

Faculty : MANAGEMENT



Acronym: EXTRAE

Option : Air transport operation

Level : BTS

prerequisite : BAC in Economic Science or BAC in Science

Outlets:

- Airport reception agent and customer service
- Commercial and customer relations agent
- Import-export operation agent
- Technical operating agent
- Freight agent ;

Description

This specialty aims to provide the holders with theoretical and practical knowledge enabling them to participate in all air

operations activities relating to air transport companies, airport service managers and air transport administration.

Specific skills:

- Technical flight preparation (aircraft loading plan)
- Issuance of tickets
- Treatment of passengers;
- Baggage and freight handling;
- Flight safety and security management.

Quality and skills:

- Have a good understanding of the professional and economic environment
- Master written and oral communication;
- Be able to sell and negotiate business;
- Master the legal framework of the activity and be able to analyze the applicable tax rules;
- Mastering ICT applicable to air transport
- To be able to take a step back from a given problem and find the appropriate solution respecting both the expectations of the customer and the commercial policy of his establishment
- Demonstrate adaptability and versatility.

