

**Ashour**

***Cabin Crew /Ground Crew Operation Professional***

**Email:** [ashour.378029@2freemail.com](mailto:ashour.378029@2freemail.com)

Profile Summary

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| Enthusiastic, dynamic and service-oriented professional offering formal education, valuable training, skills and attributes for a rewarding role in the domains of Cabin Crew, Ground Crew Operation, and Customer Service; Possess sound knowledge in International Airport Codes, Aviation Alphabet, airline proceedings, pertinent international airport regulations and safety & security in aviation. Acquired capabilities to manage itineraries and accommodation details, compute fares and fees, read coded data on tickets to ascertain destination, marks tickets and assign boarding pass, check baggage, cargo, and direct passengers to designated locations for loading. Competence to handle and confirm reservations, package tours or provide tourists with travel or transportation information; Possess excellent analytical, problem-solving, coordination, communication and interpersonal skills, Seeks a solid career foundation within Airport, Airline & Aviation Industry which offers challenging and broad training to use and develop skills.    **Strenght & Skills** |  | |
| * Diploma in Aviation, Hospitality & Travel/Tourism * Familiar with Safety and First Aid Procedures * Excellent Communication Skills (Arabic & English) * Exemplary Analytical and Problem Solving Skills * Positive Attitude, Hard Working and Calm Natured | | * Adept in Cabin Crew & Ground Crew Handling * Knowledgeable with Airline and Airport Procedures * Service oriented with high stress tolerance * Possess Integrity, Creativity, Honesty & Teamwork * Self-starter-quick learner-flexible personality | |
| Educational Background   * Diploma in Civil Aviation – Egyptian Aviation Academy, Egypt * Proficient in MS Office application (Word, Excel, PowerPoint, Email applications & Internet). | | |

Core Competency

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**Cabin Crew**

* Provide excellent customer service to passengers while ensuring their comfort & safety throughout the flight.
* Effectively dealt with security and emergency situations which may arise and can administer first aid to passengers.
* Attend a pre-flight briefing where air cabin crew is assigned their working positions for the upcoming flight.
* Provide information on the flight details, the schedule, the number of infants on board and if there are passengers with any special requirements, such as diabetic passengers or passengers in wheelchairs.
* Carry out pre-flight duties, including checking the safety equipment and security checks, ensuring the aircraft is clean and tidy and that the information in the seat pockets is up to date and that all meals, drinks, and stock are on board.
* Welcome passengers on board and directing them to their seats, informing passengers of the aircraft safety procedures and ensuring that all hand luggage is securely stored away.
* Check all seat belts and galleys are secure prior to take-off, administer announcements on behalf of the pilot and answering questions during the flight.
* Serve meals and refreshments, selling duty-free goods and advising passengers of any allowance restrictions in force at their destination.
* Re-assure passengers and ensuring that they follow safety procedures correctly in emergency situations, giving first aid where necessary.
* Ensure passengers disembark safely at the end of a flight and checking that there is no luggage left in the overhead lockers and no stowaways or suspicious items onboard. Complete paperwork, including writing a flight report.

**Ground Crew Operation**

* Perform several important duties to ensure the safety and comfort of airline passengers and crew members, including checking baggage, stocking aircraft with refreshments, and cleaning the plane and runway between flights.
* Responsible for checking passengers’ ID and tickets, allocating seats, weighing luggage and issuing boarding cards.
* Check the aircraft preparation at the boarding gate service agent’s team to confirm when the aircraft is ready, call passengers to board and check their boarding cards.
* Checking passengers in for flights, re-routing or re-booking passengers whose flights have been canceled or delayed.
* Assist disabled passengers or those travelling with young children. Giving passengers up-to-date information on flights.
* Provide assistance to the passengers with all inquiries, including lost or delayed baggage. Assist colleague in carrying out security checks as and when the situation arises.
* Deliver high levels of customer service to passengers and those travelling through the airport.
* Work closely with service agents, airport staff, security staff, flight dispatchers & airline operating staff such as cabin crew.
* Proficient in using computers, telephones, radios and some mechanical equipment, for check-in luggage using a conveyor belt with a weighing scale.

Personal Details

Nationality : Egyptian

Date of Birth : 03rd November 1994

Marital Status : Single

Visa Status : Visit Visa

Languages : English, Arabic

Reference : Available upon request