

Programme Name / Nama Program	Professional Certificate in Advanced Preparatory Cabin Crew and Certificate in English for Airline Customer Service
Consultant Name / Nama Konsultan	Bakavion Sdn.Bhd.
Address/ Alamat	A6-07, Kelana Square, Jalan SS7/26, 47301 Petaling Jaya, Selangor
Duration / Tempoh Pengajian	3 Months
Fees/ Yuran Program	RM 3000

CURRICULUM STRUCTURE

NO	MODULE/ COURSE
1.	Introduction to the Airline Industry
2.	Airline History
3.	Cabin Crew Career
4.	Grooming and Deportment
5.	Customer Service
6.	Food and Beverages
7.	General Knowledge
8.	Interview Skills and Techniques
9.	Airport and Airlines
10.	Conversational Skills
11.	Customer Service English
12.	Health and Medical Issues
13.	Safety and Emergencies Layover
14.	Layover
15.	Getting the Job

Programme Coordinator:

Shahruz Fezany Mohd Nazri
Tel: 03-2773 2554
Email: fezany@meteor.com.my