

Nepal Airlines Corporation
Syllabus for Cabin Crew Supervisor, Grade- VII
Internal Competition

Phases	Subject	Marks	Examination System	No. of Questions X Marks	Time
First 80%	Service Related	Full Mark 100 Pass Mark 40	1. English (one question from each category)	4x5=20	3 hrs.
			2. Service Related	2x20=40 6x5=30	
			3. Case Study/Essay	1x20=20	
Second 20%	Interview	100	Oral		

English :

Marks 20

- Composition
- Comprehension
- Vocabulary
- Grammar

Service Related:

Marks 70

- Roles, Responsibilities, Duties and Objectives of Nepal Airlines Corporation.
- Roles, Significance and Need of Hospitality.
- Role and responsibilities of Cabin crew in Airlines.
- Importance of Customer Services and Management.
- Socialization, Impartiality, Passenger handling, Grievances Management.
- DGR
- Emergency Drills
- First Aid
- CRM

Case Study/ Essay:

Marks 10

(One question carrying 10 marks)
