

AIRPORT PASSENGER SERVICE

COURSE OBJECTIVES

To improve your technical and customer service skills to assist passengers according to industry standards; to apply IATA passenger and baggage handling standards, to gain a practical working knowledge of all airport passenger service functions

WHO SHOULD ATTEND

All airport staff in direct contact with passengers and public; supervisors, trainers and managers wishing to validate their passenger service foundation skills; managers who want to understand the workings of the passenger service section

DURATION

10 DAYS

COURSE CONTENTS

- First Impressions
- Professional Use of OAG World Airways Guide and TIM the Travel Information Manual
- Completion, Acceptance and Rules Relating to Passenger Tickets
- Miscellaneous Charges Orders (MCO) (No fare collections)
- Acceptance of Credit Cards
- Procedures for Endorsement
- Baggage Acceptance, Tagging, Charging, Rules and Procedures
- World Tracer Systems: History and Procedures for Lost Baggage Tracing
- Fraud in Tickets, Credit Cards and Documents
- Check-In Procedures and Special Passenger Handling
- Dangerous Goods for Passenger Handling Staff
- Customer Service Excellence
- Boarding and Arrival: Gate Procedures and Problems
- Passenger Expenses En Route; Overbooking and Denied Boarding
- Airline Liability
- Delay Flight Handling
- Handling Difficult Situations
- Disruptive/Unruly Passengers
- Awareness of Load Control and Ramp Safety Relevant to Passenger Services
- All the Latest News and Views on Passenger Services