

Passenger Ground Services

About,

Learn what it takes to work in one of the most visible positions airport aviation industry and gain the skills you need assistance and related services in the passenger check-in, gate and the main hall of the airport you.

The course is designed to supplement the training requirements outlined in the Airport IATA Handling Manual (AHM), the IATA Safety Audit for soil functions (ISAGO) and Manual Passenger Services Conference Resolutions IATA (PSCRM).

What you will learn

- Understand how airlines and airports operate in relation to the provision of passenger transport services
- Learn about the procedures of passenger and baggage check-in and boarding, including passengers with disabilities
- Interpret the respective regulatory requirements associated with the servicing of passengers and luggage transport
- Understand how computer reservations and departure control systems operate
- Ensure safe passenger and luggage transport
- Provide high level of customer service in a challenging environment facing the customer
- Learn about the latest technological innovations in passenger service
- Add value to existing and future employers who wish to recruit and retain qualified staff and high performance

Duration: 2 months and 2.5 hours examinations time

AIRLINE TRAINING CENTER GR-AIR

ATHENS : Stadiou & 2 Karageorgi Servias str . 105 62 , Syntagma Tel.+30 210 3731 800 Fax.+30 210 3731 702

THESSALONIKI : 2 Venizelou str , 546 24 ,Center Tel.+30 2310 250 710 Fax.+30 2310 279 690

Mail: info@atc.com.gr Url: www.atc.com.gr Facebook : www.facebook.com/ATC.com.gr

Basic Education

- Introduction to airport operations and air
- Computer Reservations (CRS) and Departure Control Systems (DCS) functions
- Procedures for check-in of passengers and baggage (airport & off-site)
- Terms of passengers and baggage transfer, procedures for boarding and flight close-out message
- Awareness of Dangerous Goods Regulations for passenger service agents
- Managing passenger interactions
- Procedures aviation safety for passengers and luggage transport
- Enhanced passenger facilitation, the latest innovations and career opportunities

This course is a step towards earning a diploma in IATA:

❖ IATA Diploma in Aviation Studies

Contents (pdf): <http://www.iata.org/training/courses/Documents/pax-gr-services-toc.pdf>

Target the training

- Airline passenger service staff
- Passenger services personnel Ground Agents
- Services passenger carriers Airport staff providing
- Personnel providing passenger services Aviation Authorities
- Those wishing to start a career as a Passenger Service Agent

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PLEASE TYPE OR PRINT CLEARLY, INDICATING YOUR COURSE CHOICE(S)

For IATA/UFTAA Foundation Course graduates and students who wish to obtain Cambridge Diploma:

CLASSROOM COURSES

- Location Athens : Passenger Ground Services (EUR1500.00)
- Location Thessaloniki : Passenger Ground Services (EUR1800.00)

E-LEARNING COURSES

- Passenger Ground Services (EUR1800.00)

Family Name: _____ First Name: _____ Mr. Mrs. Ms.

Mailing/Shipping Address: _____

City/State: _____ Country: _____ Postal Code: _____

Telephone Number (Mandatory) _____ Fax Number _____

Country Code: _____ City Code: _____ No.: _____ City Code: _____ No.: _____

E-mail (please print): _____ Mobile phone: _____

Settlement of course fees. All fees are non-refundable/non-transferable and are subject to change without prior notice. Those paying by credit card and bank transfer may fax (+30 2310 279 690) their application form.

Course Code		METHODS OF PAYMENT:
		<input type="radio"/> EUROCARD/MASTERCARD <input type="radio"/> VISA
Course Fee:		Cardholder's name: _____
Taxes:		Card no.: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
(Canadian residents only) Please include applicable GST and PST.		Expiry date: MONTH: _____ YEAR: _____
		Signature/date: _____
Total:		

IMPORTANT NOTICE

Your application will be processed following receipt and clearance of your payment by A.T.C back in Greece. From the date of this payment clearance, please allow 4-6 weeks for delivery of kit. The amount for kit and registration fee are NON-refundable.

Date: _____ Signature: _____

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