



**STANDARD KEMAHIRAN PEKERJAAN KEBANGSAAN
(NATIONAL OCCUPATIONAL SKILLS STANDARD)**

**IN-FLIGHT SERVICES
LEVEL 3**



JPK

**JABATAN PEMBANGUNAN KEMAHIRAN
KEMENTERIAN SUMBER MANUSIA, MALAYSIA**

STANDARD PRACTICE
NATIONAL OCCUPATIONAL SKILLS STANDARD (NOSS) FOR
IN-FLIGHT SERVICES
LEVEL 3

1. INTRODUCTION

Air cabin crew is responsible for the safety and care of airline passengers and is specially trained to deal with security and emergency situations. Before passengers board, air cabin crew are informed of passengers with any special requirements. They also check safety equipment, ensure the aircraft interior is in sterile condition, cleanliness is maintained, and that all seat pockets contain the correct safety briefing card and the right number of meals and beverages are correctly catered.

Before takeoff, cabin crew welcome the passengers on the aircraft board, direct them to their seats, ensure hand luggage is stowed away safely, check all passengers are wearing seat belts and demonstrate the use of emergency equipment or screen the safety demonstration video.

During the flight, they serve passengers with food and beverages and conduct sale of merchandise. They also make in flight announcements, and ensure passengers are comfortable. In emergency situation, cabin crews are required to act promptly using the right safety equipment and procedures and ensuring passengers follow crew's instructions.

When the aircraft has landed cabin crew bid farewell to passengers, checked check the cabin for left baggage luggage and switch off galley electrics before disembarking. Finally, they will assemble at the crew centre for post flight briefing.

Pre-requisite

Based on the workshop findings, it was recommended that the minimum requirements for those interested to enrol in this course are as follows;

- Minimum SPM or equivalent
- 18 – 35 years of age
- Fluent in Bahasa Malaysia and English
- Height minimum 157cm for female and for male 165cm
- Have an arm's reach of minimum 212 cm (standing)
- Weight proportionate to height
- Normal colour vision
- Medically fit
- Clear skin complexion (no visible tattoos and scars)
- Pleasant personality

2. OCCUPATIONAL STRUCTURE

SECTOR	TRANSPORTATION
SUB SECTOR	AVIATION
AREA	IN-FLIGHT
LEVEL 5	IN-FLIGHT MANAGER
LEVEL 4	PURSER
LEVEL 3	SENIOR FLIGHT ATTENDANT
LEVEL 2	FLIGHT ATTENDANT
LEVEL 1	-

Table 1: Occupational Structure for In-Flight Services

SECTOR	TRANSPORTATION
SUB SECTOR	AVIATION
AREA	IN-FLIGHT
LEVEL 5	IN-FLIGHT MANAGEMENT
LEVEL 4	IN-FLIGHT SUPERVISION
LEVEL 3	IN-FLIGHT SERVICES
LEVEL 2	
LEVEL 1	-

Table 2: Occupational Area Structure for In-Flight Services

3. DEFINITION OF COMPETENCY LEVEL

The NOSS is developed for various occupational areas. Candidates for certification must be assessed and trained at certain levels to substantiate competencies. Below is a guideline of each NOSS Level as defined by the Department of Skills Development, Ministry of Human Resources, Malaysia.

Malaysia Skills Certificate Level 1:	Competent in performing a range of varied work activities, most of which are routine and predictable.
Malaysia Skills Certificate Level 2:	Competent in performing a significant range of varied work activities, performed in a variety of contexts. Some of the activities are non-routine and required individual responsibility and autonomy
Malaysia Skills Certificate Level 3:	Competent in performing a broad range of varied work activities, performed in a variety of contexts, most of which are complex and non-routine. There is considerable responsibility and autonomy and control or guidance of others is often required
Malaysia Skills Diploma Level 4:	Competent in performing a broad range of complex technical or professional work activities performed in a wide variety of contexts and with a substantial degree of personal responsibility and autonomy. Responsibility for the work of others and allocation of resources is often present
Malaysia Skills Advanced Diploma Level 5:	Competent in applying a significant range of fundamental principles and complex techniques across a wide and often unpredictable variety of contexts. Very substantial personal autonomy and often significant responsibility for the work of others and for the allocation of substantial resources features strongly, as do personal accountabilities for analysis, diagnosis, planning, execution and evaluation

4. MALAYSIAN SKILL CERTIFICATION

Candidates after being assessed and verified and fulfilled Malaysian Skill Certification requirements shall be awarded with Malaysia Skills Certificate (SKM) for In-Flight Services Level 3.

5. JOB COMPETENCIES

In-flight services personnel are competent in performing the following core competencies:-

- i. Pre-flight crew preparation
- ii. Pre-flight cabin inspection
- iii. Pre-flight passenger support
- iv. In-flight cabin services
- v. Flight arrival preparation
- vi. In-flight sales activities

Optionally, in-flight services personnel are competent in performing the following elective competencies:-

- i. In-flight announcement

6. WORKING CONDITIONS

In flight service personnel should be able to endure long irregular working periods subject to flight schedule which may involve overnight stay away from base. Job scope may involve bending down and the lifting, pulling or pushing of service equipment.

7. EMPLOYMENT PROSPECTS

Based on strong growth in the aviation industry, both locally and internationally, the demand for in-flight service personnel is high. They are also easily employed in tourism, hospitality and other front line customer service industries.

8. TRAINING, INDUSTRIAL RECOGNITION, OTHER QUALIFICATION AND ADVANCEMENT

As for career advancement, most competent or experienced in flight service personnel can progress to instructor, inspector, through certification. Further certification may increase their chances of career advancement to supervisory and management position

9. SOURCES OF ADDITIONAL INFORMATION

- Jabatan Penerbangan Awam Malaysia
No. 27 Persiaran Perdana
Aras 1-4 Blok Podium
62618 Putrajaya
Tel : 0388714000
Fax : 038890 1640
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Web : www.dca.gov.my
- Kementerian Pengangkutan Malaysia
Blok D5, Kompleks D,
Pusat Pentadbiran Kerajaan Persekutuan,
62616 Putrajaya.
Tel : 038000 8000
Fax : 038889 1569
Email : webmaster@mot.gov.my
Web : www.mot.gov.my
- Malaysian Airlines System Berhad (MAS)
3rd Floor Admin Building 1,
47200 Subang, Selangor.
Tel : 1 300 88 3000
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Email : enrich@malaysiaairlines.com
Web : www.malaysiaairlines.com

- Air Asia Berhad
Jalan KLIA S3, Southern Support Zone,
Kuala Lumpur International Airport,
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Tel : 0386604333
Fax : 0321719333
Email : plcomplaints@airasia.com
Web : www.airasia.com
- Berjaya Air Sdn Bhd
Berjaya Hanger, SkyPark Terminal,
Sultan Abdul Aziz Shah Airport ,
47200 Subang , Selangor .
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Web : www.berjaya-air.com

10. ACKNOWLEDGEMENT

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- MOHD NAZRI BIN ABDUL MALIK
Pengurus MASwings Sdn Bhd
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Faks : 03-92263338
Email : flyshouf@yahoo.com

**11. COMMITTEE MEMBERS FOR DEVELOPMENT OF STANDARD PRACTICE (SP),
COMPETENCY PROFILE CHART (CPC) AND COMPETENCY PROFILE (CP)**

IN-FLIGHT SERVICES - LEVEL 3

EXPERT PANEL		
1.	ERIC GODWIN SAMMY	DIRECTOR EDUFLY AVIATION ACADEMY
2.	KANAGA RAJ	DIRECTOR EDUFLY AVIATION ACADEMY
3.	STEPHEN DAVIS	DIRECTOR EDUFLY AVIATION ACADEMY
4.	JOHN BRITTO	CEO ROYAL INSTITUTION ACADEMY
5.	LATIFAH BINTI ROSLI	PENOLONG PENGARAH DEPARTMENT OF CIVIL AVIATION (DCA)
6.	SEOW YOKE HIN	ACADEMIC MANAGER EDUFLY AVIATION ACADEMY
7.	HARMAN SHAH RAHIM	CABIN CREW MALAYSIA AIRLINES
8.	SHAHRIZAL BIN SAMSUDIN	CABIN CREW MALAYSIA AIRLINES
9.	WAN FATIHAH RASMINA BINTI WAN NOR	STEWARDESS AIR ASIA X
FACILITATOR		
1.	ZULKIFLI BIN KHAMIS	CONSULTANT INTERNATIONAL ISLAMIC RESEARCH ACADEMY (I-IRA) SDN BHD
CO-FACILITATOR		
1.	NABLAN BIN YUSOFF	PRINCIPAL CONSULTANT INTERNATIONAL ISLAMIC RESEARCH ACADEMY (I-IRA) SDN BHD
2.	MONALIZA BINTI KATOMON	OPERATION MANAGER INTERNATIONAL ISLAMIC RESEARCH ACADEMY (I-IRA) SDN BHD

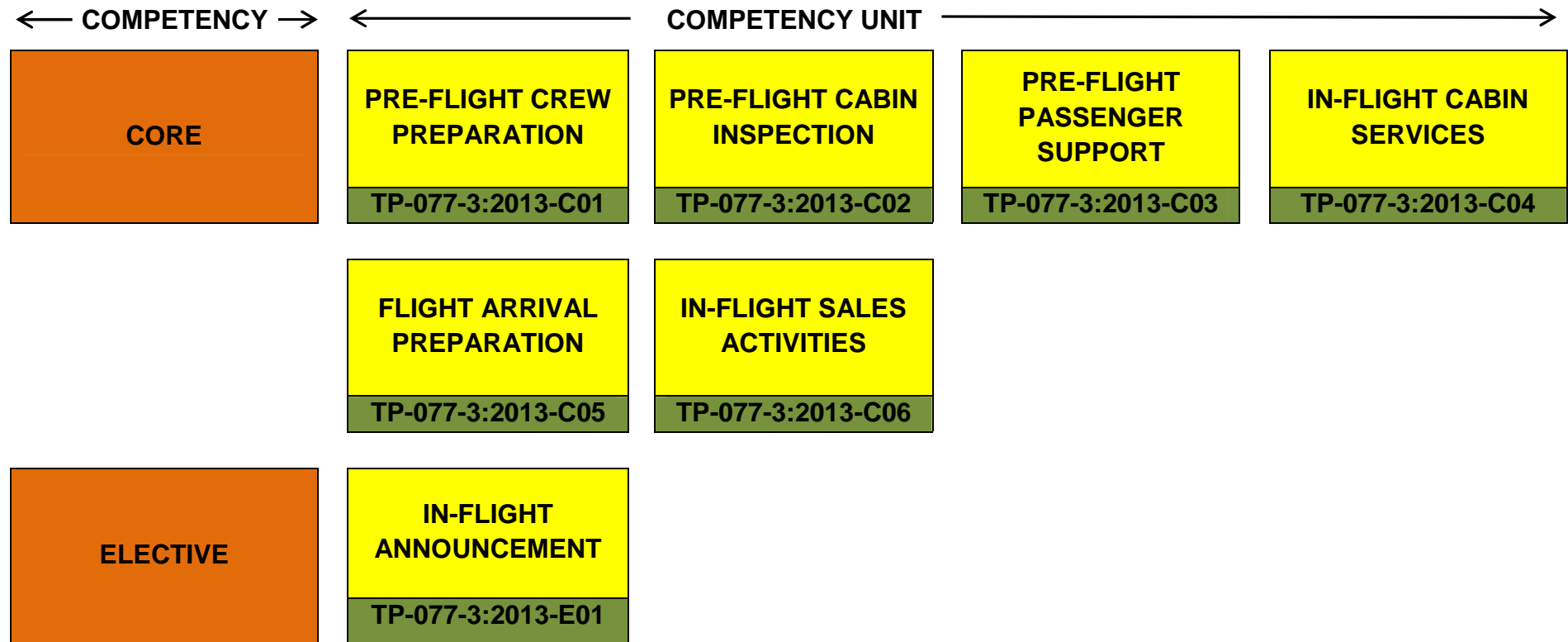
**12. COMMITTEE MEMBERS FOR DEVELOPMENT OF CURRICULUM of
COMPETENCY UNIT (CoCU)**

IN-FLIGHT SERVICES – LEVEL 3

EXPERT PANEL		
1.	ERIC GODWIN SAMMY	DIRECTOR EDUFLY AVIATION ACADEMY
2.	KANAGA RAJ	DIRECTOR EDUFLY AVIATION ACADEMY
3.	STEPHEN DAVIS	DIRECTOR EDUFLY AVIATION ACADEMY
4.	LATIFAH BINTI ROSLI	PENOLONG PENGARAH DEPARTMENT OF CIVIL AVIATION (DCA)
5.	SEOW YOKE HIN	ACADEMIC MANAGER EDUFLY AVIATION ACADEMY
6.	SHAHRIZAL BIN SAMSUDIN	CABIN CREW MALAYSIA AIRLINES
7.	ANBALAGAN ALAGASAMY	LEADING STEWARD MALAYSIA AIRLINES
8.	HARMAN SHAH RAHIM	LEADING STEWARD MALAYSIA AIRLINES
9.	SAIFUL IDHAM BIN SIJAR	LEADING STEWARD MALAYSIA AIRLINES
FACILITATOR		
1.	ZULKIFLI BIN KHAMIS	CONSULTANT INTERNATIONAL ISLAMIC RESEARCH ACADEMY (I-IRA) SDN BHD
CO-FACILITATOR		
1.	NABLAN BIN YUSOFF	PRINCIPAL CONSULTANT INTERNATIONAL ISLAMIC RESEARCH ACADEMY (I-IRA) SDN BHD
2.	MONALIZA BINTI KATOMON	OPERATION MANAGER INTERNATIONAL ISLAMIC RESEARCH ACADEMY (I-IRA) SDN BHD

COMPETENCY PROFILE CHART (CPC)

SECTOR	TRANSPORTATION		
SUB SECTOR	AVIATION		
JOB AREA	IN-FLIGHT		
NOSS TITLE	IN-FLIGHT SERVICES		
JOB LEVEL	THREE (3)	JOB AREA CODE	TP-077-3:2013



COMPETENCY PROFILE (CP)

Sub Sector	AVIATION
Job Area	IN-FLIGHT
NOSS Title	IN-FLIGHT SERVICES
Level	THREE (3)

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
1. Pre- flight crew preparation	TP-077-3: 2013-C01	<p>The CU titled describes the competency in pre-flight crew preparation.</p> <p>He or she is involved in getting attendance recorded, confirm flight details, possess valid travel documents, and board assigned aircraft to welcome passengers.</p> <p>The person who is competent in this CU shall be able carry out cabin crew</p>	<p>1. Carry out cabin crew baggage drop-off</p> <p>2. Carry out cabin crew attendance procedure</p>	<p>1.1 Crew baggage is tagged</p> <p>1.2 Crew baggage is screened</p> <p>1.3 Crew baggage is checked in at assigned check-in counter</p> <p>1.4 Crew baggage size and weight conforms to airlines policy</p> <p>2.1 Flight information folder checked</p> <p>2.2 Flight information email checked</p> <p>2.3 Flight notice board checked</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
		<p>baggage drop-off, carry out attendance procedure, and attend pre-flight briefing.</p> <p>The outcome of this competency is to ensure preparedness of cabin crew for flight in accordance with airline's Standard Operating Procedures.</p>	<p>3. Attend cabin crew pre-flight briefing</p>	<p>2.4 Flight schedule checked</p> <p>2.5 Updated roster confirmed</p> <p>2.6 Flight detail confirmed</p> <p>2.7 Compliance sheet signed</p> <p>2.8 Data keyed in to computer</p> <p>2.9 Data updated to computer or system</p> <p>2.10 Cabin crew attendance record</p> <p>3.1 Work position confirmed</p> <p>3.2 Flight information received, verified and confirmed</p> <p>3.3 Tested knowledge verified</p> <p>3.4 Grooming checked</p> <p>3.5 Mandatory documents validity checked</p> <p>3.6 Crew teamwork fostered</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
2. Pre-flight cabin inspection	TP-077-3: 2013-C02	<p>The CU titled describes the competency in pre-flight cabin inspection.</p> <p>He or she is responsible to conduct cabin's security and safety check for sterile environment, verify galley serviceability, cabin condition and cleanliness, toilet serviceability and cleanliness and electrical equipments functionality and serviceability.</p> <p>The person who is competent in this CU shall be able to carry out pre-flight activities, carry out cabin's security and safety</p>	<p>1. Carry out pre-flight duties</p> <p>2. Carry out security and safety inspection</p>	<p>1.1 Aircraft identified according to flight information</p> <p>1.2 Aircraft boarded according to flight information</p> <p>1.3 Baggage stowed in respective location</p> <p>2.1 Cabin's safety checked</p> <p>2.2 Cabin's security checked</p> <p>2.3 Safety equipment serviceability confirmed</p> <p>2.4 Security environment sterile</p> <p>2.5 Security and safety inspection complied in accordance with the airlines requirement</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
		<p>check, conduct galley inspection, carry out cabin inspection, carry out toilet inspection and inspect cabin lighting and galley electrical</p> <p>The outcome of this competency is to ensure that the cabin's security, safety, cleanliness and electrical equipment functionality requirements are adhered to in accordance with airline's Standard Operating Procedures.</p>	<p>3. Conduct galley inspection</p> <p>4. Carry out cabin inspection</p>	<p>3.1 Security seals intact checked</p> <p>3.2 Galley electric switched on</p> <p>3.3 Service equipment availability checked</p> <p>3.4 Service equipment serviceability checked</p> <p>3.5 Catering uplift checked</p> <p>3.6 Catering supplies checked</p> <p>4.1 Seat serviceability checked</p> <p>4.2 Window shade functionality checked</p> <p>4.3 Carpet hazard-free checked</p> <p>4.4 Overhead stowage compartment serviceability checked</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>5. Carry out toilet inspection</p> <p>6. Inspect cabin lighting and galley electrical appliances functionality</p>	<p>4.5 Cabin cleanliness checked</p> <p>4.6 Cabin condition reported to supervisor</p> <p>5.1 Toilet amenities checked</p> <p>5.2 Toilet serviceability checked</p> <p>5.3 Toilet cleanliness checked</p> <p>6.1 All lighting checked</p> <p>6.2 In-flight entertainment system checked</p> <p>6.3 Galley electrical items checked</p> <p>6.4 Electrical items serviceability checked</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
3. Pre-flight passenger support	TP-077-3: 2013-C03	<p>The CU titled describes the competency in pre-flight passenger support.</p> <p>He or she is the first person in the aircraft to greet board and assist passengers and make them comfortably seated and ready for flight to take-off.</p> <p>The person who is competent in this CU shall be able to welcome passengers on board, carry out take-off procedure, carry out aircraft door closing procedure, conduct safety demonstration procedure and inspect</p>	<p>1. Welcome passengers on board</p> <p>2. Carry out take-off procedure</p>	<p>1.1 Greet passengers at the assign position</p> <p>1.2 Passengers condition observed (access)</p> <p>1.3 Passenger boarding pass checked</p> <p>1.4 Direct or show passengers to their seat</p> <p>1.5 Passenger belongings received for safe keeping</p> <p>1.6 Assist to stow baggage</p> <p>1.7 Passengers seated at assign seat checked</p> <p>2.1 Baggage stowed and secured</p> <p>2.2 Compartments securely closed</p> <p>2.3 Window shade open checked</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
		<p>cabin readiness for take-off.</p> <p>The outcome of this competency is to provide excellent reception services and to ensure passenger and cabin readiness for take-off in accordance with airline's Standard Operating Procedures.</p>	<p>3. Carry out aircraft door-closing procedure</p> <p>4. Conduct safety demonstration procedure</p>	<p>2.4 Cabin readiness checked</p> <p>2.5 Passengers head count checked</p> <p>3.1 Assigned door closed as directed</p> <p>3.2 Aircraft door armed</p> <p>3.3 Aircraft door cross checked</p> <p>3.4 Aircraft door status reported</p> <p>4.1 Safety video screened</p> <p>4.2 Life demonstration performed</p> <p>4.3 Over-wing or window exit briefing conducted</p> <p>Safety demonstration reported to purser</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			5. Inspect cabin readiness for take off	5.1 Cabin readiness reviewed 5.2 Galley secure checked 5.3 Toilet checked 5.4 Cabin status reported to supervisor 5.5 On command, cabin crew seated at assigned seat 5.6 Harness and seat belt securely fastened
4. In-flight cabin services	TP-077-3: 2013-C04	<p>The CU titled describes the competency in in-flight cabin services.</p> <p>He or she should be able to provide for passenger comfort, welfare and safety.</p> <p>The person who is</p>	1. Carry out pre- meal services	1.1 Headphone distributed 1.2 Immigration card distributed 1.3 Menu card distributed 1.4 Bassinet fixed 1.5 Pillow and blanket distributed 1.6 Children amenities distributed

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
		<p>competent in this CU shall be able to carry out pre-meal, beverage and meal services, respond to cabin situation and carry out cabin monitoring.</p> <p>The outcome of this competency is to ensure excellent services and passenger satisfaction in accordance with airline's Standard Operating Procedures.</p>	<p>2. Carry out beverage service</p> <p>3. Carry out meal services</p>	<p>1.7 Special meal request confirmed</p> <p>1.8 Reading materials offered</p> <p>2.1 Choice of beverage prepared</p> <p>2.2 Beverages served</p> <p>2.3 Snacks offered</p> <p>2.4 Used items collected</p> <p>3.1 Meals heated</p> <p>3.2 Meals loaded onto cart</p> <p>3.3 Cart top organized</p> <p>3.4 Meals served</p> <p>3.5 Beverages offered</p> <p>3.6 Used items collected</p> <p>3.7 Meals cart stowed</p> <p>3.8 Cabin cleared</p> <p>3.9 Meals service completion reported to supervisor</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>4. Respond to cabin situation</p> <p>5. Carry out cabin monitoring</p>	<p>4.1 Passenger needs attended to</p> <p>4.2 Emergency situation coordinated</p> <p>4.3 Survey form handed out</p> <p>4.4 Used items collected</p> <p>4.5 Passengers monitored</p> <p>5.1 Toilet amenities replenished</p> <p>5.2 Toilet refreshed</p> <p>5.3 Window shade drawn as required</p> <p>5.4 Cabin temperature checked</p> <p>5.5 Cabin temperature maintained</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
5. Flight arrival preparation	TP-077-3: 2013-C05	<p>The CU titled describes the competency in flight arrival preparation.</p> <p>He or she is to prepare cabin and passenger readiness for landing, bid farewell to passengers, submit aircraft documents and sign off duty.</p> <p>The person who is competent in this CU shall be able to carry out pre-landing, post-landing, post passenger disembarkation and crew post-flight procedure.</p>	1. Carry out pre-landing procedure	<p>1.1 Headset and survey form collected</p> <p>1.2 Loose items collected</p> <p>1.3 Bassinet removed and stowed</p> <p>1.4 Required galley items locked and sealed</p> <p>1.5 Passenger belongings returned</p> <p>1.6 Passenger readiness checked</p> <p>1.7 Cabin readiness reviewed</p> <p>1.8 Galley secure checked</p> <p>1.9 Toilet checked and locked</p> <p>1.10 Cabin status reported to supervisor on command</p> <p>1.11 Cabin crew seated at the assigned seat</p> <p>1.12 Harness or seat belt securely fastened</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
		<p>The outcome of this competency is to ensure safe and smooth pre-landing procedures, post-landing procedures, post passenger disembarkation procedures are in compliance with airline's Standard Operating Procedure.</p>	<p>2. Carry out post landing procedure</p>	<p>2.1 Cabin crew remain seated until announcement from flight deck</p> <p>2.2 Disarmed door</p> <p>2.3 Door cross checked</p> <p>2.4 Door status reported</p> <p>2.5 Ground staff clearance received</p> <p>2.6 Assigned door opened</p> <p>2.7 Step or aerobridge alignment with aircraft door confirmed</p> <p>2.8 Passengers directed to disembark</p> <p>2.9 Special need passengers assisted</p> <p>2.10 Bid farewell to all passengers</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>3. Perform post passenger disembarkation procedure</p> <p>4. Perform crew post-flight procedure</p>	<p>3.1 Cabin status reported to supervisor and ground personnel</p> <p>3.2 Cabin and toilet checked</p> <p>3.3 Found items handed over to security personnel</p> <p>3.4 Galley electrics switched off</p> <p>3.5 Containers or carts sealed and locked</p> <p>4.1 Post-flight briefing carried out</p> <p>4.2 Aircraft documents submitted to ground personnel</p> <p>4.3 Sales money submitted</p> <p>4.4 Survey form submitted</p> <p>4.5 Mails and memos read</p> <p>4.6 End duty recorded</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
6. In-flight Sales Activities	TP-077-3: 2013-C06	<p>The CU titled describes the competency in in-flight sales activities.</p> <p>He or she is the person to carry out inventory check for any discrepancy, carry out in-flight sale, record sales and forward sales collected and document to cashier.</p> <p>The person who is competent in this CU shall be able to carry out inventory inspection, carry out in-flight sale activities, validate in-flight after sales stock and carry out sales submission.</p>	<ol style="list-style-type: none"> 1. Carry out inventory inspection 2. Carry out in-flight sales activities 3. Validate in-flight after sales stock 	<ol style="list-style-type: none"> 1.1 Security seal checked 1.2 Security lock checked 1.3 Stock quantity checked 1.4 Stock card updated 1.5 Stock stowed and locked 1.6 Discrepancy reported 2.1 Items in cart displayed 2.2 In-Flight Sales conducted 2.3 Money collected 2.4 Receipt issued 2.5 In-flight Sales completed 3.1 Balance stock checked 3.2 Balance stock updated 3.3 Stock details retrieved 3.4 Stock cart locked and sealed 3.5 Cart secured in galley

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
		<p>The outcome of this competency is to provide excellent value added services to passenger in accordance with airline's Standard Operating Procedures.</p>	<p>4. Carry out sales submission</p>	<p>4.1 Sales revenue submitted to cashier or depository machine</p> <p>4.2 Sales details submitted to cashier or depository machine</p> <p>4.3 Acknowledgement receipt received from cashier or depository machine</p>
<p>7. In-flight announcement (Elective)</p>	<p>TP-077-3: 2013-E01</p>	<p>The CU titled describes the competency in delivering in-flight announcement.</p> <p>He or she is the person to make a clear and audible announcement.</p> <p>The person who is competent in this CU shall</p>	<p>1. Identify type of announcement equipment</p> <p>2. Identify type of announcement</p>	<p>1.1 Public address system selected</p> <p>1.2 Public address system selected</p> <p>2.1 Type of announcement selected</p> <p>2.2 Voice enhancement selected</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
		<p>be able to identify type of announcement equipment, identify type of announcement and carry out announcement in accordance with airline's Standard Operating Procedures.</p> <p>The outcome of this competency is to provide correct, clear and audible information that passenger can comprehend.</p>	<p>3. Carry out announcement activities</p>	<p>3.1 Public address system checked</p> <p>3.2 Correct script selected</p> <p>3.3 Audible announcement projected</p> <p>3.4 Feedback on announcement received</p>