

Airline Customer Service

Step into a world where exceptional service meets the skies. Are you ready to become the face of our airline, delivering unparalleled experiences to passengers from around the world? Look no further - our comprehensive training program is tailored to cultivate your skills, ignite your passion, and shape you into a customer service champion.

WHAT YOU WILL LEARN

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

COURSE CONTENT

The key topics that are covered during this course include:

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

EXAM INFORMATION

- Method: Online exam with remote supervision (OERS)
- Format: 100 multiple-choice questions. Closed course book exam.
- Time Allowance: 3 hours
- Passing Grade: 60% correct answers
- Distinction Grade: 90% correct answers
- Number of exam attempts: 2

Drive outstanding customer service with the winning combination of knowledge, skills, and attitude. 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 keeping up with these changes to meet customer needs and stay competitive.

WHO SHOULD ATTEND

This course is recommended for:

Aspiring Customer Service Professionals.
Ticket office, reservations, check-in, traffic, operations, baggage service and information desk staff.

Cargo reservations and receiving staff.

Public relations and sales support personnel.

Flight attendants.

CERTIFICATE AWARDED

An IATA Certificate is awarded to participants successfully passing the final exam.



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