

Customer Service, Safety & Security Online Training



Module 1 – Introduction and Ground Servicing

Introduction to PLST
General Aviation Industry
Common Duties of a Line Service Specialist
Aviation Operations Terminology
General Servicing
Examination – Introduction
Practical Exams – Other Ground Servicing Equipment

Module 2 – Safety Part 1

Introduction to Safety
Personal Safety and Servicing Dangers
Aircraft Care and Handling
Aircraft Marshaling and Hand Signals
Aircraft Servicing Safety

Module 2 – Safety Part 2

Refueling Safety
Mobile Refuelers
Emergency Procedures
Airport Vehicle Operations
Seasonal Operations
Examination - Safety

Module 6 – Customer Service

Introduction to Customer Service
Understanding Your Clientele
Effective Communication
Conflict Resolution
Examination – Customer Service

Module 8 – Aviation Security

Introduction to Aviation Security
Specific Security Activities
Examination – Security
Practical Exams – Aviation Security Procedures

Customer Service, Safety & Security Features

- Provides a better understanding of the tasks line specialists perform on the ramp
- Contains terminology to talk to pilots on the ramp and radio
- Gives an overview of ramp safety concerns
- Provides information to help communicate with staff and customers as well as gain a better understanding of customers
- Discusses in-depth processes on operational security from the front to the hangars to the office
- Reinforces the importance of conscientious staff support throughout the operation to help secure customers and their clientele



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