

# Corporate Cabin Attendant Training

*Comprehensive Training for Professional Cabin Attendants and Cabin Crewmembers*





# Experienced Instructors, Superior Training Technology

*FlightSafety International delivers the in-depth, professional cabin attendant training you'd expect from the world leader in aviation training. Some of the industry's most experienced instructors lead courses at Learning Centers in Long Beach, California; Paris-Le Bourget, France; Savannah, Georgia; and Teterboro, New Jersey. Initial and recurrent training provide a combination of interactive classroom instruction and hands-on experience, producing crewmembers who confidently demonstrate proficiency in every aspect of their responsibilities.*

## **Technologically Enhanced Training**

Through scenario-based exercises in the classroom and in specialized training devices, cabin attendants acquire the knowledge and skills necessary to efficiently manage any situation, routine or emergency. Full-scale corporate cabin trainers – with smoke and audio capabilities – simulate a lifelike cabin environment, providing optimum conditions for integrated safety and service training scenarios. These trainers include FAA-accepted emergency exits and other interior features specific to many popular business jets.

Cabin attendants gain valuable firefighting experience in an aircraft-cabin fire trainer, a fuselage-shaped structure designed to place participants in a setting that replicates the confined space of the aircraft and the intense challenges associated with fire and smoke in the cabin.

We conduct water landing and sea survival training in a swimming pool, using life vests and rafts similar to those typically installed on corporate jets.

# Cabin Attendant Training Curriculum

We design our training courses to cultivate cabin-crew skills, productivity and proficiency for both safety and service-related tasks.

- **Initial** – For those new to corporate aviation or who are serving under a specific operational part, this five-day course prepares you to reach your full potential as a trained cabin professional, confidently providing safe and pleasant cabin experiences for the passengers.
- **Recurrent** – An interactive two-day scenario-based review of the curriculum segments explored in initial training, recurrent training validates your current knowledge, strengthens your confidence and exposes you to the latest in protocol and information.

*A FlightSafety corporate cabin trainer presents aircraft cabin safety features at full scale.*





## General Emergency Training

FlightSafety's General Emergency Training provides corporate flight crewmembers with the knowledge and procedures to handle emergency situations. General emergency drills instruct crewmembers and passengers in the actual use of emergency equipment such as window and door exits, fire extinguishers, oxygen equipment, life vests and life rafts. This training is also available onsite at your facility.

## eLearning Crew Emergency Training

Learn aviation emergency best practices on your own time and at your own pace. Training focuses on CRM procedures and communication in an emergency situation, procedures to handle different types of emergencies, and the fundamentals of survival during an evacuation. Modules include crewmember incapacitation, severe turbulence, security threats, decompression, causes and proper responses to onboard fire, land and water survival techniques and more.

## Executive Emergency Training

This customized training course for frequent passengers typically is taught offsite but is available at any FlightSafety training facility. The program can be tailored to your company's requirements, focusing on your specific aircraft and equipment.



## TTT Cabin Systems Training

FlightSafety's Gulfstream Cabin Systems Training – available for G650, G280 and G450/G550 Elite Cabins – provides maintenance technicians, corporate flight attendants and pilots with in-depth instruction on the features and operation of Gulfstream advanced-technology cabins. Interactive, practical training features FlightSafety-developed DeskTop Simulators, aircraft-specific touch-screen Emulators and Gulfstream's Cabin Control application. In conjunction with Satcom Direct, we provide demonstrations on the Rosen Blu-ray player, the multifunction printer and phone calls using the iPhone handsets\*.

## G500/G550 Evacuation Crewmember Training\*\*

- **Initial** – This requirement can be accomplished as part of a Corporate Cabin Attendant Initial, Recurrent or General Emergency Training Event. To complete your FAA certification requirements, please review your aircraft-specific cabin familiarization DVD and document your review.
- **Recurrent** – This course meets most of the recurrent FAA requirements for the G500/G550 evacuation crewmember. To complete your FAA recurrent certification requirements, please review your aircraft-specific cabin familiarization DVD and document your review.

## Corporate Cabin Service

While food safety is an integral part of this curriculum, the focus here is on food service, teaching the skills you need to create an atmosphere conducive to fine in-flight dining experiences. This course covers proper food handling, storage and preparation, and includes modules on plating and garnishing, domestic and international catering and menu planning.



\*Satcom Direct training is not available at all training locations.

\*\*Not available at all Learning Centers.

### **The Corporate School of Etiquette's Culinary Arts Course**

The Corporate School of Etiquette's Culinary Arts Course is a one of a kind hands-on course designed to provide the exemplary culinary skills for successful and unique cabin service. The chef instructor expands your knowledge of knife skills, plate presentation, cooking techniques and new culinary trends and cuisines that provide a superior level of skills to enhance your career in corporate aviation. The Culinary Arts Course can be tailored to meet specific flight department service standards and requirements.

### **MedAire Managing In-flight Illness, Injury**

Minutes count when illness or injury strikes. In flight, the cabin attendant becomes the emergency first responder. Be prepared to recognize and stabilize nearly any onboard medical incident with initial and recurrent training from MedAire. Training begins with eLearning modules taken at your convenience, followed by training at a FlightSafety Learning Center in Dallas/Fort Worth, Long Beach, Paris-Le Bourget, Savannah or Teterboro. Keep your skills sharp and your knowledge up to date with periodic recurrent training – recommended annually.



### **IS-BAO and Other SMS Programs**

Many FlightSafety training programs help meet Safety Management Systems requirements, including those of IS-BAO (International Standard for Business Aircraft Operations).

### **Event-Based Convenience**

FlightSafety Cabin Attendant Training can be included under our Event-Based Maintenance Training Program, ensuring maximum planning and budget benefits. Ask your FlightSafety training representative for details.



**FAA-APPROVED TRAINING** FlightSafety's training programs for corporate aircraft crews are designed for 14 CFR Part 91 operators but are taught at the Part 135 level of responsibility. Modification to meet the requirements of other regulatory authorities or operational parts is available.

- Aircraft Exits and Systems
- Applicable Regulations
- Aviation Orientation and Terminology
- Aviation Weather
- Surface Contamination
- Business Protocol
- Corporate Cabin Service
- Crew Resource Management
- Decompression and High-Altitude Physiology
- Ditching, Evacuation and Firefighting Drills
- Survival Equipment
- Ditching/Water Landing
- Emergency Equipment
- Firefighting Procedures
- Hazardous Material Recognition
- Hijacking and Security
- Illness and Injury
- Passenger Safety Briefing
- Previous Aircraft Accidents/Incidents
- Principles of Evacuation
- Routine Crewmember Duties and Procedures
- Service Procedures and Safe Food Handling
- Time Conversions
- Weather Conditions



# Corporate Cabin Attendant Initial

<b>COURSE CURRICULUM – 4.5 DAYS</b>			
<b>COURSE MODULE</b>	<b>HOURS</b>	<b>COURSE MODULE (continued)</b>	<b>HOURS</b>
Aircraft Fires and Firefighting	1.50	Hijacking and Security	1.00
Aviation Orientation and Terminology	0.50	Illness and Injury	2.00
Aviation Weather/Surface Contamination	1.00	Passenger and Safety Briefing	1.00
Crew Resource Management (CRM)	1.00	Time Conversion	0.25
Code of Federal Regulations	1.25	<b>Total Ground School Training Hours</b>	<b>24.50</b>
Corporate Cabin Service	6.00	Review and Exam	0.50
Crewmember Duties	2.50	Firefighting Drills	1.50
Decompression and High-Altitude Physiology	1.50	Evacuation Scenario Drills	8.00
Ditching and Survival Equipment	1.50	Sea Survival Drills	1.50
Emergency Equipment	1.00	<b>Total Drill Hours</b>	<b>11.50</b>
Evacuation Procedures	1.50	<b>TOTAL HOURS</b>	<b>36.00</b>
HAZMAT (Will Not Carry)	1.00		

(continued on next page)

**Course Dates – For course dates, please visit our website at [flightsafety.com](http://flightsafety.com) or contact any of the Learning Centers listed below.**

**Long Beach, California**

800.487.7670 • 562.938.0100  
 fax 562.938.0110  
[longbeach@flightsafety.com](mailto:longbeach@flightsafety.com)

**Savannah, Georgia**

800.625.9369 • 912.644.1000  
 fax 912.644.1096  
[savannah@flightsafety.com](mailto:savannah@flightsafety.com)

**Teterboro, New Jersey**

800.827.8058 • 201.528.0100  
 fax 201.528.0101  
[teterboro@flightsafety.com](mailto:teterboro@flightsafety.com)



# Corporate Cabin Attendant Initial

## COURSE CURRICULUM – 4.5 DAYS

(continued from previous page)

**Course Description** – Corporate Cabin Attendant Initial is an interactive scenario-based overview of FAA training requirements taught at the Part 135 level of responsibility. Course reviews anticipated and unanticipated scenario drills, firefighting, sea survival, food preparation, food plating, garnishing, serving and safe food handling. This course can be taught at our Learning Centers or taught at your facility.

**Approvals and Limitations** – Meets minimum recommendations for ICAO and IS-BAO certification. Meets many of the regulatory requirements for FAA Part 135.331.

This course can be modified to meet the requirements of other regulatory authorities or operational parts. Training is approved under Part 142 Training Certificate

**Course Dates – For course dates, please visit our website at [flightsafety.com](http://flightsafety.com) or contact any of the Learning Centers listed below.**

### Long Beach, California

800.487.7670 • 562.938.0100  
fax 562.938.0110  
[longbeach@flightsafety.com](mailto:longbeach@flightsafety.com)

### Savannah, Georgia

800.625.9369 • 912.644.1000  
fax 912.644.1096  
[savannah@flightsafety.com](mailto:savannah@flightsafety.com)

### Teterboro, New Jersey

800.827.8058 • 201.528.0100  
fax 201.528.0101  
[teterboro@flightsafety.com](mailto:teterboro@flightsafety.com)

# Corporate Cabin Attendant Recurrent

COURSE CURRICULUM – 2 DAYS			
COURSE MODULE	HOURS	COURSE MODULE (continued)	HOURS
Aircraft Fires and Firefighting	0.75	Illness and Injury	1.00
Surface Contamination	0.50	<b>Total Ground School Training Hours</b>	<b>7.50</b>
Crew Resource Management (CRM)	0.75	Review and Exam	0.50
Decompression and High-Altitude Physiology	1.00	Evacuation Scenario Drills	4.50
Ditching and Survival Equipment	0.50	Firefighting Drills	1.00
Emergency Equipment	0.50	Sea Survival Drills (optional)	2.00
Evacuation Procedures	1.00	<b>Total Drill Hours</b>	<b>8.00</b>
HAZMAT (Will Not Carry)	0.50	<b>TOTAL HOURS</b>	<b>15.50</b>
Hijacking and Security	1.00		

**Course Description** – The Corporate Flight Attendant Recurrent is an interactive, scenario-based overview of FAA training requirements. Modification to meet the requirements of other regulatory authorities or operational parts is available.

This course can be taught at our Learning Centers or onsite at your facility.

**Approvals and Limitations** – Meets minimum recommendations for ICAO and IS-BAO certification. Meets many of the regulatory requirements for FAA Part 135.331. Training is approved under Part 142 Training Certificate. This course can be modified to meet the requirements of other regulatory authorities or operational parts.

**Course Dates – For course dates, please visit our website at [flightsafety.com](http://flightsafety.com) or contact any of the Learning Centers listed below.**

### Long Beach, California

800.487.7670 • 562.938.0100  
 fax 562.938.0110  
[longbeach@flightsafety.com](mailto:longbeach@flightsafety.com)

### Savannah, Georgia

800.625.9369 • 912.644.1000  
 fax 912.644.1096  
[savannah@flightsafety.com](mailto:savannah@flightsafety.com)

### Teterboro, New Jersey

800.827.8058 • 201.528.0100  
 fax 201.528.0101  
[teterboro@flightsafety.com](mailto:teterboro@flightsafety.com)

# Corporate Cabin Service

## COURSE CURRICULUM – 5.5 HOURS

COURSE MODULE	HOURS
Business Etiquette and Protocol	0.50
Catering (Domestic and International)	1.00
Cultural Awareness	0.50
Food Preparation	1.00
Food Presentation	1.00
Menu Planning	0.50
Safe Food Handling	0.50
Safe Food Storage (on aircraft)	0.50
<b>TOTAL HOURS</b>	<b>5.50</b>

**Course Description** – The Corporate Cabin Service course expands the knowledge of in-flight service procedures, proper techniques in food handling, and service in the corporate aircraft environment.

This program can be tailored to specific company requests (i.e. cultural and religious awareness).

## Course Dates – For course dates, please visit our website at [flightsafety.com](http://flightsafety.com) or contact any of the Learning Centers listed below.

### Long Beach, California

800.487.7670 • 562.938.0100  
 fax 562.938.0110  
[longbeach@flightsafety.com](mailto:longbeach@flightsafety.com)

### Savannah, Georgia

800.625.9369 • 912.644.1000  
 fax 912.644.1096  
[savannah@flightsafety.com](mailto:savannah@flightsafety.com)

### Teterboro, New Jersey

800.827.8058 • 201.528.0100  
 fax 201.528.0101  
[teterboro@flightsafety.com](mailto:teterboro@flightsafety.com)

# Corporate ServSafe® Food Protection Manager Certification

## COURSE CURRICULUM – 1 DAY

COURSE MODULE	HOURS
The Food Safety Challenge	
The Flow of Food Through Operation	
Food Safety Management Systems, Facilities and Pest Management	
Food Safety Regulations and Employee Training	
<b>Total Training Hours</b>	<b>6.00</b>
Review and Exam	2.00
<b>TOTAL HOURS</b>	<b>8.00</b>

**Course Description** – The ServSafe program is recognized and accepted by more federal, state and local jurisdictions than any other food safety program. It is a nationally recognized and accredited certification safe food handling course by the American National Standards Institute (ANSI) – Conference for Food Protection.

Optional online training is also available by contacting the ServSafe website; however, the exam must be proctored by a ServSafe food safety instructor or proctor (available at FlightSafety).

Course also available in Spanish, French and German.

Pre-study of the ServSafe Essentials Workbook is required and can be obtained by contacting [www.ServSafe.com](http://www.ServSafe.com). Copies may also be purchased at the Learning Center for pre-study review. Instructor-led 8-hour courses are available weekly.

**Course Dates – For course dates, please visit our website at [flightsafety.com](http://flightsafety.com) or contact the Learning Center listed below.**

### Teterboro, New Jersey

800.827.8058 • 201.528.0100

fax 201.528.0101

[teterboro@flightsafety.com](mailto:teterboro@flightsafety.com)



# Five-Star Cabin Service

## COURSE CURRICULUM – 3 HOURS

### COURSE MODULE

The course elements will vary depending on Customers' needs, but will be drawn from the list below:

Business Etiquette and Protocol	Cultural Awareness
Galley Organization and Utilization	Menu Creation
Purchasing and Catering	Plating and Presentation
Elements of Cabin Luxury	In-Flight Berthing and Bedding

**Course Description** – The corporate Cabin Service course expands the knowledge of In-Flight Service Procedures taught by professionals in the service and culinary industry. Proper techniques in food handling and service in the corporate aircraft environment will be covered. This program can be tailored to specific company requests (i.e. cultural and religious awareness).

**This course is available with a minimum of 3 attendees per class. Please contact the Learning Center listed below for more details.**

**Course Dates – For course dates, please visit our website at [flightsafety.com](http://flightsafety.com) or contact the Learning Center listed below.**

#### **Teterboro, New Jersey**

800.827.8058 • 201.528.0100

fax 201.528.0101

[teterboro@flightsafety.com](mailto:teterboro@flightsafety.com)

# Gulfstream G350/G450/G500/G550 On-Site Flight Crew Cabin Communications

## COURSE CURRICULUM – 5 HOURS

COURSE MODULE	HOURS	COURSE MODULE (continued)	HOURS
<b>Module 1</b>		<b>Module 2</b>	
Cabin Communication Overview	0.50	MCDU SATCOM Interface – Pilots	1.00
MagnaStar/Aircell Handset Operation	0.50	<b>Total Ground School Training Hours</b>	<b>4.50</b>
Honeywell SATCOM Operation	0.50	Welcome/Course Introduction	0.50
Airshow Operation	0.50	<b>TOTAL HOURS</b>	<b>5.00</b>
Local Area Network Operation	1.50		

This course is designed to meet the training requirements of corporate pilots and cabin attendants. This On-Site Flight Crew Cabin Communications course is designed to provide “on-aircraft” familiarization and operational understanding of the Cabin Communication System. Working closely with Gulfstream, we will tailor the course to your aircraft specifications and your training requirements.

The On-Site Flight Crew Cabin Communication Course provides the Customer a unique mixture of system description and system operation, combined with actual “hands-on” equipment training on the Customer’s aircraft.

The following systems will be covered:

- **In-Flight Telephone Communication:** MagnaStar, print, fax, copy and scanning
- **Satellite Voice Communication:** Honeywell MCS-7000 and Aircell Axxess II
- **Rockwell Collins Airshow**
- **Local Area Network Interface:** Wireless LAN operation, Blackberry configuration, laptop configuration and Voice-Over IP Operation (VoIP)

This course is designed to include the Principle, Principle’s business associates and/or family. Requires a maximum of 4 clients per class.

**Course Dates – For course dates, please visit our website at [flightsafety.com](http://flightsafety.com) or contact the Learning Center listed below.**

### Savannah, Georgia

800.625.9369 • 912.644.1000

fax 912.644.1096

[savannah@flightsafety.com](mailto:savannah@flightsafety.com)

# Gulfstream G350/G450/G500/G550 On-Site Flight Crew Cabin Management

## COURSE CURRICULUM – 6 HOURS

COURSE MODULE	HOURS	COURSE MODULE (continued)	HOURS
<b>Module 1</b>		<b>Module 2</b>	
Cabin Management Overview	0.50	Water and Waste System Description and Operation	2.00
Audio and Video Operation	1.50	<b>Total Ground School Training Hours</b>	<b>5.50</b>
Remote Control Operation	0.50	Welcome/Course Introduction	0.50
Cabin Control and Operation	1.00	<b>TOTAL HOURS</b>	<b>6.00</b>

This course is designed to meet the training requirements of corporate pilots and cabin attendants. The On-Site Flight Crew Cabin Management Course is designed to provide “on-aircraft” familiarization and operational understanding of the Cabin Management System. Working closely with Gulfstream, we will tailor the course to your aircraft specifications and your training requirements.

The Flight Crew Cabin Management Course provides the Customer a unique mixture of system description and system interfaces combined with actual training on the Customer’s aircraft. The following systems will be covered:

- **Audio:** Control of distributed audio from sources such as: CD, DVD and PEDs such as iPods.

- **Video:** Control of distributed video from such sources as: DVDs, external cameras, Airshow, satellite TV, auxiliary input for various portable sources, such as video game machines and laptop computers for PowerPoint presentation.
- **Remote Control Operation, Pronto and MX3000**
- **Cabin Control and Operation:** Operation of galley switch panel, mechanical, touch screen and operation of interior lighting, shades, temperature control
- **Potable Water System Operation**
- **Vacuum Toilet Operation**
- **Fault Isolation** and an understanding of what maintenance requires in properly troubleshooting an intermittent failure.

**Course Dates – For course dates, please visit our website at [flightsafety.com](http://flightsafety.com) or contact the Learning Center listed below.**

### Savannah, Georgia

800.625.9369 • 912.644.1000

fax 912.644.1096

[savannah@flightsafety.com](mailto:savannah@flightsafety.com)

# Corporate Cabin Crew Initial – Paris

## COURSE CURRICULUM – 4 DAYS

COURSE MODULE	HOURS	MODULE DESCRIPTIONS
In-Flight Procedures	5.00	Food presentation, wine and champagne services, service and protocol, catering order and flight organization, cabin crew duties and pre-flight safety checklist.
Simulated Flight	5.00	Flight scenario and galley loading, cabin service.
Crew Emergency Training	16.00	Ground school, cabin crew safety briefing, Crew Resource Management scenario, emergency equipment handling, crew coordination and communication, pilot checklists (abnormal and emergency), forced landing and ditching, evacuation planned and unplanned, survival.
Fire and Water Drills	3.00	Cabin preparation and passengers instruction, flight and cabin crew communication, emergency exits drills.
First Aid	4.00	Onboard medical emergencies, recovery position, cardiopulmonary resuscitation, defibrillator.
<b>Total Ground School Training Hours</b>	<b>33.00</b>	
Final Exam	1.00	
<b>TOTAL HOURS</b>	<b>34.00</b>	

**Course Dates – For course dates, please visit our website at [flightsafety.com](http://flightsafety.com) or contact the Learning Center listed below.**

### Paris Le-Bourget, France

+33.1.49.92.1919

fax +33.1.49.92.1266

[paris@flightsafety.com](mailto:paris@flightsafety.com)

**Off-Site Recurrent training is available.** Please call the Learning Center for details.

### Approvals –

**CAA-Russian Federation:** Gulfstream GIV, GV, G450, G550  
Embraer 135, Embraer Legacy BJ,  
Embraer 145

### EASA:

Falcon series



FlightSafety International is the world's premier professional aviation training company and supplier of flight simulators, visual systems and displays to commercial, government and military organizations. The company provides more than a million hours of training each year to pilots, technicians and other aviation professionals from 167 countries and independent territories. FlightSafety operates the world's largest fleet of advanced full flight simulators at Learning Centers and training locations in the United States, Australia, Brazil, Canada, China, France, Japan, Norway, Singapore, South Africa, the Netherlands and the United Kingdom.

We deliver customized training on request. Note that equipment, courses and locations are subject to change without notice. For more information or to schedule your training, please contact:

Long Beach Learning Center  
4330 E. Donald Douglas Drive  
Long Beach, CA 90808  
562.938.0100  
800.487.7670

Paris-Le Bourget Learning Center  
1300 Avenue de l'Europe  
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Le Bourget, Paris, 93352, France  
+33.1.49.92.1919

Savannah Learning Center  
301 Robert B. Miller Road  
Savannah, GA 31402  
912.644.1000  
800.625.9369

Teterboro Learning Center  
100 Moonachie Ave.  
Moonachie, NJ 07074  
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800.827.8058