

Train the Trainer Programme

Our train-the-trainer programme helps you develop skills and knowledge to present interactive and effective hospitality training.

The programme also teaches participants to deliver training, analyse learning needs, create structure and design engaging workshop materials through practical application.



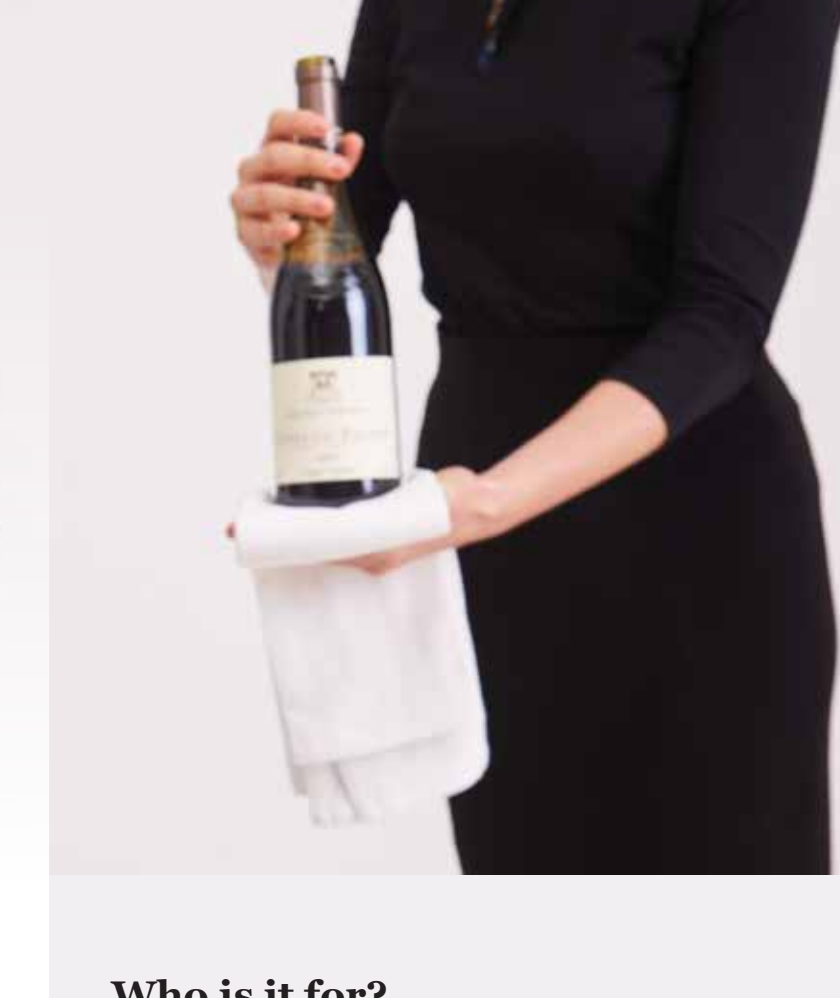
360 Feedback

This programme is designed for participants to prepare themselves for leadership roles, and to develop advanced presentation skills and practical training skills.

A personalized report will be sent to participants with detailed insights and recommendations that enable participants to gain a holistic awareness of self. The comprehensive report offers a guide for participants to develop and perfect their leadership and training careers.

Syllabus

- Design of a learning programme
- Principles of adult learning
- Learning space design
- Training and presentation skills
- PPT application for trainers
- Dealing with challenging situations
- Human performance limitations



Who is it for?

This course is for experienced flight attendants who are preparing themselves to become service trainers and cabin managers therefore, training and coaching techniques are highly required for the role.

Hybrid Programme Format

30 learning hours to be completed within a week in a blended learning format:

Instructor Led Online

8 hours online learning in 4 sessions. Participants can attend the live sessions anywhere via online.

Guided Learning

2 hours one-on-one sessions. Participants can attend the sessions anywhere. On-demand time schedule, participants can book individual sessions with the trainer

Self-study and homework

Approximately 4 hours of self-study to read course materials as well as to prepare the final presentation

Classroom Training

16 hours classroom session over 2 Days (8 hours per day) in Dubai. Each participant is required to present an assigned service topic.



Course Schedule

*New course dates and location to be announced soon...



Gillian Anderson
(Service Trainer & Consultant)

Gillian is a Learning & Development Specialist, bringing with her not only expansive knowledge in both commercial and VIP corporate aviation, but is an experienced academic, teaching at university level. With a degree in law and a background in corporate management, Gillian has helped develop two start-up companies; one as Purser and Business Development Manager in VIP corporate aviation and the other being the Learning & Development Training Manager for a prestigious Swiss Hospitality school based in Dubai, UAE.

Travel, Hospitality and Learning are her passions, training students and employees in VIP service and most recently in Critical Thinking. Always looking to develop herself as well as others, she is a member of the CIPD where she is obtaining her Level 5, a bachelor level equivalent HR qualification specialising in Learning and Development.



Nicolas Vergnaud
(Service Trainer & Consultant)

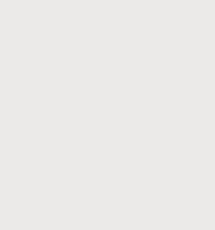
Nicolas has a Master's in hospitality specialising in Business tourism, Communication and Event from the University of Angers in France. He worked for various hotels in Food & Beverage Management in France, Belgium, the United Kingdom and the United Arab Emirates. 14 Years ago, Nicolas transferred his passion for hospitality to the aviation industry and worked for four majors Carriers in the United Arab Emirates, United Kingdom and Switzerland as the cabin lead as well as cabin crew recruiter.



Jessie Pan
(Founder & Service Trainer)

With over 12 years of client and service management experience in private aviation, Ms Pan has had the privilege and prestige of serving many prominent figures from HNWI to the head of state.

Born in Hong Kong with experience working in the USA, Beijing, and the Middle East. Ms Pan is a highly sought-after hospitality guru, sommelier, qualified etiquette trainer and celebrated author. Her book "Achieving New Heights" provides vast information about client service and butler skills onboard private jets, with fundamental service knowledge and vivid anecdotes.



Gillian Anderson
(Service Trainer & Consultant)

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Course Q&A

How Can I Enrol?

Step 1: send an email with your CV to enquiry@orientalsignature.com

Step 2: Royal Signature will respond to your email confirming your eligibility and send candidate details for payment either through a payment link for credit cards or bank transfer

Step 3: Send an email to Royal Signature confirming your payment

Step 4: The candidate will receive course confirmation from Royal Signature

What is the benefit to me of attending the course?

Investing in your professional development is always appealing to employers. Having a train-the-trainer (TTT) qualification with Royal Signature will provide you with transferrable skills in presenting, facilitation, communication, project management, self-reflection, and professional development.

How does this Train-the-Trainer course differ from others?

Most TTT courses are only a few days, presenting information to a class and providing feedback. We go a step further, by spending more time with you before attending the course, we provide in-depth knowledge and a real hospitality training project to design with a classmate which adds a managing, planning, logistics, research, and teamwork element, with our full support to guide and feedback you step by step.

How can I use this within my current aviation position?

The projects we assign you are varied in content and delivery and using topics of interest to anyone in aviation or hospitality which will elevate your industry knowledge, impressing your colleagues on your return.

Will this course lead to job opportunities as a trainer?

With Oriental signature we constantly look for guest trainers to support our projects, you could have a chance to join the team if your experience matches the project background.

Unable to Attend the Course

I have paid the course enrolment fee but I cannot attend the course. What can I do?

You may either defer your course to another date when the course will run again or cancel the course enrolment with us. Kindly note that all cancellations or variations to course bookings must be communicated via email.

Cancellation by Participants

I would like to cancel my course enrolment. What should I do? Can I get a full refund or is there any charge?

To cancel the course enrolment with a full refund, an email notification to us has to be made a minimum of 14 calendar days before the commencement of the course. (For instance, if the course starts on Monday, the last day of cancellation for a full refund will be the Monday 2 weeks before.)

50% of the course fee will be charged for the notice between 7-13 calendar days. However, there will be no refund if the cancellation request is made in less than 7 calendar days.

Cancellation by Royal Signature

Will the course be cancelled by the organizer? How would I be notified and what about the money I have paid?

In very exceptional situations, the course may be cancelled due to unforeseeable circumstances. Should this occur, all participants will be notified via email at least 10 calendar days before course commencement and the course fee will be fully refunded. Nevertheless, Royal Signature will not be held liable for any claims arising from course cancellation.

Non-attendance

What will happen if I miss the course on the date of course commencement?

From the date of course commencement, no refund will be payable regardless of participants' attendance unless there is a valid reason and proof (e.g. medical certificate). Under this circumstance, the participant can be transferred to an alternate course at no charge within 6 months*. Once the transfer is confirmed and the participant is again unable to attend the course due to any reasons, no refund will be payable.

(*subject to availability of the courses)

All cancellations or variations to course bookings must be communicated in writing via email: enquiry@orientalsignature.com