



Founded in Havana, Cuba, on 19 April 1945, the International Air Transport Association is the trade association for the world's airlines, representing some 290 airlines or 82% of total air traffic. They support many areas of aviation activity and help formulate industry policy on critical aviation issues.

About Harvard ManageMentor®

Harvard ManageMentor® is the premier on-demand learning and performance support resource for leadership and management skills development. Fuelled by the latest in thinking and proven practices from Harvard Business Publishing's world-class experts, this training program delivers critical leadership and management skills when you need them most.



About IATA

About Us

Crew Lounge is an IATA Authorised Training Center based in Kuala Lumpur, Malaysia. Led by professionals with more than two decades' worth of experience in the airline industry, we're here to help you bring out the best version of yourself.

Our Passion is Simply Unbeatable



crewlounge.com.my
crewlounge malaysia

(+6018) 665 3088 / (+6017) 776 3088

HEADQUARTERS Suite C-3-1, Pacific Place PJJ 1A/4, Ara Damansara, 47301 Petaling Jaya, Selangor Darul Ehsan, Malaysia.
PENANG Prangin Mall, Misoga Management Sdn Bhd, 33-1-123A, 33-2-123, 33-3-123C, (Level 1 to Level 3), Atrium B, Jalan Dr Lim Chwee Leong, 10100 George Town, Pulau Penang.

CREW LOUNGE

Cabin Crew Training Academy

Airline Recruitment

Diploma in Leadership & Management



Professional Programme in Airline Customer Service

4-month course + 2-month internship



The course is designed to guide aspiring minds to deliver outstanding customer service with the winning combination of knowledge, skills, and attitude



This course is recommended for:

SPM/High School Graduates looking to pursue a career in the Airline Industry

Key Topics:

- ◆ Improved Customer Service
- ◆ Verbal & Non-Verbal Communication
- ◆ Customer Contact Techniques
- ◆ Cross-cultural Awareness

Learning Outcomes:

- ◆ Techniques of effective communication and customer contact
- ◆ Ability to understand various social styles and cultural differences of airline customers
- ◆ Gain knowledge about new trends in customer service

Graduates of this course can apply for the Harvard ManageMentor© (HMM) Leadership and Management Diploma Programme

Diploma in Leadership & Management

12-month course + 3-month internship



Enhance your critical business knowledge and skills through this highly-acclaimed, world-class leadership and management training program that combines one IATA course with 10 Harvard ManageMentor© modules.



This course is recommended for:

- ◆ Those who have completed the Airline Customer Service course
- ◆ Anyone wishing to pursue a management career in the air transport or travel / tourism industry
- ◆ Anyone wishing to upgrade their leadership and management skills

To claim your Leadership & Management Diploma, you must complete both the Airline Customer Service course and the minimum 10 HMM© modules. You may study as many additional HMM© modules as you wish.

Harvard ManageMentor© module :

1. Coaching
2. Customer Focus
3. Decision Making
4. Ethics at Work
5. Goal Setting
6. Innovation and Creativity
7. Leading People
8. Strategic Thinking
9. Stress Management
10. Time Management

11. Budgeting
12. Business Plan Development
13. Career Management
14. Change Management
15. Crisis Management
16. Delegating
17. Developing Employees
18. Difficult Interaction
19. Marketing Essentials
20. Negotiating
21. Presentation Skills
22. Team Creation
23. Team Management
24. Writing Skills



Learning Outcome:

Leadership and Management skills through selected modules.