

# 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