

GLOBAL AVIATION SAFETY PROGRAMME, COURSE CODE: B-2

AIRPORT CUSTOMER SERVICE QUALITY MANAGEMENT

30 June to 6 July 2019

1. PURPOSE

This course will deliver practical methodology and know-how to manage airport customer service quality to provide participants with relevant information to help them in establishing airport service management system which is essential to have competency for the development of the aviation industry in their countries.

2. CONTENTS

- Airport Customer Service Standards Management
- Field Inspection Management for SLA (Service Level Agreement)
- VOC (Voice of Customer) Management
- Customer Satisfaction Survey Management
- Airport Community Alignment Management

Note: — *As this course is accredited by ICAO TRAINAIR PLUS in accordance with ICAO TRAINAIR PLUS STP, ICAO certificate will be awarded to those participants who have completed this course successfully.*

3. PARTICIPANTS

15

4. TRAINING INSTITUTE: IAAA

- Address: 557 Yongyu-ro, Jung-gu, Incheon, Republic of Korea
- Course Coordinator: Ms. Jiyeon Park

5. PARTICIPATION REQUIREMENTS

- Minimum of three years' experience in airport operation and/or customer service;
- Must be in good physical and mental health;
- Proficient in spoken English;
- Did not participate in the ROK – ICAO fellowship training programme within the last three years;
- Submission of Official Nomination Form duly authorized by the applicants' Government.

6. EXPENSES

- Incheon Airport Aviation Academy (IAAA) will bear expenses including course fees, accommodation fees, meals and daily allowance.

- Airfare and travel allowance for the participation in this course shall be paid by the participant's side.

7. PROCESSING OF APPLICATION AND SELECTION

- a) Access the registration menu on the website (www.korea-ftp.org) with your e-mail address and password.
- b) Complete the application and upload the official nomination.
- c) Submit your medical report through the website after obtaining the medical requirement from the Korean Government.
- d) Applicant will receive the award from ICAO according to the results from the Korean Selection Committee.
- e) Incheon Airport Aviation Academy will contact the participants regarding invitation letters, visa and travel arrangements.

Remarks: — *Selections will be made by the Selection Committee in the Republic of Korea based on the information provided in your application and Official Nomination Form submitted via the website and confirmation by the Korean Government Official.*

8. APPLICATION DEADLINE

30 April 2019 (18:00, ROK Local Time)

9. CONTACTS

- Information on the course and academy:
 - Ms. Jiyeon Park
Incheon Airport Aviation Academy, Incheon International Airport Corporation
Telephone: 82 32 741 6727, Fax: 82 32 741 2090
E-mail: jiyeon_park@airport.kr
- Submission of nomination form and accessing the website:
 - Mr. Kyungjoon Jang
Ministry of Land, Infrastructure and Transport
Telephone: 82 44 201 4362, Fax: 82 44 201 5637
E-mail: koreaftp@korea.kr