



# **Service Leadership - empowering onboard leaders**

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Gennaro Anastasio

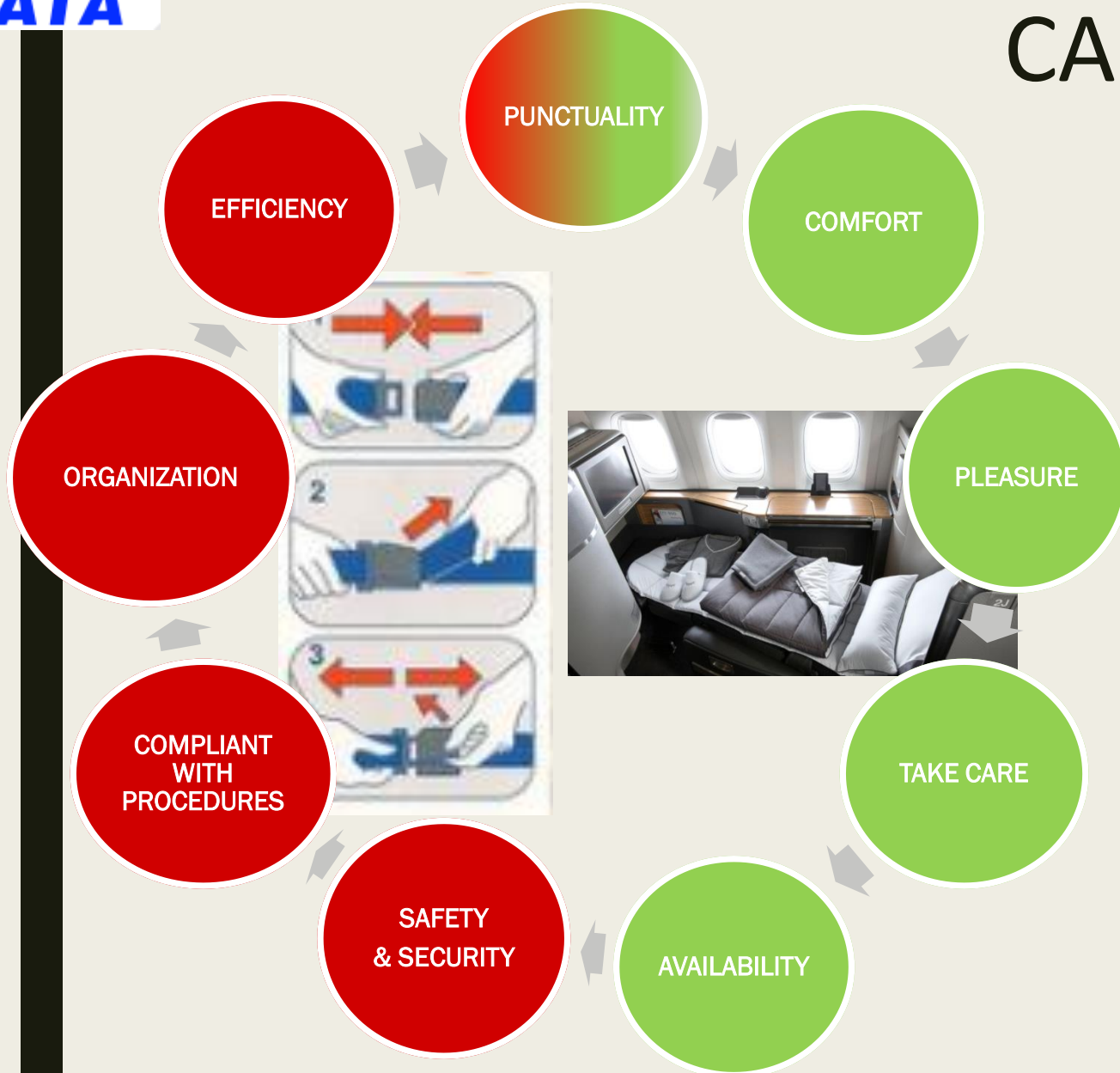
Service  
Leadership

*Empowering  
Onboard  
Leaders*

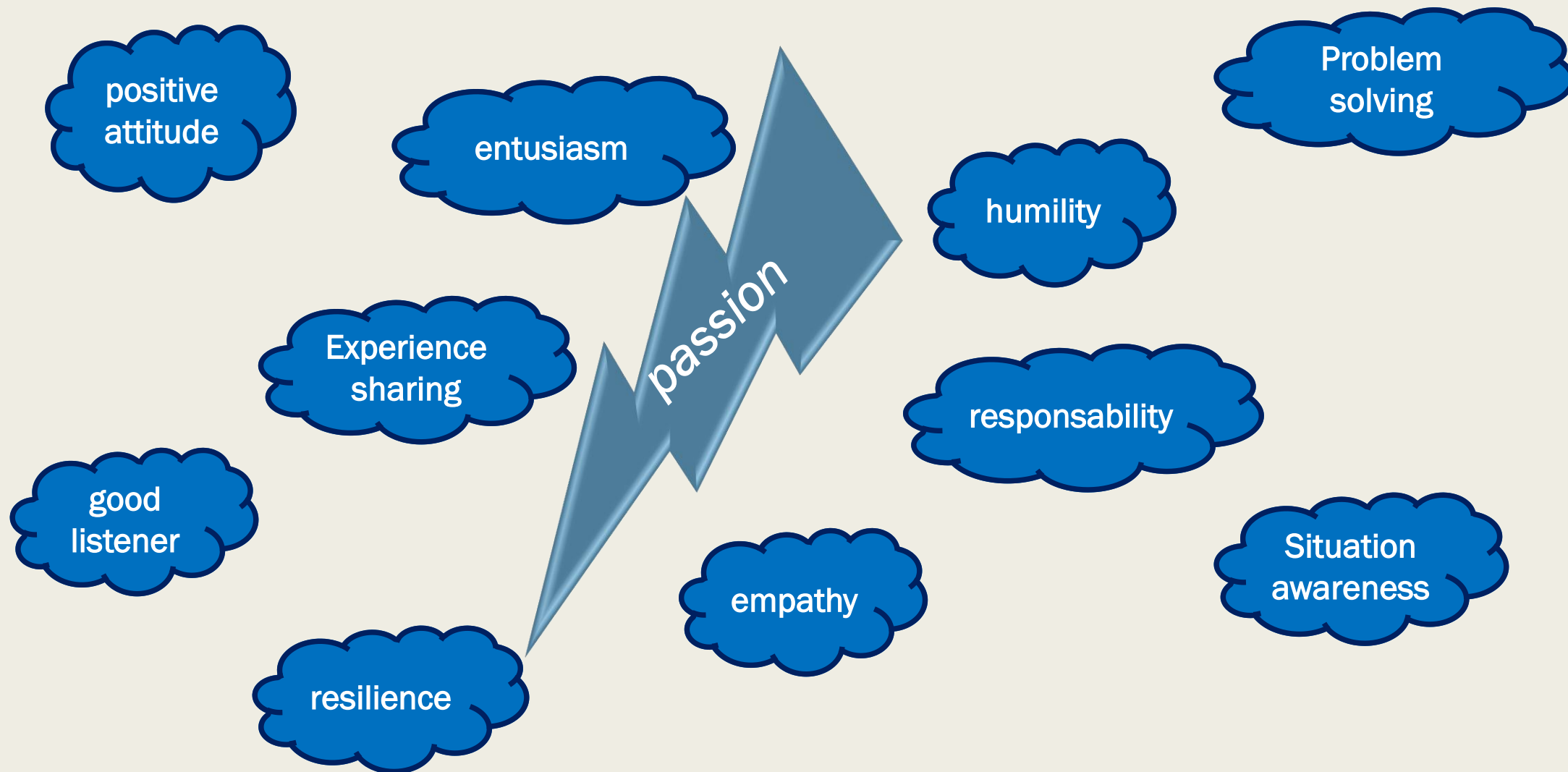


Anne- F. Houlbrèque

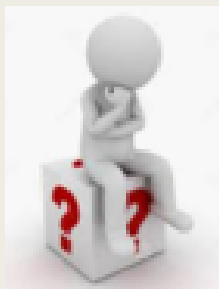
# CUSTOMER'S EXPECTATIONS regarding CABIN CREW



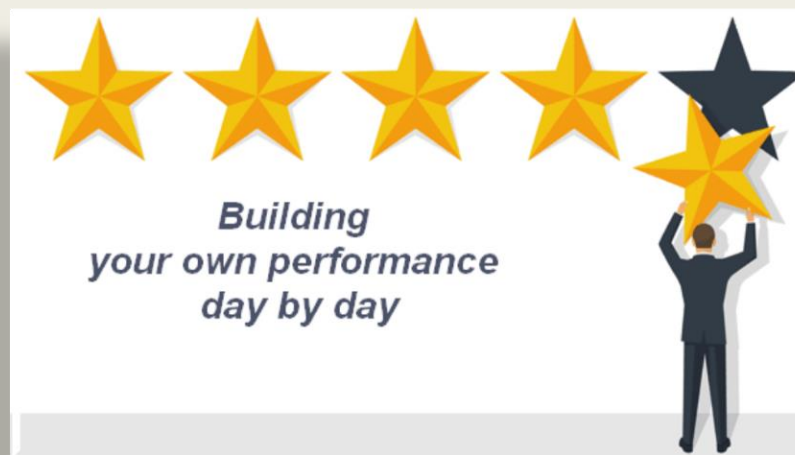
# What makes a good cabin crew leader ?



# Expectations



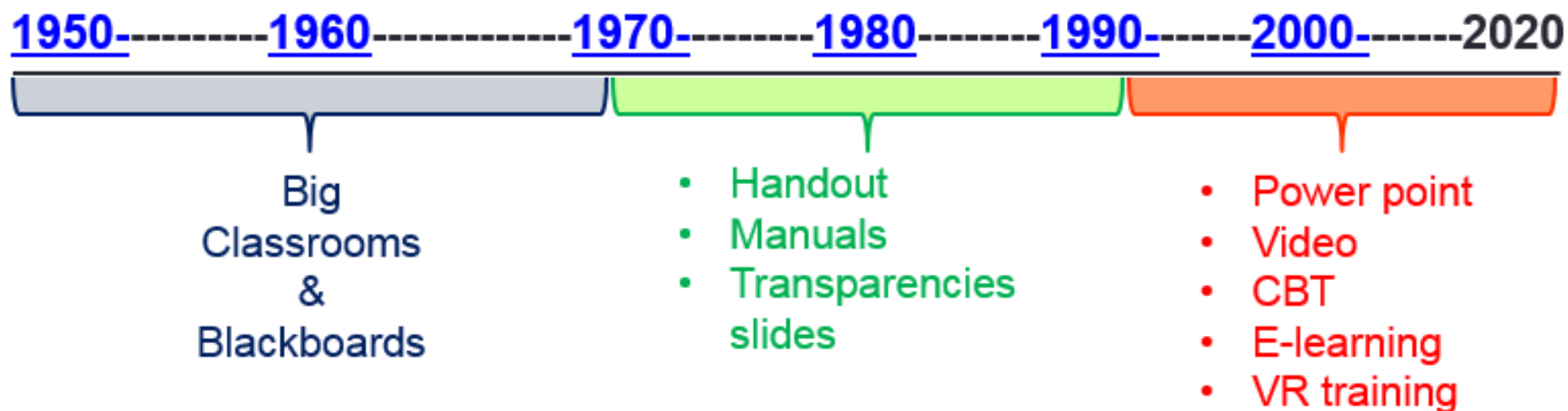
# Competencies



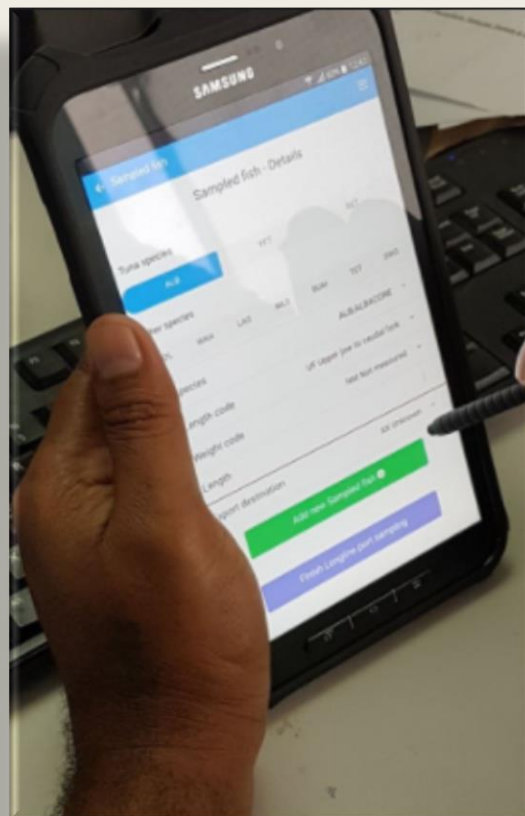
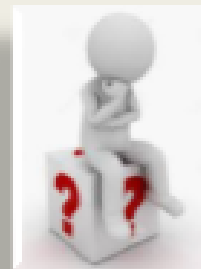
# TRAINING

## History & Evolution of Cabin Crew Training

From 1950 to 2020

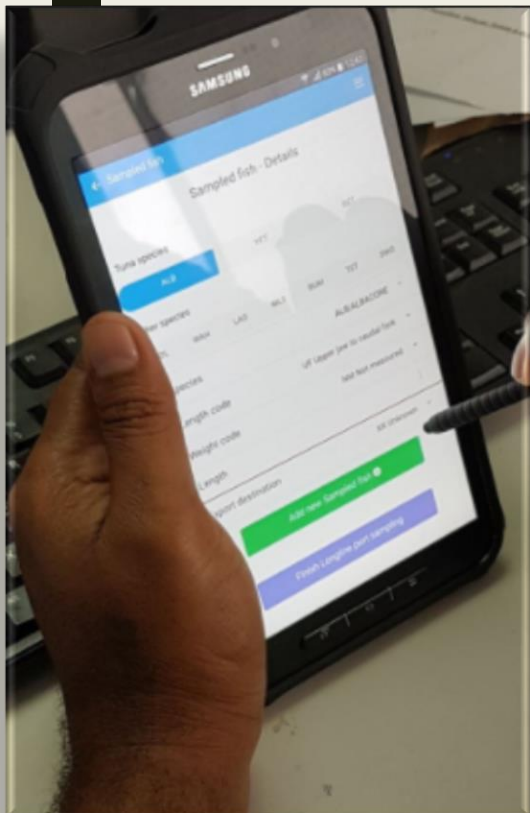


# NEED FOR SPECIFIC TRAINING FOR CABIN CREW LEADERS ?





- ✓ Specific technical training
- ✓ Specific equipments and systems
- ✓ Specific courses (CRM)



- ✓ SMS and managing safety
- ✓ Specific course on mandatory reporting
- ✓ Reporting requirements
- ✓ Operational fatigue reporting,
- ✓ Promotion of reporting culture



Specific courses on :

- ✓ observation techniques
- ✓ evaluation (strength and points of attention)
- ✓ decision making process
- ✓ empowerment and skills development
- ✓ autonomy

