

# ZEKİYE BENAN BÖKE

## ÖĞRETİM GÖREVLİSİ



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**Adres** : Bahçekapı Mah. Okul Sok. No11 Etimesgut Ankara

### Öğrenim Bilgisi

|                                       |  |
|---------------------------------------|--|
| Doktora<br>2020                       | ANKARA HACI BAYRAM VELİ ÜNİVERSİTESİ<br>LİSANSÜSTÜ EĞİTİM ENSTİTÜSÜ/HALKLA İLİŞKİLER VE TANITIM (DR) |
| Yüksek Lisans<br>2012<br>19/Ocak/2018 | TÜRK HAVA KURUMU ÜNİVERSİTESİ<br>SOSYAL BİLİMLER ENSTİTÜSÜ/İŞLETME (YL) (TEZSİZ)                     |
| Lisans<br>2021                        | ANADOLU ÜNİVERSİTESİ<br>İŞLETME FAKÜLTESİ/İŞLETME BÖLÜMÜ/HAVACILIK YÖNETİMİ PR. (AÇIKÖĞRETİM)        |
| Lisans<br>1986<br>25/Haziran/1990     | SELÇUK ÜNİVERSİTESİ<br>EĞİTİM FAKÜLTESİ/İNGİLİZCE ÖĞRETMENLİĞİ PR.                                   |

### Akademik Görevler

|                                |  |
|--------------------------------|--|
| ÖĞRETİM GÖREVLİSİ<br>2018      | TÜRK HAVA KURUMU ÜNİVERSİTESİ/ANKARA HAVACILIK MESLEK<br>YÜKSEKOKULU/ULAŞTIRMA HİZMETLERİ BÖLÜMÜ/SİVİL HAVACILIK KABİN<br>HİZMETLERİ PR. (TAM BURLU) |
| ÖĞRETİM GÖREVLİSİ<br>2016-2018 | ATILIM ÜNİVERSİTESİ/SİVİL HAVACILIK YÜKSEKOKULU/HAVACILIK YÖNETİMİ<br>BÖLÜMÜ/HAVACILIK YÖNETİMİ PR. (İNGİLİZCE) (TAM BURLU)                          |
| ÖĞRETİM GÖREVLİSİ<br>2012-2013 | TÜRK HAVA KURUMU ÜNİVERSİTESİ/ANKARA HAVACILIK MESLEK<br>YÜKSEKOKULU/ULAŞTIRMA HİZMETLERİ BÖLÜMÜ/SİVİL HAVACILIK KABİN<br>HİZMETLERİ PR. (ÜCRETLİ)   |

### Dersler \*

Öğrenim Dili    Ders Saati

2020-2021

**Önlisans**

|   |        |   |
|---|--------|---|
| KHZ 220 Ekip Kaynak Yönetimi II         | Türkçe | 2 |
| KHZ 143 Kişisel İmaj ve Görgü Kuralları | Türkçe | 2 |
| KHZ 219 Ekip kaynak Yönetimi I          | Türkçe | 2 |
| KHZ 205 Tehlikeli Madde Eğitimi         | Türkçe | 2 |
| KHZ 230 Mülakat Teknikleri              | Türkçe | 2 |

2019-2020

**Önlisans**

|                                     |        |   |
|-------------------------------------|--------|---|
| EKİP KAYNAK YÖNETİMİ I              | Türkçe | 6 |
| KOKPİT VE KABİN PERSONELİ GÜVENLİĞİ | Türkçe | 2 |
| KİŞİSEL İMAJ VE GÖRGÜ KURALLARI     | Türkçe | 6 |
| TEHLİKELİ MADDE EĞİTİMİ             | Türkçe | 6 |
| KABİNDE GENEL SERVİS USULLERİ       | Türkçe | 2 |
| EKİP KAYNAK YÖNETİMİ II             | Türkçe | 2 |

2018-2019

**Önlisans**

|                               |        |   |
|-------------------------------|--------|---|
| Ekip Kaynak Yönetimi I        | Türkçe | 6 |
| Tehlikeli Madde Eğitimi       | Türkçe | 6 |
| Diksiyon ve Anons             | Türkçe | 6 |
| Ekip Kaynak Yönetimi II       | Türkçe | 6 |
| Havacılık Terminolojisi       | Türkçe | 6 |
| Kabinde Genel Servis Usulleri | Türkçe | 6 |

**B. Uluslararası bilimsel toplantılarda sunulan ve bildiri kitaplarında (proceedings) basılan bildiriler :**

1. Mutlu Savaş,BÖKE ZEKİYE BENAN (2019). A Study on Cabin Crew Organizational Commitment in the Context of Demographic Factors. INTAVIC-2019 -THE 4th INTERNATIONAL AVIATIONMANAGEMENT CONFERENCE (Tam Metin Bildiri/Sözlü Sunum)(Yayın No:6295896)
2. BÖKE ZEKİYE BENAN,KOÇAK RAHİME DİLEK (2019). İnsan Kaynakları Yönetiminde Personel Sağlama ve Seçme: Kabin Hizmetleri Personeli Örneği. IV. Uluslararası Havacılık İşletmeciliği Konferansı (Özet Bildiri/Sözlü Sunum)(Yayın No:5408155)
3. Mutlu Savaş, BÖKE ZEKİYE BENAN (2019). Do demographical characteristics affect emotional labor experiences of flight attendants?. Human Potential Development Conference (Özet Bildiri/Sözlü Sunum)(Yayın No:6295684)

**C. Yazılan ulusal/uluslararası kitaplar veya kitaplardaki bölümler:**

**C2. Yazılan ulusal/uluslararası kitaplardaki bölümler:**

1. Havacılıkta İnsan Faktörleri, Bölüm adı:(Hata Yönetimi) (2021)., BÖKE ZEKİYE BENAN, Nobel Akademik Yayıncılık, Editör:Doç. Dr. Vahap Önen, Basım sayısı:1, Sayfa Sayısı 712, ISBN:9786254395628, Türkçe(Bilimsel Kitap), (Yayın No: 7137193)

**D. Ulusal hakemli dergilerde yayımlanan makaleler :**

## D. Ulusal hakemli dergilerde yayımlanan makaleler :

1. Mutlu Savaş,BÖKE ZEKİYE BENAN (2020). THE YEARS SPENT IN AIRLINE INCREASE THE DEEP ACTING EXPERIENCE OF TURKISH CABIN CREW. Edukacja Ekonomistów i Menedżerów, 55(1), 53-64., Doi: <https://doi.org/10.33119/EEIM.2020.55.4> (Kontrol No: 6295624)

## Üniversite Dışı Deneyim

|           |                                      |   |
|-----------|--------------------------------------|---|
| 2009-2011 | <b>Cidde Kabin Hizmetleri Müdürü</b> | Atlasglobal Airlines, Suudi Arabistan'ın Cidde şehrindeki üssün Atlasglobal Havayolları operasyonunda görev alan tüm kabin personelinin sorumlu yöneticisi, (Ticari (Özel)) |
| 2004-2009 | <b>Kabin Ekibi Eğitmeni</b>          | Suudi Arabistan Havayolları, Kontrol Kabin Amiri, Purser, Eğitmen, (Ticari (Özel))  |
| 1991-2004 | <b>Kabin Memuru</b>                  | Suudi Arabistan Havayolları, (Ticari (Özel))  |

## Sertifika

- 24124 Kurs 7: Kokpit ve Kabin Güvenliği Eğitici Belgesi (SHGM Onaylı), Kokpit ve kabin personelinin sivil havacılık güvenliği konusunda belirlenen görev ve sorumlulukları etkin bir şekilde uygulayabilmelerinin sağlanması, Potansiyel tehlikeli yolcularla nasıl ilgilenilmesi gerektiği ve detayları, Etkili iletişim ve beden dilinin kullanımı, Uçak güvenliğindeki yapılması gerekenlerin detayları, Sivil Havacılık Genel Müdürlüğü - Ankara, Sertifika, 25.04.2019 -25.04.2022 (Ulusal)
- 41585 ISO 19011:2018 Yönetim Sistemleri İç Tetkik Kılavuzu- AMS ISO 19011:2018 Guidelines for Auditing Management Systems, Course ID: IDUP-1106 Certificate No: 0121859 , Yaşam Artı Eğitim Danışmanlık, ANKARA, Sertifika, 24.01.2021 -29.01.2021 (Uluslararası)
- 41585 ISO 14001:2015 çevre Yönetim Sistemi - EMS ISO ISO 14001:2015 Management Systems Training, Course ID: IDUP-1106 Certificate No: 0121857 , Yaşam Artı Eğitim Danışmanlık, Ankara, Sertifika, 24.01.2021 -29.01.2021 (Uluslararası)
- 41585 ISO 45001:2018 İş Sağlığı ve Güvenliği Yönetim Sistemi - OHSMS ISO 45001:2018 Management Systems Training, Course ID: IDUP-1106 Certificate No: 0121858 , Yaşam Artı Eğitim Danışmanlık, Ankara, Sertifika, 24.01.2021 -29.01.2021 (Uluslararası)
- 41585 ISO 9001:2015 kalite Yönetim Sistemi -QMS ISO 9001:2015 Management Systems Training, Course ID: IDUP-1106 Certificate No: 0121856 , Yaşamartı Eğitim Danışmanlık, Ankara, Sertifika, 24.01.2021 -29.01.2021 (Uluslararası)
- 41585 Güvenlik Bilinci Eğitimi (Temel), SHGM/GÜV/TEK-01.01/0482, HEM-Havacılık Eğitim Merkezi -Online Training, Sertifika, 11.12.2020 -11.12.2020 (Ulusal)
- 23631 DGR Eğitici Belgesi (Belge No 2019/12), Tehlikeli maddelerin Havayoluyla Taşınması Eğitim Yönergesinin 7nci Maddesine istinaden DGR kapsamında Tüm Kateorilerde eğitim vermek üzereT.C. Ulaştırma ve Altyapı Bakanlığı Tehlikeli Madde ve Kombine Taşımacılık Düzenleme Genel Müdürlüğü tarafından düzenlenmiştir., Ankara, Sertifika, 03.08.2018 -18.06.2019 (Uluslararası)
- 22677 IATA PROFESSIONAL SKILLS FOR DGR INSTRUCTORS - Categories 1, 2, 3 6, Course content: Understanding and applying adult learning theory Leveraging adult learner differencesInstructional planning, methods and learning outcomes Producing structured lesson plans Designing effective examinations Mastering facilitation techniques and first day of class strategiesThe effective use of media and visual aids Classroom managementThere will be a mandatory Dangerous Goods Regulations exam to assess technical competence on category 6., Turkish Aviation Academy, Sertifika, 11.03.2019 -15.03.2019 (Uluslararası)
- 22677 IATA CREW RESOURCE MANAGEMENT FOR INSTRUCTORS (CRMI), Course content:CRM training regulatory requirementsTrainer qualificationsThe adult learnerPreparing and planning your trainingTraining methods and techniquesPractical course delivery, Turkish Aviation Academy, Sertifika, 17.12.2018 -19.12.2018 (Uluslararası)
- 19715 Kokpit/ Kabin Personeli Güvenliği Eğitimi (Temel Eğitim), Havacılık Sektöründe Kokpit ve Kabin ekipleri için güvenlik eğitmeni olmak için alınmıştır., Academy Aviation/Akademi Havacılık, Sertifika, 19.09.2018 -20.09.2018 (Ulusal)
- 19715 Tehlikeli Madde Kuralları- Temel Eğitimi (Cat 1,2,3,6), Tehlikeli Madde Kuralları- Temel Eğitimi (IATA Tehlikeli madde Kurallarının Tablo 1.5.A'ya göre Kategori: 1, 2, 3, 6 kapsamında), Academy Aviation/Akademi Havacılık, Sertifika, 30.07.2018 -03.08.2018 (Uluslararası)
- 23634 Yaşam Koçluğu Başarı Sertifikası, Yaşam Koçluğu Eğitim Programı - 56 saat teorik, 30 saat uygulamalı, Atlas Koçluk - Ankara, Sertifika, 07.12.2015 -23.12.2015 (Ulusal)

- 23634 Part FCL (Flight Crew Licencing) Initial Training Course, This certificate of recognition coversthe  
5 Theoretical Elements of the type training course given by Airline Maintenance Engineering Training Limited . (8 hours) Certificate no THUFCL12059K03, Ankara -Türk Vava Kurumu Üniversitesi, Sertifika, 06.12.2012 -06.12.2012 (Uluslararası)
- 23634 ICAO -Safety Management Systems, This certificate of recognition coversthe Theoretical Elements of the  
4 type training course given by Airline Maintenance Engineering Training Limited . Certificate no THUICSA12059H10, Ankara, Sertifika, 28.11.2012 -30.11.2012 (Uluslararası)
- 23634 EASA European Operations Initial Training Course, This certificate of recognition coversthe Theoretical  
7 Elements of the type training course given by Airline Maintenance Engineering Training Limited . (8 hours) Certificate no ERBEUOPS12059D12, Ankara -Türk Hava Kurumu Üniversitesi, Sertifika, 09.11.2012 -09.11.2012 (Uluslararası)
- 23634 Principles of Quality Management Initial Training Course, This certificate of recognition coversthe  
6 Theoretical Elements of the type training course given by Airline Maintenance Engineering Training Limited .(8 hours) Certificate no ERBQM12051G24, Ankara-Türk Hava Kurumu Üniversitesi, Sertifika, 14.08.2012 -14.08.2012 (Uluslararası)
- 23631 Eğiticilerin Eğitimi, Eğiticilerin eğitimi sertifika programı Yetişkin Eğitimi, Eğitim Programları ve Öğretim,  
6 Sunum Becerileri, Eğitim Sunumlarının Hazırlanması ve Öğretim Teknolojisinin kullanımı modüllerinden oluşan kapsamlı bir sertifika programıdır., istanbul, Sertifika, 31.08.2010 -01.09.2010 (Ulusal)
- 23631 JAR-FCL Training Course -Certificate of Attendance, JAR-FCL, JAA üyesi ülkelerde verilen pilot ve bazı  
4 diğer uçucu lisanslarını tanımlamakta kullanılan bir terimdir veJAR-FCL - Joint Aviation Requirements Flight Crew License (Müşterek Havacılık Gereksinimleri Uçuş Mürettebatı Lisansı) eğitimidir. ECAC (European Civil Aviation Organization) tarafından onaylıdır., istanbul, Sertifika, 10.07.2010 -20.07.2010 (Uluslararası)
- 23631 (EU) OPS 1 Training Course, The Eu OPS 1Training course is addressed to operators and organizations  
5 in understanding and application of operational requirements for European Operators based on the regulation no 216/2008. The course is ideal for organizations that want their management personnel to understand the implication of EU OPS for themselves and for the CAA overseeing it., İstanbul - by Joint Aviation Authorities-Training organization, Sertifika, 12.07.2010 -13.07.2010 (Uluslararası)
- 22678 TRAIN TO BE A CHILDREN'S ETIQUETTE CONSULTANT, The current growing emphasis on social and  
6 emotional learning, self-confidence, and character in today's youth as they become the global leaders of tomorrow., THE ETIQUETTE AND LEADERSHIP INSTITUTE, LLC - GEORGIA, Sertifika, 10.11.2008 -14.11.2008 (Uluslararası)
- 22678 TRAIN TO BE A CORPORATE ETIQUETTE AND INTERNATIONAL PROTOCOL CONSULTANT, This five-day  
0 interactive course provides expert, hands-on instruction preparing you to train others on business protocol, executive entertaining, professional image and cultural awareness.In-depth learning on current behaviors and accepted practices in protocol and etiquetteIntercultural sensitivity and understanding for today's complex environmentsTraining facilitation and presentation skills for imparting knowledge to othersAn understanding of how to assess organizational training needs to clearly outline learning objectives and expected outcomesLicense to use of PSOW's copyrighted, professionally designed presenter manuals, PowerPoint slides, workbooks and briefings., THE PROTOCOL SCHOOL OF WASHINGTON - WASHINGTON DC, Sertifika, 25.04.2008 -29.04.2008 (Uluslararası)
- 22677 Europrotocol -Business and Diplomatic Protocol, Public Personal Competence, Diplomacy, Nonverbal  
7 Communication and Silent Messages of Body Language, Protocol Rules of Introduction, Receiving Line Formation Simulation, Order of Precedence, Formal Ranking Guidelines,National Government International Organisations, OfficialsStyle of Address, Bilateral Multilateral Meetings and Events, Seating Arrangements Protocol Flag Code, National - Foreign Flags,International Organisations Flag Code, Working Luncheon Workshop with European Dining Etiquette Tutorial over lunch. Topics include: Venue table inspection, Menu Creation, European (French English) Dining Etiquette, Host and Guest Duties, Seating Charts, Cross-Cultural and Religious dietary awareness guidelines and much more. A Signing Ceremony, Protocol Simulation, Organisation of Receptions, Invitations and RSVPs, Reception Line, Formation Diplomacy, The establishment of diplomatic relations and protocol in international affairs, Diplomatic and Consular Corps, Official Ranking, Power Public Image- Dress Code, Formal Business Day Wear, Evening Wear, Cross-Cultural Challenges, International gift giving, receiving Multi-Cultural and Multi-Faith Working Environment, Taboos Sensitivities, Follow-up Protocol The Art of Thank You Notes, Europrotocol-The European School of protocol in Brussels, Sertifika, 19.11.2007 -20.11.2007 (Uluslararası)
- 23631 Purser Theory of Leadership, Leadership skills, Saudi Arabian Airlines - Jeddah, Sertifika, 14.07.2007 -  
8 16.07.2007 (Uluslararası)
- 23632 On-Job Training, This training was given to Flight attendant trainers in Saudi Arabian Airlines Training  
4 Center. On-the-job training, also known as OJT, is a hands-on method of teaching the skills, knowledge, and competencies needed for flight attendants to perform a specific job within the workplace. Flight attendants learn in the environment where they will need to practice the knowledge and skills obtained during training., Jeddah- Saudi Arabian Airlines, Sertifika, 28.04.2007 -30.04.2007 (Uluslararası)

- 23633 Passenger Care, Company Vision, Balancing Professionalism With Personality, Constructive And Active  
1 Listening Skills, Problem Solving, Time Management, Effective Communication skills, Saudi Arabian  
Airlines Training Center - Jeddah, Sertifika, 18.04.2007 -19.04.2007 (Uluslararası)
- 23632 Purser Upgrade, This course includes: Functional organisation, Role and duty, Operational procedures,  
8 Practical exercises, Skysales skills, Saudi Arabian Airlines Training Center - Jeddah, Sertifika,  
16.12.2006 -21.12.2006 (Uluslararası)
- 23632 Flight Attendant Check Airman Initial Safety Course, It is a type of training to become a Flight attendant  
7 check airman (aircraft) who is qualified to conduct flight checks in an aircraft, or in a flight training  
device for a particular type aircraft., Saudi Arabian Airlines Training Center -Jeddah, Sertifika,  
22.07.2006 -29.07.2006 (Uluslararası)
- 23632 Basic Instructional Techniques (B.I.T), Adult learning principles, Role of the instructor and instructor  
6 attributes, Working with lesson plans, objectives, learning outcomes, Handling classroom questions and  
problems, Use of games, exercises and visual aids, Saudi Arabian Airlines, Jeddah, Sertifika, 02.04.2005  
-07.04.2005 (Uluslararası)
- 22677 The New York Fast-Track Training for Image Consultants with the International Institute for Image  
5 Communications, Color Theory Analysis, Personal Coloring- How the Properties of Color relate to your  
Personal Coloring- Understand the Positive Negative Color Effect on a Person- The Steps to Your Best  
Coloring- Practice - Essentials of Facial Body Analysis - Facial Shape / Facial Characteristics / Facial  
proportions- Balance Point- Choosing hair, eye-wear and make up style- Body Shapes Types- Body  
Proportion- Shoulders / Hips- Body Challenges- Practice, Art of Clothing Design - Elements of Clothing  
Design- Clothing Design Principle- Dressing Advise- Body Silhouettes/Shapes- Professional Wardrobe  
Essentials - Wardrobe Management Closet Editing - Five Components of Wardrobe planning- Fashion  
Style Assessment- Fabric Accessories Choices- Shop in the Closet- Business Dress Code: Formal Causal-  
The Steps of Closet Editing Day 6 - Having Fun Making Money in Personal Shopping - Shopping as a  
Professional- What You Need to Know Before a Successful Shopping- Building Wardrobe Capsules- The  
Steps of Personal Shopping- Shopping -Starting a Consulting Business Marketing -What you need to  
Know Before starting a Image Consulting Business- Starting a Business- Managing Your Business-  
Market Research Marketing- Image Consulting role play, New York - Manhattan, Sertifika, 19.08.2004 -  
25.08.2004 (Uluslararası)
- 22679 AN INTEGRATED APPROACH TO PUBLIC RELATIONS- A Diploma in Public Relations, Trends and  
2 developments in communications Building reputation through trust and transparency into the  
brand Getting attention for your brand - from product to brand Risk and issue management plans for  
stakeholder engagement Defending your brand and implementing effective risk and crisis plans Effective  
stakeholder engagement CSR brand strategies Developing communications campaigns, London School of  
Public Relations- London, Sertifika, 06.10.1999 -06.03.2000 (Uluslararası)
- 23631 Crew Resource Management Initial Training, CRM encompasses a wide range of knowledge, skills and  
7 attitudes including communications, loss of situational awareness, problem solving, decision making,  
and teamwork together with all the attendant sub-disciplines which each of these areas entails. CRM is  
concerned not so much with the technical knowledge and skills required to fly and operate an aircraft  
but rather with the cognitive and interpersonal skills needed to manage the flight within an organised  
aviation system., Saudi Arabian Airlines - Cidde, Sertifika, 01.06.1999 -01.06.1999 (Ulusal)
- 22680 BASIC FLIGHT ATTENDANT TRAINING COURSE, Participants of the Initial Cabin Crew training get the  
6 essential knowledge and skills that every flight attendant needs. This course covers such specific  
matters as passenger handling and safety, including the safety of aircraft equipment and emergency  
procedures, security aspects in aviation, smoke and fire fighting, also, first aid. After completing the  
Initial Cabin Crew training and receiving the license, you can continue training and take the Conversion  
training for a specific aircraft type., SAUDI ARABIAN AIRLINES - JEADDAH, Sertifika, 09.03.1991 -  
16.04.1991 (Uluslararası)

## Kurs

- 23633 Purser Theory of Report Writing, This training shows how to put together a well-structured report by  
0 showing how to plan the report, adapt it for the airline management, build the report around a structure  
and how to bring it to a successful close, Saudi Arabian Airlines Training Center-Jeddah, Kurs,  
17.07.2007 -18.07.2007 (Uluslararası)
- 23633 Conflict Management, Çatışma Yönetimi Eğitimi, Saudi Arabian Airlines Training Center - Jeddah, Kurs,  
5 11.04.2006 -12.04.2006 (Uluslararası)
- 23633 How to Be a Winner, Customer Service and personal Development Training Course, Saudi Arabian  
6 Airlines Training Center - Jeddah, Kurs, 07.02.1993 -09.02.1993 (Ulusal)

## Seminer

- 23633 Dine Like A Diplomat, Business dining in multicultural business life, host and guest duties, eating styles,  
7 proper utensil handling, receiving line, how to improve mingling proficiency and creating appropriate  
conversations, responsibilities of both guests and a host which includes tutorial experience., The  
Protocol School of Washington -Washington DC, Seminer, 26.04.2018 -26.04.2018 (Uluslararası)
- 23634 Professional Business Savvy and Professional Dining Savvy, this program helps young professionals to  
1 project confidence and authority in business and social life. It also covers the subjects of formal dining

in professional situations., Etiquette and leadership Institute, Athens Georgia, Seminer, 10.11.2008 - 10.11.2008 (Uluslararası)