Welcome to the Flight Services
Moscow Campus

Our mission is enabling safe and efficient operations. This describes the essence of what Boeing Flight Services stands for and what drives our actions and decisions every day. Our focus is always on serving our customers and the safety of air travel. Our staff would like to help make your training as pleasant and productive as possible. This Welcome Guide will give you the basic information that you need whilst you are training. If you have any questions that are not covered in the guide, please call Guest Services at the Moscow campus reception on +7 495 139 2460.

Thank you for choosing Boeing Flight Services to provide your training. We look forward to meeting and working with you while you are here. Enjoy your stay!
Banking
Please contact Guest Services for banking information. The nearest ATM machine is in Techopark, Polet, or Hypercube. Your hotel reception should also be able to advise you about bank hours and services near your hotel.

Cameras
The use of personal cameras, including phone cameras and tablets, is not permitted inside the Boeing Moscow campus. The only exception is the use of personal cameras to take pictures of fellow classmates in the reception area on the 1st floor and immediately outside the entrance to the campus. Requests for pictures outside of these areas require special permission.

Food Facilities

Daily Food Canteen
The canteen is located on the ground floor of Technopark (the light blue building), a 10-minute walk from the Boeing Moscow campus. It is open from 8:30 to 19:00. This is a self-service canteen offering a variety of salads, main dishes, desserts, hot and cold beverages, confectionery, soups, and a fine a la carte menu.

Daily Food Café
The café is located on the 1st floor of Technopark (the light blue building), a 10-minute walk from the Boeing Moscow campus. It is open from 08:30 to 19:30, serving a variety of light food, hot and cold beverages, confectionery, and sandwiches.

Creative Catering Canteen
The canteen is located on the 7th floor of the Hypercube building, a 7-minute drive from the Boeing Moscow campus. The cafe is open from 10:00 to 17:00. This is a self-service canteen offering a variety of salads, main dishes, desserts, hot and cold beverages, confectionery, and soups.

Creative Catering Café
The café is located on the 1st floor of the Hypercube building, a 7-minute drive from the Boeing Moscow campus. The cafe is open from 10:00 to 17:00, serving light refreshments and desserts.

Hotel Accommodation
Moscow and Skolkovo preferred hotel room rates and offers are available upon request from Guest Services.

Laundry Services
The launderette is situated in the Technopark, in the light blue building. They are open 24 hours a day. Full laundry services are provided. Payment can be made via the company’s web site www.umlocker.ru or QIWI terminals.

Drop your laundry in a locker. Text +7 (902) 350 06 00 advising your locker number. Within 24 hours you will receive payment instructions and order status. Once payment has been made, you will receive notification within 72 hours that your laundry is ready to be collected.

Lounge
Hot and cold water is available in the Lounge. Sandwiches and snacks are available from the vending machines. Guest Services can provide details of takeaway services and local eateries near the Moscow campus.

Mail and Messages
We recommend that your personal mail be sent to your accommodation address. While you are at the Moscow campus, messages may be left for you with Guest Services at Reception.

Medical Services
In the event you became ill during training, please notify your instructor or Guest Services at Reception, who will call for the assistance or take you to the Medical Room to be seen by the resident doctor on duty. If you become ill before you arrive for training, please notify Guest Services at Reception on +7495 139 2460, who will inform your instructor. For medical emergencies that occur away from Boeing, call emergency services at 112 or contact your hotel reception for assistance.
Passes and Security
When you arrive at the campus, you will be required to present photographic identification to enable you to have access to the building (e.g., passport, driving licence, or airline ID). You will receive your security pass on the first day of training, which will allow you to access specific areas of the campus that you require for your training or visit. Please wear your badge at all times. If you visit other areas of the campus that are not relevant to your training or visit, please be aware that you should be escorted by a Boeing employee, both for your safety and for security reasons. We appreciate your willingness to abide by this policy. Please make sure you check in/out at Reception on entering and leaving the building every day. On your last day at the campus, please return your pass back to Guest Services at Reception.

Safety
Your safety is paramount to us while at the Moscow campus. On your first day you will be given a Visitor Safety Guide that you are required to read, sign, and abide to. If you have any questions or concerns please contact Guest Services.

The campus is equipped with an Automatic External Defibrillator (AED) machine situated in the Medical Room. Only doctors are permitted to use the AED.

There is also a first aid box, which is used for minor injuries. Any injuries that occur at the campus must be reported to Guest Services or Security and recorded in the Accident Report book.

Smoking and Alcoholic Drinks
Use of tobacco products is not permitted in the building. Use only the smoking area provided outside.

Absolutely no alcoholic beverages are allowed on Boeing premises.

Student Satisfaction Surveys
We are permanently focused on providing the best service possible by listening to and understanding your needs and priorities. When your training has been completed, please complete the Student Satisfaction Survey which is available via computers in the CBT rooms, Guest Internet Stations, and the iPad situated at Reception.

Please take a few minutes to tell us how we are doing. We truly appreciate your feedback.

Telephones
Only urgent calls can be made by Guest Services at Reception on your behalf.
The Guest Services representatives will give you any help or assistance you require whilst you are at the Moscow campus. They are located on the first floor at Reception. Guest Services can be contacted on +7 495 139 2450, or email DL-MOWNRTGSR@exchange.boeing.com between the hours of 08:00 and 20:00, Monday through Friday.

We aim to meet your needs with efficiency, effectiveness, fairness, and courtesy, to

- Provide you with a friendly service, showing respect and sensitivity.
- Treat you fairly and demonstrate our commitment to equality and diversity.
- Recognize and respond to your particular needs.
- Deal with your requests and enquiries accurately, promptly, and efficiently whilst respecting your confidentiality.
- Make effective referrals to other teams or departments.
- Offer an explanation if we can’t answer your request/enquiry.
- Continuously establish service standards and monitor our performance.
- Welcome all your feedback.

Guest Services offers the following services:

- Security passes at the Moscow campus and directions.
- Organizing transport to and from the campus.
- Providing information about preferred local hotels, public transport, local attractions, entertainment, shopping, and restaurants.
- Printing.
- Photocopying.
- Scanning.
- Obtaining medical services.
- Access to a PC with printing facilities.
- Providing Wi-Fi connection.
Moscow Campus Welcome Guide
Second Floor
Third Floor

Moscow Campus Welcome Guide

Third Floor Map

Quiet Lounge

Shelter in Place

777 FPT
Briefing Rm.

737NG FPT
Briefing Rm.

777
Briefing Rooms

737NG
Briefing Rooms

777
FPT

737NG
Transport
Transportation is available to and from our preferred hotel list. You can either use public transport or a registered taxi company. If you require a taxi booking, please advise Guest Services and they can book on your behalf. Alternatively, for any other personal travel, telephone numbers for preferred taxi companies are available from Guest Services at Reception.

If you are using your own personal vehicle, please contact Guest Services for parking instructions and car park directions.

If you are planning to use public transport to get to the Boeing Moscow campus:
- Bus 27 departs from Tryokhgorka railway station.
- Bus 818/818E departs from Slavyansky Bulvar metro station.
- Bus 867 departs from Kuntsevskaya metro station.
- Bus 1147 departs from Troparevo metro station.

Distance from the Boeing Moscow campus
- Victory Park on Poklonnaya Hill – 12 km
- Crocus Expo Centre – 13 km
- Bolshoi Theater – 21 km
- Tretyakov Gallery – 21 km
- The Kremlin, Red Square, and historical centre of Moscow – 23 km
- Vnukovo International Airport – 23 km
- Sheremetyevo International Airport – 40 km
- Domodedovo International Airport – 53 km
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