

CPD Course in Airline & Airport Customer Care

Open Learning Programme Information

Programme Information	<p>Course Outline</p> <p>Unit 1 Travel & Tourism - the importance of the airline industry The key parts of the Travel & Tourism Industry in relation to airlines The importance of Travel & Tourism in the UK Ways to help airline passengers and offer appropriate advice Products and services used by passengers at airports and on aircraft How to help passengers with their onward journey</p> <p>Unit 2 Passenger needs - providing a customer service experience Identifying Passenger needs What GOOD & EXCELLENT Customer Service means to Passengers Customer Service standards and how they apply to airlines What good Customer Service is and its importance to airline passengers</p> <p>Unit 3 Airline & Airport Customer care The principles of effective customer service The importance of effective communication for Passengers The different skills and identify the signs needed to be a "GOOD LISTENER"</p> <p>Unit 4 Creating a Positive Impression with passengers Principles of FIRST IMPRESSIONS with airline passengers Behaviour which creates GOOD and BAD 1st impressions with passengers Recognising how important first impressions are in the airline industry airlines How to make GOOD verbal impressions to a larger audience of passengers via a P.A.</p> <p>Unit 5 Solving Passenger Problems and Creating a Lasting Impression How airlines can gain loyal support with airline passengers How to recognise the different types of airline complainer and deal with them effectively How to use the "GOOD LISTENER" techniques to handle passenger problems The keys to "Lasting Impressions" for passengers</p> <p>Unit 6 The Importance of product Knowledge in the Airline Industry The principles of product knowledge for airlines How airlines link their product knowledge to the whole passenger experience How passengers are part of the Airline Industry</p> <p>Unit 7 The key Components of Airline Customer Service The Key Components for effective Airline Customer Service How the Travel and Tourism Industry works in the UK and with Airlines Research GOOD Customer Service Research POOR Customer Service How to interpret Customer Feedback Assessing your own level of Customer Service</p>
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