

## Library Resource List for Cabin Crew



### Books

This is a selection of the books that **Crawley Library, West Sussex** have, which can be borrowed or reserved free of charge .

### Crawley Library

#### Shelved at 387.742

- Become Cabin Crew. 6<sup>th</sup> ed., The Cabin Crew Interview Made Easy – Caitlyn Rogers
- Cabin Crew Interview Questions and Answers – Jessica Bond
- How2become Cabin Crew – Jessica Bond
- Introduction to Cabin Crew – Beverley Goodman
- Managing Work and Relationships at 35,000 Feet – Carina Erikson
- Cruising Attitude, Tales of Crashpads, Crew Drama and Crazy Passengers at 35,000 feet – Heather Poole
- Glamour in the Skies, the Golden Age of the Air Stewardess – Libbie Escolme-Schmidt
- Secrets of a Stewardess, Flying the World in the 1980s – Gretchen Ryan



Also books on **Customer Service**:

#### Shelved at 658.812

- Celebrity Service Super Stars – Geoff Ramm
- Customer Experience Book – A. Pennington
- Customer Service NVQ Level 2 – Maureen Everett



### Online Resources

#### Access via Crawley Library Moodle Pages on CCG Online

*Direct access in College or via Shibboleth outside College using your College Office 365 email and password.*



### eBooks



- BTEC Nationals Travel & Tourism Student Book – Gillian Dale includes information about cabin crew



**Ebsco Discovery** provides an easy way to search online journals, books and articles by providing a single search box to explore many databases. Also includes some videos eg. *Cabin crew learn martial arts to deal with unruly passengers.*



#### Recorded TV programmes and films available to watch in College or at home:

- Grooming Regulations Cabin Crew: Hairstyles
- Cabin Crew – Choking Medical Emergency
- Cabin Crew – Burst Ear Drum Medical Emergency



**Library Services**

Supporting Staff & Students



## Useful Websites:

**TRAVELWEEKLY**

<https://travelweekly.co.uk>

is a free website aimed at those working in travel. Features news, jobs, events and more.



Travel Trade Gazette - Free website aimed at those working in travel. Features news, jobs, events and more.

<https://www.ttgmedia.com>