



# IAC 2207 GROUND SERVICE MANAGEMENT

# WELCOME TO THE CLASS

IAC 2207 Ground Service Management

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# RULES AND REGULATION

- ✦ Respect to yourself and to each other
- ✦ Being HONEST at all times/things you do
- ✦ All students MUST attend the class more than 80% (3 times missing without properly reason, please contact at One-Stop Service to Withdraw)
- ✦ All students MUST apply to the uniform standard rules and regulations all times in University
- ✦ No mobile phone except for using in the subject

- Official Airline Guide (OAG)
- Passenger handling services
- Baggage
- Dangerous goods
- Check-in procedure
- Boarding and arrival gate procedure
- Special passenger handling procedure
- Delay handling
- Difficult Situation and disruptive passengers handling

## WHAT YOU GOT

- ♦ Able to understand the Ground service management and operation.
- ♦ Able to understand the Terminology, Idiom, and Airport City Code related to Flight Operation, Cargo Operation, and Catering Operation. Able to analyze the type of services provided to passengers.
- ♦ Able to communicate and handle the ground services efficiently.
- ♦ Able to demonstrate working as a team in a professional manner.
- ♦ Able to demonstrate relevant morals in the organization and in daily life.

# LEARNING OUTCOME

Ethics and morals (Attendance , Punctuality,Honesty, Conscience, etc.)	10%
In-class Quizzes	10%
Individual Presentation "Fly me to the moon "	10%
<b>Group Presentation Come fly with me</b>	<b>20%</b>
Mid-term Exam	20%
Final Exam	<b>30%</b>
<b>Total</b>	<b>100%</b>

# FLY ME TO THE MOON

- Choose the place where you want to go
- Explain that place (why do you want to go ,what is interesting etc.)
- Explain how to go there by plane tell about what airline, arrival airport , arrival time,transit .
- 10 points

# COME FLY WITH ME

## **SITUATION START FROM CHECK - IN UNTIL ARRIVAL**

- **CHECK-IN**
- **IMMIGRATION**
- **DEPARTURE GATE**
- **BOARDING**
- **ARRIVAL IMMIGRATION**
- **QUARANTINE**

**20 points**



# OFFICIAL AIRLINE GUIDE (OAG)

## Official Airline Guide (OAG)

provides aviation information and analytical services sourced from its proprietary airline schedules, flight status, fleet, MRO (maintenance repair overhaul) and cargo logistics databases to be strategic and commercial planning, driving key business decisions,

which holds future and historical flight details for more than 900 airlines and over 4,000 airports.

OAG is organized into three customer-facing channels



Its customers include airlines,  
airports, travel distributors, aircraft  
manufacturers, financial institutions,  
government agencies and aviation  
service providers

The image shows a close-up of an airline ticket itinerary. The text is partially obscured by a diagonal shadow, but several sections are clearly visible:

- Cairo, Egypt:** Lists various flight options with fares ranging from 15.35 to 23.55. It includes details like "From 29 Sep", "Until 01 Sep", and "08 Sep to 22 Sep".
- Cali, Colombia:** Shows flight details with a fare of 19.50. It includes a "connections" section and flight numbers like "AF 4821" and "UX 3042".
- Casablanca, Morocco:** Lists flight options with fares from 09.55 to 19.15. It includes flight numbers like "CMN" and "AZ 874".

The ticket also includes standard airline information such as "Equipment 743-32N-753", "FCO c", "GMT-3", and "via flight arrive".

## 2. OAG Cargo

OAG Cargo delivers decision support tools to optimize the planning of shipments by air.

It sells stuff for routing and shipment planning; dangerous goods regulations and compliance information; real-time access to air freight rates and schedule data; operational announcement services; cargo tracking and analysis solutions and multi-media cargo schedule products.

**Its customers include freight forwarders, airlines and logistics providers.**

## 3.OAG for the Traveler

OAG for the Traveler provides online, mobile and print planning tools for **travel arrangers and travelers**

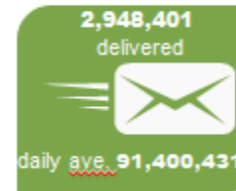


### Database Statistics August 2016

#### Dynamic Messages

The total number of **outbound dynamic messages** delivered within 1.21 minutes of database validation throughout August was 2,948,401

The daily average amount delivered was 91,400,431



#### Flight Status

885,765 flight status updates were processed each day in August

The daily average delivered each day was 36,976,775



#### Airline Profile

The total number of **designated low-cost carriers** is 110 with 116 airlines filing Cargo & Truck (F&V) services

282 airlines that operate wide-bodied aircraft and/or F&V services are also held within the system

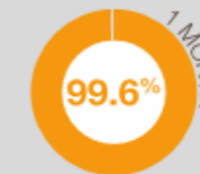
10% of all flights within the OAG Database are filed as pure cargo services



As at the end of August 2016,

the OAG database had 950 airlines of which 811 operated under their own designator

during the month, 99.6% of all schedules were updated



#### MCT (Minimum Connection Times)

August 2016 saw 12,223 MCT status records with a total of 113,317 MCT exception records being registered on the database

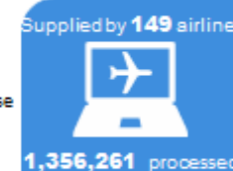
The total number of MCT changes processed in August was 3,219



#### SSM (Standard Schedule Messages)

149 airlines supplied direct SSM messages into the OAG database

The average daily number of SSM messages processed was 43,750 with the total number of SSM messages processed throughout August being 1,356,261. The average % of the OAG database refreshed daily, as a result of SSM updates, was 26.3%



# WHAT GROUND MANAGEMENT IS

Many airlines subcontract ground handling to airports, handling agents or even to another airline.

According to the International Air Transport Association (IATA) Most ground services are not directly related to the actual flying of the aircraft, and instead involve other tasks.

The major categories of ground handling services are.

## 1. Cabin service

The primary aim of this service offering is to ensure passenger comfort.

While cabin cleaning comprises the bulk of the effort, it also includes tasks such as replenishing onboard consumables (soap, tissues, toilet paper, reading materials) and washable items like pillows and blankets



## 2.Catering

Include the **unloading** of unused food and drink from the aircraft, and the **loading** of fresh food and drink for passengers and crew.

Airline meals are typically delivered in Airline service trolleys. Empty or trash-filled trolley from the previous flight are replaced with fresh ones.

Meals are prepared on the ground in order to minimize the amount of preparation (apart from chilling or reheating) required in the air.



### 3. Ramp service

Luggage handling

An aircraft being refueled

Pushback tractor and a ground power unit

Lavatory drainage

Guiding the aircraft into and out of the parking position (by way of aircraft marshaling)

Water cartage (typically non-potable for lavatory sink use)

Air conditioning (more common for smaller aircraft)

Air start units (for starting engines)





## 4. Passenger service

This includes services inside the airport terminal such as:

- Providing check-in counter services.
- Providing gate arrival and departure services. The agents are required to meet a flight on arrival as well as provide departure services including boarding passengers and closing the flight.
- Staffing the transfer counters, customer service counters and airline lounges.



## 5. Field operation services

This service dispatches the aircraft, maintains communication with the rest of the airline operation at the airport and with Air Traffic Control

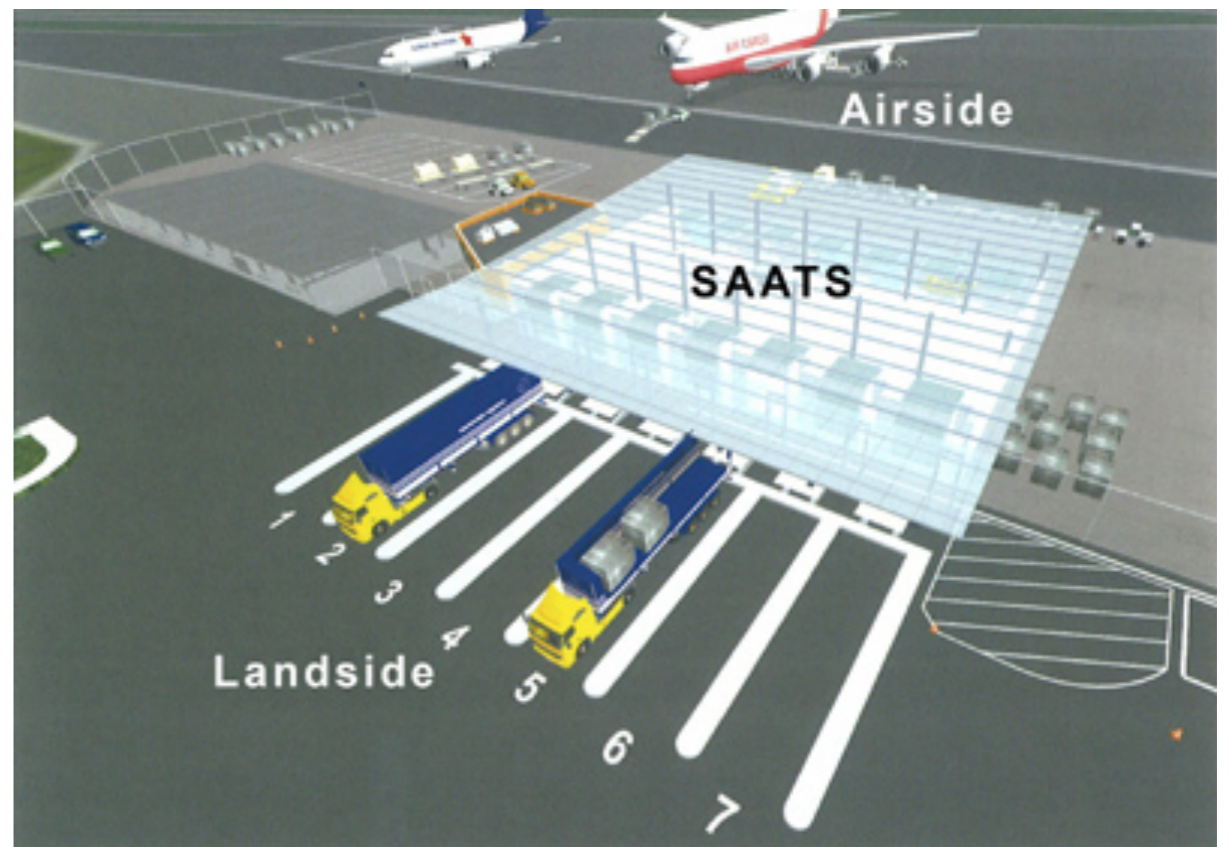


# Airport

Airport is designated location where aircraft take off and landing

**Domestic** : flights within the country

**International** : international arrival and departure flight. Also equipped with infrastructure for larger aircraft



# **FOUR COMBINED AREAS BASE ON DIFFERENT GEOGRAPHIC**

**Landside  
Departure**

**Airside  
Departure**

**Landside Arrival**

**Airside  
Arrival**

## • **Landside Departure**

- Includes travelers and non-travelers
- Check-in counter
- Ticket sales counter
- Shops, restaurants
- Airport info booth



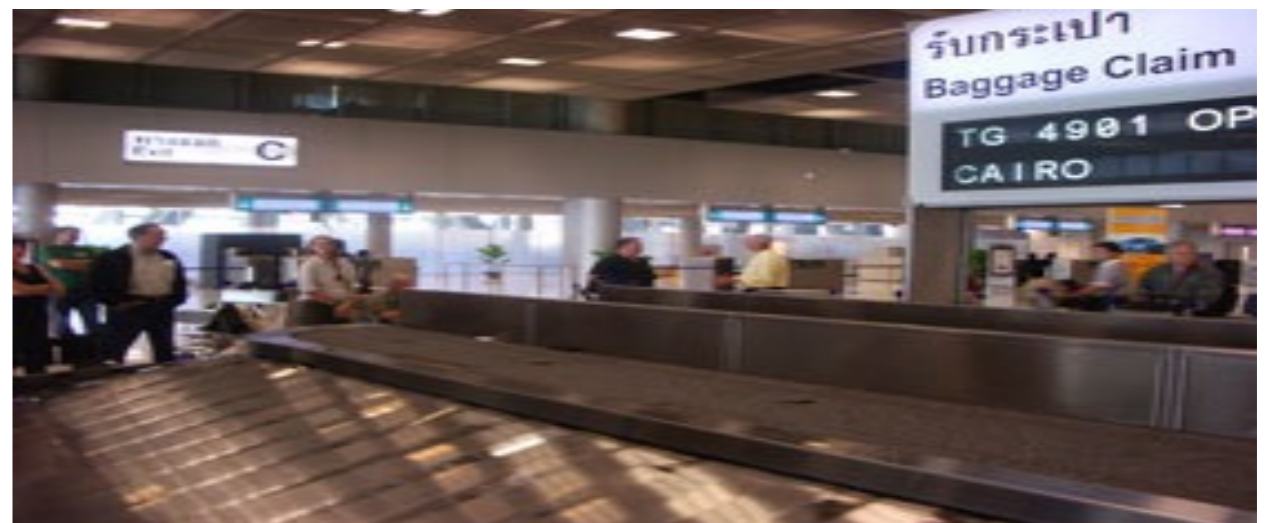
## Airside Departure

- Passengers with boarding pass, valid travel docs
- Immigrations, x-ray, boarding gate
- Airline lounges
- Duty free shops



- **Airside Arrival**

- Disembark to baggage claimed area
- Transfer check-in counter
- Security
- immigrations



- **Landside Arrival**

- Greeting areas with family
- Banks, transport, hotel, tourism information desks





LCD4000

11:58 MAY 15

### Departures

Time	Flight	Airline	Destination	Gate	Exp.	Remarks
11:55	EY 4502	ETIHAD	Kuwait	2	12:40	Cancelled
11:55	QF 1032	QANTAS	Brisbane	2	12:40	Cancelled
11:55	SQ 705	SINGAPORE AIRLINES	Kuwait	2	13:00	Check-in
12:15	WY 901	OMAN AIR	Beirut			

### Arrivals

Time	Flight	Airline	Origin	Baggage	Exp.	Remarks
11:05	WY 900	OMAN AIR	Muscat	1	11:40	Landed
11:10	GF 055	GULF AIR	Bahrain	2	11:45	Landed
11:10	QF 1031	QANTAS	Brisbane	2	11:35	Landed
11:25	EK 303	Emirates	Bahrain	3		Landed

Enjoy your flight and have a save journey

NEC





## Reference

<https://youtu.be/-FYmFUkEYJM>

<https://www.youtube.com/watch?v=HTHkzfTPSkc>

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ANY QUESTION?