Datastat Research
Building Capacity in Training and Research

# DATASTAT TRAINING IN

OFFICIAL COURSE PROSPECTUS

Center for Advanced Research & Professional Development

Nairobi Training Center • Global Virtual Academy • Corporate On-Site

AVIATION AND AIRPORT MANAGEMENT

# Training Course on Customer Service Excellence for Aviation Leaders

Comprehensive Course Syllabus, Practical Modules & Upcoming Schedules

## PROGRAM SPECIFICATIONS & HIGHLIGHTS

DURATION
**5 Days Practical Hands-on**

DELIVERY MODES
**In-Person Class & Live Virtual**

CERTIFICATION
**Accredited Certificate of Completion**

INTAKES / DATES
**Multiple Cohort Schedules Included**

PREPARED FOR:

**Valued Participant**

Email: training@datastatresearch.org | Issued: November 24, 2026

**Academic & Professional Training Year: 2026**

**DATASTAT TRAINING INSTITUTE**

P.O. Box 102802-00101, Nairobi, Kenya

Training Centers: Nairobi • Mombasa • Kigali • Dubai • Live Virtual Academy

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Email: training@datastatresearch.org

www.datastatresearch.org

# Training Course on Customer Service Excellence for Aviation Leaders

**Aviation and Airport Management • 5 Days Intensive • Accredited Certification**

## Course Overview

Training Course on Customer Service Excellence for Aviation Leaders will empower aviation leaders to transform customer interactions into opportunities for loyalty and advocacy.

### Key Skills & Software Tools Covered

Customer Service • Aviation Leadership • Service Quality

## Upcoming Training Schedules

Confirmed cohort intakes and venues. Both physical in-person classroom and live virtual online seats are available.

| TRAINING DATES | LOCATION / VENUE | FORMAT / DURATION | INVESTMENT (FEE) |
|---|---|---|---|
| **30 Nov 2026 – 4 Dec 2026** | Nairobi | Classroom / 5d | **$1,500 USD / KES 110,000** |
| **30 Nov 2026 – 4 Dec 2026** | Kigali | Classroom / 5d | **$3,000 USD / KES 90,000** |
| **30 Nov 2026 – 4 Dec 2026** | Dubai | Classroom / 5d | **$5,000 USD / KES 90,000** |
| **30 Nov 2026 – 4 Dec 2026** | Cape Town | Classroom / 5d | **$4,500 USD / KES 90,000** |
| **30 Nov 2026 – 4 Dec 2026** | Addis Ababa | Classroom / 5d | **$3,000 USD / KES 90,000** |
| **30 Nov 2026 – 4 Dec 2026** | Singapore | Classroom / 5d | **$5,000 USD / KES 90,000** |
| **30 Nov 2026 – 4 Dec 2026** | Istanbul | Classroom / 5d | **$5,000 USD / KES 90,000** |
| **30 Nov 2026 – 4 Dec 2026** | Bangkok | Classroom / 5d | **$5,000 USD / KES 90,000** |
| **30 Nov 2026 – 4 Dec 2026** | Accra | Classroom / 5d | **$4,000 USD / KES 90,000** |
| **7 Dec 2026 – 11 Dec 2026** | Nairobi | Classroom / 5d | **$1,500 USD / KES 110,000** |
| **7 Dec 2026 – 11 Dec 2026** | Kigali | Classroom / 5d | **$3,000 USD / KES 90,000** |
| **7 Dec 2026 – 11 Dec 2026** | Dubai | Classroom / 5d | **$5,000 USD / KES 90,000** |
| **7 Dec 2026 – 11 Dec 2026** | Cape Town | Classroom / 5d | **$4,500 USD / KES 90,000** |
| **7 Dec 2026 – 11 Dec 2026** | Addis Ababa | Classroom / 5d | **$3,000 USD / KES 90,000** |
| **7 Dec 2026 – 11 Dec 2026** | Singapore | Classroom / 5d | **$5,000 USD / KES 90,000** |
| **7 Dec 2026 – 11 Dec 2026** | Istanbul | Classroom / 5d | **$5,000 USD / KES 90,000** |
| **7 Dec 2026 – 11 Dec 2026** | Bangkok | Classroom / 5d | **$5,000 USD / KES 90,000** |
| **7 Dec 2026 – 11 Dec 2026** | Accra | Classroom / 5d | **$4,000 USD / KES 90,000** |
| **14 Dec 2026 – 18 Dec 2026** | Nairobi | Classroom / 5d | **$1,500 USD / KES 110,000** |
| **14 Dec 2026 – 18 Dec 2026** | Kigali | Classroom / 5d | **$3,000 USD / KES 90,000** |
| **14 Dec 2026 – 18 Dec 2026** | Dubai | Classroom / 5d | **$5,000 USD / KES 90,000** |
| **14 Dec 2026 – 18 Dec 2026** | Cape Town | Classroom / 5d | **$4,500 USD / KES 90,000** |
| **14 Dec 2026 – 18 Dec 2026** | Addis Ababa | Classroom / 5d | **$3,000 USD / KES 90,000** |

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|---|---|---|---|
| **14 Dec 2026 – 18 Dec 2026** | Singapore | Classroom / 5d | **$5,000 USD / KES 90,000** |
| **14 Dec 2026 – 18 Dec 2026** | Istanbul | Classroom / 5d | **$5,000 USD / KES 90,000** |
| **14 Dec 2026 – 18 Dec 2026** | Bangkok | Classroom / 5d | **$5,000 USD / KES 90,000** |
| **14 Dec 2026 – 18 Dec 2026** | Accra | Classroom / 5d | **$4,000 USD / KES 90,000** |
| **21 Dec 2026 – 25 Dec 2026** | Nairobi | Classroom / 5d | **$1,500 USD / KES 110,000** |
| **21 Dec 2026 – 25 Dec 2026** | Kigali | Classroom / 5d | **$3,000 USD / KES 90,000** |
| **21 Dec 2026 – 25 Dec 2026** | Dubai | Classroom / 5d | **$5,000 USD / KES 90,000** |
| **21 Dec 2026 – 25 Dec 2026** | Cape Town | Classroom / 5d | **$4,500 USD / KES 90,000** |
| **21 Dec 2026 – 25 Dec 2026** | Addis Ababa | Classroom / 5d | **$3,000 USD / KES 90,000** |
| **21 Dec 2026 – 25 Dec 2026** | Singapore | Classroom / 5d | **$5,000 USD / KES 90,000** |
| **21 Dec 2026 – 25 Dec 2026** | Istanbul | Classroom / 5d | **$5,000 USD / KES 90,000** |
| **21 Dec 2026 – 25 Dec 2026** | Bangkok | Classroom / 5d | **$5,000 USD / KES 90,000** |
| **21 Dec 2026 – 25 Dec 2026** | Accra | Classroom / 5d | **$4,000 USD / KES 90,000** |
| **4 Jan 2027 – 8 Jan 2027** | Nairobi | Classroom / 5d | **$1,500 USD / KES 110,000** |
| **4 Jan 2027 – 8 Jan 2027** | Kigali | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **4 Jan 2027 – 8 Jan 2027** | Dubai | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **4 Jan 2027 – 8 Jan 2027** | Cape Town | Classroom / 5d | **$4,500 USD / KES 110,000** |
| **4 Jan 2027 – 8 Jan 2027** | Addis Ababa | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **4 Jan 2027 – 8 Jan 2027** | Singapore | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **4 Jan 2027 – 8 Jan 2027** | Istanbul | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **4 Jan 2027 – 8 Jan 2027** | Bangkok | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **4 Jan 2027 – 8 Jan 2027** | Accra | Classroom / 5d | **$4,000 USD / KES 110,000** |
| **11 Jan 2027 – 15 Jan 2027** | Nairobi | Classroom / 5d | **$1,500 USD / KES 110,000** |
| **11 Jan 2027 – 15 Jan 2027** | Kigali | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **11 Jan 2027 – 15 Jan 2027** | Dubai | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **11 Jan 2027 – 15 Jan 2027** | Cape Town | Classroom / 5d | **$4,500 USD / KES 110,000** |
| **11 Jan 2027 – 15 Jan 2027** | Addis Ababa | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **11 Jan 2027 – 15 Jan 2027** | Singapore | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **11 Jan 2027 – 15 Jan 2027** | Istanbul | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **11 Jan 2027 – 15 Jan 2027** | Bangkok | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **11 Jan 2027 – 15 Jan 2027** | Accra | Classroom / 5d | **$4,000 USD / KES 110,000** |
| **18 Jan 2027 – 22 Jan 2027** | Nairobi | Classroom / 5d | **$1,500 USD / KES 110,000** |

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| **18 Jan 2027 – 22 Jan 2027** | Kigali | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **18 Jan 2027 – 22 Jan 2027** | Dubai | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **18 Jan 2027 – 22 Jan 2027** | Cape Town | Classroom / 5d | **$4,500 USD / KES 110,000** |
| **18 Jan 2027 – 22 Jan 2027** | Addis Ababa | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **18 Jan 2027 – 22 Jan 2027** | Singapore | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **18 Jan 2027 – 22 Jan 2027** | Istanbul | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **18 Jan 2027 – 22 Jan 2027** | Bangkok | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **18 Jan 2027 – 22 Jan 2027** | Accra | Classroom / 5d | **$4,000 USD / KES 110,000** |
| **25 Jan 2027 – 29 Jan 2027** | Nairobi | Classroom / 5d | **$1,500 USD / KES 110,000** |
| **25 Jan 2027 – 29 Jan 2027** | Kigali | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **25 Jan 2027 – 29 Jan 2027** | Dubai | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **25 Jan 2027 – 29 Jan 2027** | Cape Town | Classroom / 5d | **$4,500 USD / KES 110,000** |
| **25 Jan 2027 – 29 Jan 2027** | Addis Ababa | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **25 Jan 2027 – 29 Jan 2027** | Singapore | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **25 Jan 2027 – 29 Jan 2027** | Istanbul | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **25 Jan 2027 – 29 Jan 2027** | Bangkok | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **25 Jan 2027 – 29 Jan 2027** | Accra | Classroom / 5d | **$4,000 USD / KES 110,000** |
| **1 Feb 2027 – 5 Feb 2027** | Nairobi | Classroom / 5d | **$1,500 USD / KES 110,000** |
| **1 Feb 2027 – 5 Feb 2027** | Kigali | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **1 Feb 2027 – 5 Feb 2027** | Dubai | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **1 Feb 2027 – 5 Feb 2027** | Cape Town | Classroom / 5d | **$4,500 USD / KES 110,000** |
| **1 Feb 2027 – 5 Feb 2027** | Addis Ababa | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **1 Feb 2027 – 5 Feb 2027** | Singapore | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **1 Feb 2027 – 5 Feb 2027** | Istanbul | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **1 Feb 2027 – 5 Feb 2027** | Bangkok | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **1 Feb 2027 – 5 Feb 2027** | Accra | Classroom / 5d | **$4,000 USD / KES 110,000** |
| **8 Feb 2027 – 12 Feb 2027** | Nairobi | Classroom / 5d | **$1,500 USD / KES 110,000** |
| **8 Feb 2027 – 12 Feb 2027** | Kigali | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **8 Feb 2027 – 12 Feb 2027** | Dubai | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **8 Feb 2027 – 12 Feb 2027** | Cape Town | Classroom / 5d | **$4,500 USD / KES 110,000** |
| **8 Feb 2027 – 12 Feb 2027** | Addis Ababa | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **8 Feb 2027 – 12 Feb 2027** | Singapore | Classroom / 5d | **$5,000 USD / KES 110,000** |

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| **8 Feb 2027 – 12 Feb 2027** | Istanbul | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **8 Feb 2027 – 12 Feb 2027** | Bangkok | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **8 Feb 2027 – 12 Feb 2027** | Accra | Classroom / 5d | **$4,000 USD / KES 110,000** |
| **15 Feb 2027 – 19 Feb 2027** | Nairobi | Classroom / 5d | **$1,500 USD / KES 110,000** |
| **15 Feb 2027 – 19 Feb 2027** | Kigali | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **15 Feb 2027 – 19 Feb 2027** | Dubai | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **15 Feb 2027 – 19 Feb 2027** | Cape Town | Classroom / 5d | **$4,500 USD / KES 110,000** |
| **15 Feb 2027 – 19 Feb 2027** | Addis Ababa | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **15 Feb 2027 – 19 Feb 2027** | Singapore | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **15 Feb 2027 – 19 Feb 2027** | Istanbul | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **15 Feb 2027 – 19 Feb 2027** | Bangkok | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **15 Feb 2027 – 19 Feb 2027** | Accra | Classroom / 5d | **$4,000 USD / KES 110,000** |
| **22 Feb 2027 – 26 Feb 2027** | Nairobi | Classroom / 5d | **$1,500 USD / KES 110,000** |
| **22 Feb 2027 – 26 Feb 2027** | Kigali | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **22 Feb 2027 – 26 Feb 2027** | Dubai | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **22 Feb 2027 – 26 Feb 2027** | Cape Town | Classroom / 5d | **$4,500 USD / KES 110,000** |
| **22 Feb 2027 – 26 Feb 2027** | Addis Ababa | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **22 Feb 2027 – 26 Feb 2027** | Singapore | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **22 Feb 2027 – 26 Feb 2027** | Istanbul | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **22 Feb 2027 – 26 Feb 2027** | Bangkok | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **22 Feb 2027 – 26 Feb 2027** | Accra | Classroom / 5d | **$4,000 USD / KES 110,000** |
| **1 Mar 2027 – 5 Mar 2027** | Nairobi | Classroom / 5d | **$1,500 USD / KES 110,000** |
| **1 Mar 2027 – 5 Mar 2027** | Kigali | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **1 Mar 2027 – 5 Mar 2027** | Dubai | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **1 Mar 2027 – 5 Mar 2027** | Cape Town | Classroom / 5d | **$4,500 USD / KES 110,000** |
| **1 Mar 2027 – 5 Mar 2027** | Addis Ababa | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **1 Mar 2027 – 5 Mar 2027** | Singapore | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **1 Mar 2027 – 5 Mar 2027** | Istanbul | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **1 Mar 2027 – 5 Mar 2027** | Bangkok | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **1 Mar 2027 – 5 Mar 2027** | Accra | Classroom / 5d | **$4,000 USD / KES 110,000** |
| **8 Mar 2027 – 12 Mar 2027** | Nairobi | Classroom / 5d | **$1,500 USD / KES 110,000** |
| **8 Mar 2027 – 12 Mar 2027** | Kigali | Classroom / 5d | **$3,000 USD / KES 110,000** |

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| **8 Mar 2027 – 12 Mar 2027** | Dubai | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **8 Mar 2027 – 12 Mar 2027** | Cape Town | Classroom / 5d | **$4,500 USD / KES 110,000** |
| **8 Mar 2027 – 12 Mar 2027** | Addis Ababa | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **8 Mar 2027 – 12 Mar 2027** | Singapore | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **8 Mar 2027 – 12 Mar 2027** | Istanbul | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **8 Mar 2027 – 12 Mar 2027** | Bangkok | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **8 Mar 2027 – 12 Mar 2027** | Accra | Classroom / 5d | **$4,000 USD / KES 110,000** |
| **15 Mar 2027 – 19 Mar 2027** | Nairobi | Classroom / 5d | **$1,500 USD / KES 110,000** |
| **15 Mar 2027 – 19 Mar 2027** | Kigali | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **15 Mar 2027 – 19 Mar 2027** | Dubai | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **15 Mar 2027 – 19 Mar 2027** | Cape Town | Classroom / 5d | **$4,500 USD / KES 110,000** |
| **15 Mar 2027 – 19 Mar 2027** | Addis Ababa | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **15 Mar 2027 – 19 Mar 2027** | Singapore | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **15 Mar 2027 – 19 Mar 2027** | Istanbul | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **15 Mar 2027 – 19 Mar 2027** | Bangkok | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **15 Mar 2027 – 19 Mar 2027** | Accra | Classroom / 5d | **$4,000 USD / KES 110,000** |
| **22 Mar 2027 – 26 Mar 2027** | Nairobi | Classroom / 5d | **$1,500 USD / KES 110,000** |
| **22 Mar 2027 – 26 Mar 2027** | Kigali | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **22 Mar 2027 – 26 Mar 2027** | Dubai | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **22 Mar 2027 – 26 Mar 2027** | Cape Town | Classroom / 5d | **$4,500 USD / KES 110,000** |
| **22 Mar 2027 – 26 Mar 2027** | Addis Ababa | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **22 Mar 2027 – 26 Mar 2027** | Singapore | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **22 Mar 2027 – 26 Mar 2027** | Istanbul | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **22 Mar 2027 – 26 Mar 2027** | Bangkok | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **22 Mar 2027 – 26 Mar 2027** | Accra | Classroom / 5d | **$4,000 USD / KES 110,000** |
| **29 Mar 2027 – 2 Apr 2027** | Nairobi | Classroom / 5d | **$1,500 USD / KES 110,000** |
| **29 Mar 2027 – 2 Apr 2027** | Kigali | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **29 Mar 2027 – 2 Apr 2027** | Dubai | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **29 Mar 2027 – 2 Apr 2027** | Cape Town | Classroom / 5d | **$4,500 USD / KES 110,000** |
| **29 Mar 2027 – 2 Apr 2027** | Addis Ababa | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **29 Mar 2027 – 2 Apr 2027** | Singapore | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **29 Mar 2027 – 2 Apr 2027** | Istanbul | Classroom / 5d | **$5,000 USD / KES 110,000** |

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| **29 Mar 2027 – 2 Apr 2027** | Bangkok | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **29 Mar 2027 – 2 Apr 2027** | Accra | Classroom / 5d | **$4,000 USD / KES 110,000** |
| **5 Apr 2027 – 9 Apr 2027** | Nairobi | Classroom / 5d | **$1,500 USD / KES 110,000** |
| **5 Apr 2027 – 9 Apr 2027** | Kigali | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **5 Apr 2027 – 9 Apr 2027** | Dubai | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **5 Apr 2027 – 9 Apr 2027** | Cape Town | Classroom / 5d | **$4,500 USD / KES 110,000** |
| **5 Apr 2027 – 9 Apr 2027** | Addis Ababa | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **5 Apr 2027 – 9 Apr 2027** | Singapore | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **5 Apr 2027 – 9 Apr 2027** | Istanbul | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **5 Apr 2027 – 9 Apr 2027** | Bangkok | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **5 Apr 2027 – 9 Apr 2027** | Accra | Classroom / 5d | **$4,000 USD / KES 110,000** |
| **12 Apr 2027 – 16 Apr 2027** | Nairobi | Classroom / 5d | **$1,500 USD / KES 110,000** |
| **12 Apr 2027 – 16 Apr 2027** | Kigali | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **12 Apr 2027 – 16 Apr 2027** | Dubai | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **12 Apr 2027 – 16 Apr 2027** | Cape Town | Classroom / 5d | **$4,500 USD / KES 110,000** |
| **12 Apr 2027 – 16 Apr 2027** | Addis Ababa | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **12 Apr 2027 – 16 Apr 2027** | Singapore | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **12 Apr 2027 – 16 Apr 2027** | Istanbul | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **12 Apr 2027 – 16 Apr 2027** | Bangkok | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **12 Apr 2027 – 16 Apr 2027** | Accra | Classroom / 5d | **$4,000 USD / KES 110,000** |
| **19 Apr 2027 – 23 Apr 2027** | Nairobi | Classroom / 5d | **$1,500 USD / KES 110,000** |
| **19 Apr 2027 – 23 Apr 2027** | Kigali | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **19 Apr 2027 – 23 Apr 2027** | Dubai | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **19 Apr 2027 – 23 Apr 2027** | Cape Town | Classroom / 5d | **$4,500 USD / KES 110,000** |
| **19 Apr 2027 – 23 Apr 2027** | Addis Ababa | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **19 Apr 2027 – 23 Apr 2027** | Singapore | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **19 Apr 2027 – 23 Apr 2027** | Istanbul | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **19 Apr 2027 – 23 Apr 2027** | Bangkok | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **19 Apr 2027 – 23 Apr 2027** | Accra | Classroom / 5d | **$4,000 USD / KES 110,000** |
| **26 Apr 2027 – 30 Apr 2027** | Nairobi | Classroom / 5d | **$1,500 USD / KES 110,000** |
| **26 Apr 2027 – 30 Apr 2027** | Kigali | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **26 Apr 2027 – 30 Apr 2027** | Dubai | Classroom / 5d | **$5,000 USD / KES 110,000** |

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| **26 Apr 2027 – 30 Apr 2027** | Cape Town | Classroom / 5d | **$4,500 USD / KES 110,000** |
| **26 Apr 2027 – 30 Apr 2027** | Addis Ababa | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **26 Apr 2027 – 30 Apr 2027** | Singapore | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **26 Apr 2027 – 30 Apr 2027** | Istanbul | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **26 Apr 2027 – 30 Apr 2027** | Bangkok | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **26 Apr 2027 – 30 Apr 2027** | Accra | Classroom / 5d | **$4,000 USD / KES 110,000** |
| **3 May 2027 – 7 May 2027** | Nairobi | Classroom / 5d | **$1,500 USD / KES 110,000** |
| **3 May 2027 – 7 May 2027** | Kigali | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **3 May 2027 – 7 May 2027** | Dubai | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **3 May 2027 – 7 May 2027** | Cape Town | Classroom / 5d | **$4,500 USD / KES 110,000** |
| **3 May 2027 – 7 May 2027** | Addis Ababa | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **3 May 2027 – 7 May 2027** | Singapore | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **3 May 2027 – 7 May 2027** | Istanbul | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **3 May 2027 – 7 May 2027** | Bangkok | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **3 May 2027 – 7 May 2027** | Accra | Classroom / 5d | **$4,000 USD / KES 110,000** |
| **10 May 2027 – 14 May 2027** | Nairobi | Classroom / 5d | **$1,500 USD / KES 110,000** |
| **10 May 2027 – 14 May 2027** | Kigali | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **10 May 2027 – 14 May 2027** | Dubai | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **10 May 2027 – 14 May 2027** | Cape Town | Classroom / 5d | **$4,500 USD / KES 110,000** |
| **10 May 2027 – 14 May 2027** | Addis Ababa | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **10 May 2027 – 14 May 2027** | Singapore | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **10 May 2027 – 14 May 2027** | Istanbul | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **10 May 2027 – 14 May 2027** | Bangkok | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **10 May 2027 – 14 May 2027** | Accra | Classroom / 5d | **$4,000 USD / KES 110,000** |
| **17 May 2027 – 21 May 2027** | Nairobi | Classroom / 5d | **$1,500 USD / KES 110,000** |
| **17 May 2027 – 21 May 2027** | Kigali | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **17 May 2027 – 21 May 2027** | Dubai | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **17 May 2027 – 21 May 2027** | Cape Town | Classroom / 5d | **$4,500 USD / KES 110,000** |
| **17 May 2027 – 21 May 2027** | Addis Ababa | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **17 May 2027 – 21 May 2027** | Singapore | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **17 May 2027 – 21 May 2027** | Istanbul | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **17 May 2027 – 21 May 2027** | Bangkok | Classroom / 5d | **$5,000 USD / KES 110,000** |

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| **17 May 2027 – 21 May 2027** | Accra | Classroom / 5d | **$4,000 USD / KES 110,000** |
| **24 May 2027 – 28 May 2027** | Nairobi | Classroom / 5d | **$1,500 USD / KES 110,000** |
| **24 May 2027 – 28 May 2027** | Kigali | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **24 May 2027 – 28 May 2027** | Dubai | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **24 May 2027 – 28 May 2027** | Cape Town | Classroom / 5d | **$4,500 USD / KES 110,000** |
| **24 May 2027 – 28 May 2027** | Addis Ababa | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **24 May 2027 – 28 May 2027** | Singapore | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **24 May 2027 – 28 May 2027** | Istanbul | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **24 May 2027 – 28 May 2027** | Bangkok | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **24 May 2027 – 28 May 2027** | Accra | Classroom / 5d | **$4,000 USD / KES 110,000** |
| **31 May 2027 – 4 Jun 2027** | Nairobi | Classroom / 5d | **$1,500 USD / KES 110,000** |
| **31 May 2027 – 4 Jun 2027** | Kigali | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **31 May 2027 – 4 Jun 2027** | Dubai | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **31 May 2027 – 4 Jun 2027** | Cape Town | Classroom / 5d | **$4,500 USD / KES 110,000** |
| **31 May 2027 – 4 Jun 2027** | Addis Ababa | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **31 May 2027 – 4 Jun 2027** | Singapore | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **31 May 2027 – 4 Jun 2027** | Istanbul | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **31 May 2027 – 4 Jun 2027** | Bangkok | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **31 May 2027 – 4 Jun 2027** | Accra | Classroom / 5d | **$4,000 USD / KES 110,000** |
| **7 Jun 2027 – 11 Jun 2027** | Nairobi | Classroom / 5d | **$1,500 USD / KES 110,000** |
| **7 Jun 2027 – 11 Jun 2027** | Kigali | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **7 Jun 2027 – 11 Jun 2027** | Dubai | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **7 Jun 2027 – 11 Jun 2027** | Cape Town | Classroom / 5d | **$4,500 USD / KES 110,000** |
| **7 Jun 2027 – 11 Jun 2027** | Addis Ababa | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **7 Jun 2027 – 11 Jun 2027** | Singapore | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **7 Jun 2027 – 11 Jun 2027** | Istanbul | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **7 Jun 2027 – 11 Jun 2027** | Bangkok | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **7 Jun 2027 – 11 Jun 2027** | Accra | Classroom / 5d | **$4,000 USD / KES 110,000** |
| **14 Jun 2027 – 18 Jun 2027** | Nairobi | Classroom / 5d | **$1,500 USD / KES 110,000** |
| **14 Jun 2027 – 18 Jun 2027** | Kigali | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **14 Jun 2027 – 18 Jun 2027** | Dubai | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **14 Jun 2027 – 18 Jun 2027** | Cape Town | Classroom / 5d | **$4,500 USD / KES 110,000** |

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| **14 Jun 2027 – 18 Jun 2027** | Addis Ababa | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **14 Jun 2027 – 18 Jun 2027** | Singapore | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **14 Jun 2027 – 18 Jun 2027** | Istanbul | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **14 Jun 2027 – 18 Jun 2027** | Bangkok | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **14 Jun 2027 – 18 Jun 2027** | Accra | Classroom / 5d | **$4,000 USD / KES 110,000** |
| **21 Jun 2027 – 25 Jun 2027** | Nairobi | Classroom / 5d | **$1,500 USD / KES 110,000** |
| **21 Jun 2027 – 25 Jun 2027** | Kigali | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **21 Jun 2027 – 25 Jun 2027** | Dubai | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **21 Jun 2027 – 25 Jun 2027** | Cape Town | Classroom / 5d | **$4,500 USD / KES 110,000** |
| **21 Jun 2027 – 25 Jun 2027** | Addis Ababa | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **21 Jun 2027 – 25 Jun 2027** | Singapore | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **21 Jun 2027 – 25 Jun 2027** | Istanbul | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **21 Jun 2027 – 25 Jun 2027** | Bangkok | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **21 Jun 2027 – 25 Jun 2027** | Accra | Classroom / 5d | **$4,000 USD / KES 110,000** |
| **28 Jun 2027 – 2 Jul 2027** | Nairobi | Classroom / 5d | **$1,500 USD / KES 110,000** |
| **28 Jun 2027 – 2 Jul 2027** | Kigali | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **28 Jun 2027 – 2 Jul 2027** | Dubai | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **28 Jun 2027 – 2 Jul 2027** | Cape Town | Classroom / 5d | **$4,500 USD / KES 110,000** |
| **28 Jun 2027 – 2 Jul 2027** | Addis Ababa | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **28 Jun 2027 – 2 Jul 2027** | Singapore | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **28 Jun 2027 – 2 Jul 2027** | Istanbul | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **28 Jun 2027 – 2 Jul 2027** | Bangkok | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **28 Jun 2027 – 2 Jul 2027** | Accra | Classroom / 5d | **$4,000 USD / KES 110,000** |
| **5 Jul 2027 – 9 Jul 2027** | Nairobi | Classroom / 5d | **$1,500 USD / KES 110,000** |
| **5 Jul 2027 – 9 Jul 2027** | Kigali | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **5 Jul 2027 – 9 Jul 2027** | Dubai | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **5 Jul 2027 – 9 Jul 2027** | Cape Town | Classroom / 5d | **$4,500 USD / KES 110,000** |
| **5 Jul 2027 – 9 Jul 2027** | Addis Ababa | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **5 Jul 2027 – 9 Jul 2027** | Singapore | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **5 Jul 2027 – 9 Jul 2027** | Istanbul | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **5 Jul 2027 – 9 Jul 2027** | Bangkok | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **5 Jul 2027 – 9 Jul 2027** | Accra | Classroom / 5d | **$4,000 USD / KES 110,000** |

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| **12 Jul 2027 – 16 Jul 2027** | Nairobi | Classroom / 5d | **$1,500 USD / KES 110,000** |
| **12 Jul 2027 – 16 Jul 2027** | Kigali | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **12 Jul 2027 – 16 Jul 2027** | Dubai | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **12 Jul 2027 – 16 Jul 2027** | Cape Town | Classroom / 5d | **$4,500 USD / KES 110,000** |
| **12 Jul 2027 – 16 Jul 2027** | Addis Ababa | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **12 Jul 2027 – 16 Jul 2027** | Singapore | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **12 Jul 2027 – 16 Jul 2027** | Istanbul | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **12 Jul 2027 – 16 Jul 2027** | Bangkok | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **12 Jul 2027 – 16 Jul 2027** | Accra | Classroom / 5d | **$4,000 USD / KES 110,000** |
| **19 Jul 2027 – 23 Jul 2027** | Nairobi | Classroom / 5d | **$1,500 USD / KES 110,000** |
| **19 Jul 2027 – 23 Jul 2027** | Kigali | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **19 Jul 2027 – 23 Jul 2027** | Dubai | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **19 Jul 2027 – 23 Jul 2027** | Cape Town | Classroom / 5d | **$4,500 USD / KES 110,000** |
| **19 Jul 2027 – 23 Jul 2027** | Addis Ababa | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **19 Jul 2027 – 23 Jul 2027** | Singapore | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **19 Jul 2027 – 23 Jul 2027** | Istanbul | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **19 Jul 2027 – 23 Jul 2027** | Bangkok | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **19 Jul 2027 – 23 Jul 2027** | Accra | Classroom / 5d | **$4,000 USD / KES 110,000** |
| **26 Jul 2027 – 30 Jul 2027** | Nairobi | Classroom / 5d | **$1,500 USD / KES 110,000** |
| **26 Jul 2027 – 30 Jul 2027** | Kigali | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **26 Jul 2027 – 30 Jul 2027** | Dubai | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **26 Jul 2027 – 30 Jul 2027** | Cape Town | Classroom / 5d | **$4,500 USD / KES 110,000** |
| **26 Jul 2027 – 30 Jul 2027** | Addis Ababa | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **26 Jul 2027 – 30 Jul 2027** | Singapore | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **26 Jul 2027 – 30 Jul 2027** | Istanbul | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **26 Jul 2027 – 30 Jul 2027** | Bangkok | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **26 Jul 2027 – 30 Jul 2027** | Accra | Classroom / 5d | **$4,000 USD / KES 110,000** |
| **2 Aug 2027 – 6 Aug 2027** | Nairobi | Classroom / 5d | **$1,500 USD / KES 110,000** |
| **2 Aug 2027 – 6 Aug 2027** | Kigali | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **2 Aug 2027 – 6 Aug 2027** | Dubai | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **2 Aug 2027 – 6 Aug 2027** | Cape Town | Classroom / 5d | **$4,500 USD / KES 110,000** |
| **2 Aug 2027 – 6 Aug 2027** | Addis Ababa | Classroom / 5d | **$3,000 USD / KES 110,000** |

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| **2 Aug 2027 – 6 Aug 2027** | Singapore | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **2 Aug 2027 – 6 Aug 2027** | Istanbul | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **2 Aug 2027 – 6 Aug 2027** | Bangkok | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **2 Aug 2027 – 6 Aug 2027** | Accra | Classroom / 5d | **$4,000 USD / KES 110,000** |
| **9 Aug 2027 – 13 Aug 2027** | Nairobi | Classroom / 5d | **$1,500 USD / KES 110,000** |
| **9 Aug 2027 – 13 Aug 2027** | Kigali | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **9 Aug 2027 – 13 Aug 2027** | Dubai | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **9 Aug 2027 – 13 Aug 2027** | Cape Town | Classroom / 5d | **$4,500 USD / KES 110,000** |
| **9 Aug 2027 – 13 Aug 2027** | Addis Ababa | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **9 Aug 2027 – 13 Aug 2027** | Singapore | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **9 Aug 2027 – 13 Aug 2027** | Istanbul | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **9 Aug 2027 – 13 Aug 2027** | Bangkok | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **9 Aug 2027 – 13 Aug 2027** | Accra | Classroom / 5d | **$4,000 USD / KES 110,000** |
| **16 Aug 2027 – 20 Aug 2027** | Nairobi | Classroom / 5d | **$1,500 USD / KES 110,000** |
| **16 Aug 2027 – 20 Aug 2027** | Kigali | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **16 Aug 2027 – 20 Aug 2027** | Dubai | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **16 Aug 2027 – 20 Aug 2027** | Cape Town | Classroom / 5d | **$4,500 USD / KES 110,000** |
| **16 Aug 2027 – 20 Aug 2027** | Addis Ababa | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **16 Aug 2027 – 20 Aug 2027** | Singapore | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **16 Aug 2027 – 20 Aug 2027** | Istanbul | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **16 Aug 2027 – 20 Aug 2027** | Bangkok | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **16 Aug 2027 – 20 Aug 2027** | Accra | Classroom / 5d | **$4,000 USD / KES 110,000** |
| **23 Aug 2027 – 27 Aug 2027** | Nairobi | Classroom / 5d | **$1,500 USD / KES 110,000** |
| **23 Aug 2027 – 27 Aug 2027** | Kigali | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **23 Aug 2027 – 27 Aug 2027** | Dubai | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **23 Aug 2027 – 27 Aug 2027** | Cape Town | Classroom / 5d | **$4,500 USD / KES 110,000** |
| **23 Aug 2027 – 27 Aug 2027** | Addis Ababa | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **23 Aug 2027 – 27 Aug 2027** | Singapore | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **23 Aug 2027 – 27 Aug 2027** | Istanbul | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **23 Aug 2027 – 27 Aug 2027** | Bangkok | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **23 Aug 2027 – 27 Aug 2027** | Accra | Classroom / 5d | **$4,000 USD / KES 110,000** |
| **30 Aug 2027 – 3 Sep 2027** | Nairobi | Classroom / 5d | **$1,500 USD / KES 110,000** |

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| **30 Aug 2027 – 3 Sep 2027** | Kigali | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **30 Aug 2027 – 3 Sep 2027** | Dubai | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **30 Aug 2027 – 3 Sep 2027** | Cape Town | Classroom / 5d | **$4,500 USD / KES 110,000** |
| **30 Aug 2027 – 3 Sep 2027** | Addis Ababa | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **30 Aug 2027 – 3 Sep 2027** | Singapore | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **30 Aug 2027 – 3 Sep 2027** | Istanbul | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **30 Aug 2027 – 3 Sep 2027** | Bangkok | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **30 Aug 2027 – 3 Sep 2027** | Accra | Classroom / 5d | **$4,000 USD / KES 110,000** |
| **6 Sep 2027 – 10 Sep 2027** | Nairobi | Classroom / 5d | **$1,500 USD / KES 110,000** |
| **6 Sep 2027 – 10 Sep 2027** | Kigali | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **6 Sep 2027 – 10 Sep 2027** | Dubai | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **6 Sep 2027 – 10 Sep 2027** | Cape Town | Classroom / 5d | **$4,500 USD / KES 110,000** |
| **6 Sep 2027 – 10 Sep 2027** | Addis Ababa | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **6 Sep 2027 – 10 Sep 2027** | Singapore | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **6 Sep 2027 – 10 Sep 2027** | Istanbul | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **6 Sep 2027 – 10 Sep 2027** | Bangkok | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **6 Sep 2027 – 10 Sep 2027** | Accra | Classroom / 5d | **$4,000 USD / KES 110,000** |
| **13 Sep 2027 – 17 Sep 2027** | Nairobi | Classroom / 5d | **$1,500 USD / KES 110,000** |
| **13 Sep 2027 – 17 Sep 2027** | Kigali | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **13 Sep 2027 – 17 Sep 2027** | Dubai | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **13 Sep 2027 – 17 Sep 2027** | Cape Town | Classroom / 5d | **$4,500 USD / KES 110,000** |
| **13 Sep 2027 – 17 Sep 2027** | Addis Ababa | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **13 Sep 2027 – 17 Sep 2027** | Singapore | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **13 Sep 2027 – 17 Sep 2027** | Istanbul | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **13 Sep 2027 – 17 Sep 2027** | Bangkok | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **13 Sep 2027 – 17 Sep 2027** | Accra | Classroom / 5d | **$4,000 USD / KES 110,000** |
| **20 Sep 2027 – 24 Sep 2027** | Nairobi | Classroom / 5d | **$1,500 USD / KES 110,000** |
| **20 Sep 2027 – 24 Sep 2027** | Kigali | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **20 Sep 2027 – 24 Sep 2027** | Dubai | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **20 Sep 2027 – 24 Sep 2027** | Cape Town | Classroom / 5d | **$4,500 USD / KES 110,000** |
| **20 Sep 2027 – 24 Sep 2027** | Addis Ababa | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **20 Sep 2027 – 24 Sep 2027** | Singapore | Classroom / 5d | **$5,000 USD / KES 110,000** |

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| **20 Sep 2027 – 24 Sep 2027** | Istanbul | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **20 Sep 2027 – 24 Sep 2027** | Bangkok | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **20 Sep 2027 – 24 Sep 2027** | Accra | Classroom / 5d | **$4,000 USD / KES 110,000** |
| **27 Sep 2027 – 1 Oct 2027** | Nairobi | Classroom / 5d | **$1,500 USD / KES 110,000** |
| **27 Sep 2027 – 1 Oct 2027** | Kigali | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **27 Sep 2027 – 1 Oct 2027** | Dubai | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **27 Sep 2027 – 1 Oct 2027** | Cape Town | Classroom / 5d | **$4,500 USD / KES 110,000** |
| **27 Sep 2027 – 1 Oct 2027** | Addis Ababa | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **27 Sep 2027 – 1 Oct 2027** | Singapore | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **27 Sep 2027 – 1 Oct 2027** | Istanbul | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **27 Sep 2027 – 1 Oct 2027** | Bangkok | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **27 Sep 2027 – 1 Oct 2027** | Accra | Classroom / 5d | **$4,000 USD / KES 110,000** |
| **4 Oct 2027 – 8 Oct 2027** | Nairobi | Classroom / 5d | **$1,500 USD / KES 110,000** |
| **4 Oct 2027 – 8 Oct 2027** | Kigali | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **4 Oct 2027 – 8 Oct 2027** | Dubai | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **4 Oct 2027 – 8 Oct 2027** | Cape Town | Classroom / 5d | **$4,500 USD / KES 110,000** |
| **4 Oct 2027 – 8 Oct 2027** | Addis Ababa | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **4 Oct 2027 – 8 Oct 2027** | Singapore | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **4 Oct 2027 – 8 Oct 2027** | Istanbul | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **4 Oct 2027 – 8 Oct 2027** | Bangkok | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **4 Oct 2027 – 8 Oct 2027** | Accra | Classroom / 5d | **$4,000 USD / KES 110,000** |
| **11 Oct 2027 – 15 Oct 2027** | Nairobi | Classroom / 5d | **$1,500 USD / KES 110,000** |
| **11 Oct 2027 – 15 Oct 2027** | Kigali | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **11 Oct 2027 – 15 Oct 2027** | Dubai | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **11 Oct 2027 – 15 Oct 2027** | Cape Town | Classroom / 5d | **$4,500 USD / KES 110,000** |
| **11 Oct 2027 – 15 Oct 2027** | Addis Ababa | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **11 Oct 2027 – 15 Oct 2027** | Singapore | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **11 Oct 2027 – 15 Oct 2027** | Istanbul | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **11 Oct 2027 – 15 Oct 2027** | Bangkok | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **11 Oct 2027 – 15 Oct 2027** | Accra | Classroom / 5d | **$4,000 USD / KES 110,000** |
| **18 Oct 2027 – 22 Oct 2027** | Nairobi | Classroom / 5d | **$1,500 USD / KES 110,000** |
| **18 Oct 2027 – 22 Oct 2027** | Kigali | Classroom / 5d | **$3,000 USD / KES 110,000** |

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| **18 Oct 2027 – 22 Oct 2027** | Dubai | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **18 Oct 2027 – 22 Oct 2027** | Cape Town | Classroom / 5d | **$4,500 USD / KES 110,000** |
| **18 Oct 2027 – 22 Oct 2027** | Addis Ababa | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **18 Oct 2027 – 22 Oct 2027** | Singapore | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **18 Oct 2027 – 22 Oct 2027** | Istanbul | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **18 Oct 2027 – 22 Oct 2027** | Bangkok | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **18 Oct 2027 – 22 Oct 2027** | Accra | Classroom / 5d | **$4,000 USD / KES 110,000** |
| **25 Oct 2027 – 29 Oct 2027** | Nairobi | Classroom / 5d | **$1,500 USD / KES 110,000** |
| **25 Oct 2027 – 29 Oct 2027** | Kigali | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **25 Oct 2027 – 29 Oct 2027** | Dubai | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **25 Oct 2027 – 29 Oct 2027** | Cape Town | Classroom / 5d | **$4,500 USD / KES 110,000** |
| **25 Oct 2027 – 29 Oct 2027** | Addis Ababa | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **25 Oct 2027 – 29 Oct 2027** | Singapore | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **25 Oct 2027 – 29 Oct 2027** | Istanbul | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **25 Oct 2027 – 29 Oct 2027** | Bangkok | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **25 Oct 2027 – 29 Oct 2027** | Accra | Classroom / 5d | **$4,000 USD / KES 110,000** |
| **1 Nov 2027 – 5 Nov 2027** | Nairobi | Classroom / 5d | **$1,500 USD / KES 110,000** |
| **1 Nov 2027 – 5 Nov 2027** | Kigali | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **1 Nov 2027 – 5 Nov 2027** | Dubai | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **1 Nov 2027 – 5 Nov 2027** | Cape Town | Classroom / 5d | **$4,500 USD / KES 110,000** |
| **1 Nov 2027 – 5 Nov 2027** | Addis Ababa | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **1 Nov 2027 – 5 Nov 2027** | Singapore | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **1 Nov 2027 – 5 Nov 2027** | Istanbul | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **1 Nov 2027 – 5 Nov 2027** | Bangkok | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **1 Nov 2027 – 5 Nov 2027** | Accra | Classroom / 5d | **$4,000 USD / KES 110,000** |
| **8 Nov 2027 – 12 Nov 2027** | Nairobi | Classroom / 5d | **$1,500 USD / KES 110,000** |
| **8 Nov 2027 – 12 Nov 2027** | Kigali | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **8 Nov 2027 – 12 Nov 2027** | Dubai | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **8 Nov 2027 – 12 Nov 2027** | Cape Town | Classroom / 5d | **$4,500 USD / KES 110,000** |
| **8 Nov 2027 – 12 Nov 2027** | Addis Ababa | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **8 Nov 2027 – 12 Nov 2027** | Singapore | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **8 Nov 2027 – 12 Nov 2027** | Istanbul | Classroom / 5d | **$5,000 USD / KES 110,000** |

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| **8 Nov 2027 – 12 Nov 2027** | Bangkok | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **8 Nov 2027 – 12 Nov 2027** | Accra | Classroom / 5d | **$4,000 USD / KES 110,000** |
| **15 Nov 2027 – 19 Nov 2027** | Nairobi | Classroom / 5d | **$1,500 USD / KES 110,000** |
| **15 Nov 2027 – 19 Nov 2027** | Kigali | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **15 Nov 2027 – 19 Nov 2027** | Dubai | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **15 Nov 2027 – 19 Nov 2027** | Cape Town | Classroom / 5d | **$4,500 USD / KES 110,000** |
| **15 Nov 2027 – 19 Nov 2027** | Addis Ababa | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **15 Nov 2027 – 19 Nov 2027** | Singapore | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **15 Nov 2027 – 19 Nov 2027** | Istanbul | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **15 Nov 2027 – 19 Nov 2027** | Bangkok | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **15 Nov 2027 – 19 Nov 2027** | Accra | Classroom / 5d | **$4,000 USD / KES 110,000** |
| **22 Nov 2027 – 26 Nov 2027** | Nairobi | Classroom / 5d | **$1,500 USD / KES 110,000** |
| **22 Nov 2027 – 26 Nov 2027** | Kigali | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **22 Nov 2027 – 26 Nov 2027** | Dubai | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **22 Nov 2027 – 26 Nov 2027** | Cape Town | Classroom / 5d | **$4,500 USD / KES 110,000** |
| **22 Nov 2027 – 26 Nov 2027** | Addis Ababa | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **22 Nov 2027 – 26 Nov 2027** | Singapore | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **22 Nov 2027 – 26 Nov 2027** | Istanbul | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **22 Nov 2027 – 26 Nov 2027** | Bangkok | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **22 Nov 2027 – 26 Nov 2027** | Accra | Classroom / 5d | **$4,000 USD / KES 110,000** |
| **29 Nov 2027 – 3 Dec 2027** | Addis Ababa | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **29 Nov 2027 – 3 Dec 2027** | Singapore | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **29 Nov 2027 – 3 Dec 2027** | Istanbul | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **29 Nov 2027 – 3 Dec 2027** | Bangkok | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **29 Nov 2027 – 3 Dec 2027** | Accra | Classroom / 5d | **$4,000 USD / KES 110,000** |
| **29 Nov 2027 – 3 Dec 2027** | Nairobi | Classroom / 5d | **$1,500 USD / KES 110,000** |
| **29 Nov 2027 – 3 Dec 2027** | Kigali | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **29 Nov 2027 – 3 Dec 2027** | Dubai | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **29 Nov 2027 – 3 Dec 2027** | Cape Town | Classroom / 5d | **$4,500 USD / KES 110,000** |
| **6 Dec 2027 – 10 Dec 2027** | Nairobi | Classroom / 5d | **$1,500 USD / KES 110,000** |
| **6 Dec 2027 – 10 Dec 2027** | Kigali | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **6 Dec 2027 – 10 Dec 2027** | Dubai | Classroom / 5d | **$5,000 USD / KES 110,000** |

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| **6 Dec 2027 – 10 Dec 2027** | Cape Town | Classroom / 5d | **$4,500 USD / KES 110,000** |
| **6 Dec 2027 – 10 Dec 2027** | Addis Ababa | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **6 Dec 2027 – 10 Dec 2027** | Singapore | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **6 Dec 2027 – 10 Dec 2027** | Istanbul | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **6 Dec 2027 – 10 Dec 2027** | Bangkok | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **6 Dec 2027 – 10 Dec 2027** | Accra | Classroom / 5d | **$4,000 USD / KES 110,000** |
| **13 Dec 2027 – 17 Dec 2027** | Nairobi | Classroom / 5d | **$1,500 USD / KES 110,000** |
| **13 Dec 2027 – 17 Dec 2027** | Kigali | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **13 Dec 2027 – 17 Dec 2027** | Dubai | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **13 Dec 2027 – 17 Dec 2027** | Cape Town | Classroom / 5d | **$4,500 USD / KES 110,000** |
| **13 Dec 2027 – 17 Dec 2027** | Addis Ababa | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **13 Dec 2027 – 17 Dec 2027** | Singapore | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **13 Dec 2027 – 17 Dec 2027** | Istanbul | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **13 Dec 2027 – 17 Dec 2027** | Bangkok | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **13 Dec 2027 – 17 Dec 2027** | Accra | Classroom / 5d | **$4,000 USD / KES 110,000** |
| **20 Dec 2027 – 24 Dec 2027** | Nairobi | Classroom / 5d | **$1,500 USD / KES 110,000** |
| **20 Dec 2027 – 24 Dec 2027** | Kigali | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **20 Dec 2027 – 24 Dec 2027** | Dubai | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **20 Dec 2027 – 24 Dec 2027** | Cape Town | Classroom / 5d | **$4,500 USD / KES 110,000** |
| **20 Dec 2027 – 24 Dec 2027** | Addis Ababa | Classroom / 5d | **$3,000 USD / KES 110,000** |
| **20 Dec 2027 – 24 Dec 2027** | Singapore | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **20 Dec 2027 – 24 Dec 2027** | Istanbul | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **20 Dec 2027 – 24 Dec 2027** | Bangkok | Classroom / 5d | **$5,000 USD / KES 110,000** |
| **20 Dec 2027 – 24 Dec 2027** | Accra | Classroom / 5d | **$4,000 USD / KES 110,000** |

* Corporate discounts and customized cohort scheduling are available for teams of 3 or more participants.

## Course Curriculum & Modules

**Training Course on Customer Service Excellence for Aviation Leaders**

**Introduction**

**The aviation industry is undergoing rapid transformation, driven by digitalization, personalization, and ever-evolving customer expectations. In this dynamic landscape, customer service excellence is no longer a mere differentiator but a critical imperative for sustainable growth and brand loyalty. Aviation leaders face the unique challenge of balancing operational efficiency with the delivery of exceptional passenger journeys across diverse touchpoints. This course is meticulously designed to equip senior aviation professionals with the strategic insights and leadership competencies required to cultivate a truly customer-centric culture, driving unparalleled service delivery and fostering passenger satisfaction.**

**Training Course on Customer Service Excellence for Aviation Leaders will empower aviation leaders to transform customer interactions into opportunities for loyalty and advocacy. We will explore cutting-edge service methodologies, delve into the psychology of passenger experience, and equip participants with the tools to lead their teams in delivering proactive, empathetic, and personalized service. By mastering these principles, leaders can navigate complex operational challenges, resolve customer pain points effectively, and ultimately elevate their organization's standing in the highly competitive global aviation market.**

**Course Duration**

**5 days**

## Course Objectives

Upon completion of this course, participants will be able to:

- Define and champion a customer-centric culture within their aviation organization.
- Analyze and optimize the complete passenger journey across all touchpoints, from booking to post-flight.
- Implement proactive service recovery strategies to mitigate disruptions and enhance customer satisfaction in real-time.
- Leverage data analytics and AI-driven insights to personalize customer experiences and anticipate needs.
- Develop and lead high-performing teams focused on empathetic communication and active listening.
- Master conflict resolution techniques and effectively manage difficult customer situations with professionalism.
- Integrate digital transformation tools and omnichannel communication for seamless customer interactions.
- Foster a culture of continuous improvement and service innovation within their departments.
- Understand and adapt to cross-cultural communication nuances for a diverse global passenger base.
- Implement sustainable customer service practices that align with environmental and social responsibilities.
- Develop leadership strategies to empower frontline staff and foster a sense of ownership in service delivery.
- Benchmark and implement industry best practices in customer service excellence for aviation.
- Drive measurable improvements in Net Promoter Score (NPS), customer retention, and brand reputation.

Organizational Benefits

- Cultivating a superior passenger experience leads to repeat business and stronger customer relationships.
- Satisfied customers are more likely to spend more and recommend services, boosting the bottom line.
- Consistent, excellent service builds a positive public image and differentiates the organization from competitors.
- Proactive service and effective issue resolution reduce complaints, re-bookings, and operational strain.
- Empowered and well-trained staff are more motivated, productive, and satisfied in their roles.
- Differentiating through exceptional service attracts new customers and retains existing ones in a crowded market.
- Proactive engagement and effective recovery minimize negative publicity and reputational damage.
- Understanding customer needs and feedback enables more informed strategic planning.
- Adherence to service standards and effective complaint handling can reduce regulatory issues and legal risks.

Target Audience

- Airline Executives and Directors (e.g., Head of Customer Experience, VP of Operations)
- Airport Management and Operations Leaders
- Ground Handling Supervisors and Managers
- Cabin Crew Managers and Trainers
- Customer Relations and Service Quality Managers
- Security and Immigration Leaders involved in passenger interaction
- Airline and Airport Marketing and Communications Directors
- High-potential individuals aspiring to senior customer-facing leadership roles in aviation

Course Outline

## Module 1: The Evolving Landscape of Aviation Customer Experience

- Understanding the shift from transactional service to holistic passenger experience.
- Impact of digitalization and AI in aviation customer service (e.g., chatbots, personalized notifications).
- Analyzing customer expectations in the post-pandemic era: safety, hygiene, flexibility.
- Identifying key customer touchpoints across the entire travel journey.
- Case Study: Examining how Singapore Airlines consistently delivers exceptional service through its customer-centric strategy and technology integration.

## Module 2: Strategic Customer Service Leadership

- Defining and embedding a customer-first mindset throughout the organization.
- Developing a compelling service vision and cascading it to all levels.
- Building a culture of accountability and ownership for service delivery.
- Leading change and fostering service innovation in a complex environment.

• Case Study: Analysis of how Southwest Airlines' leadership fosters a unique employee culture that translates directly into positive customer interactions and loyalty.

### Module 3: Optimizing the Passenger Journey

• Mapping the end-to-end passenger journey to identify pain points and opportunities.

• Implementing seamless service delivery across online, offline, and in-flight channels.

• Leveraging data analytics to understand customer behavior and preferences.

• Designing personalized experiences from booking to baggage claim.

• Case Study: Exploring Finnair's efforts to enhance its digital customer journey, from mobile check-in to personalized in-flight entertainment, based on customer feedback and data.

### Module 4: Proactive Service Recovery and Crisis Management

• Strategies for anticipating and mitigating service disruptions.

• Effective communication during flight delays, cancellations, and irregular operations.

• Mastering conflict de-escalation and handling difficult customer interactions.

• Implementing robust service recovery protocols to turn negative experiences into positive ones.

• Case Study: Examining how Qatar Airways managed customer communication and support during significant operational challenges, emphasizing transparency and empathy.

### Module 5: Empowering Frontline Teams for Excellence

• Leadership coaching for customer-facing staff: fostering empathy and proactivity.

• Developing communication and interpersonal skills training for diverse scenarios.

• Strategies for motivating and retaining high-performing service teams.

• Creating an environment that encourages employee empowerment and initiative.

• Case Study: Analyzing the training and empowerment programs at Emirates Airlines that enable their cabin crew to consistently deliver premium service globally.

### Module 6: Digital Transformation and Omnichannel Service

• Integrating AI and automation into customer service workflows (e.g., intelligent chatbots, virtual assistants).

• Developing a cohesive omnichannel strategy for consistent customer support.

• Utilizing CRM systems and customer feedback platforms for continuous improvement.

• Leveraging social media for real-time customer engagement and issue resolution.

• Case Study: How KLM Royal Dutch Airlines effectively uses social media and AI-powered tools to manage customer queries and provide proactive updates.

### Module 7: Cultural Nuances and Global Service Standards

• Understanding the impact of cultural diversity on customer expectations and interactions.

• Developing cross-cultural communication competencies for a global clientele.

• Implementing inclusive service practices for passengers with diverse needs.

• Navigating international aviation regulations and their impact on service.

• Case Study: Examining how ANA (All Nippon Airways) balances traditional Japanese hospitality with global service standards to cater to a diverse international passenger base.

### Module 8: Measuring and Sustaining Service Excellence

• Key performance indicators (KPIs) for customer service excellence (e.g., NPS, CSAT, FCR).

• Implementing robust feedback mechanisms and analytics for continuous improvement.

• Conducting service audits and benchmarking against industry leaders.

• Developing long-term strategies for sustaining a culture of excellence and continuous innovation.

• Case Study: Reviewing how major airports like Changi Airport utilize comprehensive customer feedback and data analytics to continuously improve their passenger experience and maintain their top rankings.

Training Methodology

Our training methodology combines a dynamic and interactive approach to ensure maximum learning and application.

• Interactive Workshops: Engaging group activities, discussions, and problem-solving scenarios.

• Case Studies & Real-World Simulations: Deep dives into industry-specific challenges and best practices.

• Role-Playing: Practical exercises to hone communication and conflict resolution skills.

- Expert-Led Discussions: Facilitated sessions with experienced aviation customer service leaders.
- Peer Learning & Networking: Opportunities to share insights and build connections with fellow professionals.
- Personalized Action Planning: Participants will develop concrete strategies for implementing learned concepts in their organizations.
- Multimedia Resources: Videos, presentations, and supplementary readings to enhance understanding.
- Post-Course Support: Access to online resources and community for continued learning and collaboration.

Register as a group from 3 participants for a Discount

Send us an email: info@datastatresearch.org or call +254724527104

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to DATASTAT CONSULTANCY LTD account, as indicated in the invoice so as to enable us prepare better for you.

## Certification & Learning Methodology

- Hands-on practical delivery with real-world datasets, case studies, and lab exercises.
- Post-training mentorship, access to class resources, and customized follow-up support.
- Participants who successfully complete the course receive an accredited Datastat Certificate of Completion.

## How to Enroll & Reserve Your Seat

1. Online Registration: Visit https://datastatresearch.org/courses/training-course-on-customer-service-excellence-for-aviation-leaders to register online.
2. Email Booking: Send participant details to training@datastatresearch.org for official invoice & reservation.
3. Support & Assistance: Inquire via phone +254 724 527 104 | +254 734 969 612.