


**ODYSSEY AI - 24**  
**with Shariar Karim's**  
**“MILESTONES AND MEMORIES”**

LAST FLIGHT :AI-23 on 2nd October, 2020 “Remembering October 2, 1993”  
THIS FLIGHT :AI-24 on 3rd October 2020, “ Management Seminars for I.F.Ss.”  
NEXT FLIGHT:AI-25 on 4th October 2020, “Flights of Fancy.”



**“ MILESTONES AND MEMORIES- 24 ”**

**NAMASKAAR, WELCOME ABOARD FLIGHT AI-24,**  
**ON SATURDAY, THE 3<sup>RD</sup> OF OCTOBER, 2020**

Turning back the pages of history,  
Today we have reached the 3<sup>RD</sup> OF OCTOBER 2000.

This Day, that Year, We commenced -

**“MANAGEMENT SEMINARS FOR IN FLIGHT SUPERVISORS”**

Senior Flight Pursers who had completed 25 - 30 years of Service were promoted to the echelons of In Flight Supervisors which was a purely Management position. They assumed Leadership roles and were in charge of all the Cabin Crew on Flights.

The responsibilities ranged from ensuring the Safety of all passengers on board to the high standards of Inflight Service, from the implementation of Management policies to ensuring all Crew performed as one Team and gave of their very best. To acquire these vast and varied human skills, specialised Training was conducted to make the transition from line Crew to Officers, both efficient and effective.

Here we can catch a glimpse of the advanced specialised Management Seminars which were conducted for all 120 senior In Flight Supervisors as well as the Training imparted to Flight Pursers at the time of their promotion to In Flight Supervisors.

It was a privilege and an honour to conduct these Training Programmes for my Colleagues and reminded me of my early days when I was a Trainee myself.

## Management Seminar for Inflight Supervisors

The Inflight Service Department has been Air-India's mainstay over the years with the warmth of cabin crew and high standard of service rendered by them earning rich encomiums from passengers.

There are, however, occasions when on some flights, on some sectors, the service standards do not match the expectations of regular and discerning passengers. To ensure that the abilities and experience of cabin crew are fully exploited, and consistency in service is maintained, Inflight Service Department recently, for the first time, conducted a series of training programmes for Inflight Supervisors – the people who lead the crew complement on a flight.

The first programme, attended by 17 Inflight Supervisors, was inaugurated by **Mr Jitender Bhargava**, the then Director-Inflight Service, who had, in



**Mr Jitender Bhargava, the then Director-Inflight Service, with participants and faculty members at the inaugural seminar held on October 3, 2000.**

conjunction with the officers of the Inflight Service Training & Development Centre, worked on a syllabus that encompassed all facets of their job functions.

In his opening remarks, Mr Bhargava reiterated the need for ensuring high standards of service on board the flights in today's competitive environment and exhorted Inflight Supervisors to not only lead by example, but also meticulously plan each and every flight so that cabin crew undertaking the flights perform at their very best.

Mr Bhargava outlined the course contents and said that it was imperative for Inflight Supervisors, each with flying experience of 25-30 years, to ensure that the crew sees in each flight a challenge rather than treat a flight as a matter of routine. He also disclosed that job functions of Inflight Supervisors have been redefined and will be shortly published in the form of a booklet.

Mr Bhargava said the refresher courses for cabin crew were being temporarily suspended as it was felt that unless qualitative leadership is provided, no amount of competence of an individual or a group of cabin crew would ensure high service standards. Participants, after undergoing the programme, were unanimous in their views that the course had helped them in understanding their functions and would enable them to perform much better on board. The plan is to cover all Inflight Supervisors by mid-December after which refresher courses for cabin crew would re-commence.

The four-day programme covered subjects such as:

- technical skills, including the recently instituted 'Personalised Customer Care Programme' and 'Information Systems';
- human skills such as leadership qualities, management techniques and supervisory skills;
- self-assessment exercises;
- an inter-active session on case studies;
- a package on self-development titled 'Twelve Steps to a Better You'; and
- a soul-searching talk on 'Image Enhancement'.

Says **Mr Shariar Karim**, Sr Manager, Inflight Service Department, who is one of the Instructors: "At the end of the programme the metamorphosis is complete and the Inflight Supervisor is now seen to emerge as a 'Superiorvisor' prepared not only to withstand but also to surmount the 'waves' and 'winds of change' that are fast approaching our shores and skies."



**Training for In Flight Supervisors conducted at the In Flight Service Training and Development Centre, Old Airport, Santa Cruz (E) Mumbai.  
Seen in the photograph is our I.F.S.Department Director Mrs. Aruna Mascarenhas.**



**STAFF AND INSTRUCTORS AT THE IN FLIGHT SERVICE TRAINING AND DEVELOPMENT CENTRE, OLD AIRPORT, SANTA CRUZ (E) MUMBAI**

## Promotional Training for In Flight Supervisors



Senior Manager and In Flight Supervisor Shariar Karim conducting a Training Session for the In Flight Supervisors at the I.F.S. Training & Development Centre.

## Promotional Training for In Flight Supervisors



Senior Manager I.F.S. Training and Development Centre, Shariar Karim was presented a Special Award by all the newly promoted In Flight Supervisors as a token of appreciation for the Training.