



## ON-SITE GALLEY SAFETY & CABIN SERVICE PROGRAMS

Service is what the customer sees most; however, professional cabin and customer service is more than pouring a great cup of coffee. Service starts well before departure and completes long after landing. It must include planning, preparation, plating, placement, and "politics".

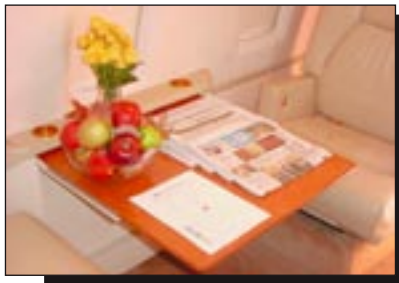
While emphasizing service protocols and procedures, the training provides students with the tools to integrate "standardization" into the flight department's service programs. Instructors use audiovisuals, lecture, discussion, and interactive demonstrations offering a wide array of the latest service techniques, both in the classroom and aboard the aircraft.

The curriculum, specifically designed to include your flight department's policies/procedures and the special needs of your executive frequent flyers. FACTS offers two program options – The 1-day course for "refreshing" and standardizing your current service program; and, a much more extensive 2-day program to fully train your staff for the many pre-flight, in-flight, and post-flight duties involved in providing world-class service for your passengers.



### FACTS On-Site Galley Safety & Cabin Service Program - 1 Day Program

The 1 day curriculum provides the basic knowledge and builds confidence in planning, ordering, and preparing food and drink. The training program provides both theory and hands-on experience preparing and serving VIPs aboard the aircraft. Additionally, FACTS trainers bring many new ideas for menu planning, storage, plating, proper etiquette and protocols for both new and seasoned flight attendants.



#### 1 Day Curriculum Includes:

- Policies & Procedures
- Arrival Duties
- Arrival Coordination
- Custom Forms and Checklists
- Catering 101
- Cabin Service Design/Themes
- Wine/Champagne Service
- Galley Safety
- Pre-board Duties
- Etiquette / Protocols
- Inventory Control
- Napkin Folds
- Table Settings
- Plating Techniques



#### Interactive Training - *Choice of two:*

- Mock Catering
- Dessert Plating
- Sushi Service
- Garnishes
- High Tea Service
- Caviar Service

#### Optional: *(Site/facility assessment visit prior to on-site training)*

##### On-site assessment of:

- Supply Room Organization
- Catering Storage
- Lav Amenities
- Stock/Inventory Control
- Galley Systematizing
- Manual/Checklist Review

*More Service Options on the reverse!*

“Standardizing  
Exemplary Service™”





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### FACTS On-Site Galley Safety & Cabin Service - 2 Day Program

“Tricks of the trade” combined with proper food handling, builds knowledge and confidence in planning, ordering, and preparing food and drink. The cabin service modules provide a thorough presentation and hands-on experience preparing and serving VIPs aboard the aircraft. Additionally, new ideas for menu planning, storage, plating, and protocols will be demonstrated for both domestic and international travel.

#### 2 Day Curriculum Includes:

- Policies & Procedures
- Arrival Duties
- Arrival Coordination
- Custom Forms and Checklists
- Catering 101
- Cabin Service Design/Themes
- Wine/Champagne Service
- Food Handling Safety
- Standardization
- Pre-board Duties
- Etiquette / Protocols
- Inventories
- Menus and Meal Planning
- Table Settings
- Plating Techniques
- Galley Safety

#### Interactive Training:

- Mock Catering
- Table Settings
- Dessert Plating
- High Tea Service
- Caviar Service
- Mock Trips
- Napkin Folds
- Garnishes
- Sushi Service
- Wine Tasting (*optional*)

Optional: (*Site/facility assessment visit prior to on-site training*)

#### On-site assessment of:

- Supply Room Organization
- Catering Storage
- Lav Amenities
- Stock/Inventory Control
- Galley Systematizing
- Manual/Checklist Review

#### Scheduling

Each 2-day training program may include an additional aircraft/facility assessment visit prior to on-site training (*optional*); followed with an intensive two-day training program at the client’s hangar and aboard the aircraft.

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