Skill India
कौशल भारत - कुशल भारत

सत्यमेव जयते
GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT
& ENTREPRENEURSHIP

N·S·D·C
National Skill Development Corporation
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AASSC
Aerospace & Aviation
Sector Skill Council

Participant Handbook

Sector
Aerospace and Aviation

Sub-Sector
Airline

Occupation
Customer Service

Reference ID: **AAS/Q0302, Version 1.0**
NSQF Level 4

Airline Reservation Agent

Skilling is building a better India. If we have to move India towards development then Skill Development should be our mission.

Shri Narendra Modi
Prime Minister of India

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1.2.2 History of Airline Reservation System

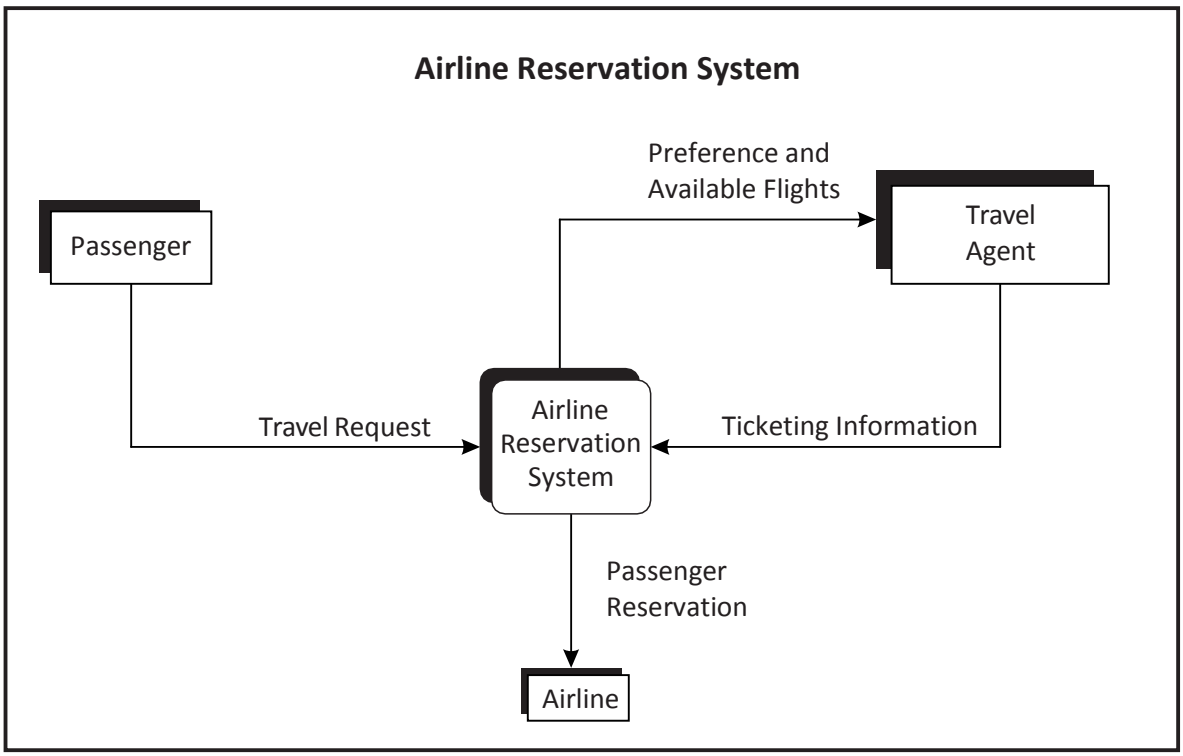

Fig 1.2.2 (a) Functions of Airline Reservation System [ARS]

1.2.3 About Airline Reservation System

Airline Reservation System (ARS) is part of the so-called Passenger Service Systems (PSS), which is an application supporting the direct contact with the passenger. ARS eventually evolved into the Computer Reservations System (CRS). A computer reservation system is used for the reservations of a particular airline and interfaces with a Global Distribution System (GDS). GDS, supports travel agencies and other distribution channels in making reservations for most major carriers in a single operation.

Airline reservation systems incorporate airline schedules, fare tariffs, passenger reservations and ticket records. An airline's direct distribution works within their reservation system, as well as pushing out information to the GDS.

Advantages of Airline Reservation System:

- Convenience
- Easy changes and early check-in
- Inventory management
- Display of availability and current status
- Fare quote and ticketing

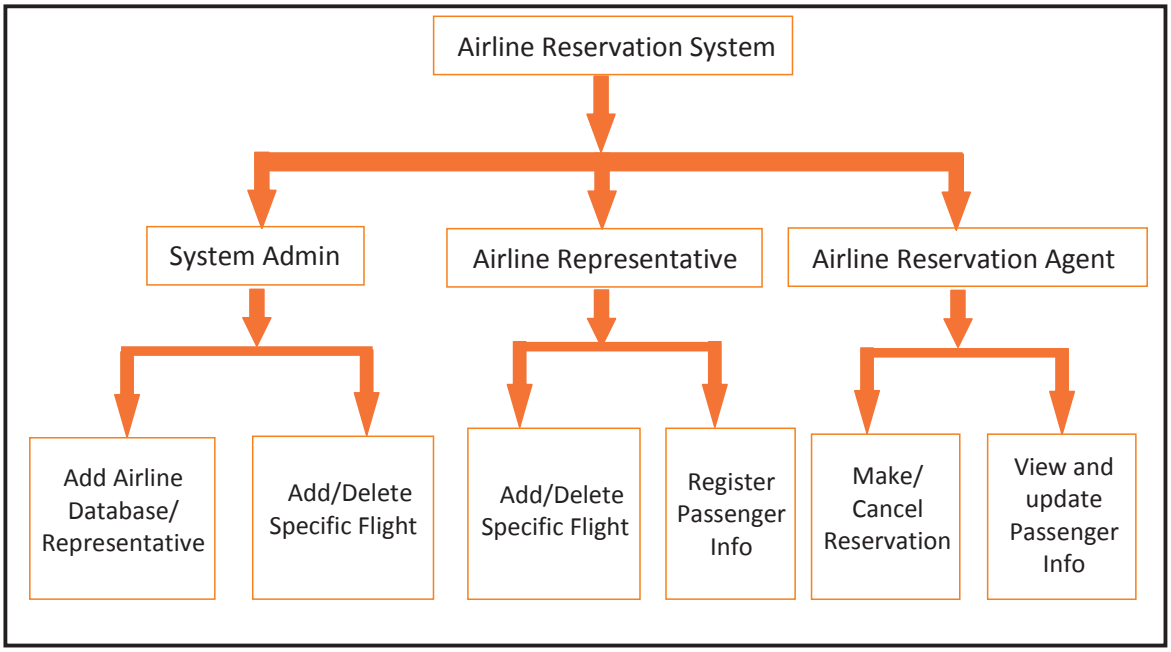

Fig 1.2.3 (a) Distributed View of Airline Reservation System

2.1.6 Elements of SMS

Check: Airside Safety

- Ensure that senior management regularly audits or inspects all airside areas.
- Audit trainers and trainees, including any third parties.
- Confirm different levels of checks that take place for all airside areas.
- Validate risk assessments; identify deficiency trends, accidents, incidents and occurrence trends.
- Measure safety performance.

Review: Airside Safety

- Identify causes of accidents, incidents and occurrences.
- Ensure preventive actions are taken and documented.
- Share safety information with the airside community.
- Work with others to identify and understand best industry practices.
- Understand the regulator's future requirements in good time.
- Establish future safety objectives.

2.1.7 Safety Training

Safety upgrade at an airport is an on-going process. All activities whether reactive, proactive or predictive used towards enhancing safety standards. These can achieve through safety upgrade. Safety promotion is linked closely with safety training, safety awareness and safety communication.

An organisation safety culture is linked to the success of the safety management training programs. All personnel must understand airport safety policies, procedures and practices. They should assume their roles and responsibilities within the safety management framework.

Fig 2.1.7 (a) Illustration Diagram of Safety Training

2.1.12 Dangerous Goods

IATA Cargo-IMP Codes

Given below is the list of Cargo-IMP codes with meanings that are used extensively within the airline industry:

Code	Meaning
CAO:	Cargo aircraft only
DGD:	Shipper's declaration for dangerous goods
ICE:	Carbon dioxide, solid (dry ice)
IMP:	Interline message procedure
MAG:	Magnetized material
RCL:	Cryogenic liquid
RCM:	Corrosive
RCX:	Explosives 1.3C
RDS:	Diagnostic specimens
REQ:	Dangerous goods in excepted quantities
REX:	To be reserved for normally forbidden Explosives, Divisions 1.1, 1.2, 1.3, 1.4F, 1.5 and 1.6
RFG:	Flammable gas
RFL:	Flammable liquid
RFS:	Flammable solid
RFW:	Dangerous when wet
RGX:	Explosives 1.3G
RIS:	Infectious substance
RMD:	Miscellaneous dangerous goods
RNG:	Non-flammable, non-toxic gas
ROP:	Organic peroxide
ROX:	Oxidizing substances
RPB:	Toxic substance
RPG:	Toxic gas
R RE:	Excepted packages of radioactive material
RRW:	Radioactive material Category I-White
RRY:	Radioactive material Categories II-Yellow and III-Yellow
RSB:	Polymeric beads
RSC:	Spontaneously combustible
RXB:	Explosives 1.4B
RXC:	Explosives 1.4C
RXD:	Explosives 1.4D
RXE:	Explosives 1.4E
RXG:	Explosives 1.4G
RXS:	Explosives 1.4S

UNIT 2.2: Hazards and Reporting

Unit Objectives

At the end of this unit, you will be able to:

- Identify the hazards.
- Report the hazards.
- Explain the Safety Risk Management (SRM).

2.2.1 General Causes for Accidents

Factors responsible for an accident and incident:

- Miscommunication.
- Inadequate signage, markings or lights.
- Inadequate training of those involved.
- Trained staff not acting in the way they were trained.
- Inadequate equipment/mechanical condition/mechanical failure.
- Tasks carried out too quickly with inadequate resources.
- Failure to use PPE.
- Inadequate risk assessment.
- Human and organisational factors.
- Non adherence to Standard Operating Procedures (SOP).
- Inadequate response to changing circumstances.

Fig 2.2.1 (a) Miscommunication

Unit 3.1: Greeting Customer

Unit Objectives

At the end of this unit, you will be able to:

- Describe about customer greeting.
- Identify how to interact with the customer.

3.1.1 Greeting over Phone

- Maintain cheerful attitude while getting down to business.
- Answer customer service calls within the first three rings.
- Address each customer as if he/she is the most important caller.
- Welcome the customer to the business with a friendly, branded greeting.
- Make sure to use pleasant words. Pay attention to the tone and pitch to ensure they reflect a person who is willing to help and serve his customer.
- Give complete attention to the customer and stop doing other works, when you answer.
- Speak clearly and professionally. Avoid using slang words or company jargons.

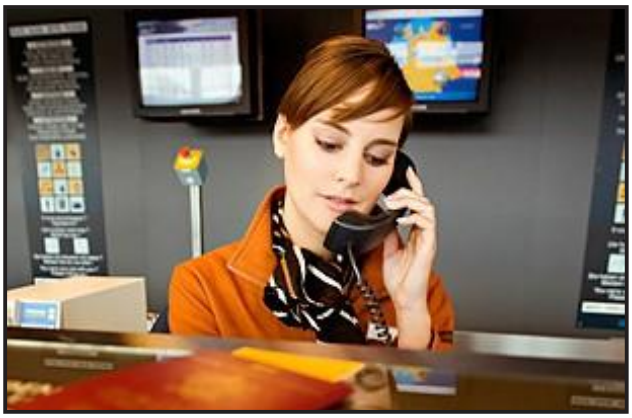

Fig 3.1.1 (a) Greeting over Phone

3.2.2 Required Information from the Customer

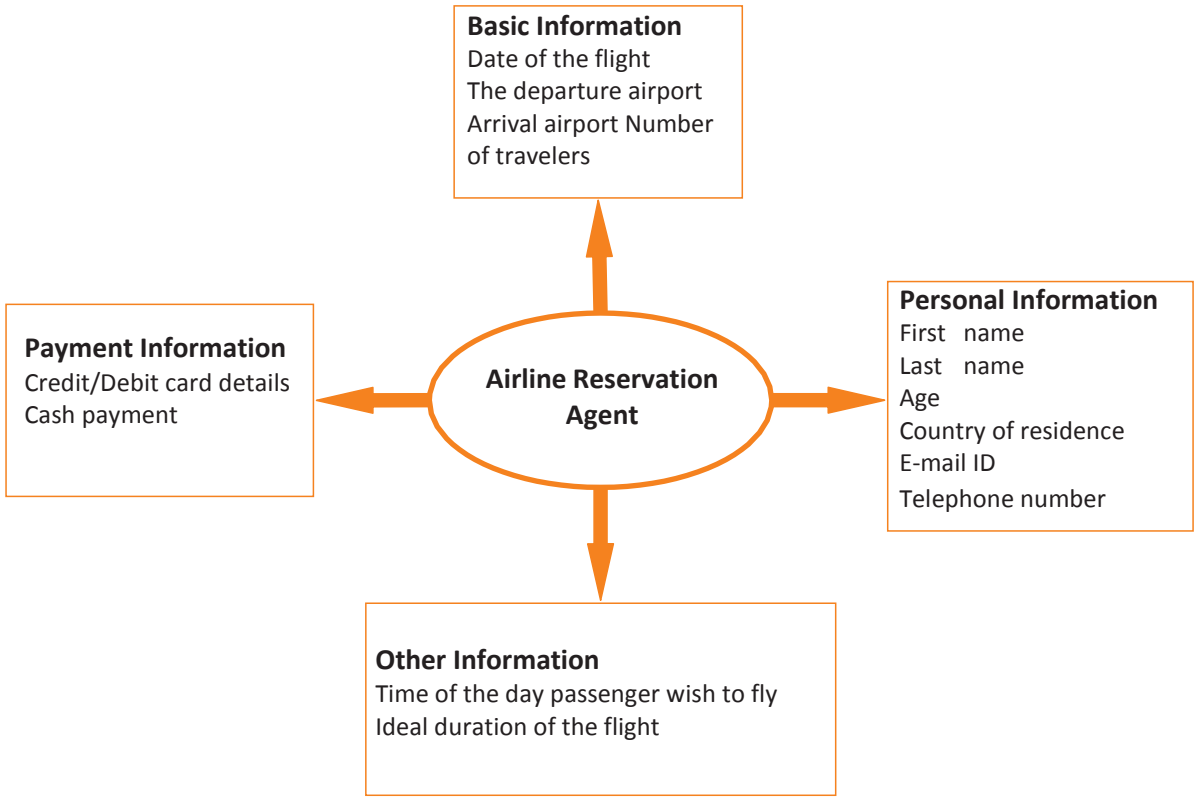

Fig 3.2.2 (a) Documents Required

3.2.3 Refusal of Baggage

Airlines may refuse to carry articles which are likely to endanger the aircraft, persons or property on- board the aircraft such as:

- Articles of which the carriage is prohibited by the applicable laws, regulations or safety standards of any country to be flown from, to or over.
- Articles which in the opinion of the carrier are unsuitable for carriage because of weight, size or character.
- Excess baggage, including AVIH and sport equipment, which is not requested and confirmed in the PNR (Passenger Name Record).
- Live animals, weapons of any kind, munitions and explosives, dangerous goods etc.
- Unsuitably packed articles.
- Baggage more than 32kgs for an individual.

3.4.3 Ticket Cancellation

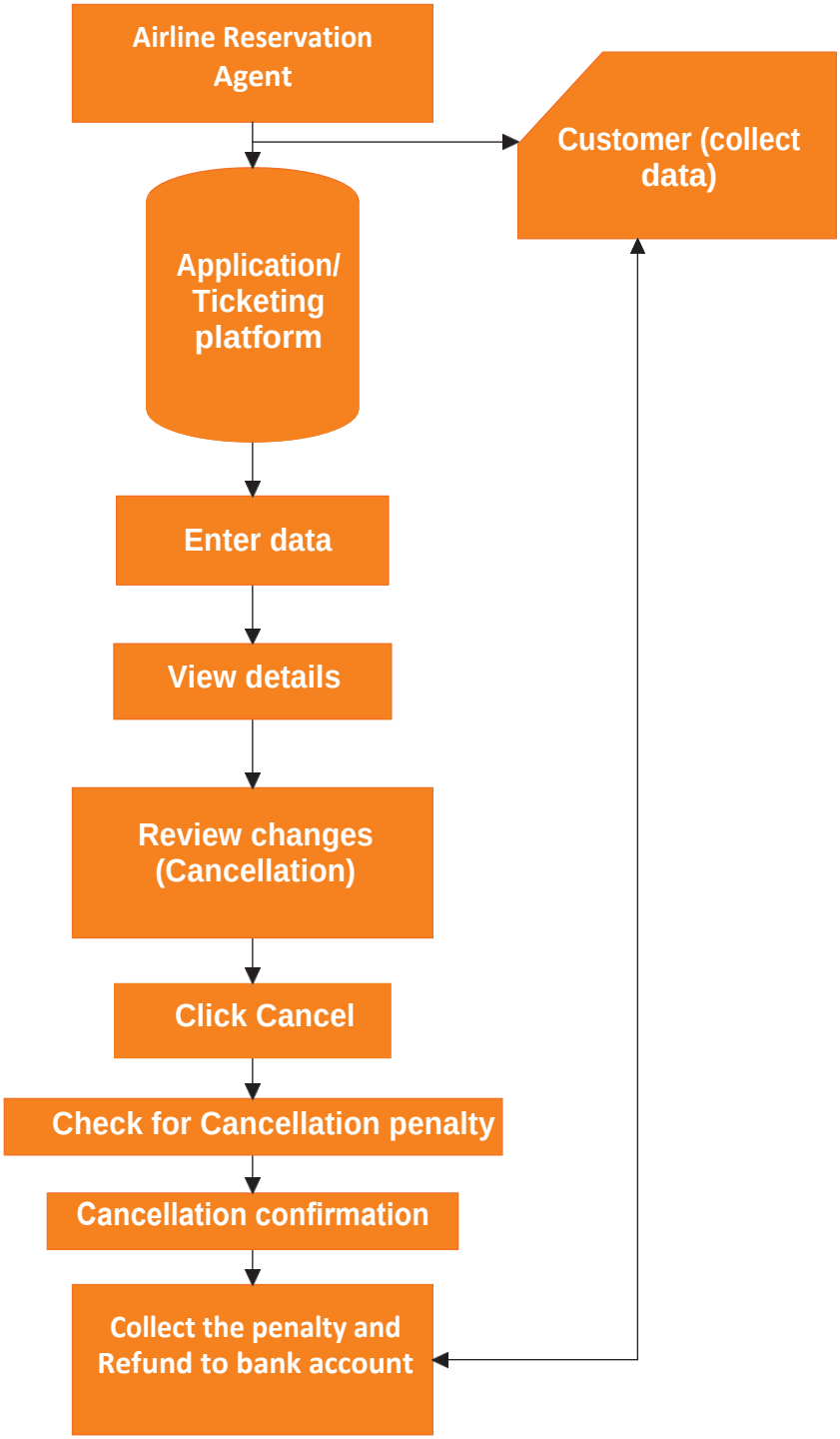

Fig 3.4.3 (a) Ticket Cancellation Process

3.5.2 Overview of Global Distribution System

A Global Distribution System (GDS) is a computerised network system owned or operated by a company that enables transactions between travel industry service providers mainly airlines, hotels, car rental companies and travel agencies.

Although the CRS simplified the task of maintaining airline data, they bought in new problems such as:

- In order to handle increasing passenger traffic, large computer systems were required for CRS's. This has created cost burden for airlines.
- CRS's are airline specific. This required travel agencies who wanted to sell tickets for multiple airlines to have individual connections with each airline separately.
- Availability and fare searches across airlines were not possible, since each airline had its own CRS. Most passengers were interested in purchasing the cheapest fare rather than a specific airline; travel agents had to spend an inordinate amount of time to determine cheapest fares across airlines.

Global Distribution System (GDS): CRS's recognised the need to host data for more than one airline to bring efficiencies to a growing industry. Thus CRS's transformed from being single airline reservation systems to multi-airline distribution systems (GDS's). These GDS's also decided to share data with each other to bring in additional efficiencies.

Fig 3.5.2 (a) Overview of Global Distribution System

4.3.4 Bullying

Minimum requirements for preventing Workplace Harassment:

Workers: In relation to the harassment issue, workers have to prevent all types of harassment by communicating all company policies on workplace harassment to all workers and by pursuing effective remedial measures.

Employers: As a minimum, there are two primary actions that all employers should take to prevent and settle cases of workplace harassment:

1. Develop, endorse and communicate a workplace harassment policy to all employees. The policy should be disseminated to all employees during recruitment and induction.
2. Take effective and appropriate remedial action if workplace harassment occurs.
3. Employers/management are required to refrain from committing acts of harassment.
4. Employers/management should contribute towards creating and maintaining a work environment that is free from harassment by regulating standards to eliminate all forms of harassment.

4.3.5 Work Priorities

In order to do the job effectively, planning helps to prioritise the tasks. Planning a day ensures meeting the goals and the deadlines. It helps to keep in line with what management is expecting. According to Business Alignment Strategies, prioritising the tasks keeps the performance at higher levels. It also helps to limit the interruptions and prevent wasting of time.

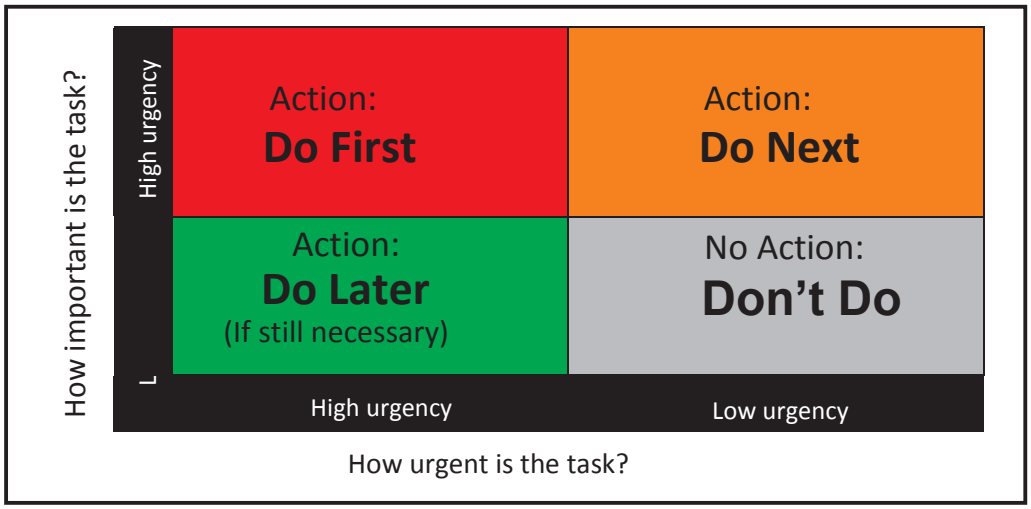

Fig 4.3.5 (a) Priority Work Matrix

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