



College of Hospitality Industry Management

TQF.5 Course Report

Course Code: ABI 3306

Course Title: Cabin Crew Management

Credits: 3-3-6

Semester /Academic Year: 1/2025

**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

Section 1: General Information

- 1. Course code title:** ABI 3306 Cabin Crew Management
- 2. Pre-requisite:** None
- 3. Faculty Member(s) Teaching the Course and Sections:** Airline Business
66 By Mrs. Korawin Kungwola
- 4. Semester and Academic Year:** Semester 1/2025
- 5. Venue:** College of Hospitality Industry Management, Suan Sunandha
Rajabhat University

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

Week	Topic/Outline	Periods	Learning Activities and Medias	Lecturer(s)
1	Introduction to Cabin Crew Management - History of Cabin Crew - Aircraft, Airport, and Ground Terminology	3 hrs.	<ul style="list-style-type: none"> • Direct instruction & group discussion • Student centered: cooperative learning • Assignment <ul style="list-style-type: none"> -Individual Airlines' cabin crew interview 2 persons / week -Group Assignment: Dry flight training 	Mrs. Korawin
Week	Topic/Outline	Periods	Learning Activities and Medias	Lecturer(s)
2	Crew Member Coordination & Communication, Pre-flight briefing - Chain of Command - Cabin Crew Team Structure - Work Positions and Specific Responsibilities	3 hrs.	<ul style="list-style-type: none"> • Direct instruction and group discussion 	Mrs. Korawin

	- Pre-flight briefing procedure			
3	Preparation on Ground - Service Sequence -Emergency Equipment Check -Security Check -Meal check -Cabin Check -Galley Check -Welcome procedure -Before take off	3 hrs.	<ul style="list-style-type: none"> • Direct instruction and group discussion 	Mrs. Korawin
4	Emergency Equipment check & Security check - Emergency equipment check procedure	3 hrs.	<ul style="list-style-type: none"> • Direct instruction & group discussion • Student-centered: Cooperative learning • Individual practice 	Mrs. Korawin

Week	Topic/Outline	Periods	Learning Activities and Medias	Lecturer(s)
4 (Cont.)	-Security check procedure	3 hrs.	<ul style="list-style-type: none"> - Direct Instruction - Student centered: cooperative learning - Individual and Group practice (test) 	Mrs. Korawin
5	Boarding and Public announcement Cabin Interphone System	3 hrs.	<ul style="list-style-type: none"> Direct Instruction - Student centered: cooperative learning 	Mrs. Korawin

	- Public announcement		- Individual & Group practice (score)	
6	Safety Demonstration	3 hrs.	- Direct Instruction - Student centered: cooperative learning - Practice	Mrs. Korawin
7	On ground service Practice	3 hrs.	Role play: Group	Mrs. Korawin
8	Midterm	3 hrs.	Comprehensive: Oral test	Mrs. Korawin
9	CIQ - Customs , Immigration & Quarantine procedure	3 hrs.	- Direct Instruction - Student centered: cooperative learning - Role play	Mrs. Korawin
10	Safety and Emergency Procedure & Practice - Passenger Safety Briefing - Evacuation and Emergency Procedure - Dangerous Goods	3 hrs.	- Direct Instruction - Student centered: cooperative learning - Role play - Oral practice	Mrs. Korawin
Week	Topic/Outline	Periods	Learning Activities and Medias	Lecturer(s)
11	In-flight Service procedure - Meal Service - Taking meal orders - Breakfast service - Supper service	3 hrs.	- Direct Instruction - Student centered: cooperative learning - Mock-up practice	Mrs. Korawin

	<ul style="list-style-type: none"> - Light meal service - Lunch & Dinner service - Bread service - Cheese and fruits service - Dessert and tea/coffee service - Passengers' comfort and privacy - Duty free sales service - In-flight entertainment service -Post flight 			
12	Inflight Service and Problem solving	3 hrs.	<ul style="list-style-type: none"> - Direct instruction - Student centered: cooperative learning - Mock-up practice 	Mrs. Korawin
13	Inflight Service Demonstration and practice	3 hrs.	<ul style="list-style-type: none"> - Mock-up practice <p>Assignment: Final project discussion</p>	
14	Final Project presentation	3 hrs.	<ul style="list-style-type: none"> - Presentation 	Mrs. Korawin
15	Final Project Practice	3 hrs.	Group activities	Mrs. Korawin
Week	Topic/Outline	Periods	Learning Activities and Medias	Lecturer(s)
16	<ul style="list-style-type: none"> • In-flight Service Simulation 	3 hrs.	<ul style="list-style-type: none"> - Student centered: cooperative learning 	

			- In-flight service practice	Mrs. Korawin
17	• Final Exam	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>2. Knowledge</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>3. Cognitive Skills</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: 13 students
2. Number of students at the end of semester: 13 students
3. Number of students who withdrew) W):
4. Grade distribution

Grade	No. of students (TOTAL 120)	Percentage
A	7	54
A-	2	15
B+	1	8
B	0	0
B-	0	0
C+	1	8
C	0	0
C-	0	0
D+	0	0
D	2	15
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
Limited time for individual performance evaluations during in-class cabin crew role-play activities; additional sessions needed in make-up classes.	Balancing between theory teaching, practical training, and individual role performance is challenging. Students need more time to demonstrate safety announcements, service routines, and in-flight communication. Additional time allows students to improve pronunciation, confidence, and professional communication in English.

6.2 Discrepancy in evaluation methods

Details of Discrepancy	Reasons
Difficulty in evaluating students' Moral and Ethics (team responsibility and professional attitude) during simulated in-flight service due to different assigned roles and varying visibility of their contributions.	Each student performs specific tasks (e.g., safety demonstration, meal service, passenger assistance), making it hard to assess teamwork and ethical behavior equally. Observation tools and peer assessments should be developed to ensure fair evaluation of group participation and professional conduct.

7. Verification of students' achievements

Verification Method(s)	Verification Result(s)
Regular lecturer meetings and peer reviews are conducted to ensure consistency in assessment and grading standards across classes.	Lecturers agreed to allocate more class time for practical simulations and English communication practice to enhance students' confidence, teamwork, and customer service professionalism. Continuous monitoring and feedback sessions are recommended to support improvement in real cabin crew performance skills.

Section 4: Problems and Impacts

1. Teaching and learning resources

Teaching Problems:	Impacts on students' learning:
Learning Resources Problems:	Impacts on students' learning :

2. Administration and organization

Problems from administration	Impacts on students' learning
Problems from organization	Impacts on students' learning

Section 5: Course Evaluation

1. Results of course evaluation by students

1.1 Important comments from evaluation by students

Strengths:

1. Students enjoyed **teamwork and collaboration** during group presentations, enhancing their communication and leadership skills.
2. Students gained **deeper understanding** of individual cabin crew duties through personal presentations and performance tasks.
3. The opportunity to use the **mock-up cabin** helped students visualize real working conditions and apply theory to practice.
4. Practical role-play activities improved **problem-solving abilities** and built confidence in handling in-flight situations.
5. Students appreciated **supportive feedback** from the lecturer, which motivated them to perform better and learn from mistakes.

Weaknesses:

1. Some students need **more practice in English speaking and pronunciation**, especially during announcements and passenger interactions.
2. **Time management** remains a challenge, as some groups could not complete all service sequences within the given time.
3. Limited class time for **practical simulation** made it difficult for every student to perform equally.
4. Some students lacked **confidence** in performing in front of peers and passengers, requiring more gradual exposure and encouragement.
5. Group coordination during **emergency drills** and service procedures needs improvement to reflect real airline standards.

1.2 Faculty members' opinions on the comments in 1.1

The faculty emphasized maintaining a balance between theoretical instruction and practical training to ensure students are well-prepared for professional cabin crew operations in real-world aviation environments.

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

Improvement plan proposed in Semester 1 Academic year 2026	Results of the plan implementation (In case no action was taken nor completed, reasons must be provided.)
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<p>1. Enhance English Communication Practice:</p> <p>Allocate more time each week for English-speaking activities related to cabin crew operations, such as safety announcements, passenger interaction dialogues, and inflight service communication.</p> <p>2. Introduce short oral quizzes speaking exercises to improve pronunciation, confidence, and fluency.</p>	<ul style="list-style-type: none"> • Improved Communication Skills: Students will be able to communicate more clearly and professionally in English during in-flight service and passenger interactions. • Better Pronunciation and Fluency: Regular speaking practice will help students pronounce aviation and service-related terms accurately, leading to more confident speech delivery.
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2. Other improvements

3. Suggestions for improvement for Semester 1 Academic year 2026

Suggestions	Time Frame	Responsible person
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<ul style="list-style-type: none">• Increase Practical Simulation Opportunities:<ul style="list-style-type: none">• Schedule additional sessions in the mock-up cabin or simulated service environment to allow all students to practice safety procedures, service routines, and emergency scenarios.• Encourage peer observation and feedback during simulations to strengthen teamwork and performance awareness.• Develop Tools for Evaluating Moral and Ethics:<ul style="list-style-type: none">• Design observation checklists or peer evaluation forms to better assess students' responsibility, teamwork, and professional conduct during group activities.• Reinforce professional behavior through reflection journals on ethics and teamwork in cabin crew operations.		Mrs.Korawin Kungwola
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4. Suggestions of faculty member(s) responsible for the course

- Enhance Student Confidence and Engagement:

- Use supportive coaching and positive reinforcement during class to build students' self-esteem and reduce stage anxiety.
- Introduce role rotation so every student experience different cabin crew duty (e.g., purser, safety officer, service attendant).

Responsible Faculty Member/Coordinator: Mrs. Korawin Kungwola

Signature..... Submission Date November 2025

Chairperson/Program Director:

Signature..... Receipt Date