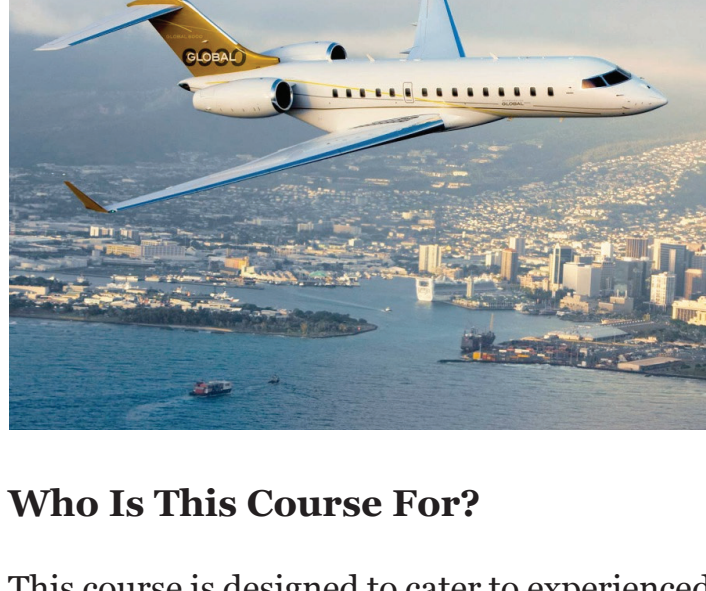


# Introduction To Corporate Aviation



## Transitioning From Commercial To Corporate

Are you a flight attendant in the commercial aviation industry, looking to take your career to the next level? This program is designed just for you!

Corporate aviation is a fascinating and dynamic industry, full of exciting opportunities for those who are willing to take on the challenge.

The industry is experiencing steady growth, and this has created a high demand for experienced and skilled corporate flight attendants.

As a corporate flight attendant, you'll be expected to provide exceptional service to clients with unique expectations and requirements.

## Who Is This Course For?

This course is designed to cater to experienced commercial flight attendants.

- The course helps you make the transition from commercial to corporate aviation
- Providing you with the skills, knowledge and source you need for interview and the test flights/ freelance flights

Join us for an exciting journey into the world of corporate aviation and take the first step towards fulfilling your dream of becoming a corporate flight attendant.

## Benefits of Being A Corporate Flight Attendant

- Unparalleled lifestyle, the opportunity to travel to exciting destinations
- The flexibility to create your own service style, product selection and customised menu onboard
- Excellent earning potential

Our experienced instructors will guide you through the nuances of corporate aviation, teaching you how to adapt to the unique expectations of clients and provide top-notch service.

## Learning Outcomes

By the end of this course, you will have gained the following;

1. A comprehensive understanding of the business aviation industry, including its history, current trends, and future outlook.
2. The role and responsibilities of a corporate flight attendant, including the unique challenges they face and the skills required to excel in the field.
3. Develop culinary and meal planning skills, including menu planning, food preparation, and presentation, as well as how to cater to specific dietary requirements or preferences
4. Silver service skills, providing exquisite dining experiences for clients with elegant silverware, attention to detail and precision in a high-end and luxurious dining setting.
5. How to provide exceptional customer service in the business aviation industry, including understanding client needs and expectations, and tailoring services to meet individual requirements.
6. Personal grooming and etiquette, including how to maintain a professional appearance, communicate effectively, and build positive relationships with clients and colleagues.
7. Understand cabin interior design and layout, including how to create a comfortable and welcoming environment for clients, and how to manage cabin resources effectively.

## Program Schedule

Our programs are divided into several modules, each with its own set of learning outcomes and practical application requirements. Here's a brief overview of the different levels of training we offer:

	Module 1	Module 2
	Corporate Flight Attendant & Skybutler Training (CFAST).	Personalized Interview Preparation
<b>Suitable For</b>	Designed for experienced flight attendants and flight attendants who are new to the industry and are looking to expand their skillset and transition to corporate aviation  Also for experienced commercial flight attendants who are preparing to become freelance flight attendants on solo operations  Also for Corporate Flight Attendants who would like to polish their skills for solo operations	Must complete Module 1
<b>Duration</b>	2 Days – 16 Hours	1.5 Hours
<b>Mode</b>	Classroom only	Online and/or Classroom
<b>Location &amp; Date</b>	<b>Course #001A</b> 26 – 27 Jul. - Dubai  <b>Course #001B</b> 26 – 27 Sep. Bangkok	
<b>Contents</b>	<ul style="list-style-type: none"> <li>• Introduction to Corporate Aviation</li> <li>• Pre Trip Preparation</li> <li>• Planning and Order</li> <li>• Pre Cabin Setup</li> <li>• Pre Flight Galley mis en place</li> <li>• Type of Service Onboard</li> <li>• In-flight Service Procedure</li> <li>• Post Flight Housekeeping</li> <li>• Handling Challenging Situation</li> </ul> <p><b>Practical Session:</b></p> <ul style="list-style-type: none"> <li>• Silver Service Training</li> <li>• Gahwa Service Practice</li> <li>• 360 Personalised Feedback and Career Advisory Session</li> </ul>	<ul style="list-style-type: none"> <li>• Screen and Correct CV</li> <li>• Feedback on Interview Video preparation</li> <li>• 15mins Mock up Interview Session</li> </ul> <p><b>In additional:</b></p> <ul style="list-style-type: none"> <li>• Reference letter by Royal Signature's Trainer</li> <li>• Participants will have priority on Royal Signature's recruitment</li> <li>• Received Job Alert</li> </ul>
<b>Fee</b>	2 Days Theory & Practical: USD 1500	USD 300/ per session



**Gillian Anderson**  
(Service Trainer & Consultant)

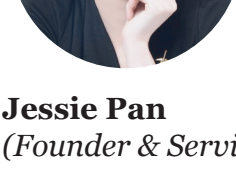
Gillian is a Learning & Development Specialist, bringing with her not only expansive knowledge in both commercial and VIP corporate aviation, but is an experienced academic, teaching at university level. With a degree in law and a background in corporate management, Gillian has helped develop two start-up 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.

## Our Team Of Trainers

## Course Q&A

### How Can I Enrol?

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

**Step 2:** RRoyal 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

### When Does the Course Begin?

We have various start dates available in the coming months. Please refer to the table above for more details on our available start dates.

### What are the benefits of attending the course?

You will gain a competitive edge making your career profile more attractive to employers in the industry

First hand update on job opportunities that come to us for corporate flight attendants

Resources that will keep you informed and updated as a corporate flight attendant

Access to events hosted by Royal Signature

### Will this course lead to job opportunities as a corporate flight attendant?

While we DO NOT offer job placements or guarantees of employment upon completion of our corporate flight attendant training course (we have a relationship with certain recruitment offices/operators) However, we bring to the attention of our participants any new opportunities within the industry that are shared with us.

### 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)

