

AVIATION CUSTOMER SERVICE & COMMUNICATION

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Over the past years, America has shifted from a manufacturing based economy to a service based economy. In fact, more than three-quarters of all jobs created in this country have been in the service industry.

Regardless of the product or service, generally customers can choose to do business with several different companies. Most of these will offer similar products at comparable prices. Often, the only thing that separates one company from another is service.

The Global Jet Services, Aviation Customer Service course provides the skill set that aviation personnel must acquire in order to ensure excellent customer service.



CURRICULUM (16 hours)

SUBJECT (ATA)	HOURS
Introduction	1
Superior Customer Service	2
Communication	4
Conclusion	1
Image, Perception, Protocol	3
Dealing with Conflicts	2
Negotiation	2
Conclusion	1
TOTAL	16

OTHER AVAILABLE COURSES:

- **Aviation Interpersonal Maintenance Management (AIMM) (40 hours)**

For more information, please contact:
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