



Airline Customer Service Fundamentals

This self-paced online course builds essential skills to deliver exceptional passenger service at every stage of the travel journey.

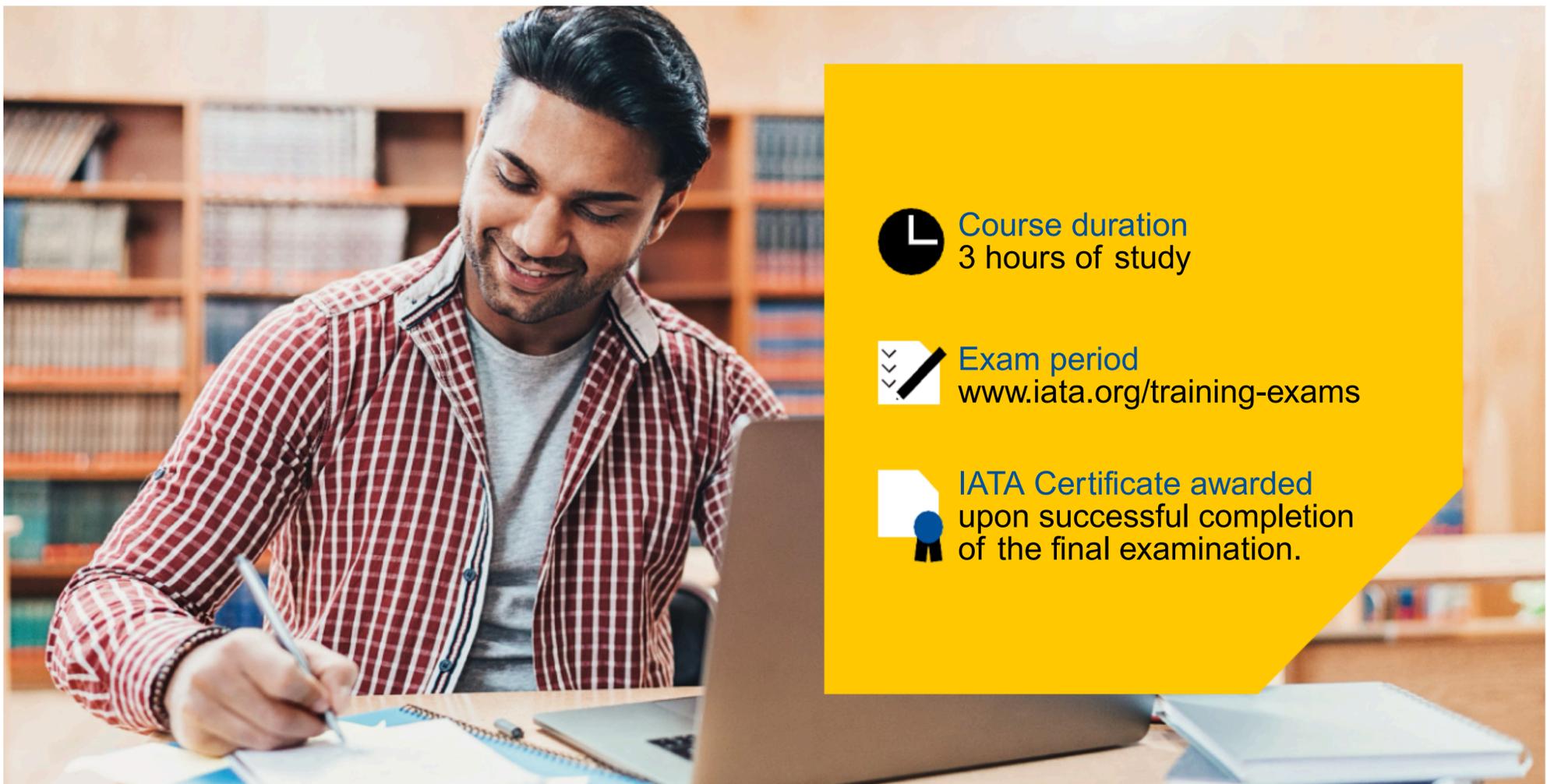
Why does customer service play a crucial role in aviation success? How can staff manage challenges while creating positive, lasting passenger impressions?

With growing customer expectations and evolving travel norms, airline staff are expected to offer consistent, courteous, and culturally sensitive service. This course helps you build confidence, manage complaints professionally, and develop a service mindset that reflects your airline's brand. Whether at the airport, on a call, or inflight, your role shapes the traveller's experience.

More than 36
Million new
aviation related
jobs will be
needed by 2034

**ARE YOU
INTERESTED?**





 **Course duration**
3 hours of study

 **Exam period**
www.iata.org/training-exams

 **IATA Certificate awarded**
upon successful completion
of the final examination.

WHAT YOU WILL LEARN?

- Understand the role of customer service in the airline industry
- Recognise the key elements of service excellence
- Handle challenging customer interactions confidently
- Communicate effectively across cultures and situations
- Create positive impressions and manage service recovery
- Build a strong customer-first mindset in real-world scenarios

WHO SHOULD ATTEND?

- Airline customer service personnel
- Check-in, boarding and gate staff
- Ground handling and airport teams
- Inflight crew and cabin service staff
- Aviation students preparing for customer-facing roles

KEY TOPICS

- Customer service foundations
- Service quality and expectations
- Complaint handling and service recovery
- Professional conduct and appearance
- Verbal and non-verbal communication
- Cultural awareness and empathy
- Passenger rights and service standards

ABOUT IATA TRAINING

In a job market that is growing faster than ever before, the need to stand out from the crowd is becoming more important. IATA Training Certificates can help you demonstrate your expertise and commitment to employers across the globe.

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