

JYOTI NIVAS COLLEGE AUTONOMOUS
SYLLABUS FOR 2021 BATCH AND THEREAFTER
TOURISM AND TRAVEL MANAGEMENT
AIRPORT AND AIRLINE SERVICE MANAGEMENT

Programme: B.A. / B Com TM

Semester: V

Course Code:

No. of Hours: 60

COURSE OBJECTIVES:

- To provide knowledge on history of aviation and major stakeholders in airline industry, along with its current trends and challenges
- To make familiar with airport operations and role of various authorities involved in airport management.
- To provide knowledge on safety regulations and aviation security.

LEARNING OUTCOMES

- Students gain knowledge on history of aviation and major stakeholders in airline industry, along with its current trends and challenges.
- Students were made familiar with airport operations and role of various authorities involved in airport management.
- Students also learn about the safety regulations and aviation security.

Unit 1: INTRODUCTION & PASSENGER SERVICES

15 HRS

Introduction to Airport and Airlines Industry – Understanding layout of airport - Types of services – Aeronautical and Non-aeronautical services - Importance of services – Service Providers. Role and functions of PGSA – Departure Service (Check-In, Security, Immigration and Boarding) – Arrival Service (Immigration, Baggage claim and customs) – Transit Service - Baggage handling services (Labelling, LAG rule and DGR instruction) – Handling Special Passenger (UMNR, Disabled passenger (Wheelchair, Blind), Elderly and Pregnant Women) – Cabin crew Inflight services.

Unit 2: ENHANCEMENT OF PASSENGER FACILITY SERVICES

15 HRS

Crew Management - The Airport Milieu - Resource Management at Airport- Automation in Airline and airport services - Role of Internet – CRS/GDS and DCS – CUSS – Online check in – Baggage drop off counter – E-boarding pass – Self-boarding – Airline Alliance services – Know Traveller/Fast Travel Program – Enhance Security system – Biometrics (Facial, Palm, Eye) – Computer Topography – Drug swab system - Milli wave deduction system – Changes after covid - Contact less travel.

Unit 4 MANAGING PASSENGER INTERACTION

10 HRS

Customer need vs Expectation– Communication methods - Understanding customer behaviour – Delivery of quality customers service – Handling difficult passenger and complaints – Communicating accurate information – Appearance – First good impression - Self presentation – Career opportunities in Aviation service industry.

Unit 4 CARGO TRANSPORTATION AND SERVICES

10 HRS

Concept of Logistics- Role of Ware Housing - Trend in material handling – Global Aviation Supply Chain - improving Logistic performance - Air Cargo Concept - Cargo Handling - Booking of Perishable Cargo and Live Animals - Type of Air Cargo - Air Cargo Tariff, ratios and Charges - Airway Bill.

Unit 4: RAMP SERVICE

10 HRS

Importance of ramp services – Turnaround time - Understanding Parking Bay, Taxi way, Runway) – Ramp service (Aircraft Maintenance, Ground Marshals, GPU, fuelling, cleaning, pushback, follow me car, loading and unloading transportation and equipment's, Inter-Airport buses and Catering) – Importance of ATC and its services.

Skill Development

1. Understanding layout of an airport.
2. Evaluate Importance of ATC and its services.
3. Practical exposure to Airport operations and provide Skill training to enhance Passenger Facility Services in an airport
4. Skill sets related to the Etiquette and customer handling in improving efficiency of Ramp Service.

Reference:

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- Fernandes, E., & Pacheco, R. R. (2010). A quality approach to airport management. *Quality & Quantity*, 44(3), 551-564.
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