
Overview

This standard is about monitoring and maintaining air passenger handling service performance. This involves briefing air passenger handling agents, providing information, monitoring and evaluating service performance, identifying and dealing with shortfalls in service and supporting the air passenger handling agents to maintain service standards.

This standard is for those working in airports/airfields in supervisory or team leading air passenger handling service roles.

When you have completed this standard, you will be able to demonstrate your knowledge of and ability to:

- Monitor and maintain air passenger handling service performance

Performance criteria

You must be able to:

1. Brief air passenger agents on your organisation's/airline's standards, systems, procedures and practices for handling passengers
2. Implement your organisation's/airline's systems, procedures and practices to maintain your organisation's/airline's standards for air passenger handling services
3. Share information with air passenger agents to enhance the service
4. Monitor and evaluate air passenger handling services in line with organisational/airline procedures
5. Identify shortfalls in the service and deal with them immediately or take action to improve service in the future in line with your organisation's/airline's procedures
6. Provide support to air passenger agents as required to maintain service performance in line with your organisation's/airline's procedures
7. De-brief air passenger agents against the organisation's/airline's standards and requirements set out in the briefing

Knowledge and understanding

You need to know and understand:

1. Your organisation's/airline's briefing and de-briefing procedures and items to be included in these sessions
2. Your organisation's/airline's standards, systems, procedures and practices for air passenger handling
3. How to maintain your organisation's/airline's standards for air passenger handling services
4. Your organisation's/airline's safety, security and emergency procedures
5. With whom to share information and what information to share to enhance air passenger handling service performance
6. The types of special circumstances or situations which may arise and your organisation's/airline's procedures for responding to them
7. How and when to provide support and feedback to air passenger handling agents to maintain service performance
8. Your organisation's/airline's procedures for monitoring, evaluating and dealing with shortfalls in air passenger handling service performance

Scope/range

Special circumstances or situations include:

- a) Alterations to flights
- b) Alterations to the services provided
- c) Passengers who have specific needs
- d) Passengers with special requests

Glossary

Your organisation

Your organisation is the organisation you work for or are contracted to and may be an airline, airport, airfield or related agency

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