

Reservations Training Courses

CRS FARES

Objective

Upon successful completion of this course the trainee will be able to complete the following tasks using the Automated Reservations System:

- Check the Mileage system
- Check Taxes
- Convert Currency
- Display fares
- Quote direct route/simple fares
- Book correct classes on other Airlines based on fares

General Outline

- Basic Tariff rules book familiarization (PAT)
- Fare Display entries/notes
- Mileage system entries
- Tax display entries
- Currency conversion
- Display Special Prorate Agreements/ Booking Classes
- Fare quotation entries.

Audience

Telephone Sales Staff

Training Methodology

Demonstration using Videocom – MARS system + Lecture & Workbook.

Objective

Upon successful completion of this course the trainee will be updated on Current reservations entries and procedures

To follow-up staff performance

General Outline

Automated:
Schedules/Availability
Connecting flight creation/minimum Connecting Time
Special Prorate Agreements/OAL Booking Classes
Segment Status Modification
PNR creation/Modification incl AUX/SUP/SSR
Special Handling
Simple Queue Communications
Direct reference System
Updates

Audience

Telephone sales staff

Training Methodology

Demonstration using Videocom – MARS system + Lecture & Workbook.

Objective

Upon successful completion of this course the trainee will be able to :

- Understand Technical Terms used by Sales/Res
- Understand the requirements for creation and modifications of Reservations
- Understand Reservations Ethics and Rules
- Manually create reservations based on the OAG
- Apply information from the KAC timetable

General Outline

Familiarization of Airline Terminology and Vocabulary
Reservations information requirements
Reservations Cancellation requirements
Familiarization of Customer Handling
Reservations Procedures
Reservations Ethics

Audience

New recruits for Tel Sales/Ticketing Staff

Training Methodology

Lecture

Reservations Training Courses

MECHANISED RESERVATIONS FL2000

Objective

Upon successful completion of this course the trainee will be able to complete the following tasks using the Automated Reservations System:

- Sine In/Sine Out and recognize sine in duty codes
- Apply Encoding/ Decoding entries
- Check flight schedules and availability
- Create Passenger Name Records incl. HTL/ CAR
- Modify Passenger Name Records
- Make Special Service Requirements requests
- Advanced Seats selection and requests
- Display direct route fares (simple) from Kuwait
- Efficiently handle customer's requests
- Reconfirm and update segments status of PNRs
- Read and Understand the PNR's History
- Check Visa Requirements
- Display and locate existing PNRs
- Display the Passenger Name lists
- Communicate via simple queues and telex

General Outline

- Sine In/ Sine Out & Familiarization of sine-in duty codes
- Encoding / Decoding
- Flight Schedule and Availability
- PNR creation and Modification incl. SSR/OSI/AUX
- Advanced Seats selection and requests
- Fares Display
- Customer Service
- Segment Status modification
- History Reading
- Timatic
- PNR locating and PNL
- Queue table / Communications

Audience

New recruits for Tel Sales/Ticketing Staff

Training Methodology

Automated Reservations System

Reservations Training Courses

MECHANIZED RESERVATION FOR TFC

Objective

Upon successful completion of this course the trainee will be able to complete the following tasks using the Automated Reservations System:

- Check Flight Availability and Schedules
- Encode/ Decode related information
- Display the passenger name lists
- Locate PNR's
- Read and understand PNRs
- Read and understand the PNR History
- Read and understand incoming telexes
- Send outgoing telexes
- Check visa requirements
- Apply information from the KAC timetable

General Outline

Reservations/ Cancellation information requirements
Encoding/ Decoding entries
Flight Schedules/ Availability
PNR reading/ familiarization
PNR locating/ displaying
PNR history familiarization
Displaying Passenger Name Lists
Telex Creation/Sending/Receiving
Timatic visa requirements entries
KAC timetable familiarization

Audience

Traffic Staff

Training Methodology

Automated Reservations System

Objective

Upon successful completion of this course the trainee will be able to complete the following tasks using the Automated Reservations System:

- Check Flight Availability and Schedules
- Encode/ Decode related information
- Display the passenger name lists
- Locate PNR's
- Read and understand PNRs
- Read and understand incoming telexes
- Send outgoing telexes
- Check visa requirements
- Apply information from the KAC timetable

General Outline

Reservations/ Cancellation information requirements
Encoding/ Decoding entries
Flight Schedules/ Availability
PNR reading/ familiarization
PNR locating/ displaying
Displaying Passenger Name Lists
Telex Creation/Sending/Receiving
Timatic visa requirements entries
KAC timetable familiarization

Audience

Administration staff and Secretaries

Training Methodology

Automated Reservation System

Objective

Upon successful completion of this course the trainee will be able to operate and action PNRs and messages placed on Queues, Add or delete special function queues to a table, Communicate effectively through Queue usage.

General Outline

- Organization of a Queue Group/Table
- Queue display sequence
- Supervisory/General/Dupe queues
- LMTC/UTR queue
- PNR placement/removal
- Add/delete special function queues
- Flight placement/Removal from Queue

Audience

Tel Sales/Ticketing staff required to operate and action the Queues.

Training Methodology

Automated Reservations System

Objective

Upon successful completion of this course the trainee will be able to :

- Process rejected messages in the TRJ General message queue
- Apply the prefatory headers in the rejected messages

General Outline

- Incoming Teletype message handling
- Outgoing teletype messages sending
- Prefatory Headers
- Systems record Locators
- TRJ and Queue entries
- TRJ message actioning /handling

Audience

Senior Reservations staff assigned to work on TRJ queues

Training Methodology

Demonstration using Videocom – MARS system + Lecture & Workbook.

Objective

Upon successful completion of this course the trainee will be able to:

- Understand application/ modification of Inventory records
- Utilize the control agent entries
- Handle PNR's and Queue for capacity control
- Perform Preflight checks effectively
- Control capacity of flights in a manner most likely to increase revenue for Kuwait Airways

General Outline

- Introduction to Inventory records (Overview)
- Profiles/ Authorization/Posting/SNL/CNL
- Flight Suspension/ Re-Introduction/Extra Section
- Flight reconciliation
- Unanswered File Follow-up
- Waitlist control
- Manual Passenger reaccomodation
- Flight Info/Facts
- Segment/ Leg closed Indicator
- Seat selection control entries
- Special handling messages/ communications

Audience

Reservations staff designated to handle Capacity control.

Training Methodology

Demonstration using Videocom – MARS system + Lecture & Workbook.

Reservations Training Courses
Mechanized Reservations Refresher

CR-4-01

Objective

- Upon Successful completion of this course, the trainee will be updated on Current reservations entries and procedures.
- To follow-up staff performance

General Outline

- Automated:
- Schedules/ Availability
- Connecting flight creation/ minimum Connecting Time
- Special Prorate Agreements/ OAL Booking Classes
- Segment Status Modification
- PNR creation/ Modification incl. AUX/SUP/SSR/OSI
- Special Handling PNRs
- Simple Queue Communications
- Group bookings
- Direct reference System
- Updates

Audience

Telephone Sales Staff

Training Methodology

Automated Reservations Systems

Reservations Training Courses
TELEPHONE SALES TECHNIQUES REFRESHER

CR-4-02

Objective

Upon successful completion of this course the trainee will have updated product knowledge and enhanced telephone selling skills.

General Outline

- Kuwait Airways Image/ Standards Product
- Salutation/ Greeting/ Closing statements
- Soliciting Onward/ Return class upgrade
- Obtaining information from the passenger

Audience

Telephone Sales Staff

Training Methodology

Objective

Upon successful completion of this course the trainee will be able to complete the following tasks using Galileo Global Fares system:

- Fares Displays
- Check Mileage
- Read Fare Notes/ Rules
- Check Taxes
- Fare quote existing PNRs

General Outline

- Fare Displays
- Mileage System
- Taxes/Currency conversion Entries
- PNR fare quotation

Audience

Ticketing Staff

Training Methodology

Demonstration using Videocom – MARS system + Lecture & Workbook.

Reservations Training Courses

AUTO TICKETING & SAR FOR O/S

Objective

Upon successful completion of this course the trainee will be able to perform the following tasks using the Automated Reservations System:

- Operate ticket printer
- Display fares/ Fare Quotations
- Check Mileage/Taxes
- Convert currency
- Issue Automated Tickets
- Complete the Daily Sales Report (Automated)

General Outline

- Fare Displays
- Mileage System
- Taxes/Currency conversion Entries
- PNR fare quotation
- Ticket issuance from Fare quotation
- Manual feeding of Ticketing info.
- Ticket issuance from Manually fed information
- Sales Agent Report Familiarization/ Procedures
- Sales Agent Report additions/ modifications

Audience

New Recruits for ticketing staff

Training Methodology

Automated Reservations Systems

Objective

Successful completion of

- Intermediate Tariffs 1*
- Auto Ticketing 1 & SAR

** or equivalent*

General Outline

Automated:

- Fare Calculation
- Ticketing for Rerouting/ reissuance
- Rebated ticketing
- Supervisory SAR procedures and Closing

Audience

Ticketing staff with a minimum of 6 months work experience.

Training Methodology

Automated Reservations Systems

Objective

Successful completion of

- Intermediate Tariffs 1*
- Auto Ticketing 1 & SAR

**or equivalent*

General Outline

Upon successful completion of this course the trainee will be able to perform the following tasks using the Automated Reservations system

- Understand PTA rules and office procedures
- Construct fares for Outgoing PTAs
- Issue MCOs for outgoing & incoming PTAs
- Send outgoing PTAs
- Issue tickets for incoming PTA
- Apply follow up entries and communication procedures

Audience

Ticketing staff with a Minimum of 6 months work experience

Training Methodology

Demonstration using Videocom – MARS system + Lecture & Workbook.

Reservations Training Courses

TRAIN THE TRAINER

Objective

Upon successful completion of this course the trainee will be able to understand how learning works and be able to conduct training sessions

General Outline

- Learning Theory
- Material Sources
- Preparation and Development of Training Material
- Using Visual Aids Skillfully
- Training Techniques
- Training Methods for subject types
- Classroom Control

Audience

Newly appointed Instructors, supervisors or managers responsible for training staff

Training Methodology

Lecture + Role Play + Presentation + Demonstration.

Objective

Upon successful completion of this course the trainee will be able to complete the following tasks

- Generate Passenger Sales through Selling.
- Communicate effectively with the general public.
- Communicate confidently with Travel Agents in the manner most likely to increase revenue and goodwill.

General Outline

- Effective Communications
- Telephone Courtesy and manners
- Customer Service
- Keys to good Listening
- Controlling Voice Tone/Pace
- Handling Complaints

Audience

Telephone sales staff

Training Methodology

Lecture + Demonstration.

Reservations Training Courses

STAFF MOTIVATION

Objective

Upon successful completion of this course the trainee will be able to set goals and overcome personal barriers and weak performance.

General Outline

- Motivational Styles
- Personal Goals and Improvement
- Matching goals to behaviors/organization
- Understanding selling (the 7 step process)
- Identifying needs/Making contacts
- Customer Concerns
- Personal Development Plans

Audience

Managers and/or Supervisory level staff

Training Methodology

Lecture + Presentation.

Reservations Training Courses

INTERNAL CUSTOMER SERVICE

Objective

Upon successful completion of this course the trainee will be able to practice effective and appropriate behavior towards colleagues/ subordinates/ supervisors in the workplace and stimulate a healthy working environment.

General Outline

- Recognizing/knowing your internal customers
- 3 Aspects of dealing with your colleagues
- Methods of Communication
- Coordination between staff/sections/departments
- Motivational Techniques
- Methods of Service in the Arab World
- Hierarchy of Human Needs/Desires
- Effects of Attitudes/Behaviors

Audience

All staff at any level

Training Methodology

Presentation + Demonstration.

Reservations Training Courses

PROFESSIONAL SELLING SKILLS

Objective

To assist in improving selling skills and to provide professional training to become an efficient sales person.

General Outline

- Selling vs. Marketing
- Customer Expectations
- Qualities of good Salespersons
- Types of Salespersons/Customers
- Planning-research-Setting Objectives
- Product Features/Benefits
- Listening/Questioning Techniques
- Finding Prospects
- Business-Sales Presentation Techniques
- Teamwork
- Giving and Receiving feedback
- Action Plans

Audience

- Passenger and Cargo Sales Representatives
- Sales Managers
- Marketing Coordinators
- Anyone responsible for sales and increasing revenue

Training Methodology

Lecture + Demonstration.

Reservations Training Courses

TRAVEL AGENCY MARKETING

Objective

To orient participants on the fundamentals of the Airline Industry.

General Outline

- Definition of Airline Terms and Vocabulary
- Introduction to Airline Associations
- ICAO Freedoms of the Air
- Geography
- KAC direct Destinations/City Information
- Timetable reading
- OAG Familiarization
- Time Zones/calculations
- KAC history
- KAC Organization

Audience

Newly recruited staff for sales/reservations/ traffic/cargo sections

Training Methodology

Role Play + Presentation + Demonstration.

Reservations Training Courses **TELEPHONE TECHNIQUES *for Secretaries***

Objective

Upon successful completion of this course the trainee will be able to complete the following tasks communicate effectively with the general public.

General Outline

- Effective Communications
- Telephone Courtesy and manners
- Customer Service
- Keys to good Listening
- Controlling Voice Tone/Pace
- Handling Complaints

Audience

Secretaries

Training Methodology

Lecture + Role Play + Demonstration.

Objective

After attending this course the participants will be able to understand the New Pricing Unit Concept adopted by IATA for calculation of fares.

General Outline

- Journey Concept
- Pricing Unit Concept
- New Definitions
- Flow Chart for Normal Fares
- Sequence of Fare Construction Checks
- Application of Fare Construction Checks
- Fare Construction Checks
- Rerouting & Reissue

Audience

Sales & Finance Department Staff engaged in calculation of fares for issuance of tickets and interline billing after completion of Intermediate Tariffs I course.

Training Methodology

Handouts, White Board, T.P., Manual, Power Point, PAT

Sales Training Courses

REROUTING AND HONOURING MCOs

Objective

After successful participation, the staff will be able to reissue and endorse tickets.

General Outline

- Endorsement
- Honouring MCOs
- Voluntary Re-routing
- In-voluntary Re-routing
- Tickets and MCOs validity
- Reissue

Audience

Sales Counter Staff who successfully completed Intermediate Tariffs and has been on the job at least six months.

Training Methodology

Handouts, White Board, T.P., Manual, Power Point, PAT, System - MARS

Sales Training Courses

PRORATION-HOTEL/MEAL EXPENSES

Objective

After attending this course, the participants will be able to raise / accept correct billing with interline carriers. The participants will also be able to save expenses by correctly interlining the passengers at the transit points.

General Outline

- Passenger Expenses Enroute (IATA Resolution 102)
- Hotel, Accommodation, Meals and Surface
- Transportation Multilateral Agreement.
- Case Studies at Transit Points.

Audience

Revenue / Interline / Outstation staff in the Finance department and Sales / Traffic Supervisors.

Training Methodology

Handouts, White Board, T.P., Manual, Power Point, PAT

Sales Training Courses

PASSENGER PRORATION (Sales Staff)

Objective

After completion of this course, the participants will be able to determine revenue sharing for the interline carriage and will also be able to save loss of revenue by incorporating correct ticketing procedures.

General Outline

- Definition of Terms
- Usefulness of Proration
- Familiarization of Prorate Manual and application
- Prorate Factors and Application
- Method of Prorate
- Correct Ticket Issuance for Proration
- Provisos / Requirement
- Special Prorate Agreements

Audience

Sales Supervisors and Senior staff who have completed Advanced Tariffs Course.

Training Methodology

Handouts, White Board, T.P., Manual, Power Point, Prorate Manual

Objective

Revision and updating staff with the changes in rules and procedures.

General Outline

It is discussion based problem solving program and broadly following subjects are to be covered:

- Revision of Fare Construction Rules
- Special Fares
- General Currency Procedures
- PTA's and MCO's

Audience

Supervisors and Senior counter staff who have successfully completed Advanced Tariffs course and have been on the job for at least one year. It is recommended that the staff attend this course every year.

Training Methodology

Handouts, White Board, T.P., Manual, Power Point, PAT

Objective

To ensure staff with basic knowledge of fare construction principles for non-complex itineraries and issuance of simple tickets.

General Outline

<p><i>Geography</i></p> <ul style="list-style-type: none">- Maps- Definitions- Global Indicators <p><i>Terms & Definitions</i></p> <ul style="list-style-type: none">- Terms- Definitions <p><i>General Rules</i></p> <ul style="list-style-type: none">- Baggage- Passenger Expense Enroute <p><i>Ticketing</i></p> <ul style="list-style-type: none">- Miscellaneous Charges Order (MCO)- Credit Cards- Passenger Ticket	<p><u>Fares</u> (only SITI transaction)</p> <ul style="list-style-type: none">- How to Read Fares Section- Application of Routing System- International Sales Indicators- Application of Mileage system- Mileage Surcharge- Excess Mileage Allowances- Add-on Amounts- Indirect Travel Limitations- Higher Intermediate Fares- One-way Backhaul Rule- Combination of Fares- Mixed Class Travel- Circle Trip Journeys
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Audience

All new Sales / Reservations / Traffic Staff with at least 6 months airlines experience.

Training Methodology

Handouts, White Board, T.P., Manual, PAT

Objective

After successful participation, the staff will be able to apply rules and regulations, use special fares and reissue tickets confidently.

General Outline

<p><i>Rules</i></p> <ul style="list-style-type: none">- Currency Regulations- Acceptance Of MCO's- Validity- Directional Minimum Check- Country of Origin Minimum Check- Country of Payment Check- Directional Fare Undercut Check <p><i>Excursion Fares</i></p> <ul style="list-style-type: none">- Within Middle East- Europe/ Middle East <p><i>Family Fares</i></p> <ul style="list-style-type: none">- Within Middle East- Europe/ Middle East- Middle East/ Libya	<p><u>Youth Fares</u></p> <ul style="list-style-type: none">- Within Middle East- Europe/ Middle East- North Atlantic <p><u>Student Fares Worldwide</u></p> <p><u>Special Category passenger</u></p> <ul style="list-style-type: none">- Stretcher/ Incubators- UM Escorts <p><u>Rerouting & Reissue</u></p> <ul style="list-style-type: none">- Endorsement- Voluntary Rerouting- Reissues
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Audience

Sales Counter staff who successfully completed Basic Tariffs/ Self-Study program and FL2000 and been on the job at least six months.

Training Methodology

Handouts, White Board, T.P., Manual, PAT

Objective

After successful participation, the staff will be able to quote various types of special fares and offers passengers competitive fare quotation.

General Outline

- Currency Regulations
- Specified Routings
- Surface Transportation
- Interrupted Travel
- GAPS
- Common Point Minimum Check
- North Atlantic Excursion Fares
- Ship's Crews
- Endorsement
- Rerouting & Reissues
 - o Voluntary
 - o Involuntary

Audience

Sales Counter Staff who successfully completed Intermediate Tariffs I and has been on the job at least six months.

Training Methodology

Handouts, White Board, T.P., Manual, Power Point, PAT

Objective

After successful participation, the staff will be able to offer cheap fare quotations, handle all complicated cases and take decision.

General Outline

- Complicated Routings
- Mileage Exceptions (Routing Exceptions)
- Mid/South Atlantic Excursion Fares
- Rerouting and Reissues
- Round The World Travel (RW)
- Lowest Combination (RW)

Audience

Sales Counter Staff who successfully completed Intermediate Tariffs II and has been on the job at least one year.

Training Methodology

Handouts, White Board, T.P., Manual, Power Point, PAT

Objective

Upon successful completion of the course staff will be able to perform check-in duties using departure control system.

General Outline

- Introduction to DCS system / function
- Sing-in/out
- Mode change
- Flight assignment
- Check-in entries
- Display passenger lists
- Simple edits at check-in
- Seat changes
- Excess baggage calculations
- Boarding control
- General displays
- TIMATIC
- Acceptance of SIBYS
- TCI
- Inter airline through check-in IATCI
- DRS displays
- Onward documentation

Audience

Check-in staff who have successfully completed PHI

Training Methodology

Demonstration using PC – MACS system + Lecture & Workbook.

Objective

Upon successful completion of the course staff will be able to:

- Read simple ticket
- TIM travel information manual
- manually check-in passengers
- Handle baggage, tags and labels
- Process passenger with special needs

General Outline

- Aircraft description
- Basis of good customer service
- Basic ticket entries
- Check-in procedures
- Seat selection/allocation
- Baggage:
 - *Free allowance
 - *Hand baggage
 - *Excess baggage
 - *Pooling of baggage
 - *Interline tagging of baggage
- Passenger requiring special handling

Audience

Kuwait stations staff after completion of induction.

Training Methodology

White Board, Handouts, Class exercises

Objective

Upon successful completion of the course staff will be able to:

- Read simple ticket
- Check-in passengers efficiently
- Handle baggage, tags and labels
- Process passenger with special needs

General Outline

- Aircraft description
- Basis of good customer service
- Basic ticket entries
- Check-in procedures
- Seat selection/allocation
- Baggage:
 - *Free allowance
 - *Hand baggage
 - *Excess baggage
 - *Pooling of baggage
 - *Interline tagging of baggage
- Passenger requiring special handling

Audience

Out station staff

Training Methodology

Self Teach Material

Objective

Upon successful completion of the course, staff will be able to deal with more complex passenger and baggage handling situations.

General Outline

- **Baggage**
 - *Excess baggage-special regulations for golf & ski-equipment, bulky baggage
 - *Mixed class excess baggage.
 - *Valuation charges.
 - *Piece concept.
 - *Unaccompanied baggage.
 - *Mishandled baggage.
- **Payment**
 - *MCO
 - *Air travel cards.
 - *Credit cards.
- **Passenger Requiring Special Care**
 - *Procedures.
 - *Documentation and messages.
 - *Oasis club PAX.
 - *PAX excluded from flight.
- **Passenger handling**
 - *Transfer passengers/layover expenses en-rout
 - *Documentation and messages

Audience

Staffs who have successfully completed the passenger handling-I course and have worked at the Airport for a minimum period of six months.

Training Methodology

Class Exercises, Lectures, Work Book, Transparencies, Handouts and Manuals

Objective

Upon successful completion of the course staff will be able to deal with different non-routine Pax/Bag handling situation with due consideration to safety/punctuality/customer service and revenue.

General Outline

- **Ticket contract of carriage**
 - P.S.M 1.3.1*
 - P.S.M 1.3.17*
- **Acceptance of special fare tickets/staff tickets**
- **Passenger handling irregularities**
 - * Passenger excluded from flight 4.5.1
 - * Inadmissible / deportees 4.4.1
 - * Death/ birth on board 4.8.4
 - * Denied boarding 4.5.2
 - * Involuntary change of class 4.2.8
- **Flight handling irregularities**
 - * Delays/diversion 4.8.1
 - * Charge of routing / EQP 4.8.2
 - * FIM 4.8.5
- **Baggage handling & irregularities BSM**
 - * Baggage reconciliation-ICAO Annex 17 BSM 1.8.1/2
 - * Baggage irregularities BSM 4.1 – 4.8
 - ✓ Missing baggage / PIR / reason for loss
 - ✓ Exgratia payment
 - ✓ Found baggage
 - ✓ Damaged baggage
 - * World tracer-basic information
 - * Ground handling agreement AHM 801-810

Audience

Senior staff who successfully completed Pax handling 1&2, basic tariffs, mechanized reservation, DCS check-in, world tracer with a minimum of 2 years field experience.

Training Methodology

Group Discussions, Class Exercises

Objective

Upon successful completion of the course staff will be able to:

- Activate a flight
- Prepare flight for check-in
- Open a flight for check-in
- Finalize flight at close out
- Produce relevant documents
- Generate relevant messages for KU & other carriers

General Outline

- Flight activation
- Activate a flight
- Flight preparation
- Display / Amend operating date
- Display / Amend flight information
- Display / Amend inventory levels
- Stand by acceptance
- Transit flights preparation and completion QS
- Documentation
- Messages

Audience

Staff who have successfully completed

- PH I & II
- DCS check-in
- Advance passenger handling

Training Methodology

Lectures, Class Exercises using PC and MACS system.

Objective

Upon successful completion of the course staff will be able to:

- Handle Pax reporting missing/damaged bags
- Handle found bags
- Create records in the system for missing, found and damaged bags
- Display and amend files
- Use the action file in the system
- Request on-hand bags
- Close files

General Outline

- Procedures for handling of mishandled bags
- Worldtracer transaction masks
- Creation of BAH, BOH, DPR files
- Display and amend files
- Action files
- Request on-hand bags
- Forward on-hand bags
- Close files

Audience

Staff who have successfully completed passenger handling I & II and at least one year of experience in passenger & baggage handling at the airport

Training Methodology

Lectures, Class Exercises using PC (World Tracer System)

Traffic Training Courses
PASSENGER HANDLING REFRESHER

CT-4-01

Objective

Upon successful completion of the course staff will update their knowledge on current Passenger Handling Procedure.

General Outline

- Special handling
- Method of payments
- Excess baggage
- Standby passengers
- Flight finalization
- Upgrading / Downgrading
- Irregularities

Audience

Passenger handling staff who have completed advance passenger handling.

Training Methodology

Lectures, Class Exercises, Group Discussions

Objective

To update staffs knowledge on current Worldtracer System and Baggage services procedures.

General Outline

- Worldtracer system update
- Baggage services procedures
- Baggage services, Discrepancies/Cases
- Handling customer complaints

Audience

Passenger handling staff who have successfully completed Worldtracer / Lost & Found course

Training Methodology

Lectures, Class Exercises

Traffic Training Courses
GROUND HANDLING AGREEMENTS

CT-1-05

Objective

- To provide participants with detailed information related to Ground Handling Agreements.
- To enable participants achieve best contractual terms.

General Outline

- Introduction
- Standard Ground Handling Agreements
- Structure of SGHA
- Main agreement
- Annex A
- Annex B
- Bilateral Agreements
- Reciprocal Agreements
- Supervisory Agreements
- Calculation of Ground Handling charges
- Ground Handling charge note

Audience

Supervisory / Managerial staff negotiating, preparing and reading GHA's

Training Methodology

Case Study, Group Discussions

Traffic Training Courses
AIRPORT HANDLING SEMINAR

CT-5-01

Objective

To provide an opportunity to discuss field problems and find practical means to improve the quality of handling and services.

General Outline

- Customer service
- Conditions of Carriage
- Commercial Agreements / Ground Handling Agreements
- Facilitation
- Ramp safety
- Security / Emergency procedures
- Manpower and Equipment planning
- Quality Control
- Operations
- Catering
- Staff development

Note: participants must forward case studies for discussions at least one month prior to course commencement.

Method: Discussions, lectures and presentations by departmental / sectional heads, case studies and film if possible.

Audience

Station Managers, Duty Managers, superintendents at airports.

Training Methodology

Case Study, Group Discussions, Briefing

Objective

- To involve KAC front-liners and service staff in each section in a workshop.
- To focus on the importance of working together with a positive attitude.
- To deliver good service to our customers.

General Outline

- Kuwait Airways mission
- What is service? What do customers want?
- I CARE ATTITUDE
- KAC organization of SERVICE
- Customer Expectations
- Customer, KAC & YOU
- Communication – process, skills
- Listening skills
- How to respond to our customers
- TEAMWORK
- How to design & lead an effective TEAM
- Creating a Positive first Impression
 - Complaints from Customers
 - Facing a Difficult Situation
 - Anticipating Customer needs
 - Paying attention to details
 - Services with a positive Attitude

Audience

KAC front-line and service staff.

Training Methodology

Lectures, Case Study

Objective

Upon successful completion of the course staff will be able to:

- Prepare load and trim sheets and related documents accurately
- Ensure maximum utilization of available weight and volume
- Handle aircraft, load & equipment efficiently and safely.

General Outline

- Aircraft description
- Aircraft compartments
- Weight and Balance limits
- Fuel loading and index
- Loading limitation
- Possible ULD combination
- Loading of special loads/Dangerous
- Ground support equipment and Ramp Handling

Audience

Load control/Ramp Agents at stations served by Airbus who successfully completed Ramp Handling, Dangerous Goods Regulations courses and a minimum 6 months ramp experience.

Training Methodology

Lectures, Class Exercises

Objective

Upon successful completion of the course staff will be able to:

- Prepare load and trim sheets and related documents accurately
- Ensure maximum utilization of available weight and volume
- Handle aircraft, load & equipment efficiently and safely.

General Outline

- Aircraft description
- Aircraft compartments
- Weight and Balance limits
- Fuel loading and index
- Loading limitation
- Possible ULD combination
- Loading of special loads/Dangerous
- Ground support equipment and Ramp Handling

Audience

Load control/Ramp Agents at stations served by Airbus and B777 who successfully completed Ramp Handling, Dangerous Goods Regulations courses and a minimum 6 months ramp experience.

Training Methodology

Lectures, Class Exercises

Objective

Upon successful completion of the course staff will be able to:

- Prepare load and trim sheets and related documents accurately
- Ensure maximum utilization of available weight and volume
- Handle aircraft, load & equipment efficiently and safely.

General Outline

- Aircraft description
- Aircraft compartments
- Weight and Balance limits
- Fuel loading and index
- Loading limitation
- Possible ULD combination
- Loading of special loads/Dangerous
- Ground support equipment and Ramp Handling

Audience

Load control/Ramp Agents at stations served by Airbus who successfully completed Ramp Handling, Dangerous Goods Regulations courses and a minimum 6 months ramp experience.

Training Methodology

Lectures, Class Exercises

Traffic Training Courses
B747 COMBI LOAD CONTROL

CT-C-03

Objective

Upon successful completion of the course staff will be able to:

- Prepare load and trim sheets and related documents accurately
- Ensure maximum utilization of available weight and volume
- Handle aircraft, load & equipment efficiently and safely.

General Outline

- Aircraft description
- Aircraft compartments
- Weight and Balance limits
- Fuel loading and index
- Loading limitation
- Possible ULD combination
- Loading of special loads/Dangerous
- Ground support equipment and Ramp Handling

Audience

Load control/Ramp Agents at stations served by Airbus and B747 Combi who successfully completed Ramp Handling, Dangerous Goods Regulations courses and a minimum 6 months ramp experience.

Training Methodology

Lectures, Class Exercises

Objective

Upon successful completion of the course staff will be able to:

- Prepare load and trim sheets and related documents accurately
- Ensure maximum utilization of available weight and volume
- Handle aircraft, load & equipment efficiently and safely.

General Outline

- Aircraft description
- Aircraft compartments
- Weight and Balance limits
- Fuel loading and index
- Loading limitation
- Possible ULD combination
- Loading of special loads/Dangerous
- Ground support equipment and Ramp Handling

Audience

Load control/Ramp Agents at stations served by B747 who successfully completed Ramp Handling, Dangerous Goods Regulations courses and a minimum 6 months ramp experience.

Training Methodology

Lectures, Class Exercises

Objective

Upon successful completion of the course staff will be able to:

- Open a flight for Weight and Balance
- Produce a Load Plan and Load Sheet
- Generate relevant messages for KU and other carriers

General Outline

- Display / amend operating data
- Display / amend inventory levels
- Display / amend dry operating weight
- Service weight adjustments
- Cargo / mail entries
- Special loads
- Stow loads
- Locate load
- Flight plan
- Transit flights – LM, QP
- Load sheet
- Documentation/general declaration
- Messages

Note: this is a comprehensive course designed specifically for station which are due to cut over to DCS

Audience

DCS cut over stations. Staff must have successfully completed all DCS check-in & station control and other relevant manual load control courses.

Training Methodology

Lectures, Class Exercises using PC (MACS System)

Traffic Training Courses
LOAD CONTROL REFRESHER

CT-4-02

Objective

- Upon successful completion of the course staff will update their knowledge on current load control procedures.

General Outline

- Operational weights
- Maximum take off fuel
- Space limit / weight limit payload
- Supporting / Restraining
- Loading problems

Note: syllabus is flexible and may cover varied subjects depending on the needs of the group.

All load control/ramp staff must attend this course once every two years.

Audience

Load control/Ramp Agents who successfully completed a set of load control courses as required.

Training Methodology

Lectures, Class Exercises

Objective

Upon successful completion of the course staff will be able to:

- Study the loading instruction report and analyze the effect on Weight and Balance.
- Monitor loading and off loading.
- Handling special loads and Dangerous Goods safely.
- Coordinate all activities on the ramp.

General Outline

- Principles of Weight and Balance
- Aircraft compartments and cargo loading systems
- ULD's
- Loading instructions report
- Effects of overloading / improper loading
- Special loads / Dangerous Goods handling and loading ramp equipment / arrangement
- Duties and responsibilities of a ramp agent
- Safety on the ramp

Note: participants are required to forward their passport-size photographs one-week to course commencement to enable obtain airport pass for field visits.

Audience

Newly recruited staff assigned for ramp duties

Training Methodology

Lectures, Class Exercises

Traffic Training Courses
A320 LOAD CONTROL

CT-I-00

Objective

Upon successful completion of the course staff will be able to:

- Prepare load and trim sheets and related documents accurately
- Ensure maximum utilization of available weight and volume
- Handle aircraft, load & equipment efficiently and safely.

General Outline

- Aircraft description
- Baggage / Cargo compartments
- Weight and Balance limits
- Fuel loading and index
- Loading limitation
- Loading restrictions / special loads / dangerous goods
- Load and trim sheet /loading instructions
- Ground support equipment and Ramp Handling

Note: participants are required to forward their passport size photos one-week to course commencement to enable obtain airport pass for field visit

Audience

Load control/Ramp Agents at stations served by Airbus who successfully completed Ramp Handling, Dangerous Goods Regulations courses and a minimum 6 months ramp experience.

Training Methodology

Lectures, Class Exercises

WAREHOUSE FAMILIARIZATION**Objective**

To orient Warehouse (and similar categories of personnel assigned to Cargo Terminals) on basis for acceptance and handling of cargo in a warehouse.

General Outline

- Shipper's letter of instruction/ certification
- Acceptance of cargo from shipper/ agents
- Nature and quantity of goods/ description
- Packing – Marking – Labelling
- Gross Weight – Dimensions
- Geography / City Codes
- Special Loads/ Unusual shipments
- Layout of Warehouse/ sector wise segregation of load
- Cargo manifest/ Documentation
- Co-ordination with Ramp Control
- Loading/ off-loading priorities/ post flight checks
- Air Waybill
- Pallets Building Procedures
- Loading/ Lashing – Use of Spreaders

Audience

Personnel working at a cargo warehouse in Kuwait only.

Training Methodology

Handouts – Specimen of SLI/Check List – Transparencies OVH Projector

Objective

To orient the staff on Standard Interchange Message Procedures on Cargo Handling.

General Outline

- Components of Cargo-IMP Messages.
- Messages Specifications
 1. Space Allocations
 2. Freight Status
 3. Freight Discrepancy
 4. Embargo
 5. Flight Manifest
 6. Air waybill
 7. Reservations
 - Code Abbreviations used for IMP
 - Cargo Density Group
 - Types of Irregularities
 - Offloaded / Short-shipped Cargo
 - Wrong Loading / Wrong Labelling
 - Tracer Messages
 - Undelivered Consignments
 - Charges Correction Advice.

Audience

Staff working at cargo Import/Export sections

Training Methodology

Hand Outs, Transparency, Data Show, Exercises

Objective

To enable cargo capacity control staff to maintain a positive control over the capacity of cargo allocated to each particular flight in order to maximize cargo uplifts.

General Outline

- Objectives of space control
- Cargo Capacities
- Space availability
- Allotment control
- Load factors
- Customer demands
- Flight status
- Cargo reservations & Flight routings.
- Control of cargo rates
- Minimum connecting time
- Cargo IMP messages
- Changes to flight records
- Queues significance and handling
- Automatic FFR
- Automatic rate display
- Indirect enroutement

Audience

Space Control staff monitoring Cargo Reservations and controlling space availability out of Kuwait & / or outstations.

Training Methodology

Hand outs – Cargo System Sets – Data Show

Cargo Training Courses BASIC CARGO (KUWAIT STATION ONLY)

CC-0-01

Objective

Upon successful completion of the course staff will be able to perform the following duties:

- Understand the contents of cargo books
- Understand the difference between unitized and bulk cargo
- Check and apply cargo acceptance regulations
- Apply weight and volume limitation
- Check and charge the applicable cargo rate.

General Outline

1st Week

- Familiarization with International Organizations.
- Familiarization with The Air Cargo Tariff Manual
- General Conditions of Acceptance for carriage.
- Cargo Holds and Weight/Volume limitations
- Familiarization with Air waybill and Cargo Manifest

2nd Week

- Types of Cargo Rates and methods of charges
- Chargeable weight / Lower Charge / Higher weight break point
- General Cargo Rate / Minimum charges
- Specific Commodity Rate
- Class Rates
- Currency Regulations
- Prepaid and Charges Collect Shipments
- Declared Value Carriage / Valuation charges
- Air waybill completion examples

Audience

New Kuwait staff joining cargo section after their successful completion of the induction course.

Training Methodology

Handouts, Tact. Manuals, OVH Projector, Transparencies, Demonstration of Mini PLT/ CNTRS

Objective

Upon successful completion of the course staff will be able to perform the following duties:

- Understand the contents of cargo books
- Understand the difference between unitized and bulk cargo
- Check and apply cargo acceptance regulations
- Apply weight and volume limitation
- Check and charge the applicable cargo rate.

General Outline

- Familiarization with International Organizations
- ABC/ Air Cargo guides/ TACT
- KAC Routes and Schedules / Geography
- General Conditions of Acceptance for Carriage
- Cargo holds and weight/ Volume Limitations
- Types of Cargo Rates and Methods of Charges
- Chargeable weight / Lower Charge/ Higher Breakpoint Rule.
- General Cargo Rates/ Minimum Charges
- Specific Commodity Rates
- Commodity Classification Rates
- Currency Regulations
- Prepaid and Charges Collect Shipments
- Declared Value for Carriage/ Valuation Charges
- Air Waybill completion examples

Audience

New Kuwait staff joining cargo section after their successful completion of the Induction course.

Training Methodology

Handouts, Tact Manuals, Transparencies, OVH Projector

Objective

Staff who have successfully completed Advanced Cargo course and involved in the acceptance and handling of Dangerous Goods.

General Outline

- Familiarization with IATA dangerous Goods Regulations manuals.
- Application / Regulations / Procedures
- Identifying Dangerous Goods
- Article number / UN class number
- Class and Labels
- Carrier and Government exceptions
- Packing and Marking of DG
- Packaging Instructions
- Documentation of Dangerous Goods
- Special DG Stowage and Handling
- Radioactive Material Handling & Stowage
- DG films
- Emergency Procedures

Audience

Staff who have completed Basic Cargo and involved in the Acceptance and Handling of Dangerous Goods.

Training Methodology

Handouts, DGR Manual, Data Show, Demo of DGR Packages and Packing, Video Film

Objective

Staff who have successfully completed Basic Cargo and engaged in handling and loading activities of cargo.

General Outline

- Shipper's Letter Of Instructions
- Shipper's Certificate for Live Animals
- Acceptance formalities
- Cargo Manifest
- Transshipment cargo – other documents
- Import documents
- Handling documents
- Loading and stowage documents
- Cargo needing special attention-documentation
- Volume / Weight limitation

Audience

Candidates who have successfully completed Basic Cargo and engaged in Handling & Stowage.

Training Methodology

Handouts, OVH Projector, Data Show, Transparencies, Specimen of CERT/ Forms etc.

**DANGEROUS GOODS AND SPECIAL CARGO
HANDLING & STOWAGE**

Objective

Traffic and Cargo staff involved in Loading/ Offloading of aircraft and allocation of loads.

General Outline

- General Philosophy of Dangerous Goods
- Application and Classification of DG
- Excepted / Forbidden / Hidden DG
- Labelling of Dangerous Goods
- Handling Labels
- Handling / Loading of special cargo
- Handling / Loading of DG & Radioactive material
- Precautionary measures in handling
- DG films
- Notification to Pilot in command
- Emergency Response
- Floor loading limitations / Use of spreaders

Audience

Traffic and Cargo staff involved in Loading/Offloading of aircraft allocations of loads.

Training Methodology

Handouts, Video Film, Data Show, DGR Manual, DG Packages/ Packing Demo etc.

Objective

Upon successful completion of the course, the staff will be able to perform the following duties:

- Check/Apply floor loading limitations and use of spreaders
- Understand the relation between load and balance
- Understand and apply carrier's legal liabilities
- Converse correctly with various constructed cargo rates and charges.

General Outline

1st Week

- Conditions of Acceptance / Unusual shipments
- Acceptance, Handling and Loading of cargo needing special attention
- Aircraft ULDs – pallets and containers
- Carriers Liability / Shipper's right of Disposition
- Cargo Rates and method of Charges revision

2nd Week

- Valuation charges
- Currency Regulations
- Service and related charges
- Add-on Cargo Rates
- Unpublished Cargo Rates- Constructions
- Air waybill completion exercises

Audience

Participants must have successfully completed the Basic Cargo and have been on the job for not less than six months.

Training Methodology

Handouts, OVH Projector, Transparencies, TACT Manuals etc.

Cargo Training Courses
MECHANISED CARGO ACCEPTANCE AND
RESERVATIONS

CC-3--03

Objective

To familiarize staff with computerized reservations enabling them to book subject shipments correctly as per laid-down system procedure.

General Outline

At the end of the course the staff will be able to perform Cargo Automated functions as follows:

- Air waybill record creation
- Rate Application
- Other Charges Application
- Warehouse Location input
- Air waybill Issuance
- Schedule display and availability.
- Rates display and construction.
- Cargo Reservation Entries
- Splitting of Reservation Record
- Search mode for shipper/consignee.
- CRIS (Common reference information System).
- DRS (Direct reference system).

Audience

Cargo staff at Kuwait.

Training Methodology

Hand outs, Cargo CRTS, Data Show

Cargo Training Courses
MECHANISED CARGO EXPORT

CC-3-04

Objective

To enable staff key-in correctly the various cargo inputs to create cargo records, issuance of AWBs and perform outbound control.

General Outline

At the end of the course the staff will be able to perform Export Cargo automated functions as follows:

- Air waybill record creation
- Splitting/Re-combination of shipment.
- Group handling booking.
- Arrival action/correction on flight manifest.
- Advice of Discrepancies and Cargo damage report.
- Search mode for shipper/consignee.
- Schedule display and availability.
- Rates display and construction.
- CRIS (Common reference information System).
- DRS (Direct reference system).

Audience

Cargo staff at Kuwait
KAC/GHA/GSA staff at fully mech. stations

Training Methodology

Handouts, Cargo System CRTs, Data Show

Cargo Training Courses
MECHANISED CARGO IMPORT

CC-3-05

Objective

To enable staff key-in correctly the various cargo inputs to arrive freight and documents into their station and perform inbound control.

General Outline

At the end of the course the staff will be familiarized and able to perform the following:

- Flight Arrival Action
- FFM Correction
- Air waybill Feeding
- CONSOL AWB Feeding
- FAD (Freight Discrepancy Advice)
- Cargo Damage Report
- Freight Delivery Sequence
- Freight Irregularity Report
- Search mode for shipper/consignee.
- Utilities
- CRIS (common reference information system)
- DRS (direct reference system)

Audience

Cargo Staff - KWI
KAC/GSA/GHA Staff– At Fully Mechanized Station

Training Methodology

Handouts, Cargo CRTs, Data Show

Objective

To revise and update the knowledge of the staff with the latest in the Air Cargo Industry.

General Outline

- Cargo Rates (revision)
- Mixed consignments / ULD concepts
- Consolidation / Bulk Utilization
- Cargo needing special attention
- Cargo agency rules
- Cargo Reservation
- Pro-ration of cargo revenue / interline cargo

Audience

Candidates who have successfully completed Advance Cargo course are eligible to attend at 2 years interval.

Training Methodology

TACT Manuals, Handouts, Data Show

Objective

To revise and update the knowledge on Dangerous Goods Regulations and check the competency level of staff.

General Outline

- Revisions and changes in Regulations
- Classifications and Declaration of articles
- Completion of Air waybill and Shipper's Declaration
- Loading and Handling of Dangerous Goods
- KAC Rules and Regulations
- Shipper's, Agents and Carrier Responsibilities
- DG films
- Documentation

Audience

Candidates who have successfully completed DGR course are eligible to attend once every 2 years.

Training Methodology

DGR Manual, Handouts, DG Video Film, DG Packing/Packages Demo

Cargo Training Courses

CC– 6-01

BASIC AIR CARGO TARIFFS & AIRWAY BILL (SELF STUDY)

Objective

Upon successful completion of the course staff will be able to :

- Apply the Weight and Volume Charge.
- Understand the general cargo, specific commodity and class rates
- Issue the necessary Air Waybills and apply the correct charges.

General Outline

- General conditions of Acceptance of Carriage
- Types of Cargo Rates and Methods of charges
- Chargeable Weight/ Lower Charge/ Higher Breakpoint Rule
- Special commodity Rates
- General Cargo Rates/ Minimum Charges
- Commodity Classification Rates
- Currency Regulations
- Prepaid & Charges Collect shipments
- Declared Value for carriage/ Valuation charges
- Airway bill Completion Examples

Audience

Outstation staff with limited or nor previous experience in cargo activities. Staff should be ready to take written examination within a period of three months from the date of dispatching the home study materials.

Training Methodology

Handouts, TACT Manual

Objective

To refresh staff with computerized reservations enabling them to book subject shipments as per laid down system procedure.

General Outline

- Introduction
- Familiarization with "CRT"
- Live Cargo system
- Computer Based Instructions
- Sine-in/ Sine-out Entries
- Basic reservation entries
- Creating a Basic Cargo Record
- Optional reservations car fields
- Inserting extra segment flights
- Splitting Booked Shipments
- Cargo Capacities and Flight record
- Queues and their functions
- Group Handling

Audience

Cargo export staff who have completed cargo courses and engaged in cargo reservations.

Training Methodology

Handouts, Cargo CRTs, DATA Show

Cargo Training Courses Intermediate Selling Skills

Objective

- To enhance the skills of selling Products and Services, and to improve Customer Service.
- To improve sales target through Sales Presentations.

General Outline

- What is Service? Who are our Customers?
- Products/ Services offered.
- Concept of Soft Standards of Customer Service.
- Internal & External Customers.
- Communications Skills
- Keys to Good Listening – Feedback.
- Power of Positive Attitude.
- Teamwork – Working together works well
- Creating First Impressions.
- Marketing & Selling
- Sales Process – 5 Steps to making a sale.
- Making Sales Call – Personal Selling
- Sales Presentations – Video based
- Service after Sales – Retaining Customers
- Action Plan

Audience

Managers and Superintendents, Sales and Marketing staff

Training Methodology

Lectures, Group Discussion, Audio & Video Presentations, Evaluation System, Own-Time Work.

Cargo Training Courses

PROFESSIONAL SELLING SKILLS (Advanced)

Objective

To assist improving their selling skills, and to provide professional training to become an efficient professional salesperson.

General Outline

- Selling VS Marketing
- Customer Expectations
- Qualities of a Good Salesperson – Quiz
- Types of Salespersons – Customers
- Planning – Research – Setting objectives
- Products Features – Benefits
- Questioning Techniques.
- Finding Prospects – Success at Selling
- Face to Face Selling
- Business – Sales Presentation Techniques
- Listening Skills
- Teamwork
- Giving & Receiving Feedback.
- Communications Skills
- Action Plan.

Audience

Managers & Superintendent, Sales & Marketing staff

Training Methodology

Lectures, Group Discussion, Audio & Video Presentations, Evaluation System, Own-Time Work.

Cargo Training Courses

BASIC SELLING SKILLS

Objective

To understand the principals of selling & developing the skills necessary to successfully sell your product.

General Outline

- Basic of marketing
- Building strong products
- Maximizing publicity
- Developing a strategy
- Selling in perspective
- Getting ready for a sales call
- What is Selling?
- The buying process.
- Psychology of Selling
- Structure of a Sale
- Matching.
- Features & benefits
- Buying signals
- Closing
- Handling objective.

Audience

Sales & Marketing staff, Managers and Superintendent.

Training Methodology

Lectures, Group Discussion, Audio & Video Presentations, Evaluation System, Own-Time Work.