

About

Drive outstanding customer service with the winning combination of knowledge, skills, and attitude (KSA). Frontline airline customer service professionals, such as ticket reservation staff, check-in and gate agents, and cabin crew, work in one of the most dynamic industries. In this course, we will examine how the Internet, social media, and new technologies are changing airline customer service. We will discuss several examples of how airlines are adapting to these changes to meet customer needs and stay competitive.

Objective

Upon completing this course, you will have the skills to:

- List and describe techniques of effective communication and customer contact
- Summarize and set out the characteristics of the various social styles and cultural differences of airline customers.
- Describe new trends in customer service.
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Content

The key topics covered during this course include:

- Improved standard of customer service
- Verbal and non-verbal communication skills
- Customer contact techniques
- Cross-cultural awareness
- Managing stress

Prerequisite

- Proficient in both spoken and written English; knowledge of other languages is a plus.

Exam & Certification

- Exam Method: Online exam with remote supervision by IATA
- Exam Format: Multiple-Choice questions, Closed textbook
- Number of Questions: 100
- Time Allowance: 3 hours
- Passing Grade: 60% correct answers
- Distinction Grade: 90% correct answers
- Number of exam Attempts: 2

Participants who successfully pass the final exam will be awarded:

- An IATA and KHDA Certificates are awarded to participants successfully passing the final exam.
- A Dangerous Goods Regulations Certificate, approved by the Federal body of UAE General Civil Aviation Authority (GCAA), will be awarded.
- Internship at Ras Al-Khaimah International Airport, UAE, is included.