



केन्द्रीय शैक्षणिक एवम् तांत्रिक माहिती संशोधन समीती

CENTRAL EDUCATION & INFORMATION TECHNOLOGY RESEARCH COMMITTEE

AN AUTONOMOUS INSTITUTION REGD. BY THE GOVT. OF NCT OF DELHI UNDER ITA 1882 GOVT. OF INDIA

REGD. BY NCS-MINISTRY OF LABOUR AND EMPLOYMENT GOVT. OF INDIA

REGD. AT MINISTRY OF MICRO, SMALL AND MEDIUM ENTERPRISES (MSME), GOVT. OF INDIA

An Autonomous Organization works for IT, HRD & Literacy



Advance Diploma in Customer care Executive

Customer support executives manage a team of customer support representatives and maintain customer satisfaction in an organisation. Their role is to ensure a business' customers receive outstanding support and all their needs are met for the benefit of the organisation. They oversee the customer support department's day-to-day functions, activities as well as establish standards and protocols to be used by the customer service team to promote customer satisfaction.

To become a Good Customer Service Executive, one has to follow several primary responsibilities which are mentioned below.

A Good Customer Service Executive is responsible for creating policies and procedures for their staff and ensuring customers receive excellent and consistent service.

The hiring and training of new staff usually falls to the judgement of the Customer Service Executive. This may include reviewing applications, conducting interviews, processing hire paperwork, and providing on the job training and mentoring to new employees.

A Good Customer Service Executive must analyze and check their service team to establish whether or not all personnel are following the best practices established.

When customers are unable to have their needs satisfactorily met by talking with a customer service agent, it is their job to step in and attempt to satisfy the customer.

They may also commonly answer customer questions through in-person, phone call, email, chat, and social media interactions and may also be responsible for creating documentation for self-service support in an organization.

DIPLOMA IN PROFESSIONAL IN AIRPORT MANAGEMENT & CUSTOMER CARE:
SYLLABUS



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Syllabus of Vocational Courses as prescribed by various Universities and Colleges.

Paper Code	Subjects of Study
1	Airport Terminology, Airlines Codes
2	Intro. to dangerous goods and hazardous materials
3	Practical training on customer service at airport
4	Safety and Emergency procedures
5	IATA, DGCA, check-in, check-out process
6	Carriage policies, description of important travel
7	Cabin crew profession, landing the job
8	Boarding process, documentation, weight & balance
9	International passenger handling
10	Intro. to aircraft and aviation, familiarization