

Passenger Check-in, Flight Arrival and Departure Services

Duration
5 Days (40 hours)

Target Audience

- Passenger services and handling agents
- Passenger services instructors
- Anyone interested in pursuing an aviation career

Methodology

- Classroom

Certificate Awarded

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

This course will equip you with the skills to provide a seamless world-class service to all these travelers from flight arrival, check-in to flight departure.

Objectives

Upon completion of the course, participants will:

- Get familiar with the check-in procedures
- Be able to perform arrival, departure and special handling functions

Course Outline

- Preparation for check-in
- Ticket and travel document checking
- Dangerous Goods – provision for passengers and crew
- General rules for checked baggage and excess baggage
- Extra seats (Cabin baggage/ Diplomatic baggage/ Extra seat)
- Arrival preparation and services
- Assisting passengers with special needs (e.g. elderly, vision impairment, hearing impairment, incapacitated, deportee, unaccompanied minors, etc.)
- Departure preparation and general boarding procedures
- Flight disruption (e.g. delay, cancellation & misconnection, etc.) handling procedures
- Ramp safety



Jardine Aviation Services

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课程期间
5天(40小时)

课程对象

- 旅客服务人员和地勤人员
- 旅客服务培训之讲师
- 有志从事航空业服务者

教学方式

- 课堂培训

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

本课程将让你在航班抵达、旅客值机与登机服务上拥有满足乘客的世界级一流服务技能。

培训目标

学员完成课程后将能:

- 熟悉值机程序
- 提供旅客航班抵达、登机及特殊事件之服务

课程内容

- 值机前之准备
- 机票、旅行证件之检查
- 旅客及机组人员禁止携带之物品
- 托运行李、超额行李之基本规定
- 额外座位 (机舱行李 / 外交行李 / 额外座位)
- 航班抵达之准备与服务
- 协助有特殊需求之旅客 (例如:长者、视障人士、听障人士、行动障碍人士、被驱逐出境者、无人陪同之儿童等)
- 登机之准备与基本程序
- 航班延误之处理程序
- 停机坪安全



Jardine Aviation Services
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