



# CHECK-IN AGENT

## // CUSTOMER SERVICE

### 140 HOURS

*Training of check-in agent staff.*

**Duration** 140 hours

**Location** at the customer's location and by videophone

### COURSE OBJECTIVES

Upon completion of this course, you will be able to:

- fully understand all aspects of the position
- manage check-in and boarding of passengers
- know all policies and regulations about airport & aircraft safety and security
- apply communication skills with passengers

### COURSE CONTENT

#### Work environment

- Organisation of transport
- Legal regime
- Modes of transport

#### Technical operations

- Passenger flow management
- Check-in
- Boarding

#### Communication skills

- The basics
- Facing others
- Passenger flow management and difficult situations
- How to satisfy a request
- Communication within the team
- The company
- Contribute to the brand image
- Awareness about physical disabilities
- Intercultural aspects

#### Geography

- Countries and capitals
- Physical and political geography
- Migratory flows
- Main air routes
- Timezones

#### Dangerous goods

- Awareness training session about transport of dangerous goods

#### Technical English

#### General English

- Basic knowledge (verbs & tenses, grammar, vocabulary, etc.)

- How to express possession, identify objects, request sth and give an opinion about colours, etc.
- Accept, refuse, deny
- How to ask in order to get a reply, an explanation, etc.
- Compare
- Active and passive forms
- Business English

#### Airport safety & security

- Prohibited items
- Verification of conformity at check-in and boarding
- Boarding cards
- Safety & security operators (international, national & local)
- How to act with any abandoned baggage, package or container
- Safety & security objectives
- Types of transit fares
- Performance measurement systems
- The importance of involving the team
- Reduction of costs in the long run

#### Passenger check-in with ALTÉA

- Check-in procedures
- Specific procedures
- Boarding simulation

#### Co-activity

- Reminder of ramp regulations
- Traffic risks inside the airport zone
- Operators on the ground
- Precautions to be taken
- Rules to abide