Garnet
Garnet Global Training Center

GGT-AV-129

Aviation & Airport Management

Airline Customer Service

خدمة العملاء في شركات الطيران

Duration	Language	Formats	Hours	Level
5 or 10 days	**English or Arabic**	**Classroom, online, in-house**	**35 / 70**	**Intermediate (practitioner)**

Overview

Participants in Airline Customer Service practise the methods, tools and standards they need to perform reliably and solve problems on the job. Safety, operations and commercial programs for airlines, airports and aviation services. Choose 5 or 10 days, classroom or live online, English or Arabic; organisations can also run it in-house and adapt the examples to their own work.

What you will be able to do

- Apply the methods and standards of Airline Customer Service to real tasks.
- Use the right tools, checks and calculations step by step.
- Diagnose common problems and identify root causes.
- Interpret data and results correctly and act on them.
- Follow safe, compliant and documented work practices.

Who should attend

Airport and airline managers, safety officers, ground operations and maintenance staff. Practitioners with one to five years of experience benefit most.

Key topics

- ICAO and regulatory framework
- Safety management systems
- Airside and terminal operations
- Aviation security
- Commercial and revenue management
- Human factors

Formats and fees

5-day classroom	**USD 4,750**
5-day online	**USD 2,950**
10-day classroom	**USD 8,950**
10-day online	**USD 5,450**
In-house	**Quotation per group**

Fees per participant, excluding VAT.

Register or ask

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Email: info@garnettrainings.com

Training: training@garnettrainings.com

Web: garnettrainings.com

Sharjah Publishing City Free Zone, Sharjah, UAE

Certificate

Participants who attend at least 90% of sessions and complete the final assessment receive a certificate of completion stating 35 contact hours (5-day) or 70 contact hours (10-day).

5-day outline

Day 1 Airline Customer Service: principles and standards

- Commercial and revenue management
- Measurement and reporting

Day 2 Methods and tools in practice

- Human factors
- ICAO and regulatory framework

Day 3 Diagnosis and problem solving

- Safety management systems
- Hands-on workshop on a workplace challenge

Day 4 Quality, safety and documentation

- Airside and terminal operations
- Common mistakes and how to avoid them

Day 5 Workshop, assessment and action plan

- Aviation security
- Regional and international case studies

10-day outline

Day 1 Airline Customer Service: principles and standards

- Commercial and revenue management
- Measurement and reporting

Day 2 Methods and tools in practice

- Human factors
- ICAO and regulatory framework

Day 3 Diagnosis and problem solving

- Safety management systems
- Hands-on workshop on a workplace challenge

Day 4 Quality, safety and documentation

- Airside and terminal operations
- Common mistakes and how to avoid them

Day 5 Workshop, assessment and action plan

- Aviation security
- Regional and international case studies

Day 6 Advanced techniques and specialist practice

- Complex cases in depth
- Checklists and templates to take away

Day 7 Digital tools, data and automation

- Analysis tools and software
- Using AI in this field

Day 8 Benchmarking against international practice

- Global performance benchmarks
- Group discussion and peer review

Day 9 Capstone project

- Analyse a real challenge from your organisation
- Build the solution and implementation plan

Day 10 Presentations, final assessment and certificates

- Project presentations and review
- Final exam and certificate award

Schedule 2027–2030

Dates	Format	City	Language	Fee (USD)
4–8 Jan 2027	5-day online	Live online	Arabic	2,950
1–12 Mar 2027	10-day classroom	London	English	8,950
14–18 Jun 2027	5-day classroom	Abu Dhabi	English	4,750
5–9 Jul 2027	5-day classroom	Vienna	English	4,750
10–14 Apr 2028	5-day classroom	Istanbul	English	4,750
2–13 Jul 2028	10-day classroom	Kuwait City	Arabic	8,950
18–29 Sep 2028	10-day online	Live online	Arabic	5,450
16–20 Oct 2028	5-day classroom	Vienna	English	4,750
19 Feb – 2 Mar 2029	10-day classroom	Dubai	Arabic	8,950

Dates	Format	City	Language	Fee (USD)
2–6 Apr 2029	5-day online	Live online	English	2,950
10–14 Jun 2029	5-day classroom	Cairo	English	4,750
16–20 Jul 2029	5-day classroom	Singapore	English	4,750
4–8 Feb 2030	5-day classroom	Vienna	English	4,750
11–22 Mar 2030	10-day classroom	Singapore	English	8,950
14–18 Jul 2030	5-day classroom	Riyadh	Arabic	4,750
18–29 Nov 2030	10-day online	Live online	Arabic	5,450

Customised and in-house versions of this course are available on request. garnettrainings.com/en/customise/