

## Advanced - Bundle of VIP Service Training

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Flight attendants working on a private jet have to have an exceptional level of professional service skills requiring constant evolvement. Our VIP Service bundle provides all the necessary units to fulfil your passenger's high expectations. After a short refresher

Of the basic service knowledge, the participants will go through different VIP service programs focusing on practical training sessions. The combination of cultural differences and service training will prepare you for every unforeseen situation.

<b>Place.....</b>	<b>Fly-Exclusive Training Centre Berlin-Schönefeld Customized In-house training on request</b>
Designed to.....	Future VIP Flight Attendants Staff working on board their principal's aircraft
Length of service .....	5 days
Number of participants.....	Max. 6
Presenter / Trainer.....	Fly Exclusive' highly experienced and qualified trainers
Languages.....	English, German
Requirements.....	Participant must be at least 18 years of age
Service included.....	Hotel accommodation includes, if booked: <ul style="list-style-type: none"> <li>▶ 4 night in Superior room with garden view</li> <li>▶ Cold and warm breakfast buffet</li> <li>▶ Free Wi-Fi</li> <li>▶ Free Sky-TV</li> <li>▶ Free entrance to the wellness facilities</li> <li>▶ Free snacks and refreshments during the course</li> <li>▶ Free 3-course lunch menu including one soft drink</li> <li>▶ Free shuttle from and to Airport Berlin-Schönefeld</li> <li>▶ A one year free access to JOB JET</li> </ul>
Service excluded.....	▶ Travel arrangement to and from Airport Berlin SXF

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Training units.....

### **Refresher: to serve, catering & food presentation**

- ▶ VVIPs, HNWI and head of State
- ▶ Effective trip planning
- ▶ Cabin set up - cabin dressing and presentation
- ▶ Galley organisation and service set up
- ▶ Handling of catering} Garnishing and food plating
- ▶ Culinary presentation techniques
- ▶ Garnishing and food plating –practical training
- ▶ Professional table setting incl. Silver service
- ▶ Practical table setting training
- ▶ Practical service unit – serving food
- ▶ Wine and champagne theory
- ▶ Serving wine and champagne practically

### **Refresher: In-Flight Service**

- ▶ Gourmet foods and brands
- ▶ Serving gourmet foods
- ▶ Wine and food pairing
- ▶ Creative menu writing
- ▶ Cabin trends and latest concepts
- ▶ Cultural differences basics
- ▶ Passengers with special needs
- ▶ VIP etiquette and service protocol
- ▶ Modern napkin folds
- ▶ Must have items on-board

### **Module: Cultural Differences**

- ▶ Basic knowledge
- ▶ Cultural differences & considerations
- ▶ In-flight service: code of conduct
- ▶ Service differences for following clientele:
  - ▶ Middle East
  - ▶ Russia
  - ▶ African
  - ▶ Asia
  - ▶ Europe

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Training units.....

### **Module: Food and Beverages**

- ▶ Wine and champagne – theory
- ▶ Storage of wines on board and common wine faults
- ▶ Premium spirits & luxury brands
- ▶ Premium varieties of tea and coffee
- ▶ Practical service exercises
- ▶ Gourmet foods and current eating trends
- ▶ Food and beverage preparation at altitude
- ▶ Food and wine pairing
- ▶ Food plating, inspiration & ideas to impress your guests
- ▶ Culinary technique - hands on session
- ▶ Dietary & religious considerations

### **Module: Food Safety Training**

- ▶ Hygiene principles
- ▶ Food Safety in general
- ▶ Training and guidance on food safety
- ▶ Corporate aviation environment and food safety
- ▶ Handling of catering - receiving, storing, reheating, serving

Methods.....

- ▶ Presentations
- ▶ Group work
- ▶ Reflection exercises
- ▶ Role play
- ▶ Practical exercises
- ▶ Hands-on trainings