



# Participant Handbook

Sector  
**Aerospace and Aviation**

Sub-Sector  
**Airline**

Occupation  
**Customer Service**

Reference ID: **AAS/Q0301, Version 1.0**  
**NSQF Level 4**



**Airline Customer Service  
Executive**



**Shri Narendra Modi**  
Prime Minister of India

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

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### 1.2.3 Professional Qualities in Customer Service



Fig 1.2.3 (a) Six Pillars of Customer Service



Fig 1.2.3 (b) Professional Qualities in Customer Service

Those who work continuously with professional clients, try to apply some qualities so that they can assist in responding to customer needs. Following are the professional qualities required to perform the job role of Airline Customer Service Executive:

- **Friendliness** – Be friendly and polite with the customers, so that they experience good comfort and ease.
- **Understanding** – Recognise the customer's needs and situations.
- **Fairness** – Pay adequate attention and give appropriate answers to the customer queries.
- **Information** – Brief customer, about the products and the services within a valid time and in a sensitive manner.

## 2.3.2 Personal Protective Equipment

**Hand Protection:** (Gloves, gauntlets) Shall be provided where there is an identified hazard associated with a potential for a hand injury. A list of hazards shall be compiled for each workplace and suitable hand protection is obtained to minimise risk.



Fig 2.3.2 (e) Protective Gloves

**Protective Footwear:** (Safety boots, gumboots, enclosed shoes) shall be provided where the nature of the work exposes the employee to a medium to high risk of injury to feet, e.g. occupations such as workshop/maintenance and gardening staff.



Fig 2.3.2 (f) Safety Boots

**Body Protection** (High-Visibility garments, thermal wear, aprons, safety harnesses) shall be provided to minimise the risk of injury occurring to the body. Examples may include those who are required to work outdoors and are exposed to the sun's rays for continuous periods in a day. Direct exposure of the skin to UV radiation from outdoor work shall be minimised by providing hats, long sleeves/trousers and an adequate supply of sun screen.



Fig 2.3.2 (g) Safety Jackets



Figure 2.3.2 (h) A Person Wearing PPE and giving Signals

## UNIT 3.1: Greet Passenger at Check-in Counter

### Unit Objectives

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

- Greet the passengers.
- Communicate with passengers in a courteous manner.

### 3.1.1 Greet Passenger at Check-in Counter

Airport check-in is the process where passengers are accepted by an airline at the airport before travel. The airlines normally use service counters at the airports. The check-in is normally handled by an airline itself or a handling agent working on behalf of an airline. Passengers hand over the baggage which they do not wish or are not allowed to carry into the aircraft's cabin and receive a Boarding Pass before they can proceed to board their aircraft.

**Few tips to greet customer.**

- Greet with a smile.
- Make the passenger feel that they are recognised.
- Be confident while communicating with the passenger.



*Fig 3.1.1 (a) Passenger Check-In*

Customer service agents are the first airline representative that passengers make contact with.



### 3.2.1 Collect and Validate Information

The duty of the Customer Service Executive is check-in the passengers, verify the tickets and travel document such as Passport, Visa etc.

- Check passenger documents for their validity and applicability before processing.
- Check documentary discrepancies in line with the organisational procedures.
- Process documents in line with the organisational procedures.
- Allocate seats, services and facilities to passengers according to their requests.
- Provide ticket and boarding information to the passengers.



Fig 3.2.1 (b) Information to Passenger

- Make sure that the information given to the passengers is complete, accurate, relevant and meets the organisation's requirements.
- Process the information related to the passengers in line with the organisation's procedures.
- Take appropriate action to deal with the passengers who are unfit for air travel.
- Refer passenger requests which are outside of knowledge or experience, to the appropriate authority as soon as possible.
- Refer any safety or security concerns about passengers to an appropriate authority.

### 3.2.2 Allocate Seat, Services for Eligible Passengers



Fig 3.2.2 (a) Flight Services

### 3.2.2 Allocate Seat, Services for Eligible Passengers

- Processing passengers at the boarding gate.
- Charging for excess baggage or up-selling.
- Adhering to strict security and safety regulations.
- Assisting passengers with their experience through the airport.

### Flow Chart

Flow Chart for Check-in Process:

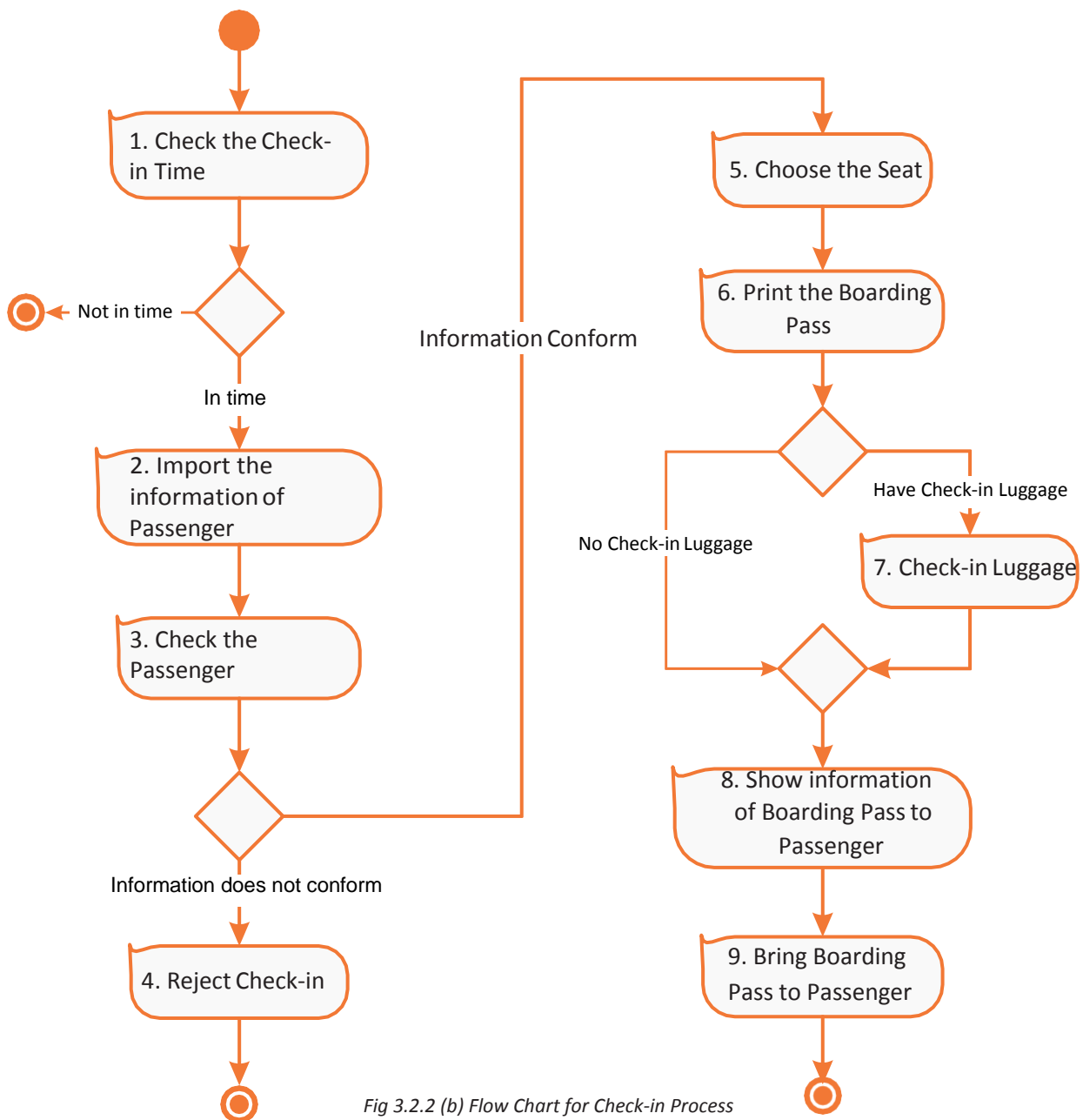
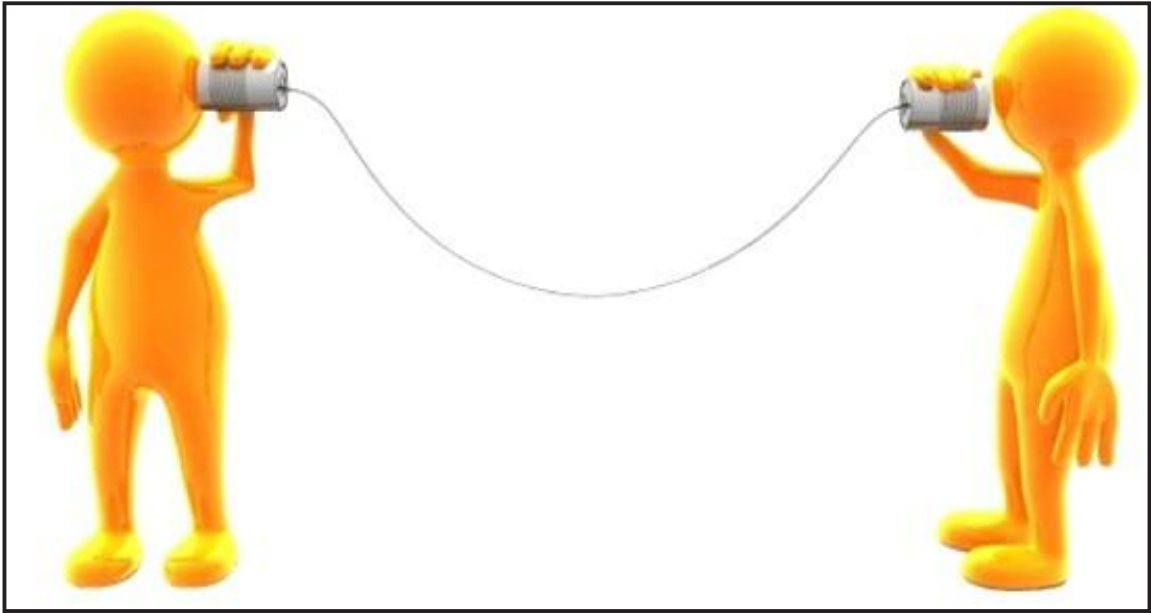


Fig 3.2.2 (b) Flow Chart for Check-in Process

## 4.1.2 Communicating with Customer



*Fig 4.1.2 (a) Communicating with Customer*

**While communicating with customer every CSE should:**

- Understand customer's problems.
- Ask more questions, to confirm the concern of the customer, if required.
- Show concern towards customers and show an effort to solve their problem.
- Interact with the customer with smiling face so that the customer feels happy.
- Maintain an eye contact with a smile.

### 4.3.4 Empathetic Approach to Passenger with Fear of Flying

Some people have phobia of flying. As an Airline Customer Service Executive, speak calmly in these situations, assuring the person that everything is under control and careful selection of words in these circumstances is crucial. The better and faster someone calms down, sooner the captain can stick to the schedule and get the plane in the air, knowing that there are no further issues and all the passengers are ready for the takeoff.



Fig 4.3.4 (a) Greeting Passenger



Fig 4.3.4 (b) Boarding Pass Verification Gate

### 4.4.1 Special Need Passengers



*Fig 4.4.1 (b) Helping Passenger on Wheel-chair*

**Important:**

- Passengers, who require personalised attention due to a permanent disability, must travel with a companion.
- Passengers who may require special attention must request through customer support centre when the airfare is purchased or within 48 hours of departure.
- Customers are recommended to arrive at the airport as early as possible. They must be at the airport at least 1 hour before their flight for domestic travel and 2 hours before their flight for International travel.

## Unit 5.1: Receive Passenger at Lounge Service Desk

### Unit Objectives

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

- Manage the passengers at lounge service desk.

### 5.1.1 Greeting Passengers

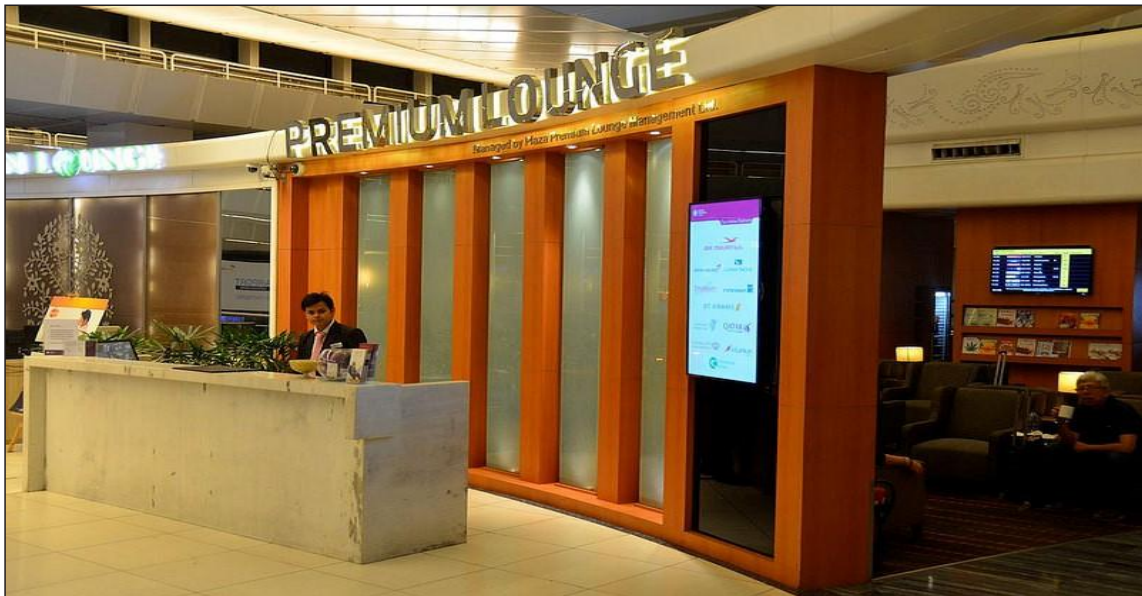


Fig 5.1.1 (a) Airport Lounge

- Receive the passenger at lounge area, greet them with a smile and also ask them for their flight schedule and boarding gate information.
- Verify the passenger's eligibility at lounge area based on organisation policies.
- Provide a high standard of personalised service for VIP travellers through warm welcome and efficient communication.
- Advise boarding procedures to passengers about the flights and the facilities offered to them in the lounge, including the final call announcements.
- To provide the highest level of customer service to premium travellers, make sure to maintain good relation with the airport authority/stakeholders such as immigration, police and airport staff etc.



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