

## Orientation to Airport and Airlines Operation for Travel Agents



### Course Overview:

The course is designed for travel agency personnel to familiarize them with the aviation industry and airport functions. Understanding how passengers are processed and facilitated during their journey and how travel agency operations are connected with airport and airline operations is crucial. This course is especially valuable for improving after-sales customer service, helping travel agents provide better support and solutions to their clients. It includes advanced guidance on travel document checks and passenger profiling from the perspective of the operations team. It is an entry-level course suitable for anyone with basic English communication skills.

### What You Will Learn:

- History of Aviation and Aviation Industry in Bangladesh
- People Working in Airports
- Civil Aviation Authority & Airport Functions

- IATA, Its Role and Services
- Airlines & Handling Agents Functions
- Travel Documents (Passport & Visa)
- Common Mistakes Passengers Make
- Human Trafficking in Aviation

**Who Should Attend:**

- New Travel Agency Owners
- Travel Agency Staff
- Fresh Graduates Wishing to Pursue a Career in the Travel Agency Business

**Course Format:**

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

**Course Duration:** 1 Month (2 Classes per Week, 150 Minutes per Class)

**Provided By:**

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**Enroll Now** and start your journey towards a successful career in the aviation industry!