Table of contents

4.9

Final assignment

Part A Introduction Introduction core task 2 Supervises (international) passengers at the airport 15 Part B B1-K2-W1: Passenger and baggage handling Chapter 1 Getting started as a passenger ground service agent 21 1.1 Introduction 21 22 1.2 Objectives 1.3 Preparations for a workday 22 1.4 Customer services 24 1.5 Glossary 31 1.6 Final assignment 33 Chapter 2 Passenger journey: Travel inspiration and preparation 35 2.1 Introduction 35 2.2 Objectives 36 2.3 Travel inspiration and preparation: the passenger and his flight booking 36 2.4 Preparation PGSA 59 2.5 Professional knowledge PGSA preparation: codes 65 2.6 66 Glossary 2.7 Final assignment 67 Chapter 3 Passenger journey: Check-in services 69 Introduction 3.1 69 3.2 70 Objectives 3.3 Arrival of passengers at Schiphol Airport 70 3.4 Touchpoints PGSAs and passengers 72 3.5 Premium check-in 87 3.6 Passenger name list 90 3.7 92 Glossary 3.8 Final assignment 93 Chapter 4 Check-in expertise: Travel documents 95 95 4.1 Introduction 4.2 96 Objectives 4.3 Reservations documents 96 4.4 102 4.5 Identity cards and passports 112 4.6 Travel documents and the Schengen Convention 121 4.7 Visa, API, and electronic travel authorisation non-Schengen 123 4.8 Glossary 128

130

Chapt	er 5 Check-in expertise: Differences among passengers	131
5.1	Introduction	131
5.2	Objectives	132
5.3	Leisure and business passengers	132
5.4	Passengers who need assistance and/or extra attention	134
5.5	Inadmissible passengers (INAD)	149
5.6	Glossary	150
5.7	Final assignment	153
Chapter 6 Check-in expertise: Upselling based on product knowledge		
6.1	Introduction	155
6.2	Objectives	156
6.3	Upselling	157
6.4	Product knowledge for upselling	158
6.5	Glossary	166
6.6	Final assignment	167
Chapt	er 7 Check-in expertise: Irregularities	169
7.1	Introduction	169
7.2	Objectives	170
7.3	Compensation arrangements for delays, cancellations and denied boarding	170
7.4	Delayed flights	173
7.5	Cancelled flights	177
7.6	Denied boarding	180
7.7	Threat of terrorist attacks	183
7.8	Security procedures	184
7.9	Passengers with weapons	187
7.10	Bomb threats	189
7.11	Glossary	192
7.12	Final assignment	193
Chapter 8 Check-in expertise: Cabin and checked baggage		
8.1	Introduction	195
8.2	Objectives	196
	Cabin baggage	196
8.4	Checked baggage	206
8.5	Baggage labelling	209
8.6	Dangerous goods	217
8.7	Prohibited items	222
8.8	Glossary	226
8.9	Final assignment	228
Part	C B1-K2-W3: Special baggage handling	
Chapt	er 9 Check-in expertise: Excess & odd-size baggage	231
9.1	Introduction	231
9.2	Objectives	232
9.3	Excess baggage	232
9.4	Odd size baggage	238
9.5	Baggage specials	240
9.6	Glossary	247
9.7	Final assignments	248

Part D B1-K2-W2: Supervises boarding and alighting of passengers from the ground

Chapt	er 10 Passenger journey touchpoint: Gate	253
10.1	Introduction	253
10.2	Objectives	254
10.3	Boarding	254
10.4	Boarding sequences	257
10.5	Challenges at the gate	259
10.6	Flight closure: close out	262
10.7	Post flight messages	264
10.8	Glossary	265
10.9	Final assignments	266
Chapt	er 11 Working as a gate agent	269
11.1	Introduction	269
11.2	Objectives	270
11.3	Boarding process	270
11.4	Boarding checks	273
11.5	You as gate agent	274
11.6	Gate announcements	280
11.7	Arrival service	281
11.8	Glossary	284
11.9	Final assignment	284
Chapt	er 12 Passenger journey touchpoint: Arrivals	287
12.1	Introduction	287
12.2	Objectives	288
12.3	Exit process	288
12.4	Transfers	289
12.5	Baggage tracing	293
12.6	Glossary	296
12.7	Final assignment	297
Chapt	er 13 Working at the transfer desk	299
13.1	Introduction	299
13.2	Objectives	300
13.3	Minimum connecting times (MCT)	300
13.4	International rules for transit passengers	304
13.5	Boarding pass	305
13.6	Flight changes	307
13.7	Help and assistance for delayed and cancelled flights	309
13.8	Hotel bookings	311
13.9	Glossary	314
13.10	Final assignment	315
Part	E Practical assignments	
	cal assignment B1-K2: Supervises (international) passengers at the airport	319
	cal assignment 1: Working as a PGSA at self-service check-in	320
	cal assignment 2: Working as a PGSA when checking in special baggage	321
Practi	cal assignment 3: Working as a PGSA at arrivals	322