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# Cabin Crew Management: Cabin Safety, Passenger Experience and Crew Performance Training Course

6 – 10 September 2027  
Paris





## Cabin Crew Management: Cabin Safety, Passenger Experience and Crew Performance Training Course

Ref: 489\_27097 Date: 6 – 10 September 2027 Location: Paris Fees: 5500 GBP

### Programme Summary

Cabin crew management is the subject of this one-week training course for airline cabin services managers, inflight service managers and senior cabin crew supervisors, ending in a cabin crew management plan for one fleet or base. Cabin teams are asked to deliver safety, service and calm under pressure with little management time between flights. The programme moves from the cabin leadership role through diagnosis of safety, service and crew performance gaps to design of routines, then applies them to one team. Mars Training Centre UK delivers this cabin crew management programme for managers from mixed airlines.

### The Business Case

A cabin team can follow every procedure and still deliver an uneven journey when briefings are rushed, reports go unread and rosters leave crews tired. Managers see problems late, through complaints or incident reports. Those who set clear standards, read reports for patterns and plan crews with fatigue in mind keep safety and service steady from one flight to the next.

- Safety Report Quality: Improves as crews see that reports lead to visible action.
- Passenger Satisfaction: Rises as service standards are briefed and observed consistently.
- Crew Fatigue and Absence: Falls as rostering rules and rest patterns are reviewed against workload.

### Principles and Evidence Base

- IATA Cabin Operations Safety Best Practices Guide: Its collected cabin safety practices frame the oversight routines in Session 1 and the briefing design in Session 4.
- ICAO Cabin Crew Safety Training Manual Doc 10002: Its training content shapes the competence review in Session 2.
- ICAO guidance on safety management in cabin operations: It structures the reporting and risk review in Sessions 2 and 3 and the feedback loop in Session 4.

### Intended Participants

- Cabin services managers who answer for safety standards and service quality across crews.
- Inflight service managers who set service routines and observe delivery on board.
- Senior cabin crew supervisors who brief, lead and debrief teams on duty.
- Crew planning and quality leads who connect rosters, reports and performance.

Typical settings include full-service airlines, low-cost carriers, charter operators and ground training centres.



## Learning Outcomes

1. Participants will be able to describe the safety, service and people responsibilities of cabin crew management.
2. Participants will be able to diagnose weaknesses in cabin safety reporting and crew competence from records.
3. Participants will be able to evaluate the passenger journey against service standards and complaints.
4. Participants will be able to analyse crew communication and teamwork failures using crew resource management concepts.
5. Participants will be able to construct briefing, feedback and rostering routines for a cabin team.
6. Participants will be able to justify a cabin crew management plan to airline operations leadership.

## Programme Structure

### Day 1: Cabin Crew Management Principles and Oversight

What must a cabin manager control, and how is it overseen?

- Cabin Manager Role Map
- IATA Cabin Operations Safety Practice Review
- Safety and Service Standards Matrix
- Cabin Performance Indicator Sheet
- Crew Briefing Structure Sketch

### Day 2: Diagnosing Cabin Safety and Crew Competence

Where are the safety gaps in reports, training and procedures?

- Cabin Safety Report Review
- Safety Event Pareto Chart
- ICAO Doc 10002 Competence Checklist
- Emergency Procedure Walk-Through Audit
- Cabin Risk Register

### Day 3: Diagnosing Passenger Experience and Crew Teamwork

Why does service vary, and where does teamwork break down?

- Passenger Journey Map
- Complaint Theme Analysis
- Service Delivery Observation Form
- Crew Resource Management Case Review
- Disruption Handling Debrief Log



## Day 4: Designing Briefing, Feedback and Rostering Routines

Which routines keep safety, service and crew welfare steady?

- Pre-Flight Briefing Template
- Crew Feedback and Coaching Guide
- Service Standard Checklist
- Roster Fatigue and Rest Review Sheet
- Safety Report Feedback Loop

## Day 5: Applying Cabin Management to One Team

Does the management plan hold when it is tested on one team?

- Applying the Session 2 Safety Report Review to a Live Team
- Testing the Session 3 Observation Form
- Rehearsing the Session 4 Briefing Template
- Revising the Plan after Peer Feedback
- Completing the Cabin Crew Management Plan

## Methodology

The programme uses a case analysis method built on anonymised safety reports, complaint extracts, roster samples and short written cases from airline cabin operations. Participants work in small groups on one team, defend choices to peers who act as operations, safety and crew representatives, and receive facilitator feedback.

- Suggested activity: Reading a set of safety reports for a recurring pattern.
- Suggested activity: Rewriting a pre-flight briefing that omits a safety item.
- Suggested activity: Reviewing a roster for rest and workload conflicts.

## Capstone Output

Each participant completes a cabin crew management plan for one fleet or base. It holds a standards matrix, a safety and competence review, a service observation routine, a briefing template and a rostering review. The plan is used at work to brief airline operations leadership, agree routines with senior crew and guide monthly reviews.



## Frequently Asked Questions

### **Is cabin crew management suitable for supervisors who have not managed a cabin team before?**

Yes. Cabin crew management is taught from the role upward and assumes experience of cabin work, not previous management of a team.

### **Which references does cabin crew management rest on in this programme?**

Cabin crew management here rests on the IATA Cabin Operations Safety Best Practices Guide, ICAO Doc 10002 and ICAO guidance on safety management in cabin operations.

### **How is the cabin crew management plan used at work?**

You use the cabin crew management plan to brief airline operations leadership, agree routines with senior crew and guide monthly reviews of safety, service and rostering.

### **How does cabin crew management differ from a programme on airline customer service?**

Cabin crew management centres on safety oversight, crew performance and rostering alongside service, while airline customer service centres on passenger contact across the whole journey.