

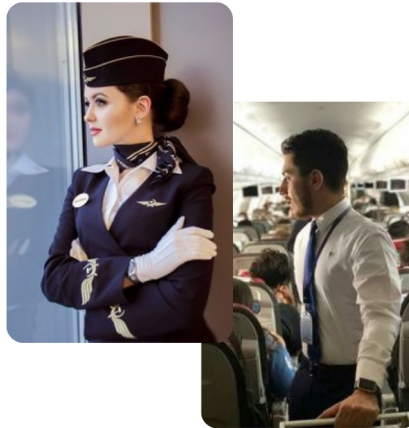


ADMISSION NOW OPEN

**“From Kites To Space Flights,
We Will Prepare You For
Global Skies”**

International Standard Accelerated Cabin Crew(Female & Male) Walk-In-Interview Training Skills

This short (crash course) entails “Cabin Crew Walk-In Interview Skills”(CCWIS). We will provide personal grooming skills & and basic etiquette which will enhance your confidence & and knowledge in order for you to perform professionally when appearing for the Walk-In Interview.



DEMPO CHARITIES TRUST'S
**SRINIVASSA SINAI DEMPO COLLEGE
OF COMMERCE & ECONOMICS**
Deendayal Integrated Education Complex, Cujira, Bambolim-Goa

CABIN CREW SHORT COURSE 1 MONTH 15 DAYS



Job Orientation:

The primary function of the Cabin Crew is to provide safety on board the Flight/Aircraft ensuring responsible behavior towards passengers (pax). It is expected that the Cabin Crew maintains above-standard In-Flight Service while offering meals/drinks etc. service assuring Pax Comfort in place in every respect on board the flight. Thus the above standard In-flight professional and courteous service to the pax is ensured. Hence the pax will toss back to fly the same carrier again and again. She/He will also wilfully recommend the carrier to other travellers. Mind you, 'Mouth Publicity' is the cardinal promotion of any product!

Eligibility Criteria:

The Candidate should be Smart, Alert, and Extremely Polite.

Age: 18 years and above on 1st Dec 2023.

Education Qualifications: 10+2 from any stream.

Other Academics & Personal Requirements:

Only Indian Nationals may be recruited. However, Foreign Nationals of specific origin say Japan, Malaysia or any Western World may be recruited by Indian Airlines to fly on specific International routes (s).

A person with a current passport would be an asset. And should have an Aadhaar Card in order to join Indian Indian-registered airline.

Similarly having a PAN card will also be an asset.

Minimum height Female -155cm. Similar to Male candidates

Candidate should be smartly dressed, and groomed with no visible Tattoos. Fluent in English and Hindi

Dress Code: Preferably Western formals or Indian smart attire. Candidates must carry their resume on the day of the interview.

Medical Standards: Healthy. No serious illness in the past Air Sickness. Weight In proportion to height and normal Vision.

Skills and Responsibilities:

Passenger friendly and calm attitude. Smile returns Smiles, Language discipline. Etiquettes and Manners. Responsible and Matured

Basic knowledge of:

Safety and Security procedures on board the Aircraft. Understanding and adhering to the Airline company policies. Understand and follow all Regulatory Authority requirements. To act in accordance with the flying and ground duties of the Airline.

On-Board Duties and Responsibilities:

Keeping in view the onboard imperatives, some of the routine activities enlightening the passengers with various essential factors is one big task of a Cabin Crew.

Some of the mandatory check-lists are as follows:

1) To ascertain the safety equipment for its functionality.

2) Ensuring that the aircraft cabins and toilets are clean & and replenished during flights.

3) To demonstrate the use of safety belts, and the administration of the pax oxygen system.

4) Promising adherence to all safety procedures from Ground Manoeuvring to Flight in the Air. Managing urgency, and emergency situations by performing standard procedures laid down by the Regulatory authority and Company (The Airline)

5) In case of any injury to pax, provide first aid.

6) Evacuations of pax during incidents and accidents as per laid down procedure.

7) Pre-boarding formalities and checks on the availability of required meals and beverages as well as in-flight uplift of items pre-ordered by the pax.

8) As Boarding of pax commences, welcoming and directing them to their respective seats. Helping/assisting elderly pax and Mothers with infants and little children.

9) Helping and Storing the baggage of Sr. Citizens etc. into overhead bins.

10) Carrying out Meal Service at appropriate timings. 11) Making announcements and responding to guest queries during the flight.

Administrative Duties:

1) Responding and following the obligatory pre-flight briefings.

2) Producing reports on flight incidents, inclusive of safety, security, and service issues.

3) Preparation of Roster for Cabin Crew.

4) Basic admin duties on the ground as required by Management.

5) Conducting / Attending Flight Safety courses.

Selection of Candidate(s) for the course through in-house Interview method.

Recruitment Methodology. Walk-in Interviews with Indian International Airlines.



OUR ENDEVOUR



Successful candidates will be recommended by M/s SS Dempo College & ABC...I to Domestic and International Airlines based on vacancies.

International Standard Cabin Crew (Walk-In Interview Short Course)

2 months (approx)

2-3 Days A Week

Intro- Offer Pocket Friendly

Course Fees

₹ 25,000/-

(Additional ₹2.5k for one(1)

set of training uniform)

Qualifications

10+2 any stream / Age: 18 & above

Candidates will be eligible to directly appear for Air-Hostess /Flight Pursers Interviews upon completing this course.

Estimated Salaries Structure
approx ₹50,000.- pm
Including Allowances

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with your name & and desired Course

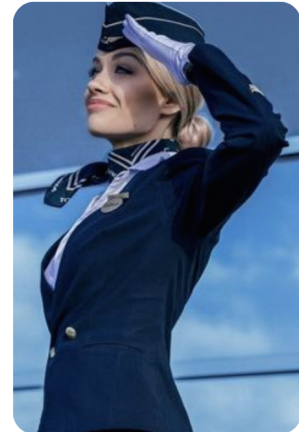
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🏠 Goa - India - Faculty from UK/ India

JOB OPPORTUNITIES COMING YOUR WAY



Air India has ordered 470 Aeroplanes and requires 4,200 Cabin Crew and over 900 Pilots! So is Indigo Airlines purchasing 500 Aeroplanes!

Imagine the job opportunities available with just these 2 Airlines!

Be a part of the Aviation
future!

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“From Kites To Space Flights,
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International Standard Airline Commercial Management Course (ACMc) + Interview Skills



ACMC 2 & HALF MONTHS



DEMO CHARITIES TRUST'S
SRINIVASSA SINAI DEMPO COLLEGE
OF COMMERCE & ECONOMICS
Deendayal Integrated Education Complex, Cujira, Bambolim-Goa

ACMc Brief Description

A training program that encompasses almost the entire commercial, passenger handling activities of an Airline. ACMc highlights the all-rounded knowledge, and skills to handle Passengers/Cargo procedurally. You as the face of an Airline, will learn all the techniques & and skills that fulfill the necessities and needs required by the Passengers as well as the Cargo Administration. ACMc will also guide how to Coordinate with other Airlines & Agencies etc. Bearing in mind the Airline Policies, Rules & Regulations, of the Airline you are representing.

Age Education Qualifications:

18 years and above / 10+2 from any stream.

Job Orientation ..

So "What does a CSA do?

The first member of Airline staff a passenger will come into contact with at the airport is often a Customer Service Agent(CSA). Hence this role is extremely important to airlines looking to promote a positive image of their business. CSA's require excellent communication skills, patience, and most importantly, an instinctive ability to cope with complex situations in a calm and professional manner. The role typically deals directly with customers just as they are embarking on their journey. Other duties may also involve escorting passengers to and from aircraft and arranging facilities for VIP CIPs and passengers with special needs i.e. Disabilities/Unaccompanied Minors.

Generally ensuring all their passengers board in time for their flights. Additional duties at the boarding gate involve a final check of boarding passes and passports before passengers board the aircraft. Due to the long hours, this role is often on a shift pattern, involving working late evening and early morning shifts. One may also have to be available for work at the weekends or National holidays as these tend to be popular times for flights.

What it takes..... Skills you'll require in a CSA role:

- customer service skills
- Thorough and pay attention to detail
- Ability to work cordially with others
- Sensitivity and Understanding
- Patience and the ability to remain calm in stressful situations
- Good verbal communication listening
- To be able to use a computer competently.

CSA's Day-to-Day Tasks.....

- Meeting and greeting passengers on arrival at the airport
- Answering queries passengers might have about their Flight/ Journeys
- Keeping passengers well informed on any changes to flight information
- Passenger Check-in / assisted check-in procedures weighing and tagging baggage and collecting any excess weight charges etc.
- Checking bookings and issuing boarding passes & passports at the Boarding Gate
- Directing passengers to the correct gate for their flight
- Special Handling-VIPs, CIP's Unaccompanied Minors UNMs)
- Responding in a calm and professional manner to customer complaints
- General administration duties : preparation and completion of all pre & post paperwork associated with the respective flight(s)
- Updating /maintaining computerised records.
- Adhering to the airline's policies and strict safety & security measures etc.



Advancement Prospects & Opportunity Growth

Airline customer service agents typically start out working at small airports for regional airlines. With experience, they may move to larger airports and work for Domestic or International major airlines. Some agents who demonstrate strong customer service skills with the ability to handle complex situations, may be promoted and eventually advance to management positions, such as customer service supervisor/Team Leader/ airline /airport manager.

Airline customer service agents have a lot of opportunities for growth. Besides moving up the ranks to become supervisors, managers, and even executives.

They can also move into other areas of the vast airline industry, such as Flight Operations, Sales & Marketing Finance & and even Aviation Law.



OUR ENDEAVOUR



Successful candidates will be recommended by M/s SS Dempo College & ABC...I to Domestic and International Airlines based on vacancies.

International Standard Airline Commercial Management Course (ACMc) + Interview Skills

2 & Half Month

2-3 Days A Week (Alternate Days)

Pocket Friendly Course Fees

₹ 27,000/- Additional 1.5k
for one(1)

set of training uniform)

Qualifications 10+2 any stream

Age: 18 & above

Estimated Salaries Structure

(approx) ₹15,000 to ₹20,000.- pm
including allowances

The aviation industry offers a wide range of career paths and growth opportunities both with National and International Airlines

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ADMISSION NOW OPEN

**“YOU FLY THE AEROPLANES,
WE FLY THE AIRLINE**
Capt. Bob

International Standard Flight Operations Management studies (FOMs)



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**FOMC
3 MONTHS+**



FOMs Brief Description:

As Air Traffic continues to surge, seamlessly managing airline fleet(s) and crew is becoming more complex and challenging. A large number of predictable and unpredictable environmental factors impact 'Flight Operations', and airlines cannot afford to mishandle the disruptions. Irregular Operations not only impact the airline's revenue and on-time performance (OTP) but also customer experiences.

Our Flight Operations Management studies. (FOMs) the training program encompasses the main aspects of the 'Flight Operations' activities of an Airline. We will highlight the Technical /Non Technical responsibilities, vis-a-vis Cockpit/Cabin Crew and Tech Staff of an Airline barring the Engineering Personnel, as well as Ground Support Staff that the Operations Department deals with.

Age Education Qualifications:

18 years and above / 10+2 from any stream.

Code Name: FOMs. These Ground Studies are identical to the Commercial Pilot's Licence course.

Important Note:

No Scientific or Mathematical calculations are required while completing this course.

Extremely Important Information:

Candidates having completed any other Airline course will be given preference with discounted rates in fee structure.

Our info is as follows: Students who are conversant with Airline commercial subjects will hold FOMs as an add-on Airline course for seeking employment in a multi-tasking position of an Airline, which is being introduced shortly.

FOMs Related Subjects: Some of the course-related subjects are as follows:

- Aircraft components and equipment, their functions, and use.
- Planning of Different Air-Routes based on Aviation Maps and charts.
- Aircraft Performance.
- Operations Dept. duties and responsibilities.
- International Civil Aviation Organisation (ICAO) & International Air Transport Association (IATA) based Flight Operations methodology.
- Various Notices to Airmen and Women through the title NOTAMS.
- Aerodrome Markings and its Meaning.
- Runway Markings and its Characteristics.
- Flight Documentation.
- Tech/Cockpit Crew Scheduling and Flight Duty Time Limitations (FDTL)
- Weather Phenomenon.
- Air Traffic Control and its functionality.
- Radio Telephony Communication system based on phonetics.
- 6 "Freedoms of Air" and "Rules of the Air."
- 'Operations Department' as a 'Commerce' subject of an Airline.

The candidate(s) successfully completing the FOMs, may enjoy employment opportunity to function as a Jr. Operations Officer or similar in a Domestic or International Airline.

Having completed both our courses ie. Airline Commercial Management courses (ACMc) and FOMs above, the candidate may stand a better chance of employment.



Come Join us today!!

Best Wishes.

Capt. Bob



OUR ENDEVOUR



Successful candidates will be recommended by M/s SS Dempo College & ABC...I to Domestic and International Airlines based on vacancies.

International Standard Flight Operations Management Course(FOMs)

These Ground Studies are identical to the Commercial Pilot's Licence course.

3 Month +

2-3 Days A Week

Pocket Friendly Course Fees
(Installment Option available)

₹ 27,000/-

(Additional ₹1.5k for one(1) set of training uniform)

Qualifications

10+2 any stream Age: 18 & above

Estimated Salaries Structure (approx)

₹15k to ₹20k- pm

Including Allowances

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Career.....leadership

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**“From Kites To Space Flights,
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International Standard Accelerated Specialised Sales & Marketing Certificate course (SS&MCC)



**SS&MCC
1 MONTH
15 DAYS**

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OF COMMERCE & ECONOMICS**
Deendayal Integrated Education Complex, Cujira, Bambolim-Goa

Sales and Marketing Division(S&MD)

Preamble :

The backbone of the Airline Industry is the Sales and Marketing Division(S&MD). It is the most aggressive Division as compared to other segments of the Airline, which has skillful manpower having expertise with tech and nontech competence. The Airline Business Plan has a special stomping ground for S&M. The revenue module though generated strategically by the Finance Division of an Airline, the endmost carrier of the constituent is S&MD.

This does not mean that the other Departments of the Airline do not contribute towards the revenue fellowship. In fact, they control the 'offered budgetary' allocation and ensure cost rationalisation throughout its activities. Along with the 4 P's of basic marketing, Place, Product, Price, and Promotion; the Airline promotes the 5th 'P', which is "Passenger POV". The S&M environment is highly tailored yet flexible, therefore always more than competitive. The innovative changes are carried out on a day-to-day basis, hence less resting on brand image and more characterised by Tariff and predominantly Safety/Security of pax. One such example of 'fresh from the oven' is that of an established Airline, meeting with an accident due to its own negligence and thereafter losing business to the tune of 78%!!

During one such occasion, the passengers may be the willing entity to buy overpriced seats offered by non-competitive, 'never on time', (called the NOT Airline). Similarly, the Airline unfortunately affected by the hijack scenario, despite minding its own beeswax; was tossed-out of business by passengers for quite a period!

The seasonal change in passenger travel, lowers the tariff, at times descending beyond the break-even factor, hence it is necessary to establish that the Consumer eventually, thru relationship, garners loyalty and travels without a sneeze. In such a scenario the conversion of the Consumer into a Customer, despite ascendant fare structure, the passenger does not obviously think of 'Change' of 'Platform'. The Marketing and sales are of the view that by accommodating more passengers, though the profit confines may be maintained low, ignoring the temporary seasonal slippery RunWay.

Code Name: SS&MCc & Brief Description

The accelerated Specialised Sales & Marketing Certificate course (SS&MCc) will influence and educate students with the following groundbreaking modernistic methodology to score Airline Marketing goals. Therefore Students successfully completing SS&MMc will have the skills to join Domestic or International Airlines, collecting measurable salaries. Therefore following representative aspects are considered for enhancing the Customer Base. Shed a light on the assumed 'target plan' by which your consumer will turn into a loyal Customer.

The need of such Customer to further turn into conferral and bestowal. Promote and proceed beyond customers' views, thereby presenting innovative qualitative products.

Develop creative and cost-effective marketing strategies. Set up refreshed management and marketing skills. Understand and effectively implement procedural marketing and sales management to overcome the contests more productively.

Indian & Foreign Airlines Customised Course Content:

The Sales and Marketing procedures whether Digital or analogue are one such effective plural, which through non-tech and tech ambit will impact today's customer-friendly pursuits and improve the graphical representation of the marketing plan, essentially assisting the Sales Platform.

Extemporisation of marketing strategies: It will always benefit Airlines having long-term goals. The additional objectives will enhance the module receipts and perpetuate dividends, bolstering the Airline rationales.



Airline Sales & Marketing Partnership, Leadership & Management Training Programme

The Course Structure:

40 hours or more, with Interview skills presentation.

In order to penetrate the competitive field of Airlines, the marketing mold is often changed, predicated on hard data, related once again, applying the basic 'warfare principles and discipline' of marketing.

It is therefore imperative that Airline Sales and Marketing through accelerated academics will take a measured encapsulation scientifically and educate students, inculcating the culture of the Airline or perhaps the Aviation Segment, so as to effectuate a profiteering marketing plan and prove the innovative design is fruitful.

It is therefore necessary that the conceived strategies of the Marketing Plan are in conformity with the Airline's Financial Budget. Thus while applying the 'financial yard-stick', we will engulf the important takeaway (s) viz. assessment, followed by framing blue print of marketing and finally accomplishing the plan, supportive to the produce. Our teachings will be useful, for using all marketing supplements and it's implemented at each step, in order to augment the marketing and sales plan.

Airline Financial module requirements are based on the projected business development, by Sales and Marketing division. The provocative impetus and its influence on airline marketing.

The imprint of Historical Sales and Marketing through technology and/or basic communication channels. The appropriate example would include various mobile applications.

After-effect of the marketing success through sales and its sustainability plan.

The Sales and Marketing expansion methodology.

Exchange of concepts with Customers and even Consumers, and understanding their proverbial behaviour, so as to mediate, bringing them closer to the Airline. This will un-crease the introduction of revised pricing tag application to the present and future products of the Airline.

Passing on Airline marketing positives and negatives to the Sales Division.

Competently executing Marketing Plan by seeking assistance from various media and smallest covetable sources, exhibiting business expertise.

Self-created wish list to enroll new Customers List endlessly, as new and innovative technology is added to the product. Making comparative analogies with identified similia, in order to dominate the market zone.

Steer the experienced change, and develop a disciplined module for high-end Customers through head-up skills.

Be the Leader of the non-knowledgeable crowd and pursue the concept of 'learn n earn' new appeasement in the swinging market.

This Course is highly recommended for:
A recent entrant in the college.

Final year students who wish to pursue Sales & Marketing in Airline, as a career Joint formatted prestigious Sales & Marketing Course Certificate from "M/s Dempo College and Aviation Business & Career.....Leadership" will be awarded to the successful candidates.

Finale

'MCQ & A + Short Explanation pattern final test.

Time Frame 1 hour 30 mins.

Successful Aptitude percentage requirements, 60%.

Meritorious percentage requirements, 90%.

Final Test(s) attempts 1+1.

**International Standard Accelerated
Specialised Sales & Marketing Certificate
course (SS&MCc)**

1 Month 15 Days.

1-2 Hrs per Day, 2 to 3 Days A Week

**Pocket Friendly Course Fees
(Installment Option available)**

₹18,000/-

Additional 1.5k

for one(1) set of training uniform)

Qualifications

10+2 any stream Age: 18 & above


Students who have opted for Sales & Marketing, as a subject, in BBA or conversant with any Airline Commercial Management Course will have add-on quick specialised qualifications useful for Employment in an Airline.


Estimated Salaries Structure (approx)


₹15,000 to ₹20,000/- pm


Including Allowances

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**Be a part of the
Aviation future !!**

OUR ENDEVOUR

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Aviation Business & Career.....Leadership

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**International Standard
Airline Financial
Management
Studies (AFMs)**



**AFMS
2 MONTHS**



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There are four types of Airlines generally operating in the market. Combined Domestic and International Airline.

- i) Combined Domestic and International Airline.
- ii) Domestic Airline.
- iii) Regional Airline.
- iv) Charter Airline with

An Aviator asked me while espousing promotion for the birth of an Airline, "Where would you like to initiate as a 'Start-Up'?"

"Acquisition of Aircraft based on Business Plan" my answer was purely based on my empirical knowledge of the last 38-years in Aviation. He seemed satisfied, and I noticed he had a cheery smile on his face.

The Financial handling of the project or that of the established Airline requires Capital Investment and the applied Inventory Cost to be handled effectively.

Most businesses need 'Number Games' in its place and the rest will be treated as case history. Those Number Games are obviously nothing more than appropriate Financial Management, which is definitely not a 'Game' in a larger perspective. AFM for one, as stated above, smoothly rolls on the Runway with synonymous modus operandi. "Airline Start-Up" is though Capital-Intensive business, it has quite a clean Business Platform to function. The risk factor is Highly Regulated, hence intensely followed, therefore much more sterilised, and supportive to the Operations.

Some of the AFM supportive categories, which deeply govern the Airline are as follows:

- i) Ground Manpower Employment Cost. This can be further bifurcated into Skilled and Non-Skilled parameters.
- ii) Casual Labour Cost.
- iii) Cost of Operations per flight basis and Revenue Module engaged with it.
- iv) Various Dept. budgets and ROI thereof.
- v) Spare Parts Procurement Budget.
- vi) Inventory Management (pooling methods).
- vii) "Hands On" cash management programme, either on Short Term or Long-Term basis. And preparing 'Cash Flow' statement(s) accordingly.
- viii) Airline Revenue Module, Dept. wise, based on competitive industry practices related to passengers' penchant v/s costs of operations.
- ix) Fuel Cost Rationalisation methods.
- x) Fuel Cost Benefits Systems to keep taxes at arm's length.

- xi) Add on Revenue generation Sharing practices with other carriers.
- xiii) Variable pricing policy.
- xiv) Balance Sheet.
- xv) Depreciation claim and net income.
- xvi) Cockpit and Cabin Crew Rotation and Layovers.
- xvii) Curb on housing Pax and Crew, savings on Hotel Expenses.
- xviii) Outsourcing Manpower and Expertise.
- xix) On-time performance incentives.
- xx) Incentive Schemes for pax.
- xxi) Seasonal fare structure methodology.
- xxii) Appointment of a recognised Handling Agent thru AHM and max manpower utilization for flights.
- xxiii) Associating with Manpower Planning.
- xxiv) Route Planning with Cost-Effective Technology.
- xxv) Foreign Station Commercial, Operations, and Engineering handling Obligations as per Regulatory Authority rules and regulations. etc.



International Standard Airline Financial Management Studies (AFM) 2 Months

1-2 Hrs per Day, 3-4 Days A Week
Pocket Friendly Course Fees
(Installment Option available)
₹20,000/-
(Additional ₹1.5k for one(1) set of training uniform)
Qualifications
10+2 any stream Age: 18 & above

Estimated Salaries Structure (approx)
₹15,000/- to ₹18,000/- pm
Including Allowances



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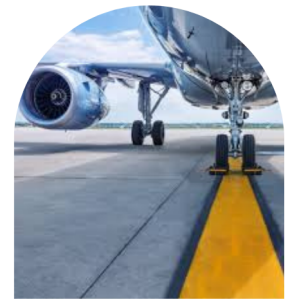



 ABC!
 Aviation Business &
 Career.....leadership

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International Standard Airport Management & Services studies (AMSs)



AMSS 2 MONTHS



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Airport Management & Services studies (AMSs)

A professionally and procedurally drafted constructive methodology, whereby a qualified student will be able to assist Technological and Otherwise functions carried out on a day-to-day basis by the Airport Management. These theme functions have an additional window(s) viz. Safety of the Airport and its Airlines, as a comprehensive package.

AMSs Qualifications: has competitive subjects, and any rank and file with 12th Level studies from any stream, aged 17+ of age is eligible to join.

Duration: 3 months (with Interview Skills). Initially 2 or 3 days a week, 2 Hours a Day. Course Fees: Total Rupees 27K includes Girls and Boys separate Uniform.

NB: Technical, Commercial, and Non-Technical aspects of 'Vision Airport' data will be provided.

Working Module: Depending upon, whether the Airport is a Domestic or International Airport, (or Both) accordingly the work culture will differ. As determined by the Higher Professional Management, the Duties and Responsibilities at the Airport will be established and executed.

AMSs Syllabus:

- Airport Revenue Module.
- Airport Safety, Security, and Emergency Procedures.
- Soft skills.
- Airport Operations and its methodology.
- Communication Skills.
- Aviation Law.
- Customer Airline Basic Contractual terms and services there too.
- Cargo Housing Methods including Handling DGRs (Dangerous Goods Rules)
- Basics of Airline Management and Aviation in general coordination with its various Departments.
- Fire Facility Management at Airport.
- Aircraft Incident and Accident procedural approach, through established Command Post.
- Airport House Keeping Module.
- Air Traffic Control Coordination System.
- Commercial Rentals for Shops and Food Court etc.
- Runway, Taxiway, Apron, and similarly other Areas/Airport facilities' maintenance.
- Passenger comfort facilities and recreation centers.
- Co-ordinations with Airport Security Police force, Medical facility Centre,
- Customs, Immigration Dept. External Hospitals and City Govt. Authorities.
- Airline Hangars allotment and Management.
- Manpower Planning Air-Side and Land-Side of Terminal Building.
- Labour Training Module for Air-Side and Land-Side.



International Standard Airport Management & Services studies (AMSS)

2 Months

1-2 Hrs per Day, 3 Days A Week
Pocket Friendly Course Fees
(Installment Option available)

₹20,000/-

Qualifications

10+2 any stream Age: 18 & above

Estimated Salaries Structure (approx)
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