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## Airline Customer Service

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Intended

All customer contact staff including:

- Ticket office, reservations, check-in, traffic, operations, baggage service and information desks
- Cargo reservations and receiving
- Public relations and sales support personnel
- Cabin attendants.

Content

- Better standard of customer service
- Communication skills
- Customer contact techniques
- Social styles
- Dealing with complaints
- Managing stress

Duration 2 working days

Pricing RO 275 per participant

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