

BWANS®



24  
HOURS

B1+

GROUP  
+  
PRIVATE

CABIN CREW

Vocational English Course

**THE PRE-FLIGHT BRIEFING**

Meeting colleagues

Finding out about the flight

**WELCOME ON BOARD**

Welcoming passengers

Settling passengers in their seats

Demonstrating safety procedures and checking  
before take-off

**AFTER TAKE-OFF AND INTO THE FLIGHT**

Making the first announcements

Dealing with passenger needs

Helping to settle passengers

**FOODS AND DRINKS**

Giving a choice

Serving drinks

Duty-free sales

**MINOR PASSENGER PROBLEMS**

Identifying passenger problems

Dealing with problems

Saying sorry

Case study: Pickpocketing

**IS THERE A DOCTOR ON BOARD?**

Dealing with on-board accidents

Dealing with a serious medical incident

Reporting a medical incident

Case study: Is there a doctor on board?

**IN-FLIGHT EMERGENCIES**

Taking charge in an emergency

Preparing for an emergency evacuation

Reporting an evacuation

Case study: Crew's response

**COMPLAINTS AND DISRUPTIVE PASSENGERS**

Responding to passenger complaints

Dealing with complaints about other passengers

Managing disruptive passengers

Case study: Unruly and disruptive behaviour

**PREPARING FOR LANDING**

Making final announcements and checks

Giving information about delayed landings

Getting through the final ten minutes

Case study: Toilet troubles

**SAYING GOODBYE**

Arriving at the gate

Disembarking the passengers

Taking part in the crew debriefing

Case study: Fear and heroism

# STRENGTHEN YOUR COMPANY!

Enhance your employees' English communication skills with our corporate training programs. Don't miss out on global opportunities.

## INCREASE YOUR EMPLOYEES' EFFICIENCY

Save time and money by reducing communication errors in business processes.

## MAXIMIZE YOUR COMPETITIVE EDGE

Stay one step ahead in the competition by reaching new markets and new customers.

## INCREASE CUSTOMER SATISFACTION

Strengthen relationships with international customers to boost sales and profitability.

## VARIOUS TRAINING OPTIONS

Let's determine the best type of training to suit your needs together.



PRIVATE LESSONS

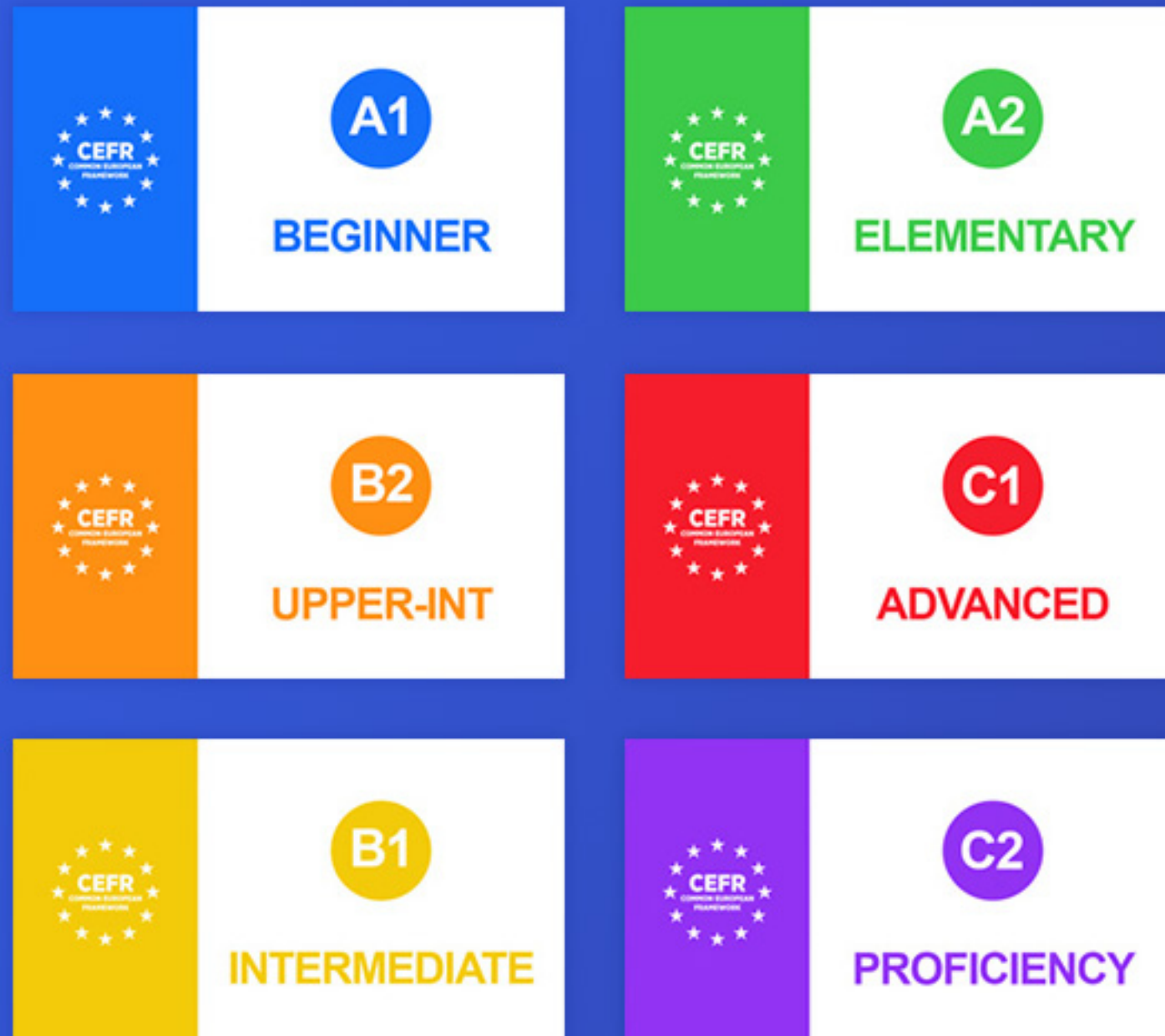


GROUP CLASSES







WORKSHOPS

# TRAINING FOR ALL LEVELS



By joining our General English courses, you can quickly improve your English grammar, vocabulary, reading, comprehension, and speaking skills from beginner to advanced levels, and start expressing yourself with more confidence.

-  **Practical-focused training**
-  **Fast and lasting learning**
-  **Fun and interactive lessons**
-  **Best price guarantee**

# 15 YEARS OF EXPERIENCE

In 2009, we launched with the brands Speak English® and Business English®. Throughout this journey, we have supported many company executives and staff in learning English and increasing their global market share.

In 2023, we began offering our training through our new online platform under the BWANS® brand. Our live online courses are now accessible 24/7 from anywhere in the world.



[www.speakenglish.com.tr](http://www.speakenglish.com.tr)
















[www.businessenglish.com.tr](http://www.businessenglish.com.tr)



[www.bwans.com.tr](http://www.bwans.com.tr)

# JOIN OUR SATISFIED CUSTOMERS

|   |  |  |   |  |
|---|--|--|---|--|
| <br>Alcatel-Lucent | <br>BILFINGER      | <br>Domino's<br>Pizza |  HEWLETT®<br>PACKARD | <b>LIEBHERR</b>  |
| <br>Logitech.     | <br>MEKSA YATIRIM | <br>Mercedes-Benz    | nielsen<br>.....  | <br><b>RENAULT</b> |
| <br>Shell        | <br>ŞİŞECAM      | TORUNLAR  GYO       | <br>unicef         | <br>WÄRTSILÄ      |

We look forward to welcoming you among our satisfied customers soon.



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[www.bwans.com](http://www.bwans.com)

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