Innovations in Airports Terminal Operations and Passenger Experience Training Course



16 - 20 Nov 2026

Berlin

5800 € (Per Person)

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Course Introduction / Overview:

In today's competitive aviation market, a seamless and memorable passenger experience is crucial for an airport's success. This training course is meticulously designed for professionals who are committed to optimizing airport terminal operations and enhancing the passenger journey from arrival to departure. Participants will delve into the intricacies of terminal management, including flow optimization, check-in processes, and security protocols, all while focusing on customer satisfaction. The course explores how strategic operational decisions can elevate passenger experience, increase non-aeronautical revenue, and improve overall airport performance. As noted by academic author Dr. Richard de Neufville in his book "Airport Systems: Planning, Design, and Management," the design of a terminal directly impacts operational efficiency and passenger satisfaction. BIG BEN Training Center is pleased to offer this comprehensive program that highlights how technology, design, and human factors come together to create a world-class travel experience. We will explore everything from smart check-in systems and baggage handling to the psychology of passenger behavior and queue management. This course provides a practical and holistic approach to managing terminal operations, ensuring participants can create a truly passenger-centric environment.

Target Audience / This training Course is Suitable for:

- Airport terminal managers.
- Passenger services directors.
- Ground handling and operations personnel.
- Customer experience specialists.
- Security and compliance officers.
- IT and technology integration managers.
- Aviation planners and consultants.

Target Sectors and Industries:

- Commercial airports and airport authorities.
- Ground handling companies.
- Airlines and their passenger service departments.
- Aviation security firms.
- Airport retail and F&B concessionaires.
- Government agencies and tourism boards.
- Airport construction and design firms.

Target Organizations Departments:

- Operations and terminal management departments.
- Customer service and passenger experience departments.
- Security and safety departments.
- Commercial and retail departments.
- IT and innovation departments.
- Planning and development departments.
- Facilities and maintenance departments.

Course Offerings:

By the end of this course, the participants will have able to:

- Optimize passenger flow from curb to gate, reducing wait times.
- Implement modern technology to streamline check-in and security processes.
- Analyze passenger behavior to enhance the retail and F&B experience.
- Develop strategies for managing crises and operational disruptions.
- Improve communication and service delivery across all passenger touchpoints.
- Utilize data and analytics to make informed operational decisions.
- Create a passenger-centric culture within the airport organization.

Course Methodology:

This training course uses a highly interactive methodology that combines theoretical knowledge with practical application. Participants will engage in case studies that simulate real-world terminal operational challenges, such as managing a sudden increase in passenger traffic or responding to security incidents. The curriculum includes hands-on workshops on using operational data to improve efficiency and identify bottlenecks. Our trainers, who are seasoned industry professionals, will facilitate group discussions and role-playing exercises to help you master crucial communication and problem-solving skills. The program is designed to move beyond traditional lectures, allowing participants to apply what they learn in a safe environment. BIG BEN Training Center is committed to providing a learning experience that is not only informative but also highly practical. We aim to equip you with the tangible skills needed to create a seamless and enjoyable journey for every passenger.

Course Agenda (Course Units):

Unit One: Understanding the Passenger Journey.

- Mapping the passenger journey from end to end.
- Key touchpoints and moments of truth.
- The psychology of passenger behavior.
- The role of airport design in passenger experience.
- Customer segmentation and personalized services.
- Using data to understand passenger needs.
- Case study: a successful airport customer service strategy.

Unit Two: Optimizing Terminal Operations.

- Curb-side and check-in process efficiency.
- Optimizing security screening and flow.
- Baggage handling systems and their operational impact.
- Gate and boarding process management.
- Aviation security regulations and their effect on passenger experience.
- Managing queues and congestion.
- Workshop: a simulation of an operational disruption.

Unit Three: The Role of Technology and Innovation.

- Smart check-in kiosks and self-service technologies.
- Biometrics and touchless travel.
- Using data analytics for predictive operational management.
- IoT and real-time monitoring of terminal performance.
- The future of passenger experience technology.
- Enhancing accessibility with technology.
- Discussion: integrating new technologies into legacy systems.

Unit Four: Commercial Operations and Service Delivery.

- Maximizing non-aeronautical revenue.
- Retail and F&B space management.
- Creating a positive atmosphere and sense of place.
- Staff training and customer service excellence.
- Managing feedback and complaints.
- The role of communication in delivery service.
- Group project: designing a new passenger service.

Unit Five: Building a Passenger-Centric Culture.

- The importance of a service-oriented mindset.
- Leading change and fostering a positive work environment.
- Employee engagement and its impact on service.
- Measuring and reporting on passenger satisfaction.
- Crisis management and communication in a security incident.
- Benchmarking against global best practices.
- Final presentation: a plan to improve passenger experience at your airport.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

How can airports balance the growing demand for a frictionless, personalized passenger experience with the imperative for stringent security and operational efficiency?

What unique qualities does this course offer compared to other courses?

This training course distinguishes itself by providing a holistic view of airport operations through the lens of the passenger. Unlike programs that focus solely on operational logistics, we show you how to merge terminal management with passenger experience design. Our program offers practical insights into using technology to create a smoother journey, from biometric check-in to data-driven flow optimization. You will not only learn about the systems. You will learn how to lead teams to implement them successfully. This course emphasizes the crucial human element, teaching you how to build a customer-centric culture and manage the delicate balance between operational efficiency and service excellence. Our curriculum, grounded in real-world scenarios and expert insights, prepares professionals to be innovators who can transform their airport into a hub of seamless and positive travel experiences.