

<http://www.omanair.com/en/about-us/training/our-courses/airline-customer-service>



## Airline Customer Service

[Home](#) > [Printer-friendly PDF](#) > Airline Customer Service

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