

Programme In Airport Customer Services Management



About Entri

Why Learn On Entri?

Entri is India's fastest-growing vernacular e-learning platform, trusted by over 10 million learners nationwide. With structured programmes across technology, commerce, language, and now aviation, Entri delivers career-focused education that's accessible, affordable, and industry-aligned — right from your phone or laptop.



10M+ Active Learners

One of India's most trusted upskilling platforms, with courses in 6 regional languages.



Learn Anywhere, Anytime

Structured video classes, live sessions, and practice materials - all accessible via the Entri app.



Industry Partnerships

Courses co-designed with domain experts and recognised institutions like PwC India and IATA.



Career-First Design

Every programme is built for placement readiness, not just academic completion.



+



This programme is jointly offered by Entri and Speedwings Aviation Academy - combining the reach and technology of India's leading e-learning platform with the domain authority of a DGCA & IATA-approved aviation training centre. The result: a programme built for the real world of airport operations.

Career Landscape

Job Opportunities In Indian Aviation

India's aviation sector is one of the fastest-growing in the world — driven by fleet expansion, new airports under UDAN, and surging passenger demand. Trained ground staff and passenger services professionals are in high demand across airlines, ground handling agencies, and airport operators.

Passenger Services Agent

Airlines · Ground Handlers

Check-in Counter Executive

IndiGo · Air India · SpiceJet

Boarding Gate Agent

Airport Service Companies

Travel Desk Executive

Corporate Travel · OTAs

GDS / Reservations Officer

Airlines · Travel Agencies

Ground Operations Staff

AIASL · BCAS · AAI

₹1.5–5 LPA

Fresher Starting Salary

₹15–35 LPA

5+ Years Experience

150+

Airports Across India

Programme Highlights

What Makes This Programme Stand Out




Online Learning

Study at your own pace via the Entri platform — structured video classes, recorded sessions, and live interaction with industry mentors.



Recognised Certification

Earn a Speedwings + Entri programme certificate upon completion. Additionally qualify for the globally recognised IATA certification. This programme is also approved by the National Skill Development Corporation (NSDC), and successful candidates will receive an NSDC-recognised certification upon completion."

 IATA fee (USD 125) charged separately



Placement Assistance

Dedicated support for job readiness, resume preparation, and placement outreach within the aviation and travel industry.



Structure

Course Details

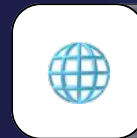
Programme at a Glance



100 Total Hours



7 Core Modules



90 hrs Online



10 hrs In-Person

⚠ Offline session fees are charged separately from the programme fee.

2 Offline Workshops - Conducted at Speedwings Facility

➔ GDS Hands-On Lab (5 hrs)

Live training on the Amadeus Global Distribution System - real PNR creation, booking commands, and itinerary management using licensed reservation software. Conducted at Speedwings.

➔ Practical Check-in & DG Lab (5 hrs)

Simulated check-in counter operations with irregular flight scenarios, document verification, and excess baggage handling — combined with hands-on Dangerous Goods hazard label identification as per IATA CBTA DGR standards. Conducted at the IATA/DGCA-approved Speedwings facility.



Curriculum

7 Modules. 100 Hours.

One Complete Career Pathway.

01

Geography in Travel Planning

World geography for the aviation industry — IATA city/airport codes, time zone calculations, geographic routing principles, and destination awareness across key international markets.

25 Hours

Online · Entri

IATA Aligned

02

Airport Ground Operations & Passenger Handling

End-to-end passenger journey, baggage acceptance, special passenger categories, IATA/ICAO standards, and ground handling agreements. Based on IATA Passenger Ground Services Management curriculum.

35 Hours

Online · Entri

03

Introduction to Airfares and Ticketing

Fare construction principles, booking codes, ticket types, validity rules, routing principles, and the structure of a ticket itinerary receipt.

10 Hours

Online · Entri

04

Introduction to Global Distribution Systems (GDS)

Hands-on orientation to the GDS interface, availability and booking commands, Passenger Name Record (PNR) creation and retrieval, and itinerary management on a licensed Amadeus system.

5 Hours

In-Person · Speedwings

05

Communication, Skill & Personality Development

Professional soft skills for aviation: verbal communication, active listening, conflict de-escalation, grooming standards, and handling difficult passenger scenarios via role-play exercises.

10 Hours

Online · Entri

06

Practical Training — Check-in Counter & DG Hazard Labels

Simulated check-in counter operations including irregular flight handling and document verification, combined with hands-on DG hazard label classification per IATA CBTA DGR standards.

5 Hours

In-Person · Speedwings

07

Awareness in Dangerous Goods Regulations (DGR)

IATA DGR fundamentals — hazardous material classification, forbidden/restricted articles, passenger and operator responsibilities, and regulatory compliance. Fulfils the DGR awareness requirement for all airport-facing personnel.

10 Hours

Online · Entri

IATA Aligned



Certification

What You Earn On Completion

Entri Programme Certificate



All learners who successfully complete the 100-hour programme receive an official Entri × Speedwings Aviation Academy Programme Completion Certificate - recognised by employers in the aviation and travel sector.

IATA Certification



Learners who choose to register with IATA and qualify through the IATA examination receive the globally recognised IATA certification - a significant advantage in international aviation hiring.

NSDC Certification



Learners who clear the NSDC assessment examination will receive an official certification from the National Skill Development Corporation - a Government of India recognised credential that strengthens employability across the aviation and skilling ecosystem.

> *Awarded on passing the NSDC examination*

Best Practices

The Entri Way

Success in this programme is built on consistent effort, active engagement, and a structured approach to learning. Here's what sets high-achieving Entri learners apart:

1 Allocate at least 12 hours per week for learning and practice sessions.

2 Complete recorded sessions on time and actively participate in all live sessions.

3 Submit midweek tasks and module-end assignments promptly - timely submissions build exam readiness.

4 Dedicate a distraction-free workspace for focused, effective learning each day.

5 Use a headset with microphone and a webcam for live interactions and role-play exercises.

6 Attend both offline workshops at the Speedwings facility - practical sessions are non-negotiable for certification.

Find Us

Entri Office Locations

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Entri HQ
Maleppalli Road
Kakkanad, Thrikkakara
Ernakulam, Kerala - 682021

Entri Business Development Center
No. 32, 2nd cross, Nanjappa Reddy Layout
opp. Ganga Sagar Hotel
Koramangala 8th Block, Koramangala
Bengaluru, Karnataka - 560095

L 2 floor, Entri Software Private Ltd,
161, E Ponnurangam Rd, east, R.S. Puram,
Coimbatore, Tamil Nadu 641002

B-87 Defence Colony
S-4, 2nd floor
New Delhi-110024

Entri Inc
281 Summer St, Boston
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United States



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Thank
you

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