

OPTION FIVE (1 YEAR)

AIR TRAVEL AND CUSTOMER SERVICES

What's the course about?

This course prepares students as airline ticket agents, reservations clerks, sales support personnel, customer service agents as well as telephonic support staff and public relations. Plus an knowledge of airline operating procedures.

What's covered?

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
- Aviation Codes and Terminology

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
- Innovative Trends in Customer Service
- Airline Meals and Catering

3. Commercial Airport Client Environment

- Introduction of the Airport
- Businesses at the Airport
- Concessionaires atmosphere and impression on customers
- Excellent Sales Techniques
- Quantifying Results
- Avoiding Losses
- Check-in, Arrivals and Departure Procedures
- Border Customs

4. Recruitment Coaching

- Airline Staff Uniform and Grooming
- Middle Eastern Etiquette
- Curriculum Vitae Preparation and Interview Skills
- International Tourism

5. Ramp Services

- Introduction to airport ramp services
- Handling of dangerous goods
- Loading and unloading of aircraft
- Catering
- Other ground handling services

6. Aviation Contact Centre Training

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

7. Airport and Airline Computer Passenger Systems Training

- Domestic Fares and Ticketing
- Basic Travel Agency Procedures
- **Amadeus – Computer Reservations System**
- **Altea – Departure Control Passenger Management System**

8. Standard Airline Operating Procedures

- Common Terminology
- Passenger and Cargo Handling Agents pre requisites
- IATA delay coding
- Specific passenger handling
- Passenger processing and the acceptance of Dangerous Goods
- Security management
- Aircraft Fueling
- Acceptance of Electric Mobility Aids
- Emergency response
- Air Freight Industry Regulations
- Air Cargo as an Agency

Course Entry Requirements

Must have Matric, recommended to have computer knowledge.
(any level pass of matric is accepted)

Course Fee

R39 990 (subject to change)

Includes:

All course material and learner guides

NB: Note the above fee does not include the cost for compulsory excursions.

Fees:

Skyy payment plan is interest free over 11 months

R 4000 (enrollment fee non-refundable) + R 2769 x 11 months = R 39 990

Or

Apply for a **student loan** at any one of the major banks, see last page for contact details

Requirements for Enrolment

Enrolment fee

Identity Document of Student

Latest school results / matric certificate

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

NB. Terms and conditions apply E & EO