

Gurukul Educational And Research Institute

SHIKSHA SANKUL, SAHASTRADHARA ROAD, NEARBY IT PARK,
DEHRADUN, UTTARAKHAND PIN CODE - 248013



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Diploma in Cabin Crew Training

Duration

- **1 Year Diploma**
OR
- **6 Months Fast Track Program**

Eligibility

- 10+2 (Any Stream)
- Minimum Age: 17-18 Years
- Good Communication Skills
- Basic English Knowledge

Course Subjects

1. Introduction to Aviation Industry

- History of Aviation
- Airline Operations
- Types of Aircraft
- Airport Terminology

2. Cabin Crew Duties & Responsibilities

- Pre-flight Preparation
- In-flight Announcements
- Passenger Handling
- Post-flight Duties

3. Aviation Safety & Emergency Procedures

- Aircraft Safety Equipment
- Fire Fighting Techniques
- Evacuation Procedures
- First Aid & CPR
- Survival Training



4. Communication Skills

- Spoken English
- Voice & Accent Training
- Public Speaking
- Interview Preparation

5. Grooming & Personality Development

- Personal Hygiene
- Professional Appearance
- Body Language
- Confidence Building

6. Customer Service Management

- Passenger Psychology
- Handling Difficult Passengers
- Service Excellence
- Hospitality Standards

7. International Travel Knowledge

- Geography for Cabin Crew
- Time Zones
- Visa & Immigration Basics
- Cultural Awareness

8. Airport Ground Operations (Basic) पति: अस्ति

- Check-in Process
- Boarding Procedures
- Baggage Handling

Examination Pattern

- Written Examination
- Practical Training
- Viva / Interview
- Grooming Assessment

Career Opportunities

- Cabin Crew (Domestic Airlines)
- International Airlines
- Ground Staff
- Airport Customer Service Executive
- Aviation Hospitality