



Soft Skills Training Institute

FLY TOWARDS YOUR ASPIRATIONS

- Air Hostess
- Airport Ground Staff
- Hotel Management
- Customer Service
- Retail/Automobile/Insurance

Our Vision

India's 83% of workforce is of youth of which over 35% are graduates but 50% of them are unemployable as it is not the paper degrees but skills which an employer look for. Due to population ratio crores of people apply for few job vacancies but only few with suitable domain generic as well as domain specific skills get selected. Those aiming for technical education from premier institutes too struggle to scale up fast in their jobs as in spite of having technical academic knowledge they lack employability skills like assertive communication skills etc

Being a leader in the fields of Beauty pageant, Aviation, Hospitality, Corporate training we strive to empower students and professionals with passion for excellence with world class training. Through cutting edge methodologies, experienced faculty and dynamic learning environment that fosters discipline, professionalism and confidence, we aim to shape the future of the young generation of India.

About Us

How to convince the upcoming generation that education is the key to success when we are surrounded by poor graduates and rich goons.

Star Steps Training institute was established in 2017 by Mrs Universe Famous 2016 Meenakshi Mathur & Er. Rohit Sharma with an aim to bring lasting transformation in the educated youth for personal & professional development. Incepted as a Beauty pageant training institute, it has been instrumental in nurturing & crafting International & National Beauty Pageant Title Winners, Bollywood actors, Fashion models, TedX speakers, Politicians, Successful Corporate leaders & Entrepreneurs.

Soon after Star Steps forged into corporate training sales & marketing workshops Since 2023, the institute has opened its doors to train youth for Top Airport & Airline jobs as well as for career in hospitality industry.

Meet Our Founders



Meenakshi Mathur

Mrs Universe Famous, Mrs Asia Pacific Universe. Trainer for international beauty pageants, she has been awarded as the best master of ceremonies in India for her quality of voice and clear confident pronunciation. An avid reader, she has been an high achiever since her college days, winning All India young scientist award to becoming a sought after fashion model along with her masters degrees in microbiology. Her passion for excellence has touched every sphere of her life and of every person she transforms into being the best version of themselves.



At Miss World



Official trainer at miss supermodel worldwide



Jury at Mrs Universe



At National Air summit



At Airport Modernization submit



Rohit Sharma

With over 25 years of experience in LG, Nestlé, and Coca-Cola, Rohit excels in engineering, sales, and marketing. Emphasizing personal branding's importance for career growth, he advocates making a positive impression in the first 10 seconds.



At PepsiCo images Awards



At Annual event by Institute of Chartered accountants



At a college event



The institute's commitment to excellence was further strengthened in 2023 when the new Airline Training wing was inaugurated by the Hon'ble Civil Aviation Minister, Shri Jyotiraditya Scindia, reflecting trust and recognition at the national level.



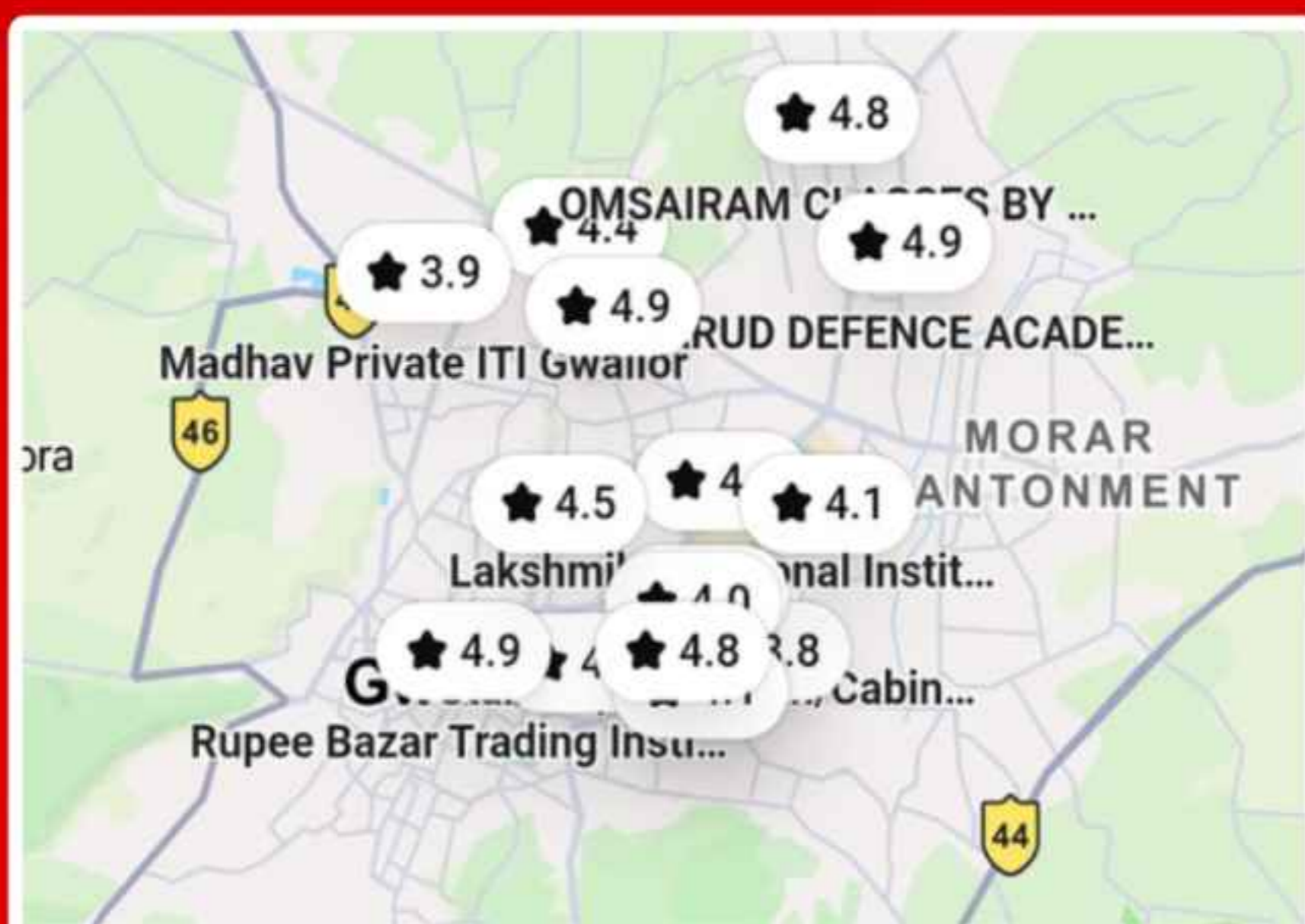
ग्वालियर में स्टार स्टेप्स एयर होस्टेस एकेडमी
का केंद्रीय मंत्री सिंधिया ने किया उद्घाटन

Star Steps proudly opened its doors to aspiring Airhostess and Airport Ground Staff professionals, marking a significant milestone in aviation and hospitality training. Designed to meet industry standards, the institute is fully equipped with state-of-the-art facilities that provide comprehensive practical and theoretical learning.



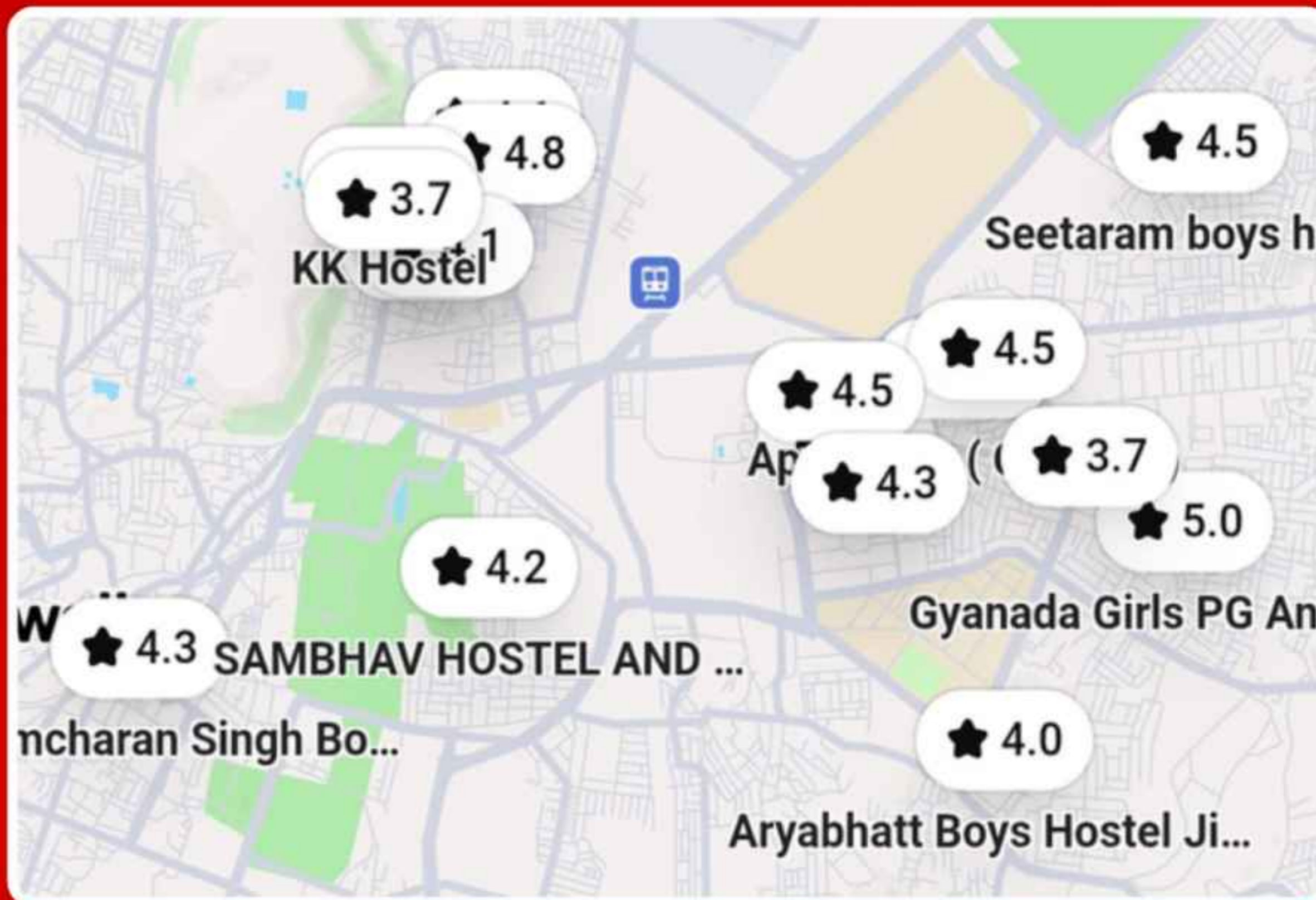
The institute is conveniently located within walking distance from the student's hostel, making daily commuting easy and comfortable. The surrounding area offers a safe, clean, and student-friendly environment with well-maintained PG accommodation available for both boys and girls. In addition, there are hygienic food joints, cafés, and popular hangout spots nearby, ensuring a balanced lifestyle. This supportive neighborhood helps students focus on their training while enjoying comfort, safety, and convenience throughout their stay.

Prime Location – Heart of Gwalior City



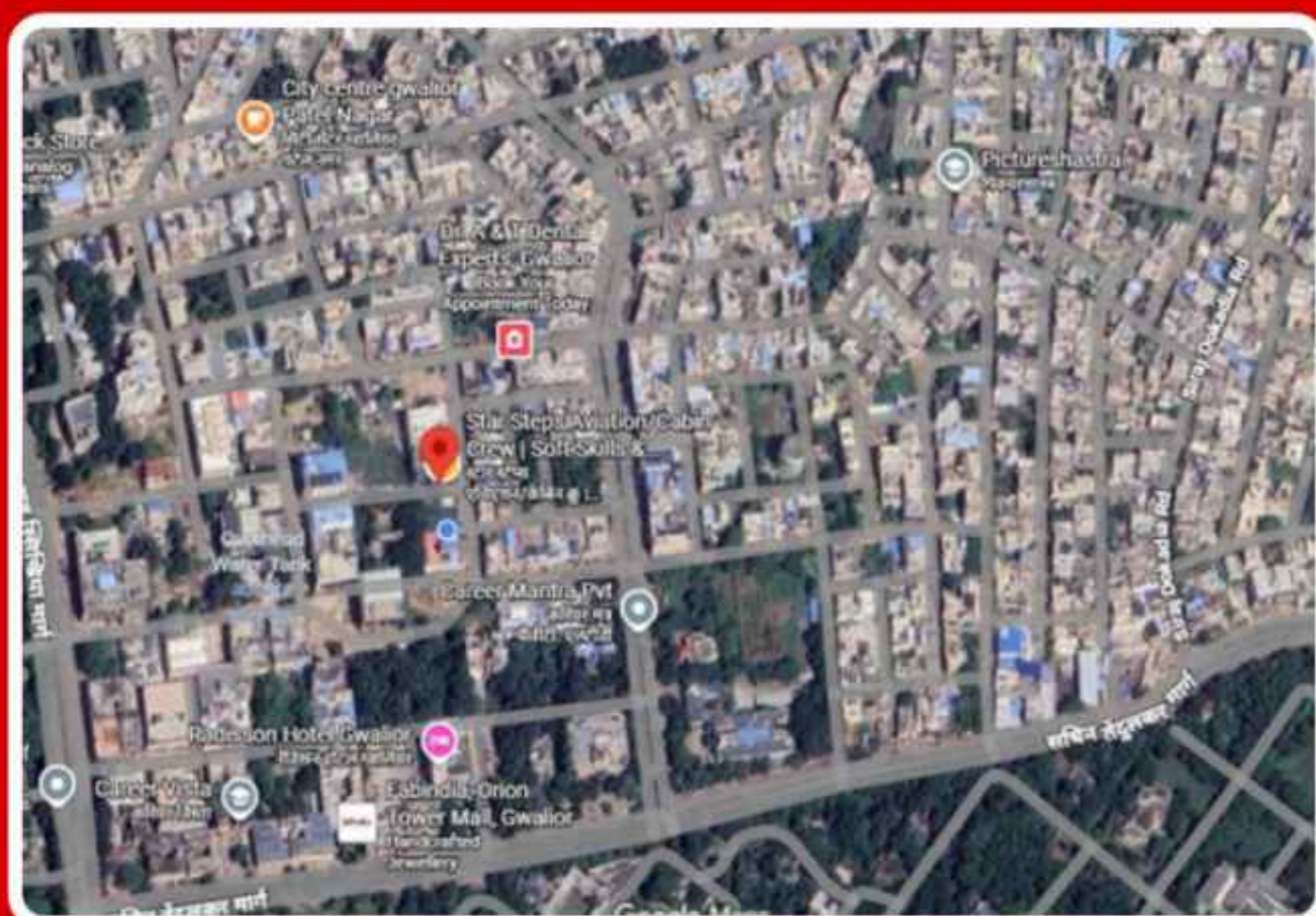
Surrounded by Educational & Professional Institutions

The institute is situated in an area where most of Gwalior's leading institutes and coaching centers are located. This academic zone offers students a competitive and professional atmosphere that encourages discipline, confidence, and career-focused learning. The surrounding educational ecosystem plays a vital role in shaping students' professional mindset and overall growth.



Comfortable Accommodation Options Nearby

For outstation students, the location offers a wide range of PGs, hostels, and mess facilities in the nearby areas. These accommodations are safe, affordable, and student-friendly, allowing learners to focus entirely on their training without worrying about stay or meals. Most facilities are available within walking distance or a short commute.



Excellent Connectivity & Easy Accessibility

Star Steps Institute is located just 2.5 km from the Railway Station and approximately 2.5 km from the Bus Stand, making it easily accessible for both local and outstation students. Public transport such as autos, e-rickshaws, taxis, and local buses are readily available throughout the day, ensuring a smooth, time-saving, and stress-free commute to and from the institute.

“Staying nearby makes everything easy. I walk to the institute, enjoy weekends around the area, rent bicycles for outings, and have made great friends from other colleges—it’s a fun experience.”

Sonu Nigam
Diploma in Cabin Crew



The moment we stepped out of the lift, we were welcomed by a miniature airport-themed entrance that instantly captured our attention. It was impossible not to pause and click pictures. As we entered, a well-designed welcome desk and reception area greeted us, setting a professional tone. What truly elevated the experience were the airport-style announcements echoing through the premises, creating an authentic aviation atmosphere. For us, as a group of aspiring aviation professionals, it felt less like entering an institute and more like stepping into an airport terminal – where training begins the moment you arrive.



“Getting the opportunity to work at an international airport has been a dream come true for me. The training I received laid a strong foundation—not just in technical skills, but also in confidence, professionalism, and real-world readiness. Every module was practical and aligned with what the industry actually demands. Today, as I interact with passengers from all over the world in a fast-paced environment, I can clearly see how that training prepared me to handle responsibilities with confidence. I’m truly grateful for the guidance and support that helped me get to where I am today.”

Himani Goyal
Indira Gandhi International Airport

“When I was still a student, I had a strong inner feeling that I would get selected. Looking back, I believe it came from the airport-like environment we were immersed in every day. For almost a year, we didn’t just study aviation—we lived it.. That constant exposure built my confidence naturally and made the transition from training to the real airport seamless.”

Ritu Kaushik
Cabin Crew
Air India



Where Training Takes Flight on the Ground

Experience the Real Aircraft Environment Before You Fly

There couldn't be a better way to introduce aviation than by bringing the aircraft to the student. Our mock lab bridges the gap between theory and reality, enabling hands-on practice in safety demonstrations, service etiquette, crew coordination, and professional communication — exactly as expected by airlines.



Step into our Aircraft Mock Lab — a thoughtfully designed training space that recreates the look, feel, and flow of a real aircraft cabin. This is not just a classroom; it is a life-like aircraft caricature created to deliver an authentic airline experience on the ground.

Every element of the lab is pictorial, immersive, and practical, allowing students to visually connect with aviation while actively performing real cabin crew and airline procedures. From cabin layout and aisle movement to passenger handling and service simulations, the environment closely mirrors real in-flight conditions, helping students learn faster and with greater confidence.



When learning feels real, confidence takes flight



Training in such a realistic setup builds familiarity, reduces interview and on-job anxiety, and instills airline discipline from day one. Students don't just imagine the role – they live it, rehearse it, and master it.

Our Aircraft Mock Lab reflects our commitment to delivering industry-aligned training. It transforms aspiring candidates into confident, job-ready aviation professionals by offering them what truly matters – real experience before real flights.



"The aircraft mock room interview sessions at our Institute gave me a real airline interview experience. They helped me build confidence and face my final interview fully prepared."

Vivek Joshi
Ground Staff
Alliance Air



Our faculty is highly experienced aviation professional who has flown with leading airlines such as SpiceJet and AirAsia, bringing real airline exposure directly into the training environment. Learning from industry experts feels reassuring and inspiring, as lessons are enriched with real-life inflight experiences, not just theory. Always approachable and ready to help, the trainer ensures every student feels supported and confident. Their jovial personality and fun, interactive teaching style make learning enjoyable and stress-free, turning professional cabin crew training into an engaging and motivating experience.

"Thanks to the incredible exposure provided by our faculty and the personal visits from Airline officials my transition into aviation was seamless. I was living the life of an Airline Officer in conduct and confidence well before my selection."

Arti Singh
Cabin Crew
Indigo Airlines





Star Steps offers structured training in pre-flight, in-flight, and post-flight services, ensuring students gain in-depth knowledge of cabin crew responsibilities. In addition, specialized modules focus on airport ground staff operations, preparing learners for real-time duties across various airport functions.

A dedicated hotel management training area supports service excellence, grooming, and customer-handling skills.



Our experienced faculty for Hotel Management and Customer Service Executive training brings strong industry knowledge and practical expertise to every session. Designed to meet the demands of today's service-driven industries, the training focuses on professional communication, guest handling, service excellence, and operational skills. This comprehensive approach equips learners with job-ready competencies, opening access to wider career opportunities across hotels, hospitality services, airlines, retail, corporate customer service, and related sector.

With more than 25 years of distinguished experience, our English faculty has worked across a wide range of reputed educational institutions. This depth of expertise allows them to blend academic rigor with practical learning, empowering students to excel in language proficiency, comprehension, and expression. Experience, dedication, and results define our teaching philosophy.

Our faculty from the Indian Institute of Travel and Tourism brings vast industry and academic experience to the classroom. With deep insights into the travel, tourism, and hospitality sectors, our trainers deliver practical, career-focused learning that goes beyond theory. This comprehensive training equips students with industry-relevant skills, opening doors to diverse and alternate career opportunities across the global travel and tourism industry.

With experienced trainers, industry-aligned infrastructure, and a holistic training approach, Star Steps stands as a premier institute nurturing future-ready aviation and ground operations professionals.



Star Steps features state-of-the-art, modern classrooms designed to create a comfortable and focused learning environment. All classrooms are fully air-conditioned and equipped with smart TVs and whiteboards, enabling interactive, technology-driven training sessions. Thoughtfully designed layouts and comfortable cushioned seating support long hours of learning without fatigue, ensuring maximum student engagement and productivity. The infrastructure reflects professional standards and promotes effective communication, visual learning, and collaborative discussions. These well-planned classrooms enhance the overall training experience, allowing students to learn with ease, comfort, and confidence in a professional academic setting.





We integrate advanced VR headset technology into airhostess training to deliver highly immersive emergency evacuation learning. Through realistic virtual simulations, trainees experience aircraft emergency scenarios such as smoke-filled cabins, emergency landings, and rapid evacuations in a controlled yet lifelike environment. This hands-on exposure helps students understand standard operating procedures, crew coordination, passenger management, and decision-making under pressure.

“As part of our cabin crew training, our trainer introduced VR headset-based emergency evacuation training, which completely transformed the learning experience. The simulation was so realistic that it felt as though I was inside an actual aircraft during an emergency scenario, not in a classroom. Through immersive visuals and real-time responses, I practiced evacuation commands, passenger management, and situational awareness under pressure. The VR training helped me understand procedures more clearly, improved my confidence, and prepared me to respond calmly and professionally in real-life emergencies. It truly bridged the gap between theoretical knowledge and practical aviation safety training.”

Nandini Bais
Diploma in Cabin Crew



Yoga plays a crucial role in preparing professionals for airport jobs that involve shift duties, long working hours, jet lag, and extended flights. Targeted stretching and flexibility exercises help reduce muscle stiffness, improve posture, and prevent fatigue caused by prolonged standing or irregular schedules.



Yoga also supports maintaining a healthy body mass ratio and physical endurance essential for demanding aviation roles. Breathing techniques and mindful practices calm the nervous system, improve sleep quality, and aid faster recovery from jet lag. By enhancing mental focus, emotional balance, and physical resilience, yoga enables aviation professionals to perform efficiently, stay alert, and manage stress in high-pressure airport environments



Zumba sessions became my stress release, energy booster, and confidence builder. From tired days to strong posture and a positive smile, it truly shaped me for airport life.



Airport Excursion Program – Turning Classroom Learning into Real Aviation Experience

At our Air Hostess Training Institute, we strongly believe that aviation education goes beyond classrooms and textbooks. To truly understand the dynamic world of airports and airline operations, students need real-time exposure. That is why airport excursions form an integral part of our training curriculum, giving students hands-on insight into the aviation industry and preparing them for real airline environments.

During the airport excursion, students are taken to a live operational airport where they gain first-hand practical experience of how one of the most complex and well-coordinated industries in the world functions. This visit allows students to witness aviation operations in action and bridge the gap between theoretical knowledge and real-world application.

Exploring Different Airport Zones

Students are guided through various zones of the airport, helping them understand the role and importance of each department. These include:

- Terminal areas to observe passenger flow, check-in procedures, boarding processes, and arrival operations
- Security zones where students learn about aviation security protocols, passenger screening, and safety regulations
- Airside views to understand aircraft movement, ground handling operations, and coordination between departments
- Crew and operational areas (subject to permissions) to gain insights into cabin crew responsibilities and airline procedures

This exposure helps students understand how airlines, airport authorities, security agencies, and ground staff work together seamlessly to ensure safe and smooth travel.



“The airport visit was truly an eye-opener for me. It gave me a clear understanding of real airport operations and helped me identify the areas where I need to work harder and improve. This exposure has motivated me to focus more on my training and prepare myself better for the industry ahead.”

Sahil Kushwah
Diploma in Cabin Crew



Interaction with Aviation Professionals

One of the most valuable aspects of the excursion is the opportunity for students to interact with airport and airline officials. These professionals share real industry experiences, explain job roles, and provide insights into:

- Cabin crew responsibilities and lifestyle
- Airline safety and service standards
- Career growth opportunities in aviation
- Expectations airlines have from aspiring cabin crew candidates

Such interactions not only enhance students' understanding but also motivate them by offering clarity about their future career paths.

Building Confidence & Professional Awareness

Airport excursions help students develop confidence, professional awareness, and industry readiness. By observing real-time operations, students gain clarity on:

- Airline grooming and professional conduct
- Passenger handling and service etiquette
- Importance of teamwork, communication, and safety



A Step Closer to the Dream Career

Our airport excursion program ensures that students do not just learn about aviation — they experience it. It transforms aspiring air hostesses into confident, well-informed candidates who understand the realities of the industry.

By combining expert classroom training with real airport exposure, we ensure our students are interview-ready, industry-aware, and career-focused — taking one powerful step closer to their dream of flying as a cabin crew professional.

“This exposure significantly boosted my self-belief and is helping me prepare mentally and professionally for airline interview.”

Nandini Bais
Diploma in Cabin Crew

Airport visits help students bridge the gap in between theory and practical training



My Airport Visit

"I am pursuing a one-year Diploma in Cabin Crew, and my airport visit as part of the training excursion was truly unforgettable. The moment I entered the airport, I was overwhelmed by its grandeur, energy, and professionalism. Everything around me felt alive and purposeful. Seeing real cabin crew members in action was deeply inspiring. Their confidence, calm attitude, and graceful interaction with passengers made me realize what it truly means to be a cabin crew professional. For the first time, I could clearly imagine myself wearing that uniform, serving passengers, and representing an airline with pride. The experience connected my training with reality. It strengthened my belief that aviation is not just a career choice for me, but a dream worth pursuing with dedication and passion. This visit motivated me to work harder, believe in myself, and prepare confidently for my future. That day at the airport didn't just inspire me—it brought my dream closer to reality."

Himanshi Sen
Diploma in Cabin Crew

"My visit to the airport was more than just a tour; it was a turning point. Engaging with the officials and seeing the precision of the operations firsthand transformed my interest into a dedicated career goal. That day, I didn't just see a workplace—I saw my future."

Lavanya Gaur
Cargo Services
Alliance Air





The address by Mr. Agarwal, Airport Director, Gwalior, was an inspiring and impactful speech that offered our students a clear understanding of what airlines truly seek in their employees. He was warmly welcomed by our Director, Mr. Rohit Sharma, marking the significance of the occasion. Speaking from his vast experience in aviation leadership, Mr. Agarwal emphasized that airlines value attitude, discipline, and professionalism as much as technical skills. He highlighted that every employee is a brand ambassador and must consistently reflect high standards of conduct, communication, and safety awareness. He also spoke about the importance of emotional maturity, teamwork, adaptability, and a genuine service mindset. His motivating words encouraged students to focus on integrity, continuous learning, and long-term excellence in the aviation industry.

“The exposure at this institute is unparalleled. Interacting with high-ranking dignitaries, including the Airport Director, Mr. Agrawal wasn’t just a highlight—it was a turning point. These interactions, coupled with our faculty’s deep industry roots, catalyzed a complete transformation in me. Long before my official selection, I had already transitioned from a student to carrying the mindset and conduct of an Airline Officer.”

Tilak Verma

Cargo Services
Air India Alliance





Structured mock interviews are designed to closely replicate real airline and hospitality interview environments, allowing students to experience actual interview pressure in a guided setting. This approach helps them manage stress effectively, build lasting confidence, refine communication skills, improve body language, and enhance overall professional presentation. With expert feedback and repeated practice, students gain clarity, self-assurance, and the ability to perform confidently and consistently when it matters most.

“The mock interview practice sessions were conducted almost daily, and they made a huge difference in my journey. Repeated practice helped me overcome nervousness, improve my answers, and understand exactly what interviewers look for. By the time I faced my real interview, it felt familiar and comfortable. I walked in with confidence, clarity, and a calm mindset. These sessions truly prepared me for the real world, and I strongly believe they played a key role in helping me get selected.”

Vishnavi
Customer Service
Air India



Experience Aviation Like Never Before



We proudly welcome students from schools and colleges to visit our institute and step into a world designed to inspire future aviation professionals. Our facility is not just a training space — it is a carefully curated aviation experience that allows students to witness, feel, and understand the real environment of the aviation industry.



The moment students enter our campus, they are greeted by an atmosphere that mirrors a modern airport terminal. From the layout and interiors to the visual aesthetics, the entire institute has been thoughtfully designed to replicate the look and feel of an airport. This immersive setting helps students move beyond imagination and experience aviation in its truest form, making learning both exciting and memorable.



The highlight of every visit is our much-admired aircraft mock room. This specially designed mock setup looks exactly like the interior of a real aircraft cabin. From seating arrangements to lighting, panels, and cabin layout, every detail has been crafted to give students an authentic in-flight experience. As soon as students step inside, they feel as though they are onboard a real aircraft, preparing for take-off.

The institute also serves as a perfect learning and exploration space for students who are curious about careers in aviation. During visits, students gain exposure to real-time aviation concepts, professional environments, and industry standards. This hands-on exposure helps them connect theory with reality, igniting motivation and clarity about future career paths.

Our facility is ideal for:

- Educational visits from schools
- College industrial visits
- Career orientation programs
- Aviation awareness sessions

Adding to the magic are brilliant, high-quality photographs that every visitor likes to click. These visuals are so realistic that they create a powerful illusion of being inside an actual cockpit and aircraft cabin. Students are often fascinated by how these images transport them into the pilot's and cabin crew's world, helping them better understand aircraft interiors, roles, and responsibilities.

We strongly believe that seeing is believing, and our institute brings aviation dreams closer by offering a real-world experience in a safe and guided environment. Students leave not only with photographs but with inspiration, confidence, and a deeper understanding of the aviation industry.

A visit to our institute is more than just a tour – it is the first step into the skies.

To enhance experiential learning, the institute features a mock aircraft cabin room, allowing students to practice safety demonstrations, service procedures, and professional conduct in a simulated aircraft environment. A dedicated hotel management training area supports service excellence, grooming, and customer-handling skills, while a modern Zumba and fitness room promotes physical fitness, confidence, and overall personality development – essential attributes for aviation professionals.

Seminars & Workshops for Corporates & Colleges



Our Certificate Courses

Cabin Crew/ Air Hostess Training



This 1-year professional training program prepares students for a successful career in the aviation industry. It focuses on communication skills, grooming, personality development, inflight service, safety procedures, and interview preparation. The course builds confidence, professionalism, and industry-ready skills to meet airline standards and perform effectively in passenger service roles.

Modules:

- Soft Skills
- Soft Skills Advanced
- Employability Skills
- Entrepreneurship
- Roles & Responsibility
- Safety & Security Procedures
- Maintain Updated Information of Job
- Perform Pre-flight Task
- Passenger Handling during Flight O/P (Emergency Scenarios) Through VR Training
- In Flight Services & Hospitality
- Perform Post Flight Tasks
- Grooming & Well Being
- Spoken English Language
- French Language
- Thai Language

Airline Customer Care Executive



This 10-month training program equips students with essential communication, customer service, and passenger-handling skills for the aviation industry. It includes airline procedures, ticketing basics, service etiquette, and professional grooming, preparing students for customer support roles in airline and airport environments.

Modules:

- Soft Skills
- Soft Skills Advanced
- Employability Skills
- Entrepreneurship
- Roles & Responsibility
- Safety & Security Procedures
- Passenger Check-In
- Passenger Boarding
- Manage Lounge Services
- Manage Passenger Complaints at Airport
- Deal with Incidents, Accidents & Emergencies
- Work Effectively In a Team
- Grooming & Well Being
- Spoken English Language

Our Affiliation Certificate



Aerospace & Aviation
Sector Skill Council



Skill India



Star Steps Aviation & Beauty
Pageant Training Institute

AFFILIATION CERTIFICATE

Aerospace and Aviation Sector Skill Council (AASSC)

is pleased to Award affiliation for Job Roles stipulated in the MoU to :

M/S Star Steps Institute

Located at : 3rd Floor, 13-C, Kailash Vihar, City Center,
Gwalior - 474011 (India).

Mr. Sangharakshaka
CEO (Officiating)



Issue Date: 01-04-2025

Expiry Date: 31-03-2026

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