch
Skills
Station

Lunch
Demonstration



Food & Beverage

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During this session the following topics will be covered:

- Fine dining concept
- Beverages & brands
- Business Class menu
- Food hygiene
- Plating guidelines
- Business Class Service Folder
- Wine
- Desserts, Cheese and Fruits
- Hot beverages
- Liqueurs



For this session ensure to have full knowledge of the selection of alcoholic, non alcoholic and hot beverages available in Business Class. Details can be found in the pre course modules.

Lunch Demonstration

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During this session the following topics will be covered:

- Demonstration of the Lunch Service Category 4/5
 - Customer interaction
 - Service etiquette
 - Drinks service to final clearance
- Galley management during the lunch service

Lunch
Practical
Assessment
Form

Lunch Skills Station



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Day 1

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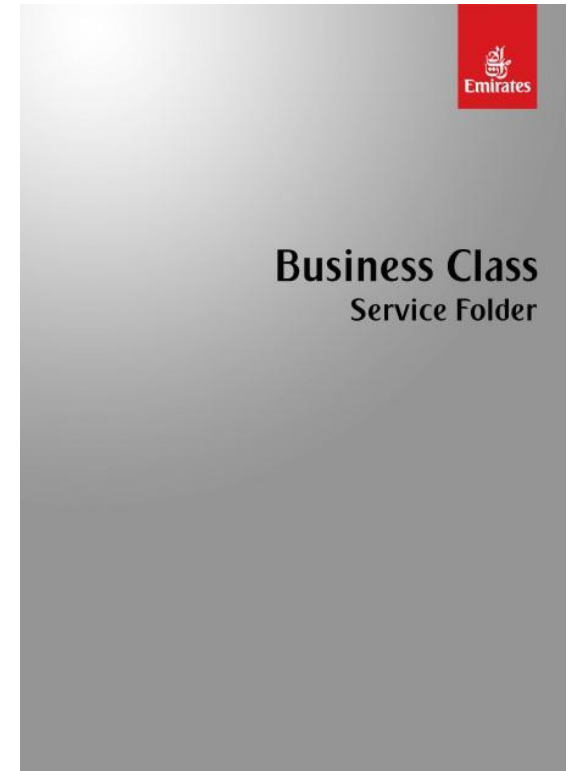
Day 3

Day 4

Day 5

During this session the following topics will be covered:

- Practice of Lunch/Dinner Cat 4 /5
- Customer interaction



For full assessment details refer to Lunch Practical Assessment Form:

Lunch
Practical
Assessment
Form

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CREW MEMBER 1:																	
WELCOME ON BOARD															Lunch/Dinner		
#	Service Skills	D3	D4	P	#	Attentiveness	D3	D4	P	#	Food & Beverage Terminology	D3	D4	P	SS	1st	2nd
	Appropriately greeted/welcome the customer by name					Personal demeanour i.e. approachable, polite and friendly									AT	/7	/7
	Introduced self to the customer during the first interaction					Body language i.e. smiles appropriately				#	Galley Organisation	D3	D4	P	FBT	/0	/0
						Body language i.e. appropriate eye contact								GO	/0	/0	
	Ensured customers were familiar with the seat area					Body language i.e. maintained appropriate posture while in the cabin				#	Service Phrases	D3	D4	P	SP	/1	/1
	Advised customers of the menu location in their seat area					Welcomed back high value customers					Used polite/appropriate service phrases						
	Provided the customer with an outline of meal services available on the flight					Customers were informed of the service to follow											
	Customers were advised of the blanket, headset, socks, eye shades and water bottle location																
	Used open hand gestures to indicate contents of the seat area																

After take off

After take off
drink – Final
section of the
Matrix

Day 3 - Tuesday



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Selling
Techniques

Duty Free
Hand Held
Computers

A380
Lounge

A380
Business
Class

Lunch
Assessment



Selling Techniques

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During this session the following topics will be covered:

- Branding
- Onboard Exclusives
- Top selling items
- Top selling cabin crew
- Duty Free magazine
- Fragrances
- Selling techniques
- Cart displays
- Selling exercise
- Emirates High Street



Hand Held Computers

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During this session the following topics will be covered:

- Duty Free pouch collection
- Cart locations
- Cart contents
- Hand held computer components
- Logging on
- Making sales
- Protecting commission
- Logging off
- Last minute sales
- Closing duty free
- Duty free bar paperwork



To prepare for this session read A380 Cabin Crew Service Manual Duty Free Section

A380 lounge



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During this session the following topics will be covered:

- My Retreat
- UR1A role and responsibilities
 - Pre departure duties
 - Lounge equipment
 - Lounge set up after take off
 - Lounge shelves
 - Jeddah lounge set up
 - Lounge lighting / cabin ambiance
 - Customer interaction
 - Work area / hygiene
 - Bistro bites / Rise and Shine / Hot Items
 - Cocktails / Responsible service of alcohol
 - Pre and post landing duties



To prepare for this session read A380 Cabin Crew Service Manual / Lounge Section

A380 Business Class



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During this session the following topics will be covered:

- Roles and responsibilities of the A380 Business Class Crew
 - UL2 & UL3, UR2 & UR3, ML4A & MR4A in the cabin
 - UR1A the Lounge Attendant
 - ML3A in the Galley Operator
 - Duty Free position ML4A



Lunch Practical

Home

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During this session you will be assessed on the following:

- Lunch/Dinner Cat 4 /5
 - Attentiveness
 - Customer interaction
 - Food and beverage knowledge
 - Service phrases
 - Service skills
 - Galley organisation



For full assessment details refer to Lunch Practical Assessment Form:

Lunch
Practical
Assessment
Form

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CREW MEMBER 1:																	
WELCOME ON BOARD															Lunch/Dinner		
															1st	2nd	
#	Service Skills	D3	D4	P	#	Attentiveness	D3	D4	P	#	Food & Beverage Terminology	D3	D4	P	SS		
	Appropriately greeted/welcome the customer by name					Personal demeanour i.e. approachable, polite and friendly									AT	/7	/7
						Body language i.e. smiles appropriately				#	Galley Organisation	D3	D4	P	FBT	/0	/0
	Introduced self to the customer during the first interaction					Body language i.e. appropriate eye contact									GO	/0	/0
	Ensured customers were familiar with the seat area					Body language i.e. maintained appropriate posture while in the cabin				#	Service Phrases	D3	D4	P	SP	/1	/1
	Advised customers of the menu location in their seat area					Welcomed back high value customers					Used polite/appropriate service phrases						
	Provided the customer with an outline of meal services available on the flight					Customers were informed of the service to follow											
	Customers were advised of the blanket, headset, socks, eye shades and water bottle location																
	Used open hand gestures to indicate contents of the seat area																

Welcome

Welcome Service – Final clearance Matrix

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Practical
Assessment
Brief

Practical
Assessment



Practical Assessment Brief



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During this session the following topics will be covered:

- Outline of the assessment expectations
 - Teamwork
 - Time management
 - Customer interaction
 - Attention to detail
- Allocation of duties and roles during assessment
- Customer brief

Lunch
Practical
Assessment
Form



Practical Assessment

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During this session you will be assessed from Boarding to Final Clearance of the Lunch service Category 4/5 :

The assessment will focus on the following areas:

- Attentiveness
- Customer interaction
- Food and beverage knowledge
- Service phrases
- Service skills
- Galley organisation

For full details of the assessment refer to Lunch Practical Assessment Form:

Lunch
Practical
Assessment
Form

Day 5 - Thursday



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Service
Differences
Theory

Service
Difference
Practical

Customer
Journey

Final
Feedback

Certificate
Presentation



Service Differences Theory

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During this session the following topics will be covered:

- Culture awareness
- Route specific service differences
 - Japan
 - India
 - China
 - Korea
- Catering differences
 - UK Cheese
 - Chicken Schnitzel
- Serving the Flight Crew
- Flight categories
- Breakfast / lunch / dinner
 - Continental breakfast
 - Good morning breakfast



To prepare for this session read the Cabin Crew Service Manual Business Class / Service Differences

Service Differences Practical

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During this session the following topics will be covered:

- Delivery of the Continental Breakfast
- Role play of various customer scenarios
- We Care Business Class
 - Cleanliness
 - Customer Care
 - Refreshments
- Delivery of Light bites



To prepare for this session read the Cabin Crew Service Manual Business Class / Service Differences.

Customer Journey



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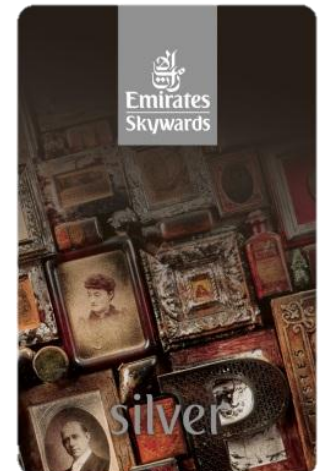
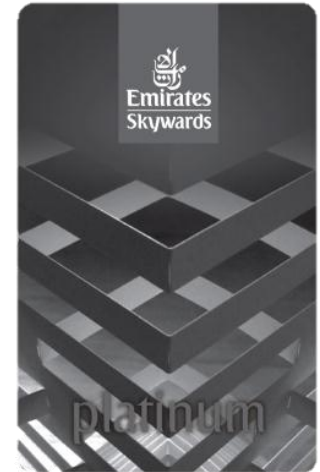
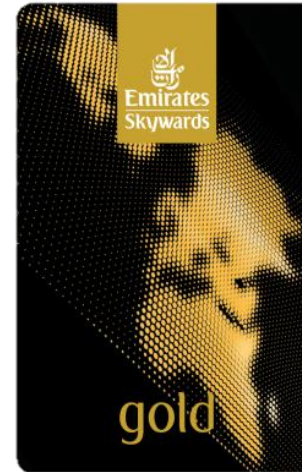
Day 3

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During this session the following topics will be covered:

- Pre landing duties
- Post landing duties
- The Business Class customers journey:
 - Disembarking
 - Transfers / transit
 - At the airport
 - Chauffeur
 - Customer feedback
- Loyalty
 - iO
 - Skywards / Qantas



Final Feedback

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During this session the following topics will be covered:

- Individual feedback
- Review of Personal Development Plan
- Collection of Course and Trainer feedback forms

Self
Assessment
Form

Confidential
Report

Certificate Presentation



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During this session the following topics will be covered:

- Business Class Cabin Crew managers message
- Presentation of Certificates
- Promotion to Grade 1

