

Passengers Check-in / Boarding

Check-in and Gate Boarding.



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 and management of flight arrivals and departures.



OBJECTIVES

Know regulatory framework and procedures to ensure the check-in and boarding of passengers in compliance with safety and security rules.



CONTENTS

Theoretical

- Grooming
- Welcome, communication.
- Customer experience.
- Key steps in passenger check-in process.
- Identity reconciliation and formalities checks.
- Different Boarding Passes
- Carry-on Baggages
- Checked Baggages (and particularities: AVIH, XBAG, limited release...).
- Passenger types (M, F, ADT, CHD, INF, XCREW, JPS, PAX, PAD...).
- People with reduced mobility (PMR).
- Gate Set-up and Roles
- Aircraft Arrival Management
- Bus ARV/DPT Management..
- Gate Bag Check-in
- Gate Closing
- Missing Passengers and announcements.
- Self boarding.

 **Duration** indicative basis

35 hrs / 5 days

 **Prerequisites**

Previous Customer Welcome training.

 **Method**

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

 **Evaluation**

- **Theoretical** : Written validation test (minimum 80% correct answers required).

 **Validity**

3 Years

 **Contact**

 + 33 1 48 16 37 24

 ifma@geh.aero

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