



Passenger Handling & Ground Operations Management

11 - 15 Nov 2024
Barcelona (Spain)



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Ref.: 15051_251102 **Date:** 11 - 15 Nov 2024 **Location:** Barcelona (Spain) **Fees:** 5500 **Euro**

Introduction:

This intensive crash course in passenger services is designed to make you both customer-focused and knowledgeable in the many roles you may fill as a front-line employee. Course topics include customer service best practices, conflict management, and the development of other soft skills combined with a review of international passenger and baggage handling standards.

Targeted Groups:

- Airlines, ground handling, and other service providers.
- Ground operations professionals
- Passenger service managers.
- Airport authorities
- Handling agents and other customer contact personnel
- Customer service instructors

Course Objectives:

At the end of this course the participants will be able to:

- Control and supervise an airline station in a self-handled or outsourced environment.
- Use Ground Handling and Service Level Agreements SLAs to suit your station's handling needs, reduce costs, and provide quality service.
- Prevent fraud by being knowledgeable about the current methods that fraudsters use to dilute airline revenues.
- Implement a Safety and Security Station Management System according to industry standards and recommended practices.
- Motivate staff and effectively monitor their performance.
- Use and work with the latest edition of the IATA Airport Handling Manual AHM which is included in the course price.
- Build or refresh management and leadership skills.
- Understand the importance of Operational and Occupational Health and Safety training.
- Manage risk and the components of Emergency Response Plans ERPs.
- Learn about the use of SGHA contracts and Service Level Agreements.
- Explore the operational standards in the IATA Airport Handling Manual AHM.
- Know the latest trends in passenger/baggage handling and catering
- Respond professionally to customer requests and complaints.
- Maintain composure when dealing with difficult passengers, converting crises into opportunities.
- Manage irregular operations and execute strategies to get back on track quickly.
- Use and endorse e-tickets.
- Comply with passenger and baggage handling standards.
- Transfer your knowledge to your colleagues and employees.

Targeted Competencies:

- Ground handling
- Crisis Communications
- Airside Operations
- Passenger handling
- Security awareness
- Customer Service Skills
- Ramp security

Course Content:

Unit 1: Crisis Communications and Media Response for Airport and Station Managers:

- Emergency Response Planning key factors.
- Stakeholder objectives during a crisis.
- Informal press briefings.
- Social media management and response.

Unit 2: Fixed-Base Operations FBO

- FBO and common use facilities.
- Airport and ground operations.
- Private aircraft characteristics.
- GSE equipment characteristics.
- Standard services during turnaround.
- Marketing of FBO services.
- The use of the IATA Standard Ground Handling Agreement SGHA in business aviation.

Unit 3: Airside Safety:

- Cover all critical parts of safety at the apron.
- Provide a common knowledge-base to protect people and equipment, so that all staff can cooperate safely and respond to incidents and accidents.
- Reduce the risk of accidents and ramp damages.
- Aircraft danger zones.

Unit 4: Developing an Effective Safety Culture:

- Learn proven skills to lead and drive the SMS implementation in an organization.
- Put project management essentials into practice.
- Identify and address the challenges in implementing an SMS.
- Develop a foundation for risk management.
- Acquire a comprehensive SMS implementation toolbox.
- Safety Culture Concepts, Rationale.
- Safety Culture Assessment.
- Safety Culture Alignment within the Organization.

Unit 5: Airport Ramp Services:

- The ground operations working environment.
- Standard ramp operations terminology.
- The departments of an airport and how they work together.
- Safety and security for efficient operations.
- Airside safety.
- Ramp security awareness.
- Future developments in the sector of ramp services.

Unit 6: Airside Operations - Safety Compliance:

- Apply fundamental procedures to protect the aircraft from damage and ground staff from harm.
- Eliminate or control potential hazards.
- Identify and manage “human factors” with the greatest influence on airside safety.
- Improve overall airside safety performance and operational efficiency.
- Safety culture: Employer and employee responsibilities.
- Human factors in airside operations

Unit 7: Customer Service Skills and Principles:

- Customer expectations and satisfaction.
- Passenger service delivery model.
- Listening and responding skills.
- Cultural awareness.

Unit 8: Difficult Customers and Situations:

- Dealing with complaints.
- Conflict management.
- Denied boarding.

Unit 9: Industry Rules and Guidelines:

- Official Airline Guide OAG.
- IATA manuals.
- Minimal Connecting Time MCT.
- Automated Baggage Rules.

Unit 10: Gate Procedures:

- E-ticketing.
- Boarding and delays.
- Endorsements.
- Special customer handling.

Unit 11: Baggage Claims and Proration:

- Carry on and checked baggage, allowances and charges.
- World Tracer.
- Dangerous items and general emergency procedures.
- Fraud prevention.
- Forwarding mishandling baggage rules.
- Profiles of typical interline baggage claims.
- Proof of fault.
- Different delayed, lost, pilferage, and damage pro-rate cases



Istanbul - Turkey: +90 539 599 12 06

Amman - Jordan: +962 785 666 966

WhatsApp London - UK: +44 748 136 28 02

**Registration form on the :
Passenger Handling & Ground Operations Management**

code: 15051 **From:** 11 - 15 Nov 2024 **Venue:** Barcelona (Spain) **Fees:** 5500 **Euro**

Complete & Mail or fax to Mercury Training Center at the address given below

Delegate Information

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Position:

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Telephone / Mobile:

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Company Information

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