Garnet
Garnet Global Training Center

GGT-AV-116

Aviation & Airport Management

Passenger Services & Customer Experience

خدمات المسافرين وتجربة العملاء

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

Overview

Passenger Services & Customer Experience turns established good practice into step-by-step methods that participants rehearse in exercises and then apply at work. 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 Passenger Services & Customer Experience to real tasks.
- Share good practice with your team.
- 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.

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 Passenger Services & Customer Experience: principles and standards

- Safety management systems
- Measurement and reporting

Day 2 Methods and tools in practice

- Airside and terminal operations
- Aviation security

Day 3 Diagnosis and problem solving

- Commercial and revenue management
- Hands-on workshop on a workplace challenge

Day 4 Quality, safety and documentation

- Human factors
- Common mistakes and how to avoid them

Day 5 Workshop, assessment and action plan

- ICAO and regulatory framework
- Regional and international case studies

10-day outline

Day 1 Passenger Services & Customer Experience: principles and standards

- Safety management systems
- Measurement and reporting

Day 2 Methods and tools in practice

- Airside and terminal operations
- Aviation security

Day 3 Diagnosis and problem solving

- Commercial and revenue management
- Hands-on workshop on a workplace challenge

Day 4 Quality, safety and documentation

- Human factors
- Common mistakes and how to avoid them

Day 5 Workshop, assessment and action plan

- ICAO and regulatory framework
- 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)
8–12 Feb 2027	5-day online	Live online	Arabic	2,950
10–14 May 2027	5-day classroom	Singapore	English	4,750
4–8 Jul 2027	5-day classroom	Manama	Arabic	4,750
4–15 Oct 2027	10-day classroom	Istanbul	English	8,950
14–18 Feb 2028	5-day classroom	Paris	English	4,750
10–21 Jul 2028	10-day online	Live online	Arabic	5,450
5–16 Nov 2028	10-day classroom	Kuwait City	English	8,950
11–15 Dec 2028	5-day classroom	Dubai	Arabic	4,750
14–25 Jan 2029	10-day classroom	Manama	English	8,950

Dates	Format	City	Language	Fee (USD)
19–23 Mar 2029	5-day classroom	London	English	4,750
4–8 Jun 2029	5-day classroom	Kuala Lumpur	English	4,750
6–10 Aug 2029	5-day online	Live online	English	2,950
7–18 Jan 2030	10-day classroom	Geneva	English	8,950
11–15 Feb 2030	5-day classroom	Paris	English	4,750
6–10 May 2030	5-day classroom	Abu Dhabi	Arabic	4,750
2–13 Sep 2030	10-day online	Live online	English	5,450

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