

# Customer Service Programme



The aim of the British Airways Customer Service Programme is to enable students, often studying Tourism and Leisure, to develop the skills that are needed to deliver excellent Customer Service. The session covers identifying who customers are, what customer service is and looking at service style. With communication being key within customer service this area is given special attention. The students will also take part in simulated airline customer service situations experiencing the impact of customer service first hand.

Prior to attending the day pupils need to find out some information on British Airways. This can all be done on our website, [www.ba.com](http://www.ba.com).

During your visit you will be working in the mock check-in area and mock aircraft. These sessions will last approximately 30 minutes.

Please note that students must bring a packed lunch, as there are no catering facilities at the centre.

These sessions can be altered to meet the needs of your students.

**Dates available :**

Sessions run from: 9.45am -2.30pm : School term time only

**To book or for further info :**

Email: [community.1.learning@ba.com](mailto:community.1.learning@ba.com)

[www.ba.com/communitylearningcentre](http://www.ba.com/communitylearningcentre)

If you would like to discuss options for visiting us here at the BA Community Learning Centre, please let us know!