

Title	Demonstrate knowledge of in-flight passenger sales service		
Level	3	Credits	2

Purpose	People credited with this unit standard are able to: identify elements of acceptable in-flight passenger sales service, and provide in-flight passenger sales service in accordance with enterprise procedures.
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Classification	Aviation > Flight Attendants
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Available grade	Achieved
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Guidance Information

1 Definitions

Communication skills include speaking, giving information, active listening.

Enterprise procedures refer to the expected performance required by the enterprise in which credit for this unit standard is being sought. Such performance may be specified in enterprise procedures as indicated in manuals, guidelines, checklists, information bulletins, and Civil Aviation Authority of New Zealand (CAA) documentation.

In-flight sales service information refers to information about on-board purchases, such as duty free goods, food and beverages, internet usage.

Interpersonal skills include acceptance of diversity, encouraging others, cooperation, problem solving, negotiation, conflict resolution.

Service chain refers to all the parts that make up the in-flight sales service delivery process.

2 Legislation relevant to this unit standard includes: Privacy Act 2020, Health and Safety at Work Act 2015, Human Rights Act 1993, and their subsequent amendments.

3 Evidence for this unit standard may be obtained in an aircraft and/or a fully operational cabin trainer suitable for all aspects of flight attendant training.

Outcomes and performance criteria

Outcome 1

Identify elements of acceptable in-flight passenger sales service in accordance with enterprise procedures.

Performance criteria

- 1.1 Parts of the sales service chain are identified and their role in the passenger sales service process is described in accordance with enterprise procedures.
- 1.2 Significance of good passenger in-flight sales service to an airline is identified in accordance with enterprise procedures.
- Range may include but is not limited to – passenger feedback, uptake of customer loyalty programme, training records, airline vision statement, media releases, in-flight sales figures.
- 1.3 Personal presentation and grooming standards are identified in accordance with enterprise procedures.
- Range may include but is not limited to – body and clothing cleanliness, hair care, make-up, uniform maintenance.
- 1.4 Interpersonal and communication skills required for the in-flight sales service situation are identified in accordance with enterprise procedures.
- Range evidence of two interpersonal skills and two communication skills required.

Outcome 2

Provide in-flight passenger sales service in accordance with enterprise procedures.

Performance criteria

- 2.1 Passenger is greeted in accordance with enterprise procedures.
- Range may include but is not limited to – smile, polite language, welcoming phrase, promptness.
- 2.2 Passenger's in-flight sales service needs are identified in accordance with enterprise procedures.
- Range may include but is not limited to – questioning, clarifying, summarising.
- 2.3 Ability to maintain passenger in-flight sales service level when dealing with several demands at one time is demonstrated in accordance with enterprise procedures.
- 2.4 Passenger is provided with in-flight sales service information in accordance with passenger needs and enterprise procedures.
- Range may include but is not limited to – accuracy, service knowledge coverage, timeliness.

2.5 Passenger requirements are met, or passenger is referred to more experienced personnel for assistance in accordance with enterprise procedures.

2.6 Passengers with specific needs are dealt with in accordance with enterprise procedures.

Range may include but is not limited to – people with disabilities as defined by the Human Rights Act 1993.

Planned review date	31 December 2024
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	12 December 2008	31 December 2017
Review	2	19 March 2015	N/A
Revision and Rollover	3	30 September 2021	N/A

Consent and Moderation Requirements (CMR) reference	0028
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

Please contact ServiceIQ qualifications@serviceiq.org.nz if you wish to suggest changes to the content of this unit standard.