

## Overview

This standard is about providing ticket desk services to passengers in an airport. This involves being able to identify the needs of passengers' for ticket desk services such as the booking or re-booking of tickets, or the issuing or re-issuing of tickets. This also involves selecting and providing information on the ticket desk services which meet passenger requirements, completing the booking and issuing tickets and travel related documentation, and handling payments following your organisation's/airline's procedures.

This standard is for those who work on ticket desks within the airport environment.

When you have completed this standard, you will be able to demonstrate your knowledge of and ability to:

- Provide ticket desk services

## Performance criteria

### *You must be able to:*

1. Identify and confirm passengers' needs for ticket desk services
2. Select and provide information on the ticket desk services which meet passengers' needs
3. Provide passengers with responses to queries and solutions to issues where necessary
4. Seek assistance from a supervisor if ticket desk service requests are outside your limits of authority or job remit
5. Calculate the total costs of the required ticket and present them to the passenger in line with organisational procedures
6. Confirm the selected ticket matches the details agreed with your passengers
7. Complete and process the booking for the selected tickets according to organisational/ airline procedures and relevant legal and regulatory requirements
8. Use booking systems in line with organisational/ airline procedures
9. Process payments for ticket desk services in line with organisational and airline procedures
10. Process documentation after the ticket desk service is complete, following organisational/airline procedures
11. Provide confirmation of the ticket desk services booked to passengers
12. Issue the required copies of travel and other documentation to passengers according to organisational/ airline procedures
13. Confirm passengers understand their booking arrangements
14. Respond to identified discrepancies in line with organisational/airline procedures
15. Handle and store ticket services information and documentation following organisational/airline procedures and relevant legal requirements

## Knowledge and understanding

### *You need to know and understand:*

1. The types of services and tickets available from your organisation's ticket desk
2. How to use questioning techniques and listening skills to identify passenger needs for ticket desk services
3. Your organisation's/airline's procedures for providing ticket desk services
4. When and how to seek assistance from a supervisor
5. Where to find information to support the ticket booking, including booking conditions and restrictions, in accordance with organisational/airline policies and procedures
6. How to accurately cost tickets, and the importance of doing so?
7. Your organisation's/airline's procedures for presenting costs and information on booking conditions to passengers
8. The specific terminology, codes, legislation and regulations which are relevant to the range of ticket desk services offered by your organisation/airline
9. The types of travel documentation that can be issued and completed, and the abbreviations and terms used within them
10. How to issue travel documents in line with your organisation's/ airline's procedures
11. The importance of confirming with passengers their understanding of their booking arrangements
12. How to use current ticket desk services booking systems and your organisation's/airline's procedure for processing bookings
13. The methods of payments acceptable by your organisation/ airline, and how to process them
14. The types of passenger information that must be recorded and the relevant the Data protection, legal requirements for recording storing and protection of passenger details
15. The importance of accuracy in the documentation and the consequences of booking errors or incorrect issue or processing of documents

## Scope/range

### **Ticket desk services include:**

- a) Issuing of tickets
- b) Re-issuing of tickets
- c) Selling tickets
- d) Re-booking passengers on flights e.g. due to flight disruption, cancellations or missed flights
- e) Stand-by tickets

Provide ticket desk services

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