Airport Customer Welcome

Welcome

LEVEL

Formation initiale

TARGET AUDIENCE / RELEVANT STAFF

Airline or ground handling company's staff in charge of Customers Welcome.

OBJECTIVES

- Understand the issues of the customer relationship to develop a quality image of the company.
- Master the fundamentals of a quality customer relationship.

CONTENTS

Theoretical

- Function of Welcome agent and work environment.
- Knowledge on how to properly appear: General Attitude and image of the company / Wearing uniform.
- Know typology of customers: Cultural aspects / How to overcome Prejudices and Stereotypes.
- First contact with a customer: notions of visibility and availability, attitudes for a successful welcome.
- Adapting its behavior to the welcome challenges : dimensions of communication and impact on messages / diagram of communication / good distance to your interlocutor.
- Adopt an appropriate language for welcome: vocabulary to use / Leave a good image / Making announcement.
- Anticipate customer's request: observation of non-verbal signs indicating a need for help / spontaneous proposal for assistance.
- Understand quickly the demand: tools of active listening / questioning of the client / personalization of care / Answering a request for information / time control during the request processing / know how to conclude.

Duration for information purposes

14 hrs / 2 days

Prerequisites

There are no prerequisites for this course.

Method

- Theoretical course in classroom.
- A qualified and experienced trainer provides the training action

Evaluation

- **Theoretical** : Written validation test.

Validity

Recommended Skills Maintenance every 3 years.

Contact

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