



**Job Title:** Senior Executive - Inflight Services

Designation	Senior Executive - Inflight Services
Level	1B - Senior Executive
Department	Cabin Services
Division	Commercial
Reporting Manager	Manager- Inflight services

**Job Overview**

The holder of this position is both trainer and auditor of all Inflight Service's procedures and processes for both internal and external team members. He will have financial oversight and is expected to maintain the highest sense of integrity.

**Key Responsibilities**

Monitor cabin products/services related to inflight service planning and operational activities, to ensure that cabin crew can provide a consistently high level of customer care that ensures passengers' well-being on flights.

Product Implementation and Monitoring

- Monitor food and beverage product offerings.
- Monitor aircraft interior cleaning and amenity offerings.
- Co-ordinate with nominated suppliers for catering products & services, aircraft interior cleaning services, amenity items, service ware and equipment

Inflight product and operations

- Provide proactive inputs towards reviewing of quantity requirements for inflight service items to uplift, so as to ensure best availability for route and class-specific service and sales while reducing galley space/weight.
- Inventory management for airline-owned items.
- Co-ordinate with other stakeholders (internal and external) to implement all new inflight product concepts which enhance the passenger experience while ensuring effective crew work processes.
- Verification and authentication of bills provided by vendors providing services related to the Inflight product.

Inflight standards & performance monitoring

- Monitoring of day-to-day inflight operations e.g. daily meal and flight checks at catering unit and on the ramp to ensure on-time delivery.
- Conduct daily menu audits, ramp audits, wastage monitoring, recycling of dry stores, beverages, equipment.
- Prepare & analyze reports based on requirement by Inflight Services

**Skills/Attributes**

- To be able to work on all shifts, travel extensively as and when needed
- Excellent interpersonal and communication skills

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- Able to multi-task within timelines and willing to carry out work assignments in both office and operational settings
- Strong written and presentation skills
- Strong IT skills including MS Office applications

**Work Experience.**

- Hotel Management graduate.
- Minimum 1-3 yrs of experience in similar role.

**Qualification**

- Graduate degree in any discipline from a recognized university. Hotel Management graduate preferred.

**Location**

Delhi

**TATA SIA Airlines Limited**

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