

## **PASSENGER & BAGGAGE HANDLING**

### **COURSE OBJECTIVES**

To improve one's technical and customer service skills to assist passengers according to industry standards; to apply IATA/ISAGO passenger and baggage handling standards and requirements, 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**

- INITIAL: 8 DAYS
- RECURRENT: 5 DAYS

### **COURSE CONTENTS**

- Passenger/ Baggage check-in policies and procedures/Manual check-in procedures
- Baggage handling procedures(identification, sorting, loading in ULD)
- ULDs (designation codes, inspecting, loading, tagging, removal from services)
- Cabin seating considerations, to include exit row, special passengers
- Passenger boarding policies and procedures
- Cabin access door operation, applicable by CAB .
- Boarding bridge operation, applicable by SCAA.
- Handling and boarding of weapons and authorized persons carrying weapons
- Passengers requiring special handling
- Dangerous Goods regulations, considerations and procedures
- Security regulations, considerations and procedures
- Load control consequences, coordination and procedures
- Communication procedures (customer airlines, load control, authorities, others)
- Data and Document protection and security
- Abnormal and emergency procedures (fire, dangerous goods, security, other)
- Health and Safety
- Emergency response procedures
- **Customer Airlines Requirements (if any)**
- Examination

