



AIRLINE CUSTOMER SERVICE COURSE-IATA

 **00971 4 591 5420**

 **00971 56 688 0113**

E-mail: contact@yourowninstitute.com

304, Al Safa-C Building, Next to Max Fashions,
Burjuman Metro Station Exit 1, Khalid Bin Al Waleed Road,
Bur Dubai - United Arab Emirates

About IATA:

The International Air Transport Association (IATA) is the trade association for the world's airlines, representing some 290 airlines or 82% of total air traffic. IATA supports airline activity and helps formulate industry policy and standards. It is headquartered in Montreal, Quebec, Canada

COURSE DESCRIPTION:

Drive outstanding customer service with the winning combination of knowledge, skills, and attitude.

WHO SHOULD ATTEND?

This course is recommended for:

- Ticket office, reservations, check-in, traffic, operations, baggage service and information desks staff
- Cargo reservations and receiving staff
- Public relations and sales support personnel
- Flight attendant

WHAT YOU WILL LEARN UPON COMPLETING THIS COURSE YOU WILL HAVE THE SKILLS TO:

- Use techniques of effective communication and customer contact
- Understand the various social styles and cultural differences of airline customers
- Gain knowledge about new trends in customer service

KEY TOPICS

- Improved standard of customer service
- Verbal and non-verbal communication skills
- Customer contact techniques
- Cross-cultural awareness
- Managing stress

WHY YourOwn ?

- Online and on-site classes
- structured 36 hours of classes that covers the entire syllabus
- Full-time IATA Certified and Experienced instructors
- Regular practice tests in the class
- Personalised doubt clearing sessions with the Trainer
- Full Mock tests
- Pass guarantee
- Free seminars and workshops
- Free CV Writing and Interview Technique Classes
- Complete exam support
- Clear doubts with trainers via dedicated WhatsApp groups
- Attempt online tests and assignments with trainer feedback
- A dedicated session for fare Calculation
- Full exam support
- Identify weak areas per topic that require additional practice with the help of performance metrics and reports
- Full-length practice exams online
- Free Demo classes



Looking for Corporate Training?

We design all of our programs to meet our client's particular challenges by gaining an in-depth understanding of an organization's culture and derive at most-suited delivery mechanisms - through collaborative customization.

Contact us for a customized training

ABOUT US

YourOwn Institute of Training & Professional Development is established in May 2021 with the approval from DED & KHDA-Dubai.

A set of experienced Educational Experts, world class Trainers and Professional consultants who know the need and pulse of the working force, are behind this venture. This Institute is developed after doing immense market survey from the working force and the Corporates. We collected feedback from them and realised what they want exactly to upgrade in their professional career.

As the name suggests it is 'YourOwn Institute'. We are committed 100% Customer happiness. Excellent consultation, career counselling based on TNA and world class training are our highlight.

We at YOI, offer you a wide range of Professional courses. Whichever field you are working, we have a course for your Professional Development. We provide a complete exam preparation for Professional courses like ACCA, CIMA, CMA, CPA, CIA, CFE, CAMS, IATA courses, international HR Certifications, PMP, Six Sigma, NCMA programs and many more. Besides these, we have KHDA certificate programs on Airline and travels, Accounting and finance, Engineering, IT, Languages, Logistic and Supply chain and courses related to Management. All these courses are approved globally and attracts employment opportunities from Multinational companies.

We at YourOwn Institute also provides excellent coaching and training for the Corporates. We have a team of Professionals who can tailor made and customize the programs for you in a very affordable budget and we guarantee your satisfaction as an end result. We also offer you one day and two-day workshops to upgrade the skills of your employees.

We are offering both Online and on-site classes. We are open to conduct the classes at our premises, your company premises, Hotels or any venue according to your convenience. We guarantee on quality and satisfaction on every situation.

Please walk-in to our office and feel the difference in customer service and get your dream course and Certifications.



 **+971 4 591 5420**  **+971 56 688 0113**

E-mail: contact@yourowninstitute.com

304, Al Safa-C Building, Next to Max Fashions, Burjuman Metro Station
Exit 1, Khalid Bin Al Waleed Road, Bur Dubai - United Arab Emirates