

COURSE TITLE	CABIN CREW MANAGEMENT & AIRLINES CATERING
COURSE CODE	04MB0223
COURSE CREDITS	4

Course Outcomes: After completion of this course, student will be able to:

- 1 Analyze aircraft types, cabin crew duties, and catering services to ensure a seamless passenger experience in aviation
- 2 Demonstrate proficiency in regulatory compliance, crew resource management, and handling on-board emergencies for passenger and crew safety.
- 3 Apply knowledge of the flight catering industry, passenger behavior, and roles of airlines, caterers, and suppliers in delivering quality inflight meals.
- 4 Evaluate menu planning processes, food product strategies, and supply chain management to enhance inflight dining experiences for passengers.
- 5 Synthesize information on aircraft operations, regulatory requirements, catering industry trends, and menu planning strategies to optimize cabin crew operations and passenger satisfaction in aviation.

Pre-requisite of course: Understanding of the aviation industry and airline operations. Familiarity with basic aviation terminology.

Teaching and Examination Scheme

Theory Hours	Tutorial Hours	Practical Hours	ESE	IA	CSE	Viva	Term Work
4	0	0	50	30	20	0	0

Contents : Unit	Topics	Contact Hours
1	<p>Introduction To Aircraft, Cabin Crew Duties, Catering – An Insight</p> <ul style="list-style-type: none"> Types of Passenger Aircrafts, Aircraft Interiors & Exteriors, Theory of Flight: Understanding the different types of aircraft, their interiors, exteriors, and the principles of flight. Documentation, Protocol & FDTL: Familiarizing with documentation procedures, protocols, and Flight Duty Time Limitations (FDTL). Passenger Profiling/Special Handling Passenger/In-flight Discipline, Domestic & International Airlines- Crew Management: Managing passenger profiles, special requirements, in-flight discipline, and crew responsibilities in domestic and international airlines. Pre-flight, On Board & Post Flight Duties, Announcements, Equipment (Cutlery, Crockery, Glassware), Meals & Meal Courses: Responsibilities before, during, and after flights, making announcements, handling equipment, and serving meals. Beverages (Alcoholic & Non-alcoholic), Cocktails, Mocktails, Special Meals & Meal Codes, Class of Service, Documentation: Managing beverage service, special meal requests, service standards, and documentation. 	15
2	<p>Regulatory Requirements & Dangerous Goods Regulation, On-Board Emergencies, Crew Resource Management</p> <ul style="list-style-type: none"> Aircraft Rules, Civil Aviation Requirements, Classification of Dangerous Goods, Exceptions & Carriage Policy, Safety Equipment: Understanding aviation regulations, dangerous goods classification, safety protocols, and equipment. First Aid & Medical Emergencies, Fire, Depressurization & Turbulence: Handling medical emergencies, firefighting, depressurization, and turbulence situations. Prepared & Unprepared Emergencies (Crash Landing & Ditching): Procedures for emergency situations like crash landings and ditching. Anti-Terrorism, Hijack & Bomb Threat, Situational Awareness, Communication, Teamwork & Decision Making, Practice Sessions: Dealing with terrorism threats, hijack situations, and enhancing situational awareness, communication, teamwork, and decision-making skills through practice sessions. 	15
3	<p>Introduction to Flight Catering Industry, Passenger Appetite & Behavior</p> <ul style="list-style-type: none"> Introduction, Pioneer Years of In-flight Food Service, Intercontinental Travel, Mass Passenger Travel, the Flight Catering System, Issues & Trends, Conclusion: Overview of the evolution of in-flight food service, catering systems, and current trends. Airline Caterer Contracts, Role of Customer, Role of Caterers, Role of Airlines, Role of Suppliers: Understanding the contractual relationships among airlines, caterers, customers, and suppliers. Food Acceptance, Effects of Specific Foods on Mood and Behavior, Cabin Environment Effect on Taste & Smell: Exploring the impact of food on passenger mood and behavior, and how the cabin environment affects taste and smell perceptions. 	15

Contents : Unit	Topics	Contact Hours
4	Menu Planning & Food Product Strategies & Supply Chain • Introduction, The Menu Planning Process: Planning and designing menus for in-flight catering. • Special Meals, Crew Meals, Menu Cycles: Handling special meal requests, crew meals, and creating menu cycles. • Importance of Supply Chain And Effective Management of Inventory: Understanding the supply chain dynamics and managing inventory effectively in flight catering operations.	15
Total Hours		60

Textbook :

- 1 Airline “Cabin Crew” Training Manual , Emmy Arsonval Maniriho, Notion Press, 2018
- 2 The Wright Brothers, David Mccullough, Simon & Schuster, 2019

References:

- 1 Strategic Airport Planning- , Strategic Airport Planning- , Robert E. Caves & Geoffrey D. Gosling, Elsevier Science Ltd., 2022

Suggested Theory Distribution:

The suggested theory distribution as per Bloom’s taxonomy is as follows. This distribution serves as guidelines for teachers and students to achieve effective teaching-learning process

Distribution of Theory for course delivery					
Remember / Knowledge	Understand	Apply	Analyze	Evaluate	Higher order Thinking / Creative
10.00	10.00	20.00	20.00	20.00	20.00

Instructional Method:

- 1 Classroom Teaching, Power Point Presentation, Expert Sessions