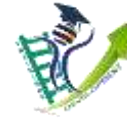


## PASSENGER SERVICES TRAINING PLAN FOR 2020



Note: In case of any future disruption or a possible further lock down. Measures to Mitigate pending Training would be to resort to an online version where possible or else to break the groups in to smaller groups of five (5) whilst on duty to alleviate contamination and further disturbance.

Trainings ↓	August	September	October	November	December	Internal / External
AVSEC			Week 38 onwards			External
DGR Initial/ Refresher ( Due in 2021 )						
Airside Safety		Week 35 onwards				Internal
AHP Workshop						
Document Control Training						
PRM Training		week 35 to 36 onwards				Internal
QR Altea DCS		week 35 to 36 onwards				External
Service Excellence & Quality Measures		week 35 to 36 onwards				External

Trainings ↓	August	September	October	November	December	Internal / External
Fire Fighting Training by ARFF	On Availability of GMR ARFF Trainer					External
Business Etiquettes for supervisory and lead agents only	Shall be scheduled as per requirement of the Department					Internal
Counselling to aid Supervisory Functions	Shall be scheduled as per requirement of the Department					Internal
Document Control Training-Schengen Visa	Shall be scheduled as per requirement of the Department					External
Respective Airline DCS	Based on Requirement and availability of external trainer					External
Respective Airline DCS supervisory level	Depending on requirement of the respective airline team					External

<b><u>Training :</u></b>	<b><u>Trainer (s):</u></b>
AVSEC	GMR Security Dept
Airside Safety	Mahesh Babu
World Geography	Team Trainers
Document Control Training- Advanced (Schengen Visa)	Miriam Vieth
Boarding Gate Functions	Team Trainers
PRM	Team Trainers
Airline Product Training (Specific Airline Products & Features)	Team Trainers
Crew Facilitation	Team Trainers
Fire Fighting Training by ARFF	ARFF
Grooming and Styling	Bhavana
Document Control Training- Advanced (Middle East )	Airline Certified TTT
Soft Skills	Ashish / Bhavana
Respective Airline DCS	Airline Certified TTT
Respective Airline DCS supervisory level	Airline Certified TTT
Queue Management / Facilitation and Special Assistance	Team Trainers
MAAS, WCHC, STRCH, MEDA, INAD, Transit, DEPA, DEPU, UMN & YP	Team Trainers
Excess Baggage Regulations	Team Trainers
Flight disruption	Team Trainers