**GAU, School of Aviation, Civil Aviation and Cabin Services**

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| **Course Unit Title** | | | | Cabin Crew Performance Training I – II | | | | |
| **Course Unit Code** | | | | CACS213-CACS214 | | | | |
| **Type of Course Unit** | | | | Compulsory, Civil Aviation and Cabin Services Students | | | | |
| **Level of Course Unit** | | | | 2rd Year | | | | |
| **National Credits** | | | | 2 | | | | |
| **Number of ECTS Credits Allocated** | | | | 0 ECTS | | | | |
| **Theoretical (hour/week)** | | | | 2 | | | | |
| **Practice (hour/week)** | | | | - | | | | |
| **Laboratory (hour/week)** | | | | - | | | | |
| **Year of Study** | | | | 2 | | | | |
| **Semester when the course unit is delivered** | | | | 3-4 | | | | |
| **Course Coordinator** | | | | Dr. Erdogan Kaygan | | | | |
| **Name of Lecturer (s)** | | | | Dr. Erdogan Kaygan | | | | |
| **Name of Assistant (s)** | | | |  | | | | |
| **Mode of Delivery** | | | | Face to Face and E-learning activities | | | | |
| **Language of Instruction** | | | | English | | | | |
| **Prerequisities and co-requisities** | | | | - | | | | |
| **Recommended Optional Programme Components** | | | | Basic background of Passenger Safety | | | | |
| **Objectives of the Course:** | | | | | | | | |
| * Teaching the basic procedures for passenger safety * Teaching the basic skills for emergency evacuations * Teaching the techniques for sound communication | | | | | | | | |
| **Course Description** | | | | | | | |  |
| The aim of these courses is to provide knowledge about National and International etiquette and kindness together with methods of walking, stance and sitting. | | | | | | | | |
| **Course Contents** | | | | | | | | |
| Week |  | | | | | | | Exam**s** |
| 1 | Introduction to Emergency in General | | | | | | |  |
| 2 | Correct make-up and personal development in table manners | | | | | | |  |
| 3 | Concept and specifications of service | | | | | | |  |
| 4 | The significance of developing service quality and strategy | | | | | | |  |
| 5 | Defining customer oriented institution | | | | | | | Quiz #1 |
| 6 | Techniques for sound communication | | | | | | |  |
| 7 | Significance of first impression | | | | | | |  |
| 8 | Midterm Exam | | | | | | | Midterm |
| 9 | Reasons of customer complains | | | | | | |  |
| 10 | Professionalism and providing professional service | | | | | | |  |
| 11 | Passenger relations and techniques for resolving customer complains | | | | | | |  |
| 12 | Developing service strategy for professional service | | | | | | | Quiz #2 |
| 13 | Perception on stress and undertaking stress | | | | | | |  |
| 14 | Exercise and Tutorial Class | | | | | | |  |
| 15 | Final Exam | | | | | | | Final |
| **Recommended Sources** | | | | | | | | |
| **Textbook:**  **Supplementary Material(s):** | | | | | | | | |
| **Assessment** | | | | | | | | |
| Attendance | | 5% |  | | | | | |
| Assignments | | 10% |  | | | | | |
| Project-Seminar | | 10% |  | | | | | |
| Midterm Exam | | 30% | Written | | | | | |
| Quizzes | | 5% |  | | | | | |
| Final Exam | | 50% | Written | | | | | |
| Total | | 100% |  | | | | | |
| **ECTS Allocated Based on the Student Workload** | | | | | | | | |
| Activities | | | | | Number | Duration (hour) | Total Workload(hour) | |
| Hours per week (Theoretical) | | | | | 15 | 3 | 45 | |
| Presenting of observations and tutorials as report | | | | | 5 | 5 | 25 | |
| Preparation of the homeworks | | | | | 5 | 5 | 25 | |
| Quizzes | | | | | 2 | 11 | 22 | |
| Supervision | | | | | 1 | 17 | 17 | |
| Final Exam | | | | | 1 | 22 | 22 | |
| Total Workload | | | | | | | 156 | |
| Total Workload/30 (h) | | | | | | | 5.2 | |
| ECTS Credit of the Course | | | | | | | 5 | |