



Since 1987

مَعْلَمَةُ الطَّوَلِّ التَّحْقِيقِ الْعِلْمِي

DEVELOPMENT INSTITUTE
for Science Center

Airline Ground Operations Management Professional Diploma



COURSE DESCRIPTION:

The course aims to enhance knowledge of participants on ground operations management approaches & international standard procedures for management of ground operation services and Service Level Agreements. It helps participants to distinguish operational issues and gaps of practices on ground operations management system as well as to address future improvement strategies. This course will familiarize the students in controlling and supervising airline stations to ensure the provision of safe, reliable and cost effective handling services, is of paramount importance to the success of an airline.



*Panama International
Tourism Association*

Airline Ground Operations Management Professional Diploma

COURSE OUTLINE:

- Introduction to Airline Industry
- Principles in Airline Ground Operations Management
- Ground Staff Responsibilities and Functions
- Operation Ground Standards and Service Quality
- Audits and Service Level Agreements
- Airline Security Management
- Check-in Procedures, Arrivals and Departures
- Managing disrupted and delayed flights
- Pre & Post Flight Procedures
- Overseeing Incoming Flights
- Baggage Handling Management
- Handling Passengers with disabilities
- Dangerous Goods & Special Cargo
- Effective People Management



Inquire Today:

Toll Free: 800 8289 7 | Call: 04 22 7777 4 | Mob: 056 244 05 14

Email: info@discuae.com | Web: www.discuae.com

Office C03 Emirates Islamic Bank Bldg. Al Rigga Rd., Deira Dubai