

BY SHARMINI ANGELA

Excel with flying colours

A one-stop centre helps groom candidates as well as operates as a placement centre for the airline industry

AIM HIGH TO travel far: that's one tagline aspiring pilots, air stewards or stewardesses will live by. As Hilary Miranda, a manager of Inter-Excel Advisory Sdn Bhd, says: "The airlines are one industry that never dies."

He should know. His company specialises in outsourcing career opportunities in the aviation industry, specifically for flight attendants. Together with managers Chong Siew Fong and Tan Sok Teng, who are also the initiators of Inter-Excel, the trio run a tight ship.

Setting up this centre in 1997 was a dream come true for Hilary who was running an English Language centre then. "What happened was that one day, we had an unusual number of students who came in requesting for oral classes, which involved public speaking and presentation skills," he says.

He later discovered that these students were going for airline interviews and needed help to speak more fluently in English. Catering for them eventually became too much to handle.

So Hilary requested help from a few flight attendants to devise a programme with relevant airline modules. Today, the parent company doubles as a training centre for cabin crew and also operates as an airline placement centre.

Candidates hoping to land a job with airline companies regard this company as a one-stop centre to prepare themselves for interviews.

"We feel we are in the best position to disseminate relevant information to the candidates regarding the industry," says Hilary.

He adds that Malaysians are often sought after in the airline industry because of their good training and the qualities they possess. "Coming from a multi-cultural background with traditional values inculcated from young has taught us to accept people for who they are."

Malaysians, he says, also score on being highly adaptable, hospitable, and possessing language proficiency. This is apparent judging from the international watchdog, *The Skytrax*, which has voted Malaysia Airlines (MAS) as having the World's Best Cabin Crew for three years running since 2001.



Hilary (right) says the training (above) teaches students on grooming, presentation skills, interview protocol and team work, and finally what the job really entails.



Inter-Excel is proud to be associated with various airlines such as MAS, Qatar Airways, Emirates, Gulf Air and Etihad (a new airline).

Hilary explains: "We coordinate interviews in accordance to the airline requirements. We will then shortlist the candidates and the airline representatives will hold the final interview session. This not only narrows down the number of potential candidates but also saves a lot of time."

"We want to tell the public that this is an honourable profession. In fact, in Japan, it is the most popular job."

Candidates have to fulfil requirements such as height, appearance and so on before enrolling for the course. The training covers 35 hours of lessons stretched throughout two months.

There are also five free English classes (10 hours) held twice a week.

The cost of attending the training is RM1,500

inclusive of materials. However, there is a special price of RM950 for SPM leavers.

Call 03-2141 4200/2144 1801 or email tspxcel@tm.net.my for more information.



situations. The remuneration is attractive and what better way to travel the world than this.

"We do not guarantee jobs but we do guarantee interviews. We'll prepare those who seriously think of embarking on this career but lack self-confidence."