

Airline and Airport Course

## Fundamentals of Airlines Passenger Services



### Course Overview:

Learn the basics of airport operations to pursue a career in the aviation industry. This course is designed to give you fundamental insights into the roles of airports and airlines, components and functions of ground operations, aviation safety and security, passenger services, and more. It is ideal for candidates who want to know the basics of aviation operations.

### What You Will Learn:

- Aviation history and aviation industry in Bangladesh
- Airlines facts
- Types of aircraft
- Airport areas, agencies, functions
- Role of handling agents
- Regulatory requirements and industry-approved standards

- Various types and functions of passenger services
- Familiarization with different types of travel documents
- Passenger profiling
- Types of passengers
- Types of reservations
- API data
- Reporting procedures
- Baggage handling
- Crisis management

**Who Should Attend:**

- Newcomers in Airport and Airline Ground Operations
- Fresh Graduates Wishing to Pursue a Career in Airline Passenger Service

**Course Format:**

- Classroom-Based Learning
- Interactive Presentations
- Quizzes and Exercises
- Learner's Notebook
- Personal Development Plan
- Career Tips
- Certification upon Successful Completion

**Course Duration:** 1 Month

**Frequency:** 2 Classes per Week

**Class Duration:** 150 Minutes per Class

**Provided By:**

**aviation.com.bd**

Suite 9E, Navana Zohura Square, 28 Kazi Nazrul Islam Avenue, Banglamotor, Dhaka 1000,  
Bangladesh

Email: info@aviation.com.bd

Phone: +880 1313 966688