

# Baggage Service and WorldTracer Baggage System Training

**Duration**  
**3 Days +**  
**(optional) 1 Day On**  
**Job Training**  
**(32 hours)**

## **Target Audience**

- **Baggage handling officers**
- **Airport operations staff**
- **Airlines supervisors**
- **Ground Services Provider supervisors**

## **Methodology**

- **Classroom**
- **Simulated exercises**

## **Certificate Awarded**

- **A Jardine Aviation Academy certificate is awarded upon successful completion of the course.**

Baggage management, monitoring, tracing and handling, are vital in reducing baggage mishandling and raising customer satisfaction. WorldTracer operates globally and exchanges information with 2800+ member airports. It encompasses tracing, management, claims processing and others in resolving the mishandling of the baggage. The WorldTracer internet interface also allows passengers to track their bags by entering a transaction number.

## **Objectives**

Upon completion of the course, participants will:

- Identify the importance of baggage handling
- Analyze the impact of baggage mishandling
- Trace and check baggage through WorldTracer Baggage System
- Learn how to deal with mishandled baggage, complaints and difficult passengers
- Introduce airline's baggage handling requirements in complying with IATA's standards

## **Course Outline**

- Techniques on handling baggage and mishandling cases
- Importance of Property Irregularity Report (PIR)
- Introduction of WorldTracer Baggage System
- Manual/System tracing process
- Handling of on-hand Baggage
- Sharing of Lost & Found (L&F) best practices



**Jardine Aviation Services**

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# 行李服务和全球行李查询系统 (WorldTracer Baggage System) 培训

课程期间  
3 天 +  
1 天(可选) 工作培训  
(共32 小时)

## 课程对象

- 行查人员
- 机场运作人员
- 航空公司督导员
- 地服公司督导员

## 教学方式

- 课堂培训
- 练习
- 个案研习

## 获颁证书

学员顺利完成课程后，  
将获颁怡中航空培训学院  
培训证书

行李管理、监控、追踪和处理对于减少行李处理不当和提高客户满意度至关重要。 **WorldTracer** 在全球运营，可与 **2800** 多个成员机场交换信息。 它包括追踪、管理、索赔处理和其他解决行李处理不当的问题。 世界追踪器互联网接口还允许乘客通过输入事务号码来跟踪他们的行李。

## 培训目标

学员完成课程后将能:

- 确认行李处理的重要性
- 理解行李不正常运输的影响
- 采用全球行李查询系统 (WorldTracer Baggage System) 追查行李
- 学习如何处理不正常运输行李相关的投诉和处理「困难」旅客
- 引用航空公司符合国际航协行李赔偿的规定

## 课程内容

- 处理不正常运输行李的技巧
- 认识 Property Irregularity Report (PIR)
- 介绍全球行李查询系统 (WorldTracer Baggage System)
- 手工追查行李的程序
- 在手行李(on-hand baggage) 的处理
- 行业的运作及行李赔偿规例
- 分享行查的最佳运作



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