



Professional Certificate Course

Course Name **Passenger Experience – A key success factor for airports**

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

About the Course

In recent years an outstanding passenger experience has become a key success factor for airports to succeed in a competing environment and to generate additional non-aeronautic revenue. 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 at airports
- Understand how improvements for passengers can be achieved in a comprehensive and systematic way
- Apply suitable measures to enhance the passenger experience related to the premises (infrastructure), processes and people (staff) of an airport
- Learn the best practices, available technologies, future trends and practical applications

Target Audience

- Airport Managers
- Airport Terminal Management
- Passenger Services Management
- Airport Operations Management
- Service Quality Manager

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