



## Passenger Handling

The moment of truth for the passengers is the first encounter when the passenger steps up to you. This is the opportunity for you to work your own personal magic.

To most people a flight is a special experience. Passengers have paid a substantial price for their flight.

Therefore, it is our job as Passenger Handling Agents to assure them that the choice they have made to utilise the services of the particular airline, is the correct one and that we value their business. Part of the job is to give our customers the confidence that our staff is able to deal with any situation competently and successfully.

Our passengers/customers expect a consistently friendly, efficient and professional service whilst being respected and recognised as individuals.

As many of our customers may be travelling for leisure reasons, their holiday starts even before they board the aircraft. We are responsible for their enjoyment of this experience and partly for their entire holiday.

Passenger Handling Training will include but is not limited to the following modules:

- Passenger Care
- Addressing of Passengers
- Conflict
- Service Recovery
- Grooming and Deportment
- Geography
- Glossary and Abbreviations
- Aircraft Familiarisation
- Categories of Special Attention Passengers
- Travel Documentation
- Aviation Organizations
- Ticketing
- Baggage and Cargo
- Teamwork