

Business Flight Etiquette

COURSE CONTENTS

- Definition of Etiquette.
- The types of Business Etiquette.
- The importance of Flight Etiquette for the cabin attendants; customer service.
 - Airport Etiquette.
- The major mistakes of the flight attendants' etiquette at airport.
- The basic items in handling the disruptive passengers.
- The effective Flight Etiquette phrases, used on the plane.
- The killing words for the passengers.
- How can we as cabin attendants overcome these killing words?
- Practice
- Role play.