Professional Certificate Course

Course Name
Passenger Experience – A key success factor for airports post Covid-19

Delivery

Virtual Class / Online	5	days	(3 hours per day)
Onsite / Classroom	5	days	(8 hours per day)

About the Course

This course will provide a systematic and comprehensive approach on how to enhance the passenger experience at airports now and in the future.

Learning Objectives

Upon completion of this course, participants will be able to:

- Know the necessity and concept of enhancing the passenger experience post Covid-19
- Learn how improvements for passengers can be achieved in a comprehensive and systematic way
- Understand the measures that can be applied
- Learn the best practices, available technologies, future trends and practical applications

Target Audience

- Airport Managers
- Airport Terminal Personnel
- Passenger Services Personnel
- Airport Operations Personnel
- Service Quality Manager
- Health Safety Personnel

Course Rates (Euro)

Virtual Class / Online			Onsite / Classroom		
ACI Africa Member	ACI Member	Non-Member	ACI Africa Member	ACI Member	Non-Member
500	750	1000	1000	1500	2000

For more information or clarification, please contact ACI Africa at aci-africa@aci-africa.aero