



Airport Operations Customer Service Training Module Sample

Issues

Common Situations.

An elderly woman tells you she is confused. She is supposed to meet her granddaughter and tells you which flight the girl is supposed to be on. That gate is at the other end of the terminal, and the flight should have arrived ten minutes ago. What do you do?

Sample Game Cards

(Shown smaller than the Actual 3 1/8" by 2 1/4" size)

Customer Perceptions.

A man shows you a small soft-sided bag with a long, deep cut running the entire length of the bag. He contends that our baggage carousel equipment caused the cut and wants to know what we are going to do about it. How do you respond?

Getting Off To A Good Start .

A customer is on the phone. She tells you she is leaving on a flight at 3:00 PM today and will return at 8:00 AM tomorrow morning. She asks what will be the lowest cost parking option. What do you tell her?

Security Concerns.

A young man tells you that a man is lying on the floor of a stall in the restroom. What do you do after hearing this?

Ethical Concerns.

While walking past a gift shop you think you see a woman take a small item from a shelf and put it in her purse. What, if anything, do you say, or do?

Dealing With Tenants.

One of our tenants is demanding immediate action. He leads you outside the terminal to where a boy is offering to shine shoes for a dollar. He points and demands you make the boy leave even though he just started shining a man's shoes. What do you do?

Community Relations.

A tired looking woman approaches you and asks, "To whom do I complain that you are allowing aircraft to keep circling over an area for nearly an hour at night?" How do you reply?

Standard Operating Procedures.

You see a girl about age eight wandering about and she has a worried look on her face. Do you do anything, and if so, what do you do?