

AIRLINE CUSTOMER SERVICE

// CUSTOMER SERVICE

DURATION: 21H

Training of passenger service agents, cabin crew, ticketing desk and information desk agents.

Duration 21 hours

Location at the customer's location (practice) and at the training centre (theory)

COURSE OBJECTIVES

- Gain knowledge to handle passenger services key with high efficiency
- Understand and meet the passenger requirements
- Staff capacity building.

COURSE DESCRIPTION

- Professional qualities of customer service
- Non-verbal communication rules
- Verbal communication rules
- Welcoming rules
- Conversations Over the Telephone
- Taking a Message
- Major Do's and Don'ts of Customer Service
- Reminders for Polite and Friendly Responses
- Communicating with the Unsatisfied Customer
- Solving the Customer's Problems
- The consultation, monitoring and the suspension of the historical
- Passenger rights according to the ICAO regulation