

DCS ALTEA CM

Departure Control System AMADEUS ALTEA Customer Management



LEVEL

Initial training



TARGET AUDIENCE / RELEVANT STAFF

Airline or ground handling company's agent in charge of Check-in / Boarding of passengers and their baggage, using DCS Amadeus ALTEA CM.



OBJECTIVES

Acquire knowledge and skills to ensure Check-in and Gate Boarding using the ALTEA - CM system.



CONTENTS

Theoretical

- Become familiar with ALTEA CM environment.
- Passenger Check-in.
- Cabin Seat Map.
- Baggage Check-in.
- Corrections.
- Boarding (Gate)
- Common Exercises.

 **Duration** indicative basis
14 hrs / 2 days

Prerequisites

There are no prerequisites for this course.

Method

- Theoretical course in classroom
One Personal Computer per Trainee.
- Personalized follow-up by trainer / trainee interaction.
- A qualified and experienced trainer provides the training action

Evaluation

- **Theoretical** : Continuous Control Exercises / Final Test Assessment Exercise.

Validity

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 <http://www.ifma-formation.fr/en/>