Customer service is one of every airport’s top priorities. As well as focusing on our frontline employees, it is vital that we recognise the significant part their supervisors play in encouraging and motivating them to deliver a great service. This course aims to give an introduction to the leadership role which supervisors need to provide in an airport environment, equipping them with practical tools to make a real difference every day.

**Course Benefits**

- Strong mix of theoretical and applied knowledge, with opportunities for delegates to practice the tools themselves
- Highly interactive to ensure all learning styles are catered for
- Practical techniques which can be implemented immediately back at the workplace

**Who Should Attend**

- Supervisors and customer service duty managers who are leading customer facing teams on shift. From any discipline within the airport where customer service is a key focus.
- This course would be particularly relevant for those interested in improving their leadership skills at this level.

**Course Outline**

The course focuses on the leadership skills required by a supervisor to encourage their team to deliver customer service.

- Leadership and the Supervisor’s role in their team’s performance
- Latest models and theories relating to the development of customer service
- Basics of customer service for agents (e.g. communication, active listening, first impressions)
- Complaint Handling
- Coaching with feedback
- Creating a positive team culture (e.g. good team communications)
- Motivating and rewarding team members

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**Venue: Amsterdam**

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**TRAINING PROGRAMS**

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<th>GCAS</th>
<th>5 DAYS</th>
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**CUSTOMER SERVICE**

- AED 6,600.00
  (Inclusive of 5% VAT)

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Need more information on this course or other courses?

Email us: training@gcas.ae
Call us: +971 2 494 2355
A high level of English is required to understand the theories and models which will be covered.