



# **College of Hospitality Industry Management**

**TQF.5 Course Report**

**Course Code: IAC 3306**

**Course Title: Cabin Crew Management**

**Credits: 3-3-6**

**Semester /Academic Year: 1/2023**

**Students: Bachelor of Arts Program in Airline  
Business**

**Lecturer(s): Mrs. Korawin Kungwola**

## **Course Report**

**Institution** : Suan Sunandha Rajabhat University

**Campus/Faculty/Department** : College of Hospitality Industry Management

### **Section1: General Information**

- 1. Course code title:** IAC 3306 Cabin Crew Management
- 2. Pre-requisite:** None
- 3. Faculty Member(s) Teaching the Course and Sections** Airline Business  
64  
By Mrs. Korawin Kungwola
- 4. Semester and Academic Year:** Semester 1/2023
- 5. Venue:** International College, Suan Sunandha Rajabhat University, Nakorn Pathom

**Section 2: Actual Teaching Hours Compared with Teaching Hours Specified in the Teaching Plan**

**1. Number of actual teaching hours compared with the teaching plan**

<b>Week</b>	<b>Topic/Outline</b>	<b>Periods</b>	<b>Learning Activities and Medias</b>	<b>Lecturer(s)</b>
1	<ul style="list-style-type: none"> <li>• <b>Introduction to Cabin Crew Management</b></li> <li>- A Day in the Life of a Crewmember</li> <li>- History of Cabin Crew</li> <li>- Responsibilities of Cabin Crew's</li> </ul>	3 hrs.	<ul style="list-style-type: none"> <li>• Direct instruction and group discussion</li> <li>• Student centered: cooperative learning (In-flight Service Project)</li> <li>• Assignment Individual and Team</li> </ul>	Mrs.korawin
2	<ul style="list-style-type: none"> <li>• <b>Aircraft and Aviation Familiarization</b></li> <li>- Aircraft, Airport, and Ground Terminology</li> <li>- Aircraft Furnishings, Systems and Terminology</li> </ul>	3 hrs.	<ul style="list-style-type: none"> <li>• Students' individual research on 'Service Standard' 5-8 persons per week</li> </ul>	Mrs.korawin
3	<ul style="list-style-type: none"> <li>• <b>Cabin Crew's Competencies</b></li> <li>- Cabin Crew's Position</li> <li>- Lifestyle of Cabin Crew</li> </ul>	3 hrs.	<ul style="list-style-type: none"> <li>• Direct Instruction</li> <li>• Garden Answer</li> <li>• Student-centered: Cooperative learning</li> </ul>	Mrs.korawin

	- Crew Roster- Using Time Zones			
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Week	Topic/Outline	Periods	Learning Activities and Medias	Lecturer(s)
4	<ul style="list-style-type: none"> <li>• <b>Crew Member Coordination Communication</b></li> <li>- Chain of Command</li> <li>- Cabin Crew Team Structure</li> <li>- Work Positions and Specific Responsibilities</li> </ul>	3 hrs.	<ul style="list-style-type: none"> <li>- Direct Instruction</li> <li>- Student centered: cooperative learning</li> <li>- Group activity</li> </ul>	Mrs.korawin
5	<ul style="list-style-type: none"> <li>• <b>Pre-flight briefing</b></li> <li>-Procedure</li> </ul>	3 hrs.	<ul style="list-style-type: none"> <li>Direct Instruction</li> <li>- Student centered: cooperative learning</li> <li>- Group activity</li> </ul>	Mrs.korawin
6	<ul style="list-style-type: none"> <li>• <b>In-flight Communication and Public Announcement</b></li> <li>- Cabin Interphone System</li> <li>- Public announcement</li> <li>-Safety Demonstration</li> </ul>	3 hrs.	<ul style="list-style-type: none"> <li>- Direct Instruction</li> <li>- Student centered: cooperative learning</li> <li>- Role play</li> <li>- Oral practice</li> </ul>	Mrs.korawin

7	<ul style="list-style-type: none"> <li>• <b>Midterm</b></li> </ul>	3 hrs.	<b>Paper Test</b>	
8	<ul style="list-style-type: none"> <li>• <b>Safety and Emergency Procedure</b> <ul style="list-style-type: none"> <li>- Emergency Equipment</li> <li>- Passenger Safety Briefing</li> <li>- Evacuation and Emergency Procedure</li> <li>- Safety Demonstration</li> <li>- Dangerous Goods</li> </ul> </li> </ul>	3 hrs.	<ul style="list-style-type: none"> <li>- Direct Instruction</li> <li>- Student centered: cooperative learning</li> <li>- Role play</li> <li>- Oral practice</li> </ul>	Mrs.korawin
9	<b>Equipment and Pre-flight Security check</b>	3 hrs.	-Role play	Mrs.korawin
10	<ul style="list-style-type: none"> <li>• <b>Inflight Incident</b> <ul style="list-style-type: none"> <li>-Special Service requirement</li> <li>- Unruly</li> <li>-Complaint passenger</li> </ul> </li> </ul>	3 hrs.	<ul style="list-style-type: none"> <li>- Online learning</li> <li>Google meet</li> </ul>	Mrs.korawin
11	<ul style="list-style-type: none"> <li>• <b>Preparation on Ground</b> <ul style="list-style-type: none"> <li>- Service Sequence</li> <li>-Emergency Equipment Check</li> <li>-Security Check</li> <li>-Meal check</li> <li>-Cabin Check</li> <li>-Galley Chek</li> </ul> </li> </ul>	3 hrs.	<ul style="list-style-type: none"> <li>- Direct instruction</li> <li>- Student centered: cooperative learning</li> <li>- Mock-up practice</li> </ul>	Mrs.korawin

	-Welcome procedure -Before take off			
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Week	Topic/Outline	Periods	Learning Activities and Medias	Lecturer(s)
12	<ul style="list-style-type: none"> <li>● <b>In-flight Service procedure</b></li> <li>- Meal Service</li> <li>- Taking meal orders</li> <li>- Breakfast service</li> <li>- Supper service</li> <li>- Light meal service</li> <li>- Lunch &amp; Dinner service</li> <li>- Bread service</li> <li>- Cheese and fruits service</li> <li>- Dessert and tea/coffee service</li> <li>- Passengers' comfort and privacy</li> <li>- Duty free sales service</li> <li>- In-flight entertainment service</li> <li>-Post flight</li> </ul>	3 hrs	<ul style="list-style-type: none"> <li>- Direct Instruction</li> <li>- Student centered: cooperative learning</li> <li>- Mock-up practice</li> </ul>	Mrs.korawin
13	<ul style="list-style-type: none"> <li>● <b>Inflight Service Demonstration and practice</b></li> </ul>	3 hrs.	Guest Speaker	Mrs.korawin / Guest Speaker

14	• <b>In-flight Service Practice</b>	3 hrs.	- Student centered: cooperative learning	Mrs.korawin
15	• <b>In-flight Service Practice</b>	3 hrs.	- Student centered: cooperative learning - In-flight service practice	Mrs.korawin
16	• <b>In-flight Service Simulation</b>	3 hrs.	- Student centered: cooperative learning - In-flight service practice	Mrs.korawin
17	• <b>Final Examination</b>	3 hrs.	- Paper test	Mrs.korawin

## 2. Topics that couldn't be taught as planned

Topics that couldn't be taught (if any)	Significance of the topics that couldn't be taught	Compensation
None	None	None

## 3. Effectiveness of the teaching methods specified in the Course Specification

Learning Outcomes	Teaching methods specified in the course specification	Effectiveness (Use ✓)		Problems of the teaching method(s) (if any) and suggestions
		Yes	No	

<p>1. Morals and Ethics</p> <p>1. Be able to deliver or to complete a required task at appointed time.</p> <p>2. Be able to do the right thing according to the values, beliefs and principles they claim to hold.</p> <p>3. Be able to make decisions in business according to moral concepts and judgments.</p>	<p>1. Activities that require students to practice being punctual and no tardiness.</p> <p>2. Learn the consequences of plagiarism.</p> <p>3. Learn how to work as a Team, trustworthy, and responsibility.</p> <p>4. Students help to prevent cheating in classroom and during examinations.</p>	<p>✓</p>	<p>-</p>	
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<p><b>2. Knowledge</b></p> <p>1. Be able to understand the theories and important case studies taught.</p> <p>2. Be able to provide an analysis and provide the solution to real world problems.</p> <p>3. Be able to use knowledge integrated with other disciplines.</p>	<p>1. PowerPoint</p> <p>2. Problem-Based Learning</p> <p>3. Case Study</p> <p>4. individual Presentation</p> <p>5. Individual Practicing</p> <p>6. Group Presentation</p> <p>7. Questions and Answers</p>	<p>✓</p>	<p>-</p>	<p>- Some students have extremely limited ability in English.</p> <p>- Need an extra attention in class.</p>
<p><b>3. Cognitive Skills</b></p> <p>1. Be able to gather and summarize information, and report.</p> <p>2. Be able to do self-study and sharing information to the class.</p> <p>3. Be able to solve problems from case studies.</p>	<p>1. Case Study</p> <p>2. Brainstorming</p>	<p>✓</p>	<p>-</p>	<p>- Students need to read more about English conversations.</p> <p>- Encourage students to use any technologies with WIFI access to attain the information.</p>

<p>4. Interpersonal Skills and Responsibilities</p> <p>1.Be able to communicate with foreigners in English and another language.</p> <p>2.Be able to use English to solve problems.</p> <p>3.Be able to initiate some new ideas and have leadership.</p>	<p>1. Group Discussion</p> <p>2. Group Presentation</p>	<p>✓</p>	<p>-</p>	<p>- Use team learning and students to do group presentation with different role of duties assigned and present as a play “Come fly with me.”</p>
<p>5. Numerical Analysis, Communication and Information Technology Skills</p> <p>1.Be able to use ICT skills and apply them.</p> <p>2.Be able to use ICT in the work place and apply numerical analysis in communication.</p>	<p>1.The problems during Teamwork assignments. Students present their work by using interpersonal skills and technology.</p> <p>2. Students present their work by using proper terminologies of Airline communication in English.</p> <p>3. Students use all technologies to solve.</p>	<p>✓</p>	<p>-</p>	<p>- Use team learning as an example.</p>

6. Learning Management Skills		✓	-	
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#### 4. Suggestions for Improving Teaching Methods

Try to help students to pay more attention in their responsibilities in all aspects so we have to motivate them to realize about their duties. Moreover, English communication in speaking listening and writing should be more practicing by various tasks.

#### Section 3: Course Outcomes

1. Number of registered students: 24 students

.2Number of students at the end of semester: 24 students

3. Number of students who withdrew) W):

4. Grade distribution

Grade	No. of students (TOTAL 120)	Percentage
A	3	12.5
A-	2	8.3
B+	7	29
B	6	25
B-	3	12.5
C <sup>+</sup>	1	4.2
C	1	4.2
C-	0	0
D+	0	0
D	0	0
D-	0	0
F	0	0
Incomplete (I)		

**5. Factors causing unusual distribution of grades (If any)**

**None**

**6. Discrepancies in the evaluation plan specified in the Course Specification**

6.1 Discrepancy in evaluation time frame

Details of Discrepancy	Reasons
Timing for Individual presentation limited, extending more time in make-up class.	Have to balance the teaching time and individual presentation time. Students need more times to answer questions from friend during their presentation because English conversation must pronounce clearly and students need more practice.

6.2 Discrepancy in evaluation methods

Details of Discrepancy	Reasons
Difficulty in observing the student's Moral and Ethics (Group work responsibilities) due to different role, hard to discover their works on preparation the role-play.	Students had different roles in Group presentation, trust students to show their Moral and Ethics on team working.

**7. Verification of students' achievements**

Verification Method(s)	Verification Result(s)
We always have lecturer's meeting and discussion among lecturers.	Lecturers should set the time for students to practice more English conversations in the classroom.

## Section 4: Problems and Impacts

### 1. Teaching and learning resources

<b>Teaching Problems:</b>	<b>Impacts on students' learning:</b>
<b>Learning Resources Problems:</b>	<b>Impacts on students' learning :</b>

### 2. Administration and organization

<b>Problems from administration</b>	<b>Impacts on students' learning</b>
<b>Problems from organization</b>	<b>Impacts on students' learning</b>

## Section 5: Course Evaluation

### 1. Results of course evaluation by students

#### 1.1 Important comments from evaluation by students

Strength:

- 1.Students had great teamwork experiences and fun from final project.
- 2.Students gained more knowledge about their individual presentation
- 3.Students have chance to use The Mock up, so they can imagine what is in the real work place.

Weakness:

- 1.The students need to learn more about practicing English speaking in class.
2. Some students don't have good time management; they don't know how to manage the time.

#### 1.2 Faculty members' opinions on the comments in 1.1

The students could perform their works very well both in group presentation and individual presentation. They also knew how to be a good teamwork and they tried hard to do every assignment to be perfect.

**2. Results of course evaluation by other evaluation methods**

2.1 Important comments from evaluation by other evaluation methods

N/A

2.2 Faculty members' opinions on the comments in 2.1

N/A

**Section 6: Improvement Plan**

**1. Progress of teaching and learning improvement recommended in the previous Course Report**

<p>Improvement plan proposed in Semester1 Academic year 2024</p> <ol style="list-style-type: none"> <li>1. A plan to give a time to students to study by themselves and share knowledge in the class.</li> <li>2. ....</li> </ol>	<p>Results of the plan implementation (In case no action was taken nor completed, reasons must be provided.)</p> <ol style="list-style-type: none"> <li>1. Students can study by themselves and able to explain to others. .....</li> <li>2. ....</li> </ol>
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**2. Other improvements**

**3. Suggestions for improvement for Semester 1 Academic year 2023**

Suggestions	Time Frame	Responsible person
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<ul style="list-style-type: none"><li>- Let the student study by themselves and share knowledge in class.</li><li>-Try to give students a role play time to make them understand more about the subject.</li><li>- Use new teaching techniques such as group investigation.</li></ul>		Mrs.Korawin Kungwola
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**4. Suggestions of faculty member(s) responsible for the course**

- Create more positive learning environment.
- Use more e-learning for additional practice exercises on teacher’s website.

**Responsible Faculty Member/Coordinator:** Mrs. Korawin Kungwola

Signature..... Submission Date December 2023

**Chairperson/Program Director:** .....

Signature..... Receipt Date .....