



# **RQF LEVEL 4**



# TORAC401 TOURISM

Maintaining Airlines Customer Services



August 2024



# MAINTAINING AIRLINES CUSTOMER SERVICES



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# LIST OF ABBREVIATIONS AND ACRONYMS

- **CBET:** Competence Based Education and Training
- FIDS: Flight Information Display System
- **GDS:** Global Distribution System
- PPE: Personal Protective Equipment
- **RQF:** Rwanda Qualification Framework
- RS: Rwandan Standard
- RSB: Rwanda Standards Board
- RTB: Rwanda TVET Board
- TVET: Technical and Vocational Education and Training

#### **INTRODUCTION**

This trainee's manual encompasses all necessary skills, knowledge and attitudes required to Maintain Airlines Customer Services.

Students undertaking this module shall be exposed to practical activities that will develop and nurture their competences. The writing process of this training manual embraced competency-based education and training (CBET) philosophy by providing practical opportunities reflecting real life situations.

The trainee's manual is subdivided into units, each unit has got various topics. You will start with a self-assessment exercise to help you rate yourself on the level of skills, knowledge and attitudes about the unit.

A discovery activity is followed to help you discover what you already know about the unit.

After these activities, you will learn more about the topics by doing different activities by reading the required knowledge, techniques, steps, procedures and other requirements under the key facts section, you may also get assistance from the trainer. The activities in this training manual are prepared such that they give opportunities to students to work individually and in groups.

After going through all activities, you shall undertake progressive assessments known as formative and finally conclude with your self-reflection to identify your strengths, weaknesses and areas for improvement.

Do not forget to read the points to remember section, which provides the overall key points and takeaways of the unit.

#### 1 | MAINTAINING AIRLINES CUSTOMER SERVICES – TRAINEE'S MANUAL

#### Module Units:

Unit 1: Apply customer service standards

Unit 2: Process passenger's check-in into the system

**Unit 3:** Provide boarding passenger's services

# **UNIT 1: APPLY CUSTOMER SERVICE STANDARDS**





#### **Unit summary**

This unit provides you with the knowledge, skills and attitudes required to apply customer service standards required to maintain airlines customer services. It covers the Welcoming passengers at the airport, identification of passenger needs before boarding, verification of travel documents before, opening of the check-in desk at the airport.

# Self-Assessment: Unit 1

- 1. Referring to the unit illustrations above discuss the following:
  - a. What does the illustration show?
  - b. What is the difference between the different images in the illustration?
  - c. What do you think this unit is about based on the illustration?
- 2. Fill in and complete the self-assessment table below to assess your level of knowledge, skills and attitudes under this unit.
  - a. There is no right or wrong way to answer this assessment. It is for your own reference and self-reflection on the knowledge, skills and attitudes acquisition during the learning process.
  - b. Think about yourself: do you think you have the knowledge, skills or attitudes to do the task? How well?
  - c. Read the statements across the top. Put a check in a column that best represents your level of knowledge, skills and attitudes. d. At the end of this unit, you will assess yourself again.

| My experience<br>Knowledge, skills and<br>attitudes               | I do not<br>have any<br>experience<br>doing this. | l know<br>a little<br>about<br>this. | I have some<br>experience<br>doing this. | I have a lot<br>of<br>experience<br>with this. | l am<br>confident<br>in my<br>ability to<br>do this. |
|---|---|--------------------------------------|--|--|--|
| Welcome passengers at the airport.                                |   |                                      |  |  |  |
| Apply procedures of<br>welcoming passengers<br>at the airport     |   |                                      |  |  |  |
| Cooperative and collaborative                                     |   |                                      |  |  |  |
| Describe the class of<br>services and air trip<br>before boarding |   |                                      |  |  |  |

| My experience<br>Knowledge, skills and<br>attitudes                          | I do not<br>have any<br>experience<br>doing this. | l know<br>a little<br>about<br>this. | I have some<br>experience<br>doing this. | I have a lot<br>of<br>experience<br>with this. | l am<br>confident<br>in my<br>ability to<br>do this. |
|--|---|--------------------------------------|--|--|--|
| Select the class of<br>services and air trip<br>based on passenger<br>needs. |   |                                      |  |  |  |
| Collect information clearly.   |   |                                      |  |  |  |
| Identify the travel<br>documents needed<br>before to travel                  |   |                                      |  |  |  |
| Apply the procedures<br>needed while you are<br>checking in.                 |   |                                      |  |  |  |
| Communicate<br>effectively and clearly<br>with the passengers                |   |                                      |  |  |  |



|    | Knowledge   |    | Skills   |    | Attitudes   |
|----|---|----|--|----|---|
| 1. | Explain the process of welcoming customers at the Airport         | 1. | Apply procedures of<br>welcoming<br>passengers at the<br>airport             | 1. | Be cooperative and collaborative  |
| 2. | Describe procedures for<br>welcoming Arrival<br>passenger         | 2. | Provide friendly, and<br>professional service<br>to arrival passengers       | 2. | Be cooperative and collaborative  |
| 3. | Describe procedures for<br>communicating<br>departure passenger   | 3. | Communicate<br>effectively and clearly<br>with the departure<br>passengers   | 3. | Be committed and<br>passionate about<br>delivering high-quality<br>services |
| 4. | Describe the class of<br>services and air trip<br>before boarding | 4. | Select the class of<br>services and air trip<br>based on passenger<br>needs. | 4. | Collect information clearly   |
| 5. | Identify the travel<br>documents needed<br>before to travel       | 5. | Check the travel<br>documents needed<br>before to travel                     | 5. | Be organized  |
| 6. | Describe check in steps   | 6. | Apply the procedures<br>needed while you are<br>checking in.                 | 6. | Be patient and attention to details   |







Mugabo works as a customer service representative for an aviation company. One morning, he receives a call from a customer named Mariko who wants to travel but He is far from the airport. Here's how Mugabo applies customer service standards throughout the intervention:

The following are the priority questions to deal with:

- a. What are the formal terminologies to use?
- b. What are the procedures for welcoming the arrival passengers?
- c. What are the procedures for communicating departure passenger?
- d. How effectively checks in steps are followed?
- e. Describe all the types of check-in methods.
- f. What is the best way to provide class services?

# **Topic 1.1: Welcoming passengers at the airport**





You are stationed at the international arrivals gate of an international airport. It is midmorning, and several flights have just landed. Passengers from various countries are streaming through the gates, some looking weary from long flights, others excitedly chatting in different languages. As a customer service representative, your job is to ensure passengers feel welcomed, informed and assisted as they enter the terminal.

- a. How will you ensure that passengers feel welcomed, assisted, and informed upon their arrival at the airport?
- b. Passengers may have varying needs directions, transportation information, and baggage inquiries, and professionally how will you handle the situation?
- c. Describe the Approach needed to assist them.

#### Key Facts 1.1a: Welcoming passengers at the airport

#### • Key terminologies used at the airport

- Passengers: In airline terms, passengers are the people who travel on an airplane by purchasing a ticket. This excludes crew members who are responsible for operating the aircraft. Passengers can be of various types, such as adults, children, infants, or those requiring special assistance.
- Customer Care: Customer care refers to the service provided by an airline to ensure passenger satisfaction. This includes activities like handling inquiries, resolving complaints and providing assistance throughout the travel journey. It focuses on building positive relationships with passengers.
- Customer Service: Customer service is a broader term encompassing all interactions between an airline and its customers, including passengers. It covers aspects like

check-in, baggage handling, in-flight service, and post-flight communication. Customer service aims to deliver a smooth and pleasant travel experience.

- Airline: An airline is a company that provides air transportation services for passengers and cargo. Airlines operate scheduled flights between destinations, offering various fare classes and services. They maintain fleets of aircraft, employ crew members, and partner with airports to facilitate travel.
- Airport: An airport is a facility with a runway or runways where airplanes take off and land. It provides infrastructure and services for passenger and cargo air travel. Airports have terminals for passenger processing, check-in counters, baggage claim areas, security checkpoints, boarding gates, and various amenities for travelers.

# • Essential terms for both passengers and airport staff to ensure smooth operations and customer satisfaction.

- ✓ **Check-in**: The process where passengers register their presence on a flight.
- ✓ **Boarding**: The process of passengers getting onto the airplane.
- ✓ **Gate**: The specific location where passengers board their flight.
- Terminal: The building where passengers check-in, pass through security, and board flights.
- ✓ Baggage Claim: The area where passengers retrieve their checked luggage upon arrival.
- Security Check: The process passengers undergo to ensure compliance with safety regulations before entering the boarding area.
- ✓ Immigration: The inspection process for international travellers entering a country.
- Customs: The inspection process for declaring goods and paying duties upon entering a country.
- ✓ **Lost and Found**: The service for retrieving lost items within the airport premises.
- ✓ **VIP Lounge**: A facility providing premium services to eligible passengers.
- Structured approach for welcoming passengers<sup>1</sup>
  - ✓ Prepare and Position Yourself.
  - ✓ Greet Passengers Warmly.

<sup>&</sup>lt;sup>1</sup> https://www.ozion-airport.com/2020/07/26/humanizing-the-experience-for-passengers-with-reduced-mobility/

- ✓ Provide Clear and Concise Information.
- ✓ Offer Practical Assistance.
- ✓ Offer to assist elderly passengers or families with their luggage.
- Provide information on taxi stands, rental car services, public transportation, and hotel shuttles.
- ✓ Communicate effectively with non-native speakers.
- ✓ Be Patient and Understanding.
- ✓ Promote Airport Services and Amenities.
- ✓ Follow-Up and Close Interaction.
- ✓ Evaluate and Improve.





Before boarding, Rwego arrived at the airport with his family member who accompanied him. An airport employee who met them at the door of terminal was wearing jacket showed them that he works in customer services. He welcomed that family.

Referring to the above scenario answer the following question:

- a. Perform all related activities to help passenger feel welcomed at the airport.
- b. How the airport employee will confirm Rwego as the owner of the ticket not for the other family member who accompanied him.
- c. Describe activities to be done by passengers at the airport terminal before boarding.
- d. Perform all activities related to departure as:
  - i. Help passengers to get their baggage
  - ii. Provide boarding pass

#### Key Facts 1.1b: Welcoming passengers at the airport

- Creating an atmosphere that makes arriving passengers feel welcomed at the airport
  - ✓ Meet and welcome
    - Introduce yourself and greet your visitor
    - Ask about the flight.
    - Answer the host's questions.
    - ✤ Offer to help with luggage. Respond.
    - Say something about the weather.
    - Respond. Ask how long it takes to get to the office
  - ✓ Reconfirm names and passenger's seat

In tourism, reconfirmation is a contractual requirement that the traveler must explicitly re-notify to the seller that they still intend to use their reservation. If the traveler fails to reconfirm, their reservation might be cancelled.

#### ✓ Help passengers to get baggage

There are several ways airlines and airport staff can help passengers get their baggage at the airport:

- Before the flight:
  - Clear labeling: Airlines encourage passengers to clearly label their luggage with their name, address, and contact information. This helps identify misplaced bags and reunite them with owners faster.
  - Priority baggage tags: Some airlines offer priority baggage tags for a fee.
     These tags ensure your luggage is unloaded first from the aircraft, potentially leading to quicker retrieval at the baggage claim.
- At baggage claim:
  - Signage and announcements: Airports and airlines use clear signage and announcements to direct passengers to the correct baggage claim carousel for their flight.

- Staff assistance: Airport staff members are present at baggage claim areas to answer questions, help locate misplaced luggage, and assist passengers with heavy bags.
- Baggage claim app notifications: Some airlines offer mobile apps that notify passengers when their baggage has arrived at the carousel, reducing waiting time.
- In case of lost luggage:
  - Lost and Found: Airports have dedicated Lost and Found departments where passengers can report missing luggage. Staff will work with the airline to locate and return the lost bags.
  - Luggage tracking systems: Some airlines utilize baggage tracking systems that allow passengers to track their luggage's location throughout the journey, providing peace of mind.
- 🔸 Direct them

Airport staff can make general announcements over the Public Address system informing passengers about ground transportation options, exit locations, and connecting flight gates.

#### • Procedures for welcoming departure passenger

- ✓ Meet and welcome
- ✓ Reconfirm Names and Passenger's Seat
- ✓ Print Boarding Pass (if applicable)
- ✓ Baggage Handling (if applicable)
  - If the passenger has checked luggage, ask, "How many bags will you be checking in today?"
  - **4** Guide them to the baggage scale and assist with placing the luggage on it.
  - Attach the appropriate luggage tags and ensure they understand the claim process at their destination.
- ✓ Direct Them:
  - ↓ Inform them of the next steps, such as security screening or gate location.
  - Wish them a pleasant flight, "Have a wonderful trip to [destination city]!"

#### ✓ Additional Tips:

- Be patient and answer any questions they may have about the flight or airport procedures.
- If there are any delays or changes to their flight, inform them promptly and professionally.
- Offer assistance to passengers who may require extra help, such as those with disabilities or young children.

By following these procedures and adding a touch of friendliness, you can create a positive and welcoming experience for departing passengers.





Welcoming passengers at the airport involves creating a positive first impression and ensuring they feel informed and comfortable, and you are stationed at the international arrivals gate at the airport.

Answer the following questions to show you can welcome airport passengers.

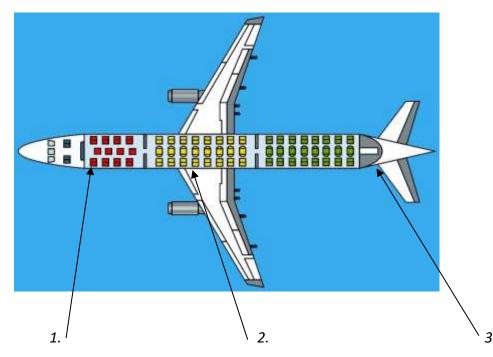
- a. Perform Pre-Arrival Preparation which should include:
  - i. Up-to-date flight information;
  - ii. Dress appropriately in your uniform or attire that reflects your role,
  - iii. Ensure Signage and Directions; greeting and assistance,
  - iv. Ensure adherence to airport security protocols,
  - v. Offer departure information to departing passengers with the same level of courtesy and assistance.

# Topic 1.2: Identification of passenger needs before boarding





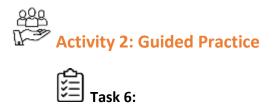
Study the illustration below and answer the questions that follow



A football player of G.A FC had a dream of visiting Rwanda and he does not want to rush, he wants to book the best seat than others that can make him to feel the trip.

- a. Distinguish the seat in the illustration above based on financial bases of passengers
- b. Based on the illustration,
  - i. How many types of seats do we have?
  - ii. Name them.
- c. According to the illustration, which seat a football player want to travel with?

| Key Facts 1.2.a: Iden  | tification of passenger needs before boarding                         |  |  |  |
|--|---|--|--|--|
| <ul> <li>Selecting the Class of services based on the passenger's needs</li> </ul> |   |  |  |  |
| Certainly, the class of  | f service a passenger selects reveals a lot about their travel needs: |  |  |  |
| Class of Service   | Passenger Needs   |  |  |  |
|  | 🖊 Extreme Comfort & Privacy   |  |  |  |
|  | Top-Notch Service Willingness to Pay a Premium                        |  |  |  |
| ✓ First Class  | Desire for Amenities (Spacious Suites, Gourmet Dining,                |  |  |  |
|  | High-End Beverages)   |  |  |  |
|  | Balance of Comfort & Affordability                                    |  |  |  |
|  | Relaxing & Productive Travel Experience                               |  |  |  |
| ✓ Business Class   | Wider Seats with Recline  |  |  |  |
|  | 🜲 Premium Meals & Drinks  |  |  |  |
|  | Access to Airport Business Lounges                                    |  |  |  |
|  | 🖶 Budget-Friendly Travel  |  |  |  |
|  | 4 Affordability Over Amenities  |  |  |  |
| ✓ Economy Class  | Standard Seating (Limited Legroom & Recline)                          |  |  |  |
|  | 🜲 Basic Meal Service  |  |  |  |
|  | Focus on Reaching Destination Efficiently                             |  |  |  |
|  |   |  |  |  |



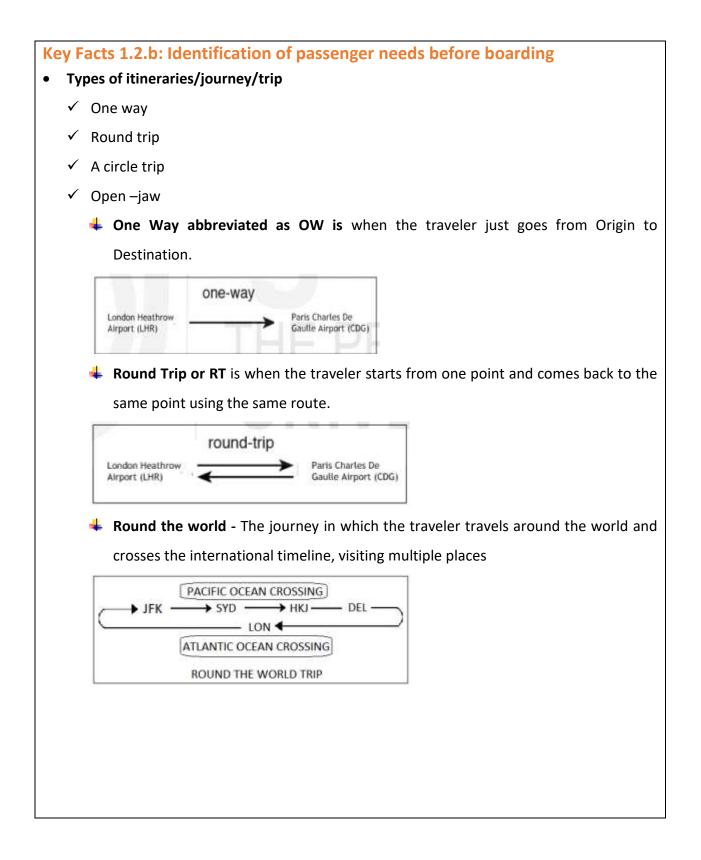
According to the above tasks, the passenger is with his wife both want to come straight from London to Kigali but a football player wants to go back after two days while his wife wants to spend more than one year in Rwanda.

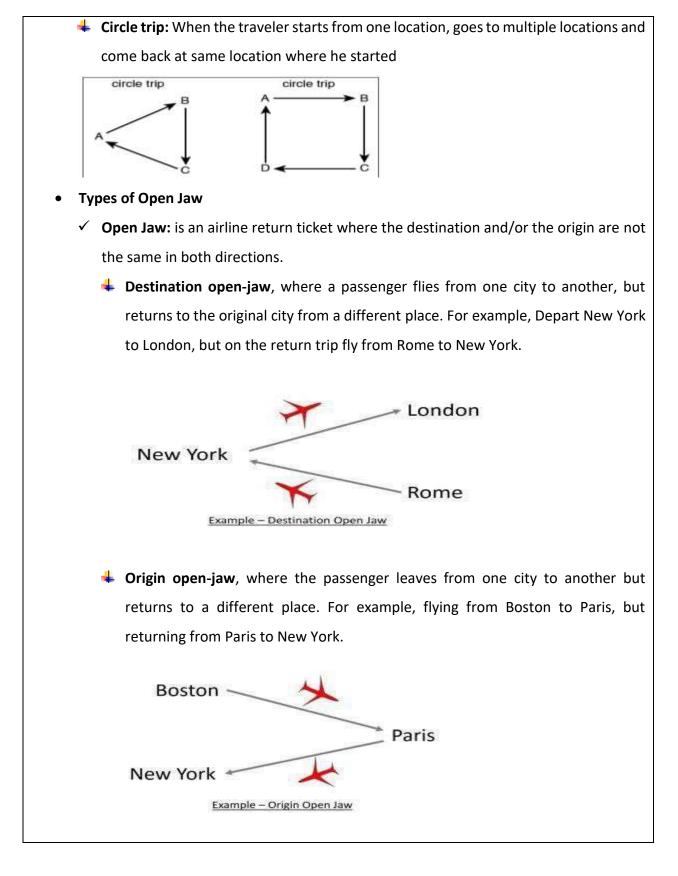
Referred to this scenario, answer the following question:

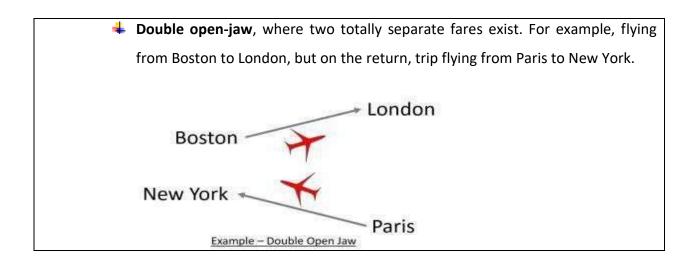
a. What are the origin and destination cities of those passengers?

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- b. How many types of air trip those are in the scenario?
- c. In the second image of Topic 1.2, distinguish the direction of that flight.









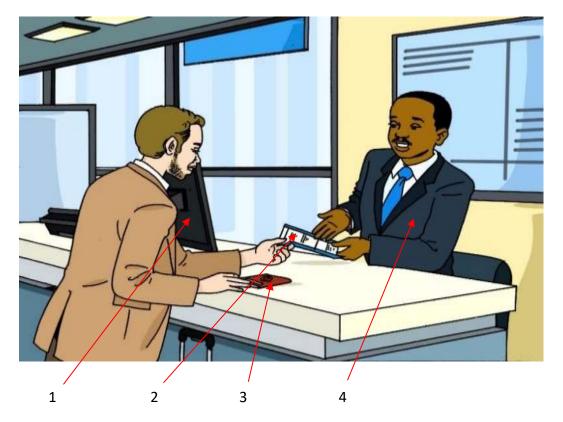


- a. Passenger get services based on class they booked, in your workshop suppose that you are in cabin of an aircraft, by applying, and differentiate economic class from business class.
- b. Describe the different types of air trips.

# **Topic 1.3: Verification of travel documents before**







Mr Nganzo and his wife live in Doha, they wat to visit Rwanda in summer but they are hiring a travel agent who will them to know the needed travel documents because are not Rwandans.

Answer the question below:

- a. What are the travel documents will be needed by that family before boarding to Rwanda?
- b. According the illustration above, name those numbers based on its function.

| Key Facts 1.3.a: Verification of travel documents before                               |  |  |  |  |  |  |
|--|--|--|--|--|--|--|
| Travel documents needed for boarding   |  |  |  |  |  |  |
| The documents you need for boarding depend on whether you're on a domestic or          |  |  |  |  |  |  |
| international flight:  |  |  |  |  |  |  |
| ✓ Domestic Flights:  |  |  |  |  |  |  |
| Valid Government-issued Photo ID: This could be your driver's license,                 |  |  |  |  |  |  |
| passport, or another government-approved form of identification.                       |  |  |  |  |  |  |
| <b>4</b> Always check with your airline for any specific domestic flight requirements. |  |  |  |  |  |  |
| ✓ International Flights:   |  |  |  |  |  |  |
| 4 Valid Passport: Ensure your passport has at least 6 months validity remaining        |  |  |  |  |  |  |
| from your travel date. Some countries may require even longer validity, so             |  |  |  |  |  |  |
| check the specific requirements for your destination.                                  |  |  |  |  |  |  |
| 4 Visa (if required): Many countries require visas for entry. Research visa            |  |  |  |  |  |  |
| requirements for your destination well in advance and apply accordingly.               |  |  |  |  |  |  |
| $\checkmark$ Documents Needed for Boarding (usually provided electronically or at the  |  |  |  |  |  |  |
| airport):  |  |  |  |  |  |  |
| <b>Boarding Pass:</b> This document specifies your flight details and is obtained      |  |  |  |  |  |  |
| through online check-in or printed at airport kiosks.                                  |  |  |  |  |  |  |
| $\checkmark$ Additional Documents (may be required depending on the destination and    |  |  |  |  |  |  |
| airline):  |  |  |  |  |  |  |
| Health Certificates: In some cases, proof of vaccination (like COVID-19) or a          |  |  |  |  |  |  |
| negative test result might be mandatory.   |  |  |  |  |  |  |
|  |  |  |  |  |  |  |



According to the above scenarios, when passenger arrives at the airport, they are supposed to show check in officer all travel documents needed before boarding.

- a. If you want to take flight to Cairo from Kigali, what are the travel documents you are supposed to have?
- b. What is the importance of checking travel document to country?

### **Key Facts 1.3.b: Verification of travel documents before boarding**

#### • Checking the travel documents required to board

Here is how to check the exact documents you will need:

- Distinguish between Domestic and International: The requirements differ significantly.
- Airline Resources: Most airlines have a dedicated section on their website outlining travel document requirements for various destinations. Look for phrases like "Travel Information," "Visa and Immigration," or "Prepare for your Trip."
- ✓ Official Government Sources:
  - **Embassy or Consulate Website:** The most reliable source for official entry requirements.
  - **Travel Advisories:** Websites provide updates on travel safety and entry requirements.
- ✓ Consider Additional Documentation (depending on the destination):
  - Proof of COVID-19 Vaccination (or negative test)
  - Customs Declaration Forms
  - 🖶 Embarkation/Disembarkation Card
  - Proof of Onward/Return Travel
  - Proof of Accommodation
- ✓ Double-Check and Pack Smart:
  - **Ensure** documents are valid and in good condition.
  - Hake clear photocopies of important documents.
  - Pack documents strategically in your carry-on luggage.

#### By following these steps, you can ensure a smooth boarding experience!

**Remember:** Always check the latest travel advisories and entry requirements for your specific destination with the embassy or consulate of the country you're visiting.





- a. Check the documents of passengers and give details of information found in them.
- b. Describe the importance of valid travel to the passengers before boarding.





Verification of travel documents before boarding is a standard procedure conducted by airlines and border control authorities to ensure passengers have the necessary documents to enter their destination country. As an experienced worker perform the following:

- a. Verify if each passenger has a valid passport and its related important information.
- b. Verify that the passenger possesses a valid visa.
- c. After verifying the travel documents, issue a boarding pass if everything is in order.
- d. Scan baggage and passengers for prohibited items.

# Topic 1.4: Opening of the check-in desk at the airport







A passenger bought a ticket of departing on 27<sup>th</sup> January and he was supposed to depart at 10:00Am at the airport. Because of taking flight for the first time, he wanted to arrive earlier. But he did not have information of starting to check in. this passenger packed his small bag with phone and laptop in the big bag. At the time checking his bag, they asked him if he will not go with carryon luggage.

Answer the following question refers to the above scenario:

- a. Distinguish departing time from arrival time
- b. Why customer care agent asked a passenger if he will travel without his small bag.
- c. Interpret the above photo.

## Key Facts 1.4.a: Opening of the check-in desk at the airport

- Flight Information:
  - Flight Number: This unique alphanumeric code identifies your specific flight (e.g., AA123 for American Airlines flight 123).
  - ✓ **Departure Time:** The scheduled time your flight takes off.
  - ✓ Arrival Time: The estimated time your flight will land at the destination airport.
  - Gate Number: This refers to the boarding area at the terminal from which your flight departs.
  - ✓ **Seat Assignment:** This indicates your designated seat on the airplane.
  - ✓ Your Luggage:
    - Checked Baggage: Luggage you hand over to the airline at check-in and reclaim at the baggage carousel upon arrival. There may be weight and size limitations, so check with your airline beforehand.
    - Carry-on Baggage: This is a smaller bag you're allowed to bring onto the airplane and stow in the overhead compartment or under the seat in front of you. Airlines typically have specific size and weight restrictions for carry-on luggage.
    - Weight Allowance: This refers to the maximum weight permitted for your checked baggage and may vary depending on your fare class and destination.
- Other Common Terms:
  - Boarding Pass: This document confirms your flight information and grants you
    access to the boarding area (gate) after clearing security. You can usually obtain it
    online or print it at the airport kiosks after checking in.
  - Photo ID: Valid government-issued identification with your photo, such as a passport or driver's license (required for domestic flights in some countries).
  - Next of Kin: The contact information of someone you designate to be reached in case of an emergency.
  - ✓ Special Requests: If you require any special assistance (dietary restrictions, mobility assistance, etc.), you can inform the check-in agent here.
  - Onward Travel: This refers to your travel plans after you arrive at your destination airport (connecting flights, etc.).

- Additionally, you might hear:
  - ✓ Would you like to check in a bag today? (This is the agent asking if you have any luggage to check in.)
  - Would you like a window or aisle seat? (If there are any unassigned seats available, the agent might offer you a choice.)
  - ✓ Have a safe flight! (A friendly send-off from the check-in agent.)

By understanding these terms, you'll be well-prepared to navigate the check-in process at the airport and ensure a smooth start to your journey.



- a. Refer to the task 13, What can happen when a passenger goes late at the airport.
- b. When does checking starts to the passengers want to go abroad.

Key Facts 1.4.b: Opening of the check-in desk at the airport

• Period (time) of checking in counter activities

The check-in counter at airports typically operates during specific windows tied to flight schedules. Here's a breakdown of the timeframe:

- ✓ General Operational Hours:
  - Opening: Check-in counters generally open several hours before the first departure of the day. This can be anywhere from 3 to 5 hours depending on the airport's size and traffic.
  - Closing: Counters typically close 1 hour (or sometimes 30 minutes) before the scheduled departure of the last flight for the day.
- ✓ Flight-Specific Window:
  - Opening: More importantly, each flight has a designated check-in window.
     This window usually opens:
    - **Domestic Flights:** 2 hours before the scheduled departure time.
    - International Flights: 3 hours before the scheduled departure time (due to additional checks).

Closing: The check-in counter for a specific flight closes typically 45-60 minutes before the scheduled departure time. This allows the airline to finalize the passenger manifest and prepare for boarding.

#### **Remember:**

- It is crucial to confirm the specific check-in window for your flight directly with the airline or by checking their website. This can vary depending on the airline and destination.
- Always arrive at the airport well before the check-in counter closes to avoid missing your flight.



During the staff meeting of an airline employee who work at the airport, they discussed about the usage of tools and equipment needed in order to give passengers the quality of services needed.

Answer the following question:

1. State the tools and equipment needed in the offices at the airport.



including transportation, events, entertainment venues, and more. The type of ticket printer used depends on the specific requirements of the application



Uninterruptable power supply



An Uninterruptible Power Supply (UPS) is a device that provides emergency power to a load when the primary power source fails. It is designed to ensure that critical equipment or systems have a continuous and stable power supply, protecting them from power disruptions, fluctuations, and outages.

 Image scanner



An image scanner is a device that captures and converts physical images or documents into digital format. Scanners are widely used in various settings, including homes, offices, and industries, to create digital copies of documents, photographs, artwork, and more.

#### Card reader



A card reader is a device designed to read information stored on a card. Cards can come in various forms, such as magnetic stripe cards, smart cards, proximity cards, and more. Card readers are widely used in different applications for tasks like accessing secure areas, conducting financial transactions, and reading

#### identification information





A touchscreen monitor is a display device that allows users to interact with a computer or other electronic devices by touching the screen with their fingers or a stylus. Touchscreen monitors have become increasingly popular due to their intuitive and user-friendly interface, making them suitable for a variety of applications, including personal computing, business, education, and more.

#### Finger print reader/ Biometric Fingerprint Scanner



A scanner used to identify a person's fingerprint for security purposes. After a sample is taken, access to a computer or other system is granted if the fingerprint matches the stored sample.

#### Baggage carousel



A baggage carousel is a device, generally at an airport, that delivers checked luggage to the passengers at the baggage reclaim area at their final destination.



Airport departments is a complex organism of different services, and people who are working there are different and their responsibilities too.

Answer the following question:

- a. What are the department do you think that airport should have?
- b. What are the responsibilities of that department that can make them to work professionally?

#### Key Facts 1.4.d: Opening of the check-in desk at the airport

• Airport department

An airport is a complex organism requiring a multitude of departments working in unison to keep everything running like clockwork. Here's a breakdown of some key airport departments:

• Airside Operations: Guardians of the Movement Area

Imagine a bustling dance floor where airplanes taxi, takeoff, and land. Airside operations ensure the safety and efficiency of all ground and flight activities on the airfield, including:

- Apron Control: These are the air traffic controllers for the ground, guiding aircraft on the tarmac before takeoff and after landing, ensuring smooth traffic flow and avoiding collisions.
- Pushback and Towing: Specialized vehicles operated by this department maneuver airplanes between the terminal and the runway for takeoff and positioning upon arrival.
- Landside Operations: Passenger Experience Takes Center Stage
   Everything you experience inside the terminal building falls under landside operations.
   These departments prioritize a smooth and stress-free journey for passengers:
  - Check-in: The first stop for most travelers. Here, agents assist with check-in procedures, boarding pass issuance, and ensuring your baggage is properly tagged and directed for loading.
  - Customer Service: Consider them your airport gurus. They provide information and answer questions throughout your time at the airport, helping you navigate any challenges.
  - ✓ Security Screening: Safety is paramount. This department conducts security checks on passengers and their belongings following strict regulations.
  - Concessions: Need a bite to eat or some last-minute shopping? The concessions department manages all the shops, restaurants, and cafes within the terminal, catering to your needs.

### • Cargo Operations: The Unsung Heroes of Freight

- Air travel isn't just about passengers! The cargo department handles the loading, unloading, and transportation of freight and cargo on arriving and departing flights. They ensure cargo is processed efficiently and meets all safety and security regulations.
- ✓ Maintenance Department: Keeping the Infrastructure Shipshape
- Airports require constant upkeep to function flawlessly. This department is responsible for the repair and maintenance of the airport's infrastructure, including runways, taxiways, terminals, facilities, and equipment. They ensure everything is in top condition for safe and smooth operation.

#### • Operations Control Center: The Airport's Nerve Center

Think of this as the mission control for the airport. The operations control center monitors and coordinates activities across all departments. They ensure smooth operation, address disruptions promptly, and maintain clear communication between departments, ensuring everything runs like a well-oiled machine.

## Supporting Departments: The Backbone of the Airport

Several other departments play crucial roles behind the scenes:

- Information Technology (IT): Manages the airport's computer network, communication systems, and digital infrastructure, keeping everything connected and operational.
- Finance and Administration: Handles the airport's financial activities, budgeting, human resources, and legal matters, ensuring financial health and smooth operations.
- Marketing and Communications: Promotes the airport's services and facilities to airlines, passengers, and the community, attracting business and passengers.

## Activity 2: Guided Practice

## 🛱 Task 16:

The following departments found at the airport: Airside Operations, Supporting Departments, Operations Control Center, Cargo Operations, Landside Operations and Maintenance Department.

- a. Differentiate the responsibilities of those departments
- b. Among those departments, which one interacts with passengers direct?





Suppose you have been hired to work at Kigali International Airport and among your responsibilities is to help passengers check-in. A passenger bought a ticket of departing on 27<sup>th</sup> January and he was supposed to depart at 10:00Am at the airport. Because of taking flight for the first time, he wanted to arrive earlier. But he did not have information of starting to check in. this passenger packed his small bag with phone and laptop in the big bag. At the time checking his bag, they asked him if he will not go with carryon luggage.

Help the passenger by describing the processes you will take the passenger through in order to complete the check-in.



- 1. Define the following words in terms of airline services:
  - a. Airport:
  - b. Flight attendant:
  - c. Passengers:
  - d. Customer services:
- 2. Suppose that you are working in customer care services at the airport, what can you do to make an arrival passenger to feel welcomed.
- 3. Discuss the procedures of checking departing passengers at the airport
- 4. Differentiate the three (3) airport check in method.
- 5. State any three (3) classes of services in airline.
- 6. By using the examples of the airport code, distinguish the types of air trip.
- 7. What are the travels documents need if you want to visit Nairobi from Kigali international airport?
- 8. Is it necessary to have valid passport? Justify your answer
- 9. Why passengers need to arrive at the airport before boarding time.
- 10. How do people benefit from the good collaboration of an airport department?

## · Points to Remember

- Procedures for welcoming Arrival passenger are Meet and welcome, reconfirm names and passenger's seat, help passengers to get baggage and Direct them
- Airport check-in methods are electronic check-in, Online check in and physical checkin at the airport.
- Airline class of services are First class, Business class and economic class
- Description of air trip like one-way, round trip, circle trip and round the world trip.
- Travel documents needed when you planning to use air transportation
- Opening: More importantly, each flight has a designated check-in window. This window usually opens:
  - ✓ Domestic Flights: 2 hours before the scheduled departure time.
  - ✓ International Flights: 3 hours before the scheduled departure time (due to additional checks).
- The good time of checking in counter activities at the airport.



- 1. Fill in and complete the self-assessment table below to assess your level of knowledge, skills and attitudes after covering this unit.
- There are no rights or wrong ways to answer this assessment. It is for your own reference and self-reflection on the knowledge, skills and attitudes acquisition during the learning process.
- 3. Think about yourself:
  - a. Do you think you have the knowledge, skills or attitudes to do the task?
  - b. How well?

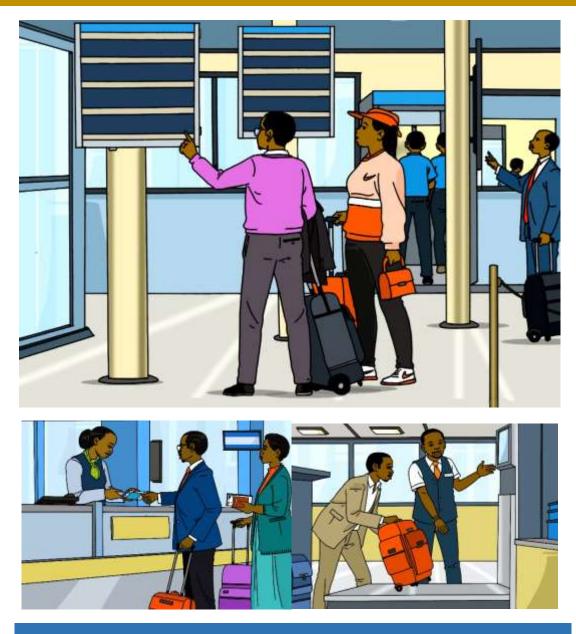
Read the statements across the top. Put a check in a column that best represents your level of knowledge, skills and attitudes.

| My experience<br>Knowledge, skills and<br>attitudes                          | I do not<br>have any<br>experience<br>doing this. | l know<br>a little<br>about<br>this. | I have some<br>experience<br>doing this. | I have a lot<br>of<br>experience<br>with this. | l am<br>confident<br>in my<br>ability to<br>do this. |
|--|---|--------------------------------------|--|--|--|
| Welcome passengers at the airport.   |   |                                      |  |  |  |
| Apply procedures of<br>welcoming passengers<br>at the airport                |   |                                      |  |  |  |
| Cooperative and collaborative  |   |                                      |  |  |  |
| Describe the class of<br>services and air trip<br>before boarding            |   |                                      |  |  |  |
| Select the class of<br>services and air trip<br>based on passenger<br>needs. |   |                                      |  |  |  |
| Collect information clearly.   |   |                                      |  |  |  |
| Identify the travel<br>documents needed<br>before to travel                  |   |                                      |  |  |  |
| Apply the procedures<br>needed while you are<br>checking in.                 |   |                                      |  |  |  |
| Communicate<br>effectively and clearly<br>with the passengers                |   |                                      |  |  |  |

**2.** Fill in the table above and share results with the trainer for further guidance.

| Areas of strength | Areas for improvement | Actions to be taken to improve |
|-------------------|-----------------------|--------------------------------|
| 1.                | 1.                    | 1.                             |
| 2.                | 2.                    | 2.                             |
| 3.                | 3.                    | 3.                             |

## UNIT 2: PROCESS PASSENGER'S CHECK-IN INTO THE SYSTEM



## **Unit summary**

This unit provides you with the knowledge, skills and attitudes required to Process passenger's check-in into the system required to maintain Airline customer services. It covers the recording passenger's details in GDS, interpreting the displayed data on FIDS and advising passenger on the flight ticket, communication of extra amount on excess baggage policy, directing passengers at the airport to the lounge/terminal and flight.

## Self-Assessment: Unit 2

- 1. Referring to the unit illustrations above discuss the following:
  - a. What does the illustration show?
  - b. What activities are performed in the illustrations above?
  - c. What do you think this unit is about based on the illustrations?
- 2. Fill in and complete the self-assessment table below to assess your level of knowledge, skills and attitudes under this unit.
  - a. There is no right or wrong way to answer this assessment. It is for your own reference and self-reflection on the knowledge, skills and attitudes acquisition during the learning process.
  - b. Think about yourself: do you think you have the knowledge, skills or attitudes to do the task? How well?
  - c. Read the statements across the top. Put a check in a column that best represents your level of knowledge, skills and attitudes. d. At the end of this unit, you will assess yourself again.

| My experience   | l do not<br>have any      | l know<br>a little | I have some<br>experience | l have a lot<br>of       | l am<br>confident in      |
|---|---------------------------|--------------------|---------------------------|--------------------------|---------------------------|
| Knowledge, skills and attitudes   | experience<br>doing this. | about<br>this.     | doing this.               | experience<br>with this. | my ability<br>to do this. |
| Identify the<br>information found in<br>GDS   |                           |                    |                           |                          |                           |
| Record passenger's details in GDS   |                           |                    |                           |                          |                           |
| Check the details before recording  |                           |                    |                           |                          |                           |
| Describe the displayed<br>data on FIDS and<br>advising passenger on<br>the flight ticket  |                           |                    |                           |                          |                           |
| Interpret the displayed<br>data on FIDS and<br>advising passenger on<br>the flight ticket |                           |                    |                           |                          |                           |

| My experience<br>Knowledge, skills and<br>attitudes                         | I do not<br>have any<br>experience<br>doing this. | l know<br>a little<br>about<br>this. | I have some<br>experience<br>doing this. | I have a lot<br>of<br>experience<br>with this. | l am<br>confident in<br>my ability<br>to do this. |
|---|---|--------------------------------------|--|--|---|
| Communicate extra<br>amount on Excess<br>baggage policy                     |   |                                      |  |  |   |
| Describe the excess baggage policy  |   |                                      |  |  |   |
| Direct passengers at<br>the airport to the<br>lounge/terminal and<br>flight |   |                                      |  |  |   |
| Be flexible and able to communicate with customers.                         |   |                                      |  |  |   |



| Knowledge                 | Skills                | Attitudes                   |
|---------------------------|-----------------------|-----------------------------|
| 1. Identify passenger's   | 1. Record passenger's | 1. Check the details before |
| details in GDS            | details in GDS        | recording                   |
| 2. Describe the displayed | 2. Interpret the      | 2. Be flexible and able to  |
| data on FIDS and          | displayed data on     | communicate with            |
| advising passenger on     | FIDS and advising     | customers.                  |
| the flight ticket         | passenger on the      |                             |
|                           | flight ticket         |                             |
| 3. Describe the excess    | 3. Communicate extra  | 3. Be flexible and able to  |
| baggage policy            | amount on Excess      | communicate with            |
|                           | baggage policy        | customers.                  |
| 4. Direct passengers at   |                       | 4. Be flexible and able to  |
| the airport to the        |                       | communicate with            |
| lounge/terminal and       |                       | customers.                  |
| flight.                   |                       |                             |

Receipt for booking confirmation where 01FH53 is the record locator or PNR number. Source: Bank Info Security

- a. According to the information needed in GDS, read the above receipt and list those data.
- b. What the accronym GDS means?
- c. What are the roles of GDS?
- d. Why do we need to use GDS when we are recording information related to the passengers.
- e. Identify airport terminal facilities needed at the airport.
- f. What are the policies related to the baggage of passengers at the airport.

## **Topic 2.1: Recording passenger's details in GDS**





Jackeline is a popular musician known as Jacky in the music industry. One day a team of managers prepared a big concert abroad and they invited her. At the time of booking a flight manager knew that Jacky is her real name in passport, unfortunately a travel agent when entered data of that artist in one type of the GDS, he found Jackeline and she entered this in the system.

### Key Facts 2.1a: Recording passenger's details in GDS

#### • Departure Passenger details

Departure passenger details refer to the information and data associated with passengers who are leaving an airport to board a flight. These details are essential for airlines, airport authorities, and security personnel to ensure a smooth and secure departure process:

#### • Personal Information:

- ✓ Full Name: Matches exactly how it appears on the passenger's travel document like first name, middle name (if applicable), and last name.
- ✓ **Date of Birth**: The passenger's date of birth for identification and age verification.
- ✓ **Gender**: The passenger's gender (male, female, or other) for identification purposes.
- ✓ **Destination:** City and country the passenger is flying to.
- ✓ **Nationality:** Passenger's country of citizenship.
- Passport Number: While not typically stored entirely within the PNR, some GDS systems might hold a masked version of the passport number, like the first few or last few digits. This helps with verification without exposing the full number.

For security reasons, airlines and GDS providers avoid storing sensitive information like full passport numbers within the readily accessible PNR data.





Agatesi was in internship in one of travel agency, she knew very well to use Microsoft office. One day she received a passenger who wished to take flight, she asked her self where to record passenger details, because she didn't know the system used by a travel agent to record passenger details.

- a. What are the systems can be used by travel agents to record passenger details?
- b. What is the departing passenger information need to be recorded?
- c. Draw a passport and fill the information will be needed by the airline company from passenger.

## Key Facts 2.1b: Recording passenger's details in GDS

#### • Global Distribution System used by travel agents to record passenger details

Travel agencies and airline airlines traditionally subscribed to computer reservation system such as Sabre, Amadeus and Galileo which are referred to as global distribution systems. By subscribing to a GDS, a travel can locate information and book and issue tickets. For an airline, subscribing to as a GDS enables it to inform travel agencies what products are available. When travel agents make bookings using the GDS, the airlines pay booking fees to the GDS and, in many instances, additional incentive commissions.

- Galileo: Galileo's primary function is to facilitate booking and reservation services.
- Amadeus: Amadeus is one of the largest GDS providers in the world, serving travel agencies, airlines, hotels, and other travel-related businesses. It offers a wide range of services, including booking and reservation systems, travel content, and technology solutions
- Apollo: It provides distribution, technology, and content solutions to a variety of travel businesses, including travel agencies, airlines, and hotel chains
- Sabre: Sabre is another major GDS provider used by travel agencies, airlines, and hospitality companies. Sabre offers a comprehensive suite of services, including booking platforms, travel management solutions, and global distribution services.





- a. Refer to the passenger's name record shown in the illustration of the task 16,
  - i. Interpret the information found there?
  - ii. Which system should be used to record that information?
- b. Describe other services should be booked via Global distribution system.

## Topic 2.2: Interpreting the displayed data on FIDS and advising passenger on the flight ticket





Jomo Kenyatta international Airport in Nairobi is a busiest Airport with numerous platforms in East African Community. Nganzo and Maya are rushing to take the flight.

Nganzo and Maya are sprinting to the Airport, luggage in tow, following the frantic beeps and announcements. The first screen they met with displayed the information related to the upcoming travel flight.

a. What is the information should be displayed on the screen at the airport that can prove the passenger that is their check-in time?

# Key Facts 2.2.a: Interpreting the displayed data on FIDS and advising passenger on the flight ticket.

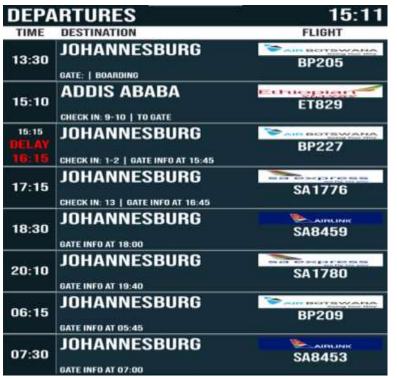
### • Interpreting the displayed data on FIDS

A Flight Information Display System (FIDS) are electronic screens or monitors that display real-time information about flight schedules, gate assignment, delays, cancellations and other important information related to air travel. FIDS are typically located in airport terminals, near check-in counters, security check points, and gate areas. The system is designed to provide passengers with up-to-date information about their flights, allowing them to make informed decisions about their travel plan. FIDS can also be used by airport staff to manage flight operations, monitor gate assignment, and communicate with passengers. The system is an essential component of airport operations, ensuring that passengers are informed and flights are managed efficiently. This system typically displays a variety of data related to flights, including:

- Flight Status: This includes information about whether a flight is on time, delayed, or canceled.
- ✓ Flight Numbers: The unique alphanumeric code assigned to each flight. ¬ Airlines:
   The airline operating the flight, along with its logo or code.
- ✓ **Destination:** The city or airport to which the flight is traveling.
- Departure/Arrival Times: The scheduled or estimated times when the flight will depart or arrive.
- ✓ **Gate Information**: The gate from which the flight will depart or arrive.
- Baggage Claim Information: For arriving flights, the carousel or location where passengers can retrieve their checked baggage.
- Weather Information: Current weather conditions at the destination airport, which can be relevant for delays.
- ✓ **Flight Duration**: The estimated or actual duration of the flight.
- Connecting Flight Information: If a passenger has a connecting flight, information about the connecting flight's gate and status.
- ✓ Special Notices: Any important notices or announcements, such as security information or updates on flight delays. Page 23 of 31
- Codeshare Flights: If the flight is operated by one airline but marketed by another, this information may be displayed.
- **Boarding Information**: The status of the boarding process, such as pre-boarding, final call, or boarding in progress.



ÊЗ таз



Study the illustration below and write information needed by an airline passenger before entering in the terminal.

Explain the advantages of information displayed on the FIDS to the passengers.

# Key Facts 2.2.b: Interpreting the displayed data on FIDS and advising passenger on the flight ticket

• Description of passenger 's ticket

A passenger's ticket is a crucial document when it comes to air travel. It serves as proof of the passenger's right to board a flight and contains essential information about the flight and the traveler. Here is a typical description of the components of a passenger's ticket:

 Passenger Information: This section includes the passenger's full name, contact information (address, phone number, email), and, in some cases, frequent flyer or loyalty program information.

- Flight Details: The ticket displays the flight itinerary, which comprises information about the departure and destination airports, flight numbers, departure and arrival times, and dates. It also indicates the class of service (economy, business, first class).
- Booking Reference or Reservation Number: This is a unique alphanumeric code used to identify the booking and can be used for check in and other flight-related activities.
- Seat Assignment: The ticket may include the seat number or indicate that a specific seat will be assigned at check-in.
- Ticket Number: A unique identifier for the ticket, typically a long alphanumeric code.
- Fare Information: This section contains details about the fare paid, including the ticket price, taxes, fees, and any additional services or amenities purchased, such as extra baggage or in-flight meals.
- Conditions of Carriage: Information about the airline's terms and conditions, including baggage policies, change or cancellation rules, and other important rules governing the ticket.
- Barcode: A barcode is often present on the ticket, which can be scanned during check-in or boarding for quick access to the booking information.





- a. Design an airline ticket of passenger with all needed information needed on the ticket.
- b. Find an airline ticket sold by any airline company and interpret the information filled on it.

## Topic 2.3: Communication of extra amount on Excess baggage policy







The dream of Samuel came true when his uncle bought for him an airline ticket of visiting family members in Buenos Aires city in Argentina. When he read his ticket, below he saw some words like piece of bags and weight (kg). In his growing, he knew that taking flight you need to have many bags; unfortunately, Samuel found that he was wrong.

Answer this question:

- a. Why do they mention pieces and weight below the airline ticket of a passenger?
- b. Why passengers carry small bags and big bags?
- c. Why those passengers opened their bags?

### Key Facts 2.3: Communication of extra amount on Excess baggage policy

#### • Passenger baggage rules

Airlines set the rules for how many bags you may check in and for possible related charges.

These rules can vary according to frequent flyer status, the product you have purchased and the route upon which you fly.

The following information will help you understand the rules regarding checked and carry-on baggage and the role IATA plays in this area.

#### ✓ Carry-on baggage

#### 🖊 Weight and Size

Carry-on baggage allowance can vary according to the airline, the cabin class you are traveling in and even the size of the aircraft. As a general guide, carryon baggage should have maximum length of 22 in (56 cm), width of 18 in (45 cm) and depth of 10 in (25 cm). These dimensions include wheels, handles, side pockets, etc.

Some airlines also enforce weight limitations, typically starting at 5kg/11lbs.

#### Portable Electronic Devices & Lithium Batteries

Lithium batteries in portable devices can pose a fire risk if not safely handled and packed correctly.

#### Sharp Objects

All knives, sharp objects or cutting implements of any kind and of any length, whether of metal or other material, and some sporting goods must be packed in **checked baggage**? They cannot be carried in the cabin baggage or on your person.

#### Medical Supplies

If you require the use of **medical syringes in flight**, such as for insulin, you need documented proof of the medical need and ensure that the material is professionally packed and labeled. **If it is not, the medication is likely to be removed at security screening**.

#### Where to Put Your Carry-on Baggage

For safety reasons, all baggage in the cabin must be put away as soon as possible once you have boarded the aircraft. Bags can be placed under the seat in front of you, or in the overhead compartments.

#### ✓ Checked baggage

#### Weight, Size and Number

IATA has guidelines for baggage but the number and weight of baggage allowed free of charge can vary by airline, frequent flyer status, routing and fare. Each bag should weigh less than 23KG/50LBS. This concept defines the number of bags entitled by the passenger's ticket. Where the "piece concept" applies, generally, two pieces of checked baggage are allowed per passenger, each piece weighing a maximum of 32 kilos (70 lb) and measuring no more than 158 cm (62 in) when adding the dimensions: height + width + length.

#### Identification

Lost baggage is often the consequence of the baggage label having detached from the bag. To allow identification of your bag in all situations, make sure to have your name, telephone number and email address appear outside of your bag and a copy of your travel itinerary inside your bag. When there is no other way to identify your luggage, the airline will have to break it open and this identification piece will be crucial to returning your belongings.

#### Valuables

We recommend that you do not pack valuable items in checked baggage.

#### What Not to Pack in Checked Baggage

We recommend that all portable electronic devices are placed in your carry-on baggage, but if you need to place them in your checked baggage, you must make sure that they are fully switched off and not in sleep or hibernate mode. Electronic cigarettes/vapes, spare batteries and portable power supplies (power banks) must not be packed in your checked baggage.

Some items such as gas canisters, lighters, fireworks, bleaches etc. cannot be carried in checked baggage. If you are concerned that something that you wish to pack may not be allowed, check with your airline. Items that are considered to be too dangerous for checked baggage will be removed and probably not returned to you.

#### • Excess baggage policy of Airline company

Cabin baggage is baggage that is not checked-in to the hold of the aircraft, but is kept in the cabin under the passenger's custody. It is carried free of charge if falling within the free allowance. The passenger shall store the cabin baggage in the overhead bin or under the seat in front of him/her.

- ✓ Cabin Baggage Policy
- Each Passenger is allowed to carry one 22x15x8 inches [55x38x20 cm] bag not weighing more than 21 lbs. [10kgs] to all destinations with the exception of Johannesburg where the authority restricts this to 15lbs [7kgs].
- The above weight and size limitations shall be verified and confirmed by use of the WB baggage molds/ sizers at check in areas. All baggage exceeding the unchecked baggage limits shall be checked-in.
- Wheelchairs or other assistive device (a fully collapsible invalid's wheelchair and/or a pair of crutches) provided that the passenger is dependent on them.
- When a baby carrycot is carried, lightweight articles such as bedding, diapers, feeding bottles and sufficient food for the journey may be carried free provided the total weight does not exceed 12 kilograms
- ✓ Checked Baggage
- RwandAir provides extra baggage carriage-services for its clients who travel on the airline's network. The carriage services come at a cost, which varies from one destination to another, region to region, and/or destination to region, or vice versa as well as the type of aircraft being used.
- The excess baggage policy will serve as the basis for rates applicable in each region to the entire network.
- This policy follows the standard checked-in baggage allowance; that is to say 2 bags of 23 Kgs each in economy class, 2 bags of 23Kgs each in premium economy class and 3 bags of 23Kgs each in business class.





a. Explain the advantages of checking the baggage of an airline passenger.





Referring to the policy and rules of airline company, answer the following question:

- a. Distinguish the terms Carryon baggage from checked baggage.
- b. In the context of airline, how a passenger who bought business class ticket gets the package on luggage that is differ to the passenger who booked economy ticket.

# Topic 2.4: Directing passengers at the airport to the lounge / terminal and flight



Refer to the above illustration, answer the questions below:

- a. What are the roles of people who are in the above photo?
- b. Who are them?
- c. Where are them?

Key Facts 2.4.a: Directing passengers at the airport to the lounge/terminal and flight

• Airport terminal facilities

Airport terminal facilities are the various parts of a building at an airport where passengers arrive, depart, transfer between flights, and go through security checks. These facilities can be broadly categorized into three main areas:

- ✓ Landside facilities: These are the areas that passenger's access before security screening. They typically include:
  - Ticketing counters: Where passengers check in for their flights, obtain boarding passes, and check in luggage.

- Baggage claim: Where passengers collect their checked luggage after arriving at their destination.
- Check-in kiosks: Self-service terminals where passengers can check in for their flights, print boarding passes, and sometimes even check in luggage.
- Information desks: Where passengers can get help from airport staff with things like finding their gate, making flight changes, or getting directions.
- Retail stores and restaurants: Provide a variety of options for shopping and dining before or after a flight.
- Currency exchange offices: Allow passengers to convert their currency to the local currency of their destination.
- ATMs: Allow passengers to withdraw cash.
- Public restrooms and baby care facilities: Offer basic amenities for passengers.
- Airside facilities: These are the areas that passenger's access after security screening. They typically include:
  - Security checkpoints: Where passengers and their carry-on luggage are screened for security purposes.
  - Boarding gates: The areas where passengers wait to board their flights. These gates are typically located near the boarding doors of the airplanes.
  - Concourses: The walkways that connect the terminal building to the boarding gates. Large airports may have multiple concourses.
  - Passenger lounges: Comfortable waiting areas, often with amenities like seating,
     TVs, and refreshments. These might be for passengers waiting for a specific flight
     (airline lounge) or for all passengers in general.
- ✓ Other facilities: These may include:
  - Lost and found: An office where passengers can report lost items and try to recover them.
  - Business centers: Offer office equipment and services, such as computers, printers, and internet access, for passengers who need to work while at the airport.
  - Conference rooms: Can be rented by businesses or individuals for meetings.
  - Hedical facilities: Provide basic medical care to passengers.
  - Religious facilities: Offer a quiet space for passengers to pray or meditate.



Mr. Rwema arrives at the airport at the time of check-in, he has a ticket of traveling from Kigali to Seoul and unfortunately, he found that he has cash in Rwandan francs and didn't make an exchange in the currency used in South Korea.

Answer this question:

- a. Legally, which office do we use when we are exchanging different currencies?
- b. As a skilled student in travel, what can you advise this passenger.
- c. Discuss the importance of having facilities at the airport.

Key Facts 2.4.b: Directing passengers at the airport to the lounge/terminal and flight

### • Airport lounge facilities

Airport lounges offer a range of facilities and amenities designed to provide a more comfortable and relaxing experience for travelers, especially for those who have access through airline status, memberships, or purchased lounge passes. While the specific facilities can vary from one lounge to another, here are some common features you might find in airport lounges:

- ✓ Comfortable seating: is an adjustable airport seating system that helps passengers pass time comfortably while waiting for their flights.
- Restaurant Coffee shop: A coffee shop is a kind of restaurant that sells coffee, tea, cakes, and sometimes sandwiches and light meals
- Kids room: A "kids' room" in an airport is a designated area within the airport terminal that is specifically designed to cater to the needs and entertainment of children and families. These areas are created to make air travel more comfortable and enjoyable for families traveling with young Play Areas: Toys and Games, children
- Comfortable Seating: Lounge areas with comfortable seating, including plush chairs, sofas, and sometimes private workstations.

- ✓ Wi-Fi: High-speed internet access for guests to stay connected or gets work done.
- Power Outlets: Conveniently located power outlets and USB ports for charging electronic devices.
- Business Facilities: Business centers with computers, printers, and fax machines for working on the go.
- Reading Material: A selection of newspapers, magazines, and sometimes eBooks for reading.
- Television: Large-screen TVs with various channels and often tuned to news, sports, or entertainment.
- Refreshments: Buffet-style or à la carte dining with a range of food and beverages, including hot and cold options. Some lounges offer alcoholic beverages like beer, wine, and cocktails.
- Restrooms and Showers: Clean restrooms and sometimes shower facilities for refreshing during long layovers.





a. What are the airport lounge facilities that can help a passenger to feel comfort while he is waiting for taking off?

Key Facts 2.4.c: Directing passengers at the airport to the lounge/terminal and flight

• Benefits of airport lounge access

Airport lounge access offers a range of benefits for travelers, particularly for those who frequently travel or have long layovers. These lounges, which are typically more comfortable and private than the main airport terminals, provide several advantages:

- Comfort and Relaxation: Airport lounges offer a more peaceful and comfortable environment compared to the often crowded and noisy main terminal. Travelers can relax in comfortable seating, unwind on sofas, or even take a nap in designated rest areas.
- Amenities: Lounges provide a range of amenities, including free Wi-Fi, charging stations for electronic devices, clean restrooms, and often showers, allowing travelers to freshen up during long journeys.
- Food and Beverage: Airport lounges typically offer a selection of complimentary food and beverages, including snacks, light meals, and sometimes even hot dishes. Access to these services can help travelers save on food expenses and enjoy better-quality options.
- Drinks: Most lounges offer complimentary alcoholic and non-alcoholic beverages, including wine, beer, cocktails, coffee, and soft drinks.
- Work and Productivity: For business travelers, airport lounges can serve as a quiet workspace with desks and outlets, enabling productive work or last-minute preparations.
- Entertainment: Some lounges provide entertainment options, such as TVs, magazines, newspapers, and in some cases, even private rooms for watching movies or playing video games.
- ✓ Flight Information: Lounges often have flight information screens or attendants who can help you stay updated on your flight status and gate changes.
- Personalized Assistance: Lounge staff can assist travelers with bookings, reservations, or addressing specific concerns or needs.





Referring to the scenario in Task 27, perform the task given below.

1. Discuss the benefit of an airport lounge to passengers.



- 1. Choose the correct answer and fill the following sentences: Airport terminal, Airport Passengers.
  - a. .....People traveling on an airplane.
  - b. ....is a building where passengers arrive, depart, and connect between flights.
  - c. .....Is large facility with runways and buildings where airplanes take off and land.
- 2. Passengers are not allowed to go with drinks or meals in cabin of an airplane, what a passenger can do when he is hungry at the lounge of airport while he is waiting for taking off.
- 3. Distinguish the airport terminal from airport lounge.
- 4. Discuss the advantages of accessing the airport lounge to the passengers.
- 5. Draw a table that has full information needed by needed by a passenger when he arrives at terminal gate.

## · · · Points to Remember

- Departure passenger details like, Name, passport number, date of birth
- Major distribution system of global distribution system are Amadeus, Galileo and Sabre
- When directing passengers at the airport, you might be guiding them to: the waiting area (lounge) for their specific flight., general waiting area (lounge) in the terminal, the terminal building itself, if they've arrived at the wrong one and the gate where their specific flight (identified by number) will be boarding.
- Airport terminal facilities are the various parts of a building at an airport where passengers arrive, depart, transfer between flights, and go through security checks.
- Airport lounges offer a range of facilities and amenities designed to provide a more comfortable and relaxing experience for travelers, especially for those who have access through airline status, memberships, or purchased lounge passes.
- Airport lounge access offers a range of benefits for travelers, particularly for those who frequently travel or have long layovers.

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- 1. Fill in and complete the self-assessment table below to assess your level of knowledge, skills and attitudes after covering this unit.
- There is no right or wrong ways to answer this assessment. It is for your own reference and self-reflection on the knowledge, skills and attitudes acquisition during the learning process.
- 3. Think about yourself:
- 4. Do you think you have the knowledge, skills or attitudes to do the task?
- 5. How well?
- 6. Read the statements across the top. Put a check in a column that best represents your level of knowledge, skills and attitudes.

| My experience<br>Knowledge, skills and<br>attitudes                                       | I do not<br>have any<br>experience<br>doing this. | l know<br>a little<br>about<br>this. | I have some<br>experience<br>doing this. | I have a lot<br>of<br>experience<br>with this. | l am<br>confident<br>in my<br>ability to |
|---|---|--------------------------------------|--|--|--|
|   |   |                                      |  |  | do this.                                 |
| Identify the<br>information found in<br>GDS   |   |                                      |  |  |  |
| Record passenger's details in GDS   |   |                                      |  |  |  |
| Check the details before recording  |   |                                      |  |  |  |
| Describe the displayed<br>data on FIDS and<br>advising passenger on<br>the flight ticket  |   |                                      |  |  |  |
| Interpret the displayed<br>data on FIDS and<br>advising passenger on<br>the flight ticket |   |                                      |  |  |  |

| My experience<br>Knowledge, skills and<br>attitudes                         | I do not<br>have any<br>experience<br>doing this. | l know<br>a little<br>about<br>this. | I have some<br>experience<br>doing this. | I have a lot<br>of<br>experience<br>with this. | l am<br>confident<br>in my<br>ability to<br>do this. |
|---|---|--------------------------------------|--|--|--|
| Communicate extra<br>amount on Excess<br>baggage policy                     |   |                                      |  |  |  |
| Describe the excess baggage policy  |   |                                      |  |  |  |
| Direct passengers at<br>the airport to the<br>lounge/terminal and<br>flight |   |                                      |  |  |  |
| Be flexible and able to communicate with customers.                         |   |                                      |  |  |  |

2. Fill in the table above and share results with the trainer for further guidance.

| Areas of strength | Areas for improvement | Actions to be taken to improve |
|-------------------|-----------------------|--------------------------------|
| 1.                | 1.                    | 1.                             |
| 2.                | 2.                    | 2.                             |
| 3.                | 3.                    | 3.                             |

## **UNIT 3: PROVIDE BOARDING PASSENGER'S SERVICES**



## **Unit summary**

This Leaning Outcome provides you with the knowledge, skills and attitudes required to Provide boarding passenger's services required to Maintain Airline customer services. It covers the Directing passenger to the flight, Provision of boarding announcement to the passenger, Collection of boarding passes and informing the flight purser on passengers' number.

#### Self-Assessment: Unit 3

- 1. Referring to the lea illustrations above discuss the following:
  - a. What does the illustration show?
  - b. What is the difference between the different images in the illustration?
  - c. What do you think this learning outcome is about based on the illustration?
- 2. Fill in and complete the self-assessment table below to assess your level of knowledge, skills and attitudes under this unit.
  - a. There is no right or wrong way to answer this assessment. It is for your own reference and self-reflection on the knowledge, skills and attitudes acquisition during the learning process.
  - b. Think about yourself: do you think you have the knowledge, skills or attitudes to do the task? How well?
  - c. Read the statements across the top. Put a check in a column that best represents your level of knowledge, skills and attitudes.

| u. At the end of this unit, you will assess yourself again. | d. | At the end of this unit, you will assess yourself again.2. |
|---|----|--|
|---|----|--|

| My experience<br>Knowledge, skills and<br>attitudes                            | I do not<br>have any<br>experience<br>doing this. | l know<br>a little<br>about<br>this. | I have some<br>experience<br>doing this. | I have a lot<br>of<br>experience<br>with this. | l am<br>confident<br>in my<br>ability to<br>do this. |
|--|---|--------------------------------------|--|--|--|
| Identify the activities<br>of directing passengers<br>to the flight.           |   |                                      |  |  |  |
| Apply customer care<br>skills through directing<br>passengers to the<br>flight |   |                                      |  |  |  |
| Identify the airline<br>announcements<br>before boarding.                      |   |                                      |  |  |  |
| Find the information<br>need to be announced<br>to the passengers              |   |                                      |  |  |  |

| My experience<br>Knowledge, skills and<br>attitudes             | I do not<br>have any<br>experience<br>doing this. | l know<br>a little<br>about<br>this. | I have some<br>experience<br>doing this. | I have a lot<br>of<br>experience<br>with this. | I am<br>confident<br>in my<br>ability to<br>do this. |
|---|---|--------------------------------------|--|--|--|
| Collect necessary<br>information found on<br>boarding pass.     |   |                                      |  |  |  |
| Describe the roles of<br>flight purser and flight<br>attendant  |   |                                      |  |  |  |
| Pay attention to the details should be given to the passengers. |   |                                      |  |  |  |



| Knowledge                     | Skills                   | Attitudes                       |
|-------------------------------|--------------------------|---------------------------------|
| 1. Identify the activities of | 1. Apply customer care   | 1. Use simple ways when you     |
| directing passengers to       | skills through directing | are directing passengers        |
| the flight.                   | passengers to the flight |                                 |
| 2. Identify the airline       | 2. Find the information  | 2. Pay attention to the details |
| announcements before          | need to be announced     | should be given to the          |
| boarding.                     | to the passengers        | passengers.                     |
| 3. Describe the roles of      | 3. Provide boarding pass | 3. Be polite and cooperative    |
| flight purser and flight      | to passengers            |                                 |
| attendant                     |                          |                                 |







Airline staff members is directing passengers to the flight: Photo was taken from the new times.

- a. Refer to this photo, what those people do there?
- b. What can make passengers know that you are in charge of guiding them at the airport?
- c. Draw a sign that can direct people to the left side and right side.

# **Topic 3.1: Directing passenger to the flight**





Mr Rukundo has a flight of 2:00am, he was supposed to arrive at the airport of commencement before two hours of checking. When he was done by checking, airline staff member directed him to the lounge and he saw flight information displayed on the screen. At the time of boarding announcement reminded all passengers to get ready then bus came to pick them from the gate to the flight.

Refer to the scenario answer the following question:

- a. How does passenger should know that the time boarding is knocking?
- b. Before boarding, describe the activities should be done from lounge to the exact time of boarding.

## Key Facts 3.1: Directing passenger to the flight

- Activities of directing passenger to the flight
  - ✓ Checking boarding pass

Checking a boarding pass involves several steps to ensure a passenger's smooth transition through the airport:

- Verification of Information: Check the boarding pass for accuracy, ensuring that the passenger's name, flight number, date, and destination match the information provided
- Security Screening: Verify that the boarding pass corresponds to the correct security checkpoint or the designated gate area.
- Seat and Boarding Group: Ensure that the passenger is aware of their assigned seat and boarding group, providing guidance if needed.

Gate Information: Confirm that the boarding pass displays the correct gate number for the departing flight. If there are any gate changes, inform the passenger accordingly.

- Special Assistance: If the passenger requires special assistance due to disabilities, special needs, or any other circumstances, ensure that this information is noted and communicated to the appropriate airport staff
- Boarding Time: Check the boarding pass for the specified boarding time, advising the passenger to proceed to the gate well before the boarding begins.
- Travel Documents: Remind passengers to keep their boarding pass and identification documents (passport, ID) readily accessible for further verification.
- Friendly Assistance: Offer assistance or guidance if the passenger seems confused or uncertain about their boarding pass or any related information.
- Updates or Changes: Be prepared to address any changes in flight schedules, gate assignments, or other relevant information that may affect the boarding process.
- Welcoming them to the flight: Welcoming passengers to a flight is a crucial part of ensuring a positive experience. Here are activities that contribute to a warm and friendly welcome:
  - Greeting: Offer a warm and friendly greeting as passengers enter the aircraft. A genuine smile and a welcoming behavior can set a positive tone for the entire flight.
  - Assistance with Seating: Assist passengers in locating their seats, especially if they seem unsure or if the aircraft layout is unfamiliar to them.
  - Cabin Crew Introduction: Introduce the cabin crew, mentioning their roles and availability to assist passengers during the flight. This introduction helps passengers know whom to approach for various needs.
  - Safety Briefing: Ensure passengers are attentive during the safety demonstration or provide information about the safety features of the aircraft, highlighting emergency exits and procedures.
  - Offering assistance: Offer assistance to passengers who may need help with stowing carry-on luggage, adjusting seatbelts, or understanding in-flight entertainment systems.

- Directing them to the flight entry: Directing passengers to the flight entry involves specific activities aimed at guiding them efficiently and smoothly towards boarding the aircraft. Here are the key steps:
- Gate Location: Clearly direct passengers to the correct gate for their flight.
   Provide information about the gate number and its location within the airport terminal.
- Boarding Time: Inform passengers about the boarding time, emphasizing the importance of arriving at the gate on time to avoid missing the flight.
- Boarding Pass Check: Verify passengers' boarding passes as they approach the entry to ensure they are in the right place and have the necessary documents for boarding.
- Queue Management: Organize and manage queues effectively, ensuring an orderly flow of passengers toward the boarding gate entry.
- Special Assistance: Offer assistance to passengers who require special attention, such as those with disabilities, elderly passengers, or families with young children. Guide them through priority boarding or provide additional support as needed.
- Security Check: Remind passengers about any additional security checks or procedures required before entering the boarding area.
- Announcements and Updates: Keep passengers informed about any last-minute changes in boarding times, gate changes, or other important announcements that might affect their boarding process.
- Assurance and Guidance: Reassure passengers about the boarding process, explaining any necessary steps or procedures and addressing their concerns to ensure a smooth entry onto the aircraft.
- Clear Directional Signage: Ensure that there are clear and visible signs directing passengers to the correct entry point for their flight.
- Friendly and Approachable Attitude: Maintain a friendly and approachable behavior, being available to answer questions and provide assistance to ensure passengers feel comfortable and well-guided





- 1. Referring to the scenario task 34 answer the following questions:
  - a. Where that passenger uses to wait for the flight?
  - b. When do customers wait for the flight?
  - c. Who helps passengers to guide them to the flight?
- 2. By creating scenario of directing passengers to the flight, apply all procedures of directing passengers to the flight.





- Passengers need to be guided by an airline staff member to the flight after checking in all needed documents, but before boarding they wait for the flight in lounge. At the time of waiting for the flight, they hear update announcement about the airplane through the speakers at the airport. At the time of boarding passengers show boarding pass to the flight attendant.
  - a. Discuss the procedures to be followed from lounge to the flight.

## Topic 3.2: Provision of boarding announcement to the passenger







- . This picture was taken in cabin of an airplane:
  - What does this airline staff is doing in cabin?
  - How passengers be informed while they are in cabin.

## Key Facts 3.2: Provision of boarding announcement to the passenger

- Arline Announcements for Passenger: From Pre-boarding to Takeoff
  - ✓ Pre-Boarding Announcement:

In an aircraft typically include important information conveyed to passengers before the boarding process begins. These announcements serve to inform, prepare, and guide passengers for a smooth and orderly boarding experience. Here's an example of pre-boarding announcement:

Good morning/afternoon/evening everyone. This is a pre-boarding announcement for flight [flight number] to [destination city]. We are now inviting the following passengers to begin boarding at this time:

- Families traveling with young children under the age of [airline policy, usually
   2 or 3]
- Passengers requiring special assistance, including those using wheelchairs, needing extra time to board, or with limited mobility
- Passengers traveling with large carry-on items that may need special stowage in the overhead bins

Please have your boarding pass and identification ready for verification at the gate. We kindly ask other passengers to wait for their designated boarding group to be called.

## ✓ General Boarding Announcements:

Once the pre-boarding group is settled, announcements will be made for passengers to board by zone or group. Here's an example:

We are now inviting passengers in boarding group [group number] to board flight [flight number] to [destination city]. Please have your boarding pass and identification ready for verification at the gate.

Pre-Flight Announcement (Optional):

Some airlines may make a pre-flight announcement reminding passengers of important information before takeoff. This could include:

- 🖊 A welcome message from the cabin crew
- ♣ An update on the estimated flight time
- A reminder about prohibited items in carry-on luggage (liquids exceeding 3 ounces, sharp objects, etc.)
- Instructions for stowing electronic devices and carry-on luggage
- ✓ Captain's Announcement (Optional):

Shortly before takeoff, the captain may make a brief announcement:

Good morning/afternoon/evening everyone. This is your captain speaking from the flight deck. We are preparing for takeoff to [destination city]. We'd like to thank you for choosing [airline name] and wish you a pleasant flight.

✓ Safety Briefing:

The cabin crew will then conduct a safety briefing, demonstrating the use of emergency equipment (life vests, oxygen masks, etc.) and explaining safety procedures. Please pay close attention to these instructions, as they are vital for your safety in the air.

- ✓ Additional Notes:
  - Throughout the boarding process, announcements may be repeated for clarity.
  - Announcements might be made in multiple languages depending on the flight route.
  - Be sure to listen for announcements about gate changes, delays, or weather updates.





- a. What is the information needed by an airline passenger before taking off from country of commencement?
- b. Design the right announcement should be given to passengers according to the information they are supposed to get before taking off.

## **Topic 3.3: Collection of boarding passes**







- a. Refer to the above images, who are those people in the image.
- b. Before boarding, which type of travel document a passenger shows a flight attendant.

## **Key Facts 3.3.a: Collection of boarding passes**

• Main information found on boarding pass

A boarding pass is a document that authorizes a passenger to board an aircraft and

is issued after one's ticket has been purchased or collected.

The main information found on a boarding pass includes:

- ✓ Flight Details:
  - **4** Airline: (e.g., Emirates)
  - Flight Number: (e.g., EK567) Remember this for check-in!
  - Airports: Departure (where you leave from) & Arrival (your destination) with city & 3-letter codes (e.g., JFK - NYC)
  - **Boarding Time:** When to be at the gate (don't be late!)
  - **Gate Number:** Where to board the plane (check the airport signs)
- ✓ Your Info:
  - Passenger Name: Make sure it matches your ID!
- ✓ Other Details (might be included):
  - **Seat:** Your spot on the plane (check if window or aisle!)

- **Class:** Economy, Business, or First Class
- Role of boarding pass

A boarding pass is a document airline provide after check-in, allowing passengers access to their flight and information on their departure.

A boarding pass is documents issued by an airline during check-in that grants a passenger permission to enter an airport's restricted area and board a specific flight.

- Information Included: It typically includes the passenger's name, flight number, date, boarding time, gate, and seat assignment.
- Digital and Paper Formats: Boarding passes can be issued in paper format or digitally (e-gate passes accessible on mobile devices).
- Security and Boarding: It is used for security checks and boarding, serving as confirmation of a passenger's reservation on a flight.

The boarding pass is an essential document for air travel, facilitating airport security processes and boarding procedures.





- a. Referring to the image in task 36, what are the roles of boarding pass?
- b. Design a boarding pass that has full information needed on it.





- a. Design a boarding pass that has all information needed before boarding.
- b. Distinguish boarding pass from airline ticket.
- C. What are the roles of boarding pass?

# Topic 3.4: Informing the flight purser on passengers' number







- Referring to the above photo, what is the role of that employee who wore a suit?
- How do we call that employee who cares passengers in cabin of a flight?

### Key Facts 3.4.a: Informing the flight purser on passengers' number

#### • Description of Flight purser and Flight attendant

Flight attendant" is a generic term used to refer to all of the airplane's crew who are not working in the cockpit, including the Flight Purser, who also typically a senior flight attendant but also has additional duties.

#### ✓ Flight Purser (Lead Flight Attendant):

- A purser's responsibilities commence well before takeoff. Their pre-flight duties involve reviewing flight and passenger details, considering any special requirements, and coordinating with airport gates and boarding teams as necessary. Additionally, they play a pivotal role in assigning cabin crew roles for upcoming flights.
- Once onboard, the purser makes all announcements through the PA system, providing pilots updates about relevant cabin information. In passenger interactions, they oversee distribution of landing cards and keep travelers informed of flight time changes, anticipated turbulence, and upcoming meal services.
- Beyond these duties, the purser ensures appropriate handling of unruly passengers and works to calmly resolve heated situations. In severe instances, the purser has authority to recommend removing a passenger for air rage.
- Concluding each journey, the purser assumes responsibility for various administrative tasks during and after the flight. This includes documenting inflight sales, reporting cabin issues or defects, and completing crew documentation to ensure smooth operational transitions.

### ✓ Flight Attendant:

- Safety Superhero: They are responsible for your safety first and foremost.
   They conduct safety briefings, demonstrate emergency equipment, and ensure everyone follows safety regulations.
- Comfort Captain: They keep you comfortable throughout the flight. They serve food and drinks, assist with overhead storage, and answer any questions you might have.
- First Responder: In case of emergencies, they are trained to handle medical situations and help with evacuations.
- Customer Champion: They aim to provide excellent customer service, making your flight experience pleasant and enjoyable.





- a. Referring to the image 39, what is the importance of checking those documents of passengers before entering in cabin?
- b. Suppose that you are a flight purser, design the information should be given passengers in cabin before boarding.





- a. Describe the information flight pulser gives passengers before boarding
- b. Distinguish flight pulser from flight attendant.



- 1. Discuss the procedures to be followed from lounge to the flight
- 2. What is the information needed by an airline passenger before taking off from country of commencement?
- 3. Distinguish flight purser from flight attendant.

# · Points to Remember

- Activities of directing passenger to the flight are checking boarding pass, welcoming them to the flight and directing them to the flight entry
- Airline announcements are classified into Pre boarding announcement, final boarding announcements, Pre -flight announcement, Captain's announcement to prepare for take-off Safety briefing



There are no right or wrong ways to answer this survey. It is for your own use during this course. Think about yourself: do you think you can do this? How well? Read the statements across the top. Put a check in the column that best represents your situation.

| My experience<br>Knowledge, skills and<br>attitudes                  | I do not<br>have any<br>experience<br>doing this. | l know<br>a little<br>about<br>this. | I have some<br>experience<br>doing this. | I have a lot<br>of<br>experience<br>with this. | l am<br>confident<br>in my<br>ability to<br>do this. |
|--|---|--------------------------------------|--|--|--|
| Identify the activities<br>of directing passengers<br>to the flight. |   |                                      |  |  |  |
| Apply customer care skills through directing                         |   |                                      |  |  |  |

| My experience<br>Knowledge, skills and<br>attitudes               | I do not<br>have any<br>experience<br>doing this. | l know<br>a little<br>about<br>this. | I have some<br>experience<br>doing this. | I have a lot<br>of<br>experience<br>with this. | l am<br>confident<br>in my<br>ability to<br>do this. |
|---|---|--------------------------------------|--|--|--|
| passengers to the<br>flight                                       |   |                                      |  |  |  |
| Identify the airline<br>announcements<br>before boarding.         |   |                                      |  |  |  |
| Find the information<br>need to be announced<br>to the passengers |   |                                      |  |  |  |
| Collect necessary<br>information found on<br>boarding pass.       |   |                                      |  |  |  |
| Describe the roles of<br>flight purser and flight<br>attendant    |   |                                      |  |  |  |
| Pay attention to the details should be given to the passengers.   |   |                                      |  |  |  |

2. Fill in the table above and share results with the trainer for further guidance.

| Areas of strength | Areas for improvement | Actions to be taken to improve |  |  |
|-------------------|-----------------------|--------------------------------|--|--|
| 1.                | 1.                    | 1.                             |  |  |
| 2.                | 2.                    | 2.                             |  |  |
| 3.                | 3.                    | 3.                             |  |  |



TONGITO AIRLINES is an airline company located in central -eastern Africa especially in Rwanda; it operates domestic and international services to east Africa, central Africa, West Africa, southern Africa, Europe, the Middle East and Asia. Has received a booking of MR RUZINDU, From KIGALI to Paris-FRANCE for holiday experience, he wishes to travel in first class, they are expected to depart from origin on 15<sup>th</sup> December 2024 with round trip ticket, they are expected to return on 10<sup>th</sup> January 2025, in this case the company faces the challenges of shortage of customer care personnel to handle the departing group, to fix the problem they call upon you as specialist airline customer care agent. You are required to: Welcome departing passenger, identify passenger's details, prepare boarding pass, directing passenger to the flight, Compose and announce boarding announcement.

Instructions:

- 1. Required time is two (2) hours
- 2. Tools, equipment, material are allocated by company
- 3. Right attitudes while performing the task

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