

Transferama Passenger Ground Services

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| Introduction to Airline Ground Operation | Computer Reservation and Departure Control | Check-in Procedure for Passengers and Baggage | Conditions of Carriage, boarding Procedures and Close-out Messaging | Dangerous goods (DG) Regulations | Managing Passengers Interaction | Aviation Security Requirement for Passengers and Baggage | Enhanced Passengers Facilitation | Future of the Industry | Conclusion |
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| The airport as an operational system Airline ground operational requirements Requirements for passengers, baggage, catering, cargo and security areas Map of Schiphol | Purpose and function of the computer reservation system CRS Purpose and function of the departure control system DCS Connection of CRS and DCS Border security Weight and balance Audio/visual support | Use of TIM and TIMATC travel information Types of passports/ Visa Health documentation Advanced Passenger Information System Electronic ticket Audio/visual support | Standard boarding, disembarkation procedures and announcements Missing passengers, passenger manifest, passenger information list Practical training announcements at the airport | International DG regulation Restrictions and limitations on DG Classification, marking and labelling of DG Emergency response procedures Practical training how to deal with dangerous goods | Importance of customer services to the airline business Effective airline passenger services Axxicom tour at SPL | Reasons why aviation security is needed ICAO international conventions Passenger and baggage security procedures Procedures for handling bomb threats Hands on practical training | Purpose of Advance Passenger Processing APP Self-service check-in system Role of PGSA's passengers ground services agents in the fast travel programs Practical support | Future trends that will have an impact on passenger handling services Possibilities for a career in the aviation industry Prepare your CV for potential employers | Altea support Practice Exam Personal care Uniform Make-up advice |