



European Based Emergency Training

Amsterdam

World Class Corporate Flight Attendant Training

Aircare FACTS® Training is recognized as the most experienced and respected crewmember safety, medical and emergency training institution in business aviation. We're proud to announce the opening of our new European Based training facility located in Amsterdam, Netherlands (AMS).

The Aircare FACTS® Training center in AMS provides pilots, flight attendants and flight engineers with classroom and extensive hands-on training with emergency equipment, emergency procedures, land evacuation and water ditching, crew communication, hypoxia awareness, smoke, fire, inflight medical training and more.



Customer Service Excellence Training

In addition to world-class emergency procedures training, Aircare FACTS® Training has partnered with Swiss-based Training Solutions to provide a corporate etiquette, protocol, customer service, soft skills and service training course unmatched in the business aviation industry. During this two-day course participants will learn how to deliver exceptional service, how to anticipate the clients' needs, how to communicate effectively and confidently and they will gain an invaluable understanding of multi-cultural customs.

2012 Amsterdam Schedule:

12-16 February

15-19 April

10-14 June

22-26 July

23-27 September

18-22 November

Contact an Aircare FACTS Training Representative at +1.360.754.9805 to find out more.



SEA • SFO • LGB
LAS • DFW • DPA
MMU • BOS • FXE • AMS

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AIRCAREFACTS
TRAINING

An Aircare Solutions Group Company

Aircare FACTS® Training... Train to Save. Train to Survive.™

F.55.0112

2-Day Service, Etiquette and Soft Skills Training Includes:

- Tray Arrangement
- Table Setting According to Meal and Beverage Choices
- Serving and Clearing of Plates
- Cutlery and Napkin Exchange
- Breakfast Considerations
- Describing Culinary Dishes Attractively
- Champagne and Wine Service
- Introduction to Premium Spirits
- Preparation of Cocktails
- Corporate Identity
- Flight Attendant Philosophy & Attitude
- Handling Difficult Situations
- Good Manners and Etiquette
- General Protocol/Precedence Guidelines
- Children and their Considerations
- Warm but Professional Communication
- Positive Effective Body Language
- Exceeding Customer Expectations
- Understanding Your Clients' Personal Needs
- Cultural Differences and Customs



3-Day Emergency Procedures Course Curriculum Includes:

- Human Factors, Judgment and Decision making
- Emergency Equipment / ASSET™
- Crew & Passenger Safety Briefings
- Evacuation Procedures – Land (Simulator drills)
- Gulfstream Evacuation Crewmember Training
- Review and Regulatory Update
- Crew Response-Ability Management/Fatigue
- Accident Review
- Hypoxia Awareness Training/ Decompression
- Inflight Fire & Smoke Procedures (Live Fire fighting & Simulator Smoke drills)
- Evacuation Procedures – Water (Wet ditching, Dunker & Simulator drills)
- Inflight Medical/ BBP/CPR/AED Procedures (Simulator drills)
- Unusual Situations and Corporate /Personal Security
- Hazardous Materials and Dangerous Goods

All Aircare FACTS® courses have unique, human factor based modules that are designed to provide business aviation crewmembers with the most thorough emergency, medical, evacuation and safety programs available while using the most innovative training equipment offered in the corporate aviation industry.

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