

# OPTION FIVE (1 YEAR)

## AIR TRAVEL AND CUSTOMER SERVICES

### What's the course about?

This course prepares students as airline ticket agents, travel agency, reservations clerks, sales support personnel, customer service agents as well as telephonic support staff and public relations.

### What's covered?

Reservations + Amadeus (travel agency) & Altea (Airline check-in system) + Airport and Airlines Customer Services + Ramp Services + Aviation Subjects

The following components covered during this one year training course are:

#### 1. The Foundation of the Aviation Industry

- History of Aviation
- Regulations in Aviation
- Regulatory Frame
- How Airlines Operate
- How Airports Operate
- Air Navigation Services
- The Effect of aviation technology
- The Future of Aviation

#### 2. Commercial Airline Client Environment

- Effective understanding of Airlines customers
- Interacting with airlines customers
- Customer communication skills
- Diplomacy when dealing with different nationalities
- Effective handling of complaints
- How to handle pressure and manage stress

#### 3. Commercial Airport Client Environment

- Introduction of the Airport
- Businesses at the Airport
- Customer Services
- Concessionaires atmosphere and impression on customers
- Excellent Sales Techniques
- Quantifying results
- Avoiding Losses

#### 4. Aviation Codes

- Terminology

**NB.** Terms and conditions apply E & EO

- Aviation codes

## **5. Check-in Procedures**

- Arrivals
- Departures

## **6. Introduction to the Air Freight Industry**

- Industry Regulations
- Air Cargo as an Agent
- Cargo Customer Service

## **7. Basic Aviation Service Standard**

- Airline Staff Uniform & Grooming
- Airline Meals and Catering

## **8. Reservations and Ticketing**

- Industry Codes & Regulations
- Time Zones
- Visa Regulations
- Air Fares
- Customer Queries

## **9. Amadeus– Computer Reservations System**

## **10. Altea Departure Control Passenger Management System**

- Used by over 100 airlines, a global key airport computer program used to facilitate passengers from check-in to departure.

## **11. Middle Eastern Etiquette**

## **12. Basic Travel Agency Procedures**

## **13. Ramp Services**

## **14. Aviation Contact Center Training**

- Making calls: Reasons, Etiquette and Effectiveness
- Answering calls
- Transferring calls
- Good telephone habits and procedures
- Handling difficult complaints

### **What's the requirements for the course?**

Must have Matric , No specific subjects required

### **What do I need for Enrolment?**

Identity Document of Student

Latest school results / matric certificate

Identity Document of Parent / Guardian accompanying student (If student under 21)

Proof of address

Enrolment fee

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