INTERNSHIP REPORT

AIRPORTS AUTHORITY OF INDIA

भारतीय विमानपत्तन प्राधिकरण
AIRPORTS AUTHORITY OF INDIA

SUBMITTED TO

DEPARTMENT OF MANAGEMENT STUDIES (BBA-INTEGRATED)

GOA BUSINESS SCHOOL

IN PARTIAL FULFILMENT FOR THE AWARD OF THE DEGREE OF

MASTER OF BUSINESS ADMINISTRATION (INTEGRATED: HOSPITALITY, TRAVEL AND

TOURISM)

BY

KATIA ELVIRA DE HEREDIA

2006

AUGUST 2023

भारतीय विमानपत्तन प्राधिकरण
AIRPORTS AUTHORITY OF INDIA

संख्या: भाविप्रा/गोवा/मा.सं./इंटर्नशिप/2023 751(1+4) दिनांक: 05/06/2023

सेवा में,
प्राचार्य
गोवा बिजनेस स्कूल,
गोवा विश्वविद्यालय,
गोवा

To
The Principal,
Goa Business School,
Goa University,
Goa

विषय: भारतीय विमानपतन प्राधिकरण में प्रशिक्षुता (इंटर्नशिप) प्रशिक्षण के संबंध में।
Sub: Internship training in Airports Authority of India –Reg.

महोदय/Sir,

सुश्री कटिया एलविरा डी हेरेडिया, आईएमबीए एचटीटी छात्रा को भारतीय विमानपतन प्राधिकरण, गोवा अंतरराष्ट्रीय हवाईअड्डे में इंटर्नशिप प्रशिक्षण की सुविधा के लिए आपका अनुरोध निम्नलिखित शर्तों पर स्वीकार किया जाता है: -

Your request for accommodating Ms. Katia Elvira De Heredia, IMBA HTT student on internship training in Airports Authority of India, Goa International Airport is accepted on the following conditions:

1. नामांकन की स्वीकार्यता विशुद्ध रूप से व्यवहार्यता और सुविधा के अधीन भाविप्रा का विशेषाधिकार है।
   The accept of nomination is purely the prerogative of AAI subject to feasibility and convenience.

2. इंटर्नशिप के लिए नामित छात्र के प्रति भाविप्रा द्वारा स्टाइपेंड/वेतन या अन्य किसी रूप में (टीए, डीए, आवास / बोर्डिंग आदि) कोई वितीय दायित्व नहीं लिया जाएगा।
   No financial liability will be borne by AAI towards nomination as internship student by way of stipend or otherwise (TA/DA lodging/boarding etc.)

3. नामांकित छात्रा को 07 सप्ताह की अवधि के लिए दिनांक 08/06/2023 से 31/07/2023 तक कार्यालयीन समय के दौरान कार्यदिवस में सुबह 09.30 से शाम 06.00 बजे तक उपस्थित होने की अनुमति दी जाएगी।
   The students are required to attend the office for a period of 07 weeks w.e.f. 08.06.2023 to 31.07.2023 during the office hours from 09.30 am to 06.00 pm on all working days.

4. छात्रा को कार्य अवधि के दौरान उचित व्यवहार करना होगा और अपने रिपोर्टिंग अधिकारी के निर्देशों का पालन करना होगा। जिस स्थान पर वह कार्य परिचय प्राप्त कर रहे हैं वहाँ के सामान्य कामकाज को छात्रा अपने किसी भी व्यवहार, हस्तक्षेप या उपस्थिति से वाधित नहीं करेंगे।

The intern has to conduct themselves in a proper manner during working hours and have to abide by the instruction of the official to whom they are reporting. The intern/ student should in no way disrupt, by their intervention or presence, the normal functioning of the offices where they are undergoing familiarization.

5. निर्धारित अवधि की समाप्ति पर, संबन्धित विषय पर छात्रा अपनी परियोजना रिपोर्ट प्रस्तुत करेंगे। हालंकि, छात्रा को यह सुनिश्चित करना होगा कि इस रिपोर्ट में भाविप्रा के बारे में कोई प्रतिकूल टिप्पणी परिलक्षित न हो।

On expiry of the assigned period, student may submit project report on the subject. However, student should ensure that no adverse remarks about AAI are reflected in such report.

6. भाविप्रा स्वविवेक से, कोई कारण बताए बिना, प्रशिक्षुता समाप्त कर सकता है।

AAI, at its discretion, without assigning any reason, may discontinue the internship.

7. इंटर्नशिप छात्रा/इंटर्न को संगठन में रोजगार के लिए कोई अधिकार प्रदान नहीं करेगी।

Internship will not confer any right on the student/intern for employment in the organization.

8. प्रशिक्षुता अवधि के दौरान छात्रा को भाविप्रा परिसर में किसी भी चोट/क्षति के लिए प्राधिकरण उत्तरदायी नहीं होगा।

Authority will not be liable for any injury/damage caused upon self within the premises of AAI during the internship period.

9. प्रशिक्षुता अवधि के दौरान छात्रा फोटोग्राफी, गोपनीयता आदि से संबंधित सभी निर्धारित सुरक्षा मानकों और मानदंडों का पालन करेंगे।

The intern shall abide by all prescribed security standards and norms on photography, secrecy etc. while on internship.

10. विश्वविद्यालय/ संस्थान और छात्रा द्वारा उपरोक्त शर्तों को स्वीकार करने पर ही नामांकन स्वीकार किए जाएंगे।

The finalization of Internship shall be subject to your acceptance of the above conditions before commencement of the internship.

संबंधित विश्वविद्यालय/ संस्थान को यह वचनवद्धता देनी होगी कि नामांकित छात्रा भाविप्रा में नामांकन के दौरान उपरोक्त सभी प्रावधानों / शर्तों का पालन करेंगे। यदि नामांकित छात्रा के किसी आचरण, कार्य या सहभागिता के कारण भाविप्रा को धनहानि होती है या प्रतिष्ठा को कोई भी क्षति पहुँचती है, तो उसकी क्षतिपूर्ति छात्र या विश्वविद्यालय/संस्थान द्वारा की जाएगी। तदनुसार, छात्रा, यदि इच्छुक हो, तो

प्रबन्धक (मा.सं.), प्रशासनिक कार्यालय, भारतीय विमानपतन प्राधिकरण, गोवा अंतरराष्ट्रीय हवाईअड्डा, गोवा - 403 801 को सभी दस्तावेजों (मूल/जेरोक्स) शैक्षणिक आर्हता, पैन कार्ड, आधार कार्ड, जन्म प्रमाणपत्र, जाति प्रमाणपत्र, बायोडेटा के साथ रिपोर्ट करें।

The respective University/Institute should undertake that the nominated students shall abide by all the above provisions/conditions during their nomination to AAI. Any pecuniary loss or damage to the reputation of AAI caused by the nominee by way of their conduct, actions or indulgence shall be liable to be compensated either by the student or by the University/Institution. The student may, accordingly, if willing, report to Manager (HR), Admin Block, Airports Authority of India, Goa International Airport, Goa-403 801, alongwith all documents (Original/Xerox) educational qualification, Pan Card, Aadhar card, Birth certificate, Caste certificate & CV.

भवदीय/Yours sincerely

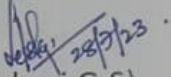(आर्समेन एण्ड फाइनेंस)

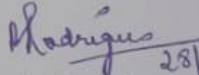No.:- AAI/Goa/HR/Internship/2023/409   Date:-28/07/2023

To Whom So Ever It May Concern

This is to certify that **Ms. Katia Elvira De Heredia, student of Goa Business School, Goa University**, Registration No.- 202001480 has successfully completed her internship in **"Airport Operation & Management "** w.e.f. **08.06.2023 to 28.07.2023** in **Airports Authority of India**, **Goa International Airport**.

Her performance and Conduct during the internship was satisfactory. She maintained a positive attitude & took initiative to learn and understand airport operation with enthusiasm. She was willful motivated and worked well with the team.

Airports Authority of India wishes her prosperous future.

(Lekshmi G.S)
DGM (OPS)
AAI, Goa Airport
Reporting Officer

(Maggie Rodrigues)
Manager (HR)
AAI, Goa Airport

To,
Ms. Katia Elvira De Heredia,
Student of BBA in (Hospitality, Travel & Tourism)

<u>Acknowledgement</u>

I am incredibly grateful to my internship supervisors, Mrs. Lekshmi G S and Mr. Bhanuparatap Singh Choudhary, for their invaluable guidance and support throughout my internship. From the moment I started, Sir took the time to get to know me and understand my goals for the internship. They provided me with clear direction and expectations, and were always available to answer my questions and provide valuable feedback. Their industry experience and expertise helped me to better understand the company and the industry, and allowed me to make the most of my internship. Their expertise and camaraderie were instrumental in my learning experience.

I would also like to express my appreciation to my colleagues and the staff at Aroon Aviation Services for their warm welcome and assistance during my internship.

In addition to my colleagues, the staff at Airports Authority of India- Sir Vipin (Chief Security Officer) , Mr Ruturaj (CNS) and Sir Rebam (VIP handling Supervisor) were always helpful and efficient in assisting me with any needs or questions I had. I am grateful for the opportunity to work with such a dedicated and professional team.

Finally, I would like to thank Mr Vinay Hedaoo for providing the support that helped me achieve this internship with Airports Authority of India. Without his assistance, I would not have been able to gain this valuable & memorable experience.

Executive summary

Working with the Airports Authority of India (AAI) at Goa International Airport, Dabolim, Goa, has been a privilege.

I completed my internship at Dabolim Airport, Goa under Airports Authority of India. The 7-week internship program has proven to be very helpful and practical as well. I was cherished by the Operations department also known as the Customer Service Department at the airport where I worked alongside the team of Aroon Aviation Services. The staff were very kind to share their valuable knowledge and time with me.

During this time, I gathered much information about the industry. I got the opportunity to learn about the role of different department domains, such as CNS, Engineering, AOCC, Apron Control Room, etc that tirelessly work together to ensure safe and seamless passenger and aircraft movements.
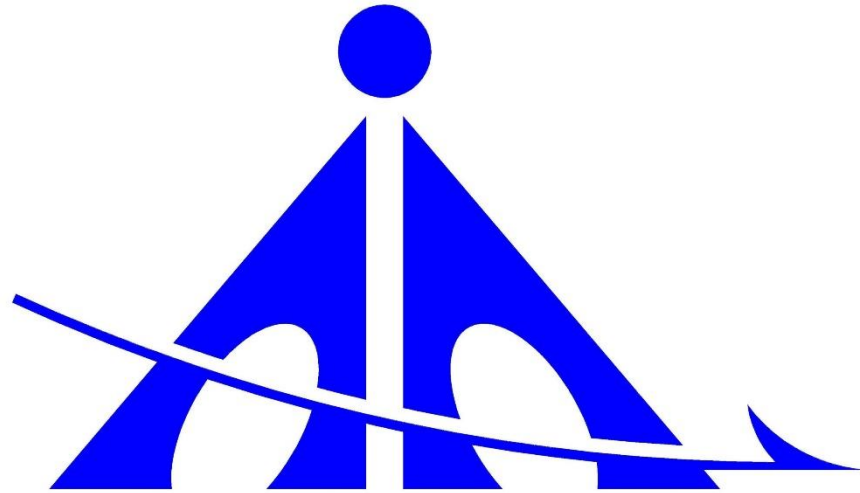
I have also visited the following departments in that duration- Cargo, Commercial, Human Resource Department and Managers of Operations and Security. I am very grateful for the staff for facilitating us well.

Lastly, I had a chance of working in service for the G20 delegates.

CONTENTS

CHAPTER 1: AIRPORTS AUTHORITY OF INDIA

1.1 INTRODUCTION

Airports Authority of India (AAI) was constituted by an Act of Parliament and came into being   on 1st April 1995 by merging erstwhile National Airports Authority and International Airports   Authority of India. The merger brought into existence a single Organization entrusted with the   responsibility of creating, upgrading, maintaining and managing civil aviation infrastructure both   on the ground and air space in the country.

AAI manages a total of 137 airports which include 24 International airports (3 Civil Enclaves), 10 Custom Airports (4 Civil Enclaves) and 103 Domestic airports (23 Civil Enclaves). AAI provides air navigation services over 2.8 million square nautical miles of air space. During the year 2019-20, AAI handled aircraft movement of 1314.23 Thousand [International 156.0 & Domestic 1158.23], Passengers handled 159.59 Million [International 22.26 & Domestic 137.33] and the cargo handled 909.32 thousand MT [International 452.46 & Domestic 456.85]. Further, all Indian airports taken together have handled aircraft movement of 2587.05 Thousand [International 431.85 & Domestic 2155.20], Passengers handled 341.05 Million [International 66.54& Domestic 274.51] and the cargo handled 3328.63 thousand MT [International 2003.12 & Domestic 1325.51].

1. **Passenger Facilities:**

   The main functions of AAI inter-alia include construction, modification & management of passenger terminals, development & management of cargo terminals, development & maintenance of apron infrastructure including runways, parallel taxiways, apron etc., Provision of Communication, Navigation and Surveillance which includes provision of DVOR / DME, ILS, ATC radars, visual aids etc., provision of air traffic services, provision of passenger facilities and related amenities at its terminals thereby

ensuring safe and secure operations of aircraft, passenger and cargo in the country.

2. **Air Navigation Services:**

In tune with global approach to modernization of Air Navigation infrastructure for seamless navigation across state and regional boundaries, AAI has been going ahead with its plans for transition to satellite based Communication, Navigation, Surveillance and Air Traffic Management. A number of co-operation agreements and memoranda of co-operation have been signed with US Federal Aviation Administration, US Trade & Development Agency, European Union, Air Services Australia and the French Government Co-operative Projects and Studies initiated to gain from their experience. Through these activities more and more executives of AAI are being exposed to the latest technology, modern practices & procedures being adopted to improve the overall performance of Airports and Air Navigation Services.

Induction of latest state-of-the-art equipment, both as replacement and old equipments and also as new facilities to improve standards of safety of airports in the air is a continuous process. Adoptions of new and improved procedure go hand in hand with induction of new equipment. Some of the major initiatives in this direction are introduction of Reduced Vertical Separation Minima (RVSM) in India air space to increase airspace capacity and reduce congestion in the air; implementation of GPS And Geo Augmented Navigation (GAGAN) jointly with ISRO which when put to operation would be one of the four such systems in the world.

3. **Security:**

The continuing security environment has brought into focus the need for strengthening security of vital installations. There was thus an urgent need to revamp the security at airports not only to thwart any misadventure but also to restore confidence of traveling public in the security of air travel as a whole, which was shaken after 9/11 tragedy. With this in view, a number of steps were taken including deployment of CISF for airport security, CCTV surveillance system at sensitive airports, latest and state-of-the-art X-ray baggage inspection systems, premier security & surveillance systems. Smart Cards for access control to vital installations at airports are also being considered to supplement the efforts of security personnel at sensitive airports.

4. **Aerodrome Facilities:**

In Airports Authority of India, the basic approach to planning of airport facilities has been adopted to create capacity ahead of demand in our efforts. Towards implementation of this strategy, a number of projects for extension and strengthening of runway, taxi track and aprons at different airports has been taken up. Extension of runway to 7500 ft. has been taken up to support operation for Airbus-320/Boeing 737-800 category of aircrafts at all airports.

5. **HRD Training:**

A large pool of trained and highly skilled manpower is one of the major assets of Airports Authority of India. Development and Technological enhancements and consequent refinement of operating standards and procedures, new standards of safety and security and improvements in management techniques call for continuing training to update the knowledge and skill of officers and staff. For this purpose, AAI has a number of training establishments, viz. NIAMAR in Delhi, CATC in Allahabad, Fire Training Centres at Delhi & Kolkata for in-house training of its engineers, Air Traffic Controllers, Rescue & Fire Fighting personnel etc. NIAMAR & CATC are members of ICAO TRAINER programme under which they share Standard Training Packages (STP) from a central pool for imparting training on various subjects. Both CATC & NIAMAR have also contributed a number of STPs to the Central pool under ICAO TRAINER programme. Foreign students have also been participating in the training programme being conducted by this institution.
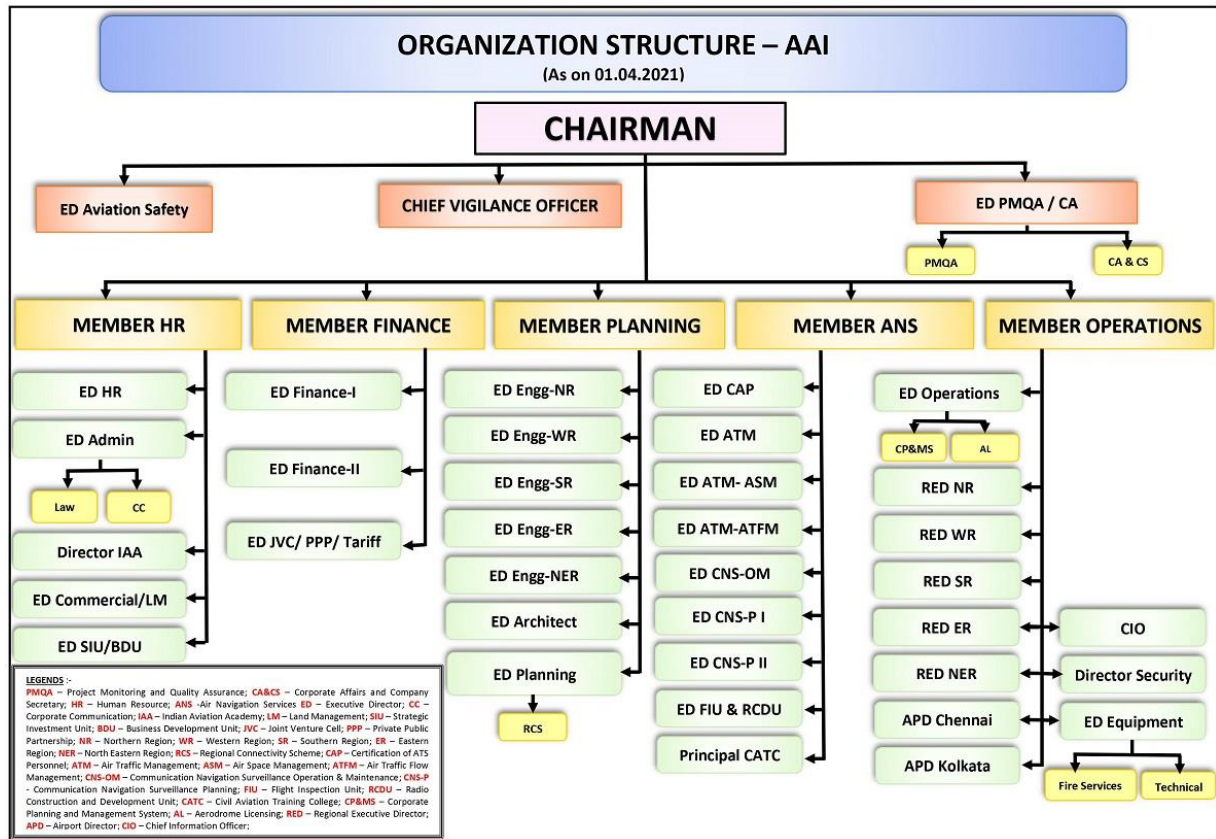
6. **IT Implementation:**

Information Technology holds the key to operational and managerial efficiency, transparency and employee productivity. AAI initiated a programme to indoctrinate IT culture among its employees and this is most powerful tool to enhance efficiency in the organization. AAI website with domain name www.airportsindia.org.in or www.aai.aero is a popular website giving a host of information about the organization besides domestic and international flight information of interest to the public in general and passengers in particular.

The functions of AAI are as follows:
1. Design, Development, Operation and Maintenance of international and domestic airports and civil enclaves.
2. Control and Management of the Indian airspace extending beyond the territorial limits of the country, as accepted by ICAO.
3. Construction, Modification and Management of passenger terminals.
4. Development and Management of cargo terminals at international and domestic airports.
5. Provision of passenger facilities and information system at the passenger terminals at airports.
6. Expansion and strengthening of operation area, viz. Runways, Aprons, Taxiway etc.
7. Provision of visual aids.
8. Provision of Communication and Navigation aids, viz. ILS, DVOR, DME, Radar etc.

1.2 ORGANIGRAM

ORGANIZATION STRUCTURE – AAI
(As on 01.04.2021)

CHAIRMAN

- ED Aviation Safety
- CHIEF VIGILANCE OFFICER
- ED PMQA / CA
  - PMQA
  - CA & CS

MEMBER HR
- ED HR
- ED Admin
  - Law
  - CC
- Director IAA
- ED Commercial/LM
- ED SIU/BDU

MEMBER FINANCE
- ED Finance-I
- ED Finance-II
- ED JVC/ PPP/ Tariff

MEMBER PLANNING
- ED Engg-NR
- ED Engg-WR
- ED Engg-SR
- ED Engg-ER
- ED Engg-NER
- ED Architect
- ED Planning
  - RCS

MEMBER ANS
- ED CAP
- ED ATM
- ED ATM- ASM
- ED ATM-ATFM
- ED CNS-OM
- ED CNS-P I
- ED CNS-P II
- ED FIU & RCDU
- Principal CATC

MEMBER OPERATIONS
- ED Operations
  - CP&MS
  - AL
- RED NR
- RED WR
- RED SR
- RED ER
- RED NER
- APD Chennai
- APD Kolkata
- CIO
- Director Security
- ED Equipment
  - Fire Services
  - Technical

LEGENDS :-
PMQA – Project Monitoring and Quality Assurance; CA&CS – Corporate Affairs and Company Secretary; HR – Human Resource; ANS -Air Navigation Services ED – Executive Director; CC – Corporate Communication; IAA – Indian Aviation Academy; LM – Land Management; SIU – Strategic Investment Unit; BDU – Business Development Unit; JVC – Joint Venture Cell; PPP – Private Public Partnership; NR – Northern Region; WR – Western Region; SR – Southern Region; ER – Eastern Region; NER – North Eastern Region; RCS – Regional Connectivity Scheme; CAP – Certification of ATS Personnel; ATM – Air Traffic Management; ASM – Air Space Management; ATFM – Air Traffic Flow Management; CNS-OM – Communication Navigation Surveillance Operation & Maintenance; CNS-P - Communication Navigation Surveillance Planning; FIU – Flight Inspection Unit; RCDU – Radio Construction and Development Unit; CATC – Civil Aviation Training College; CP&MS – Corporate Planning and Management System; AL – Aerodrome Licensing; RED – Regional Executive Director; APD – Airport Director; CIO – Chief Information Officer;

1.3 DABOLIM AIRPORT

• Dabolim Airport is located in the village of Dabolim in Goa. It is the first built airport in the state and operates as a civil enclave in a military airbase named INS Hansa.
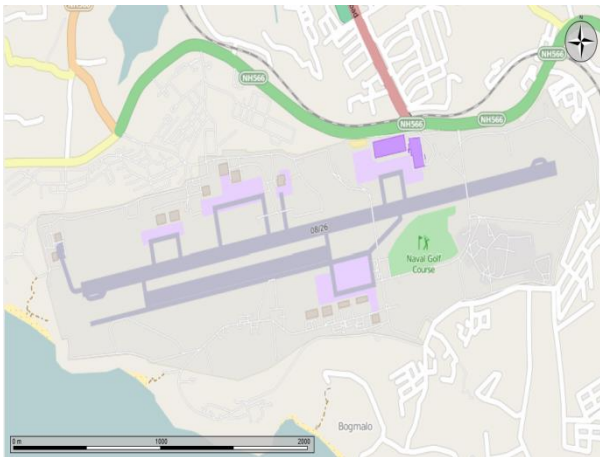
Nearest Port- Mormugao, Vasco
Nearest Railway Station- Vasco-da-Gama
Runway Orientation- 08 / 26
Aerodrome elevation- 138 feet / 45.8 M 73 49' 40.17" E
The geographical coordinates- 15" 22' 47.42" N

ICAO Reference Code - 4E
IATA Code - GOI
ICAO Code - VAGO

TOTAL PASSENGER MOVEMENTS: Goa Airport handled around 84.6 Lakhs passengers during the financial year 2018-2019 pre- covid.
TOTAL FLIGHT MOVEMENTS: Goa Airport handles around 55-60 flights per day.

TERMINAL BUILDING: Specification (Integrated Terminal Building): Goa International Airport has an Integrated Terminal Building with an approximate area of 65600 SqMtr.

1.3.1 Structure

The airport building has 3 floors-

Ground floor
Arrivals baggage claim check-in counters and departure lounge s located.
Arrivals split into Domestic and international.

First floor
I t handles the security check booths customs and immigration.

Second floor
Domestic and international security- hold facilities departure and boarding hall.
Departures are divided into domestic and international.

1.4 FACILITIES AND SERVICES PROVIDED AT AIRPORT

a) Medical & Healthcare Facilities: The medical room at the airport serves as a crucial point for immediate medical aid, first aid, management of chronic conditions, mental health support, epidemic control, and travel-related healthcare advice. It ensures the well-being and safety of passengers and airport personnel while minimizing disruptions to travel plans. The medical room provides immediate medical attention, stabilizing patients until they can be transferred to a nearby hospital if necessary. Having a medical room ensures that passengers or airport employees receive prompt first aid, preventing further complications and discomfort. Incase of unexpected health issues, the medical room is equipped to provide necessary care, administer medications, or even coordinate with the passenger's healthcare provider if required and it can offer a safe space and support for passengers experiencing mental health issues related to travel.

b) Smoking area: Smoking is a habit that some individuals engage in regularly. Providing smoking areas at airports acknowledges and accommodates the needs of these individuals. It ensures that smokers have a designated space to smoke without disrupting other travelers or violating smoking restrictions. It helps to minimize the health risks associated with smoking by confining it to specific zones. This ensures that non-smokers and children can avoid exposure to second-hand smoke in other areas of the airport.

c) Kiosk machines: This machine is used to print passengers boarding pass and bag tags. It is a free facility provided for those travelers that may not have extra luggage and can avoid the long queue at the check-in counters.

d) Disabled and special assistance services: The airport has facilities and services to assist passengers with disabilities or special needs, including accessible restrooms, designated seating areas, ramps, wheelchair services, and auditory assistance. The wheelchair service is mainly provided by the airline the passenger is travelling by. This allows for an easy and comfortable process at the airport for anyone ranging from senior citizens to an injured passenger. They are a free service provided right from entering the airport till moving into the aircraft, if need be.

e) Retail & Duty – free stores: Retail and duty-free stores serve the interests of both passengers and businesses, providing convenience, revenue generation, and a platform for international trade. Items include handbags, cosmetics, luxury items, and clothing. It provides an opportunity for brands to increase their visibility and exposure to a global audience. Additionally, it allows for people to experience and find unique products while they shop-in-waiting.

f) Food & Beverage outlets: The presence of food and beverage outlets at the airport serves the needs of passengers by providing convenience, sustenance, and a variety of options to cater to diverse dietary requirements. They feature a wide array of restaurants, cafes, fast food chains, and snack bars serving a variety of cuisines and beverages to cater to the diverse tastes of travelers. Dabolim Airport provides outlets such as Subway, KFC, Starbucks, Freshly Bites, Cappuccino, Chai point, etc. Having it allows passengers to

have access to refreshments and meals while waiting for their flights, making their travel experience more comfortable and enjoyable.

g) Child care room: The airport has a designated area or play zone for children, featuring 000games, toys, and activities to keep young travelers entertained. It also has a crib for infants and a bed for mother's that need to breastfeed.

h) Currency exchange and banking services: The airport offers currency exchange counters and banking services to facilitate currency exchange, money transfer, and other financial transactions that a passenger may require while they travel to different destinations and overseas.

i) Lounges and waiting areas: The airport has lounges and waiting areas providing comfortable seating, internet access, charging points, commercial stores and food & beverage outlets. It also provides a different area known as the VIP lounge mainly accessed by ministers and government officials and the CIP lounge accessible by high profile businessmen and film stars.

j) Third- party service: This is usually accessible for passengers arriving from another destination. Transportation and car rental services are provided where passengers can rent vehicles for their transportation needs during their stay at the destination and offer various transportation options including taxis, private car services, shuttles, buses, and trains to help passengers travel to and from the airport. Also, various travel agencies, tour operators and common activities to do at the destination such as the casinos in Goa are provided to allow for a comfortable stay and a planned itinerary for leisure passengers.

1.5 AIRLINES

1.5.1 Domestic Airlines- The below mentioned airlines solely serve domestic destinations from Goa International Airport.

 Vistara Airlines is a full-service carrier based in India. It is a joint venture between Tata Sons and Singapore Airlines. Vistara airlines operates both domestic and international flights to a wide range of destinations. Domestically, it serves major cities across India including Delhi, Mumbai, Kolkata, Bangalore, Hyderabad, Chennai, and many others. The airline has an extensive network that connects over 30 domestic destinations.

Internationally, Vistara Airlines flies to several popular destinations in countries such as Thailand, Singapore, United Arab Emirates, Nepal, Maldives, and Sri Lanka.

SpiceJet is one of the prominent low-cost airlines based in India and was founded in 2005. SpiceJet offers a wide range of destinations across India, covering major cities like Delhi, Mumbai, Kolkata, Chennai, Bangalore, Hyderabad, and many more. Additionally, the airline also operates flights to international destinations such as Dubai, Male, Colombo, Muscat, Riyadh, and several others with a fleet size of over 100 aircrafts.

Air India Airlines is the national flag carrier airline of India and has been serving passengers since 1932. With a large fleet, it operates both domestic and international flights to various destinations across the globe. It operates international flights to destinations such as New York, London, Paris, Dubai, Singapore, Tokyo, and Sydney, among others. It also operates domestic flights to major cities across India, including Delhi, Mumbai, Kolkata, Chennai, and Bengaluru.

Alliance Air is a subsidiary of Air India and is a prominent regional airline in India. It operates as a low-cost carrier focusing on connecting tier-2 and tier-3 cities with major metropolitan cities in the country. It operates flights to Guwahati, Jaipur, Shimla, Jammu and other small regional cities and towns with major hubs.

IndiGo Airlines is one of the largest low-cost airlines in India, providing reliable and affordable air travel to a wide range of domestic and international destinations. IndiGo primarily operates domestic flights within India, covering over 60 destinations across the country. Some of the popular domestic destinations served by the airline include Mumbai, Delhi, Bangalore, Kolkata, Hyderabad, Chennai, Ahmedabad, Jaipur, and Goa. It also connects Indian travelers with various international destinations. The airline offers flights to popular international cities such as Dubai, Singapore, Bangkok, Abu Dhabi, Kuala Lumpur, Doha, Muscat, Kathmandu, and Colombo.

AirAsia is a renowned low-cost airline based in Malaysia and is one of the largest budget carriers in the world. It operates both domestic and international flights to various destinations across the globe. AirAsia provides extensive coverage within Malaysia, serving major cities like Kuala Lumpur, Penang, Langkawi, Johor Bahru, Kota Kinabalu, and Kuching. It has a strong presence in Southeast Asia, connecting Malaysia to other countries in the region. It operates flights to popular tourist destinations

like Bangkok and Phuket in Thailand, Jakarta and Bali in Indonesia, Manila and has also extended its network to Middle East, East Asia and China. Furthermore, it also serves major destination cities in South Asia , Australia and New Zealand.

1.5.2 International Airlines

These airlines serve direct flights from Goa to its origin which serve as a connecting flight to various other destinations.

Air India Express Airlines is a subsidiary of Air India Airlines and is primarily focused on serving the low-cost segment of travelers. It was established in 2004 and primarily serves destinations in the Gulf and Middle East region, including Dubai, Sharjah, Abu Dhabi, Muscat, Kuwait, Riyadh, and Dammam. It also operates domestic flights within India, connecting cities like Kochi, Thiruvananthapuram, Kozhikode, and Mangalore.

Air Arabia is a low-cost airline based in Sharjah, one of the United Arab Emirates. Established in 2003, it was the first low-cost carrier in the Middle East and North Africa region. Air Arabia operates flights to a wide range of international destinations across Europe, Asia, Africa, and the Middle East. It serves more than 150 destinations including Istanbul, Athens, Milan, Barcelona, London, Moscow, and Vienna, Bangkok, Istanbul, Kuala Lumpur, Mumbai, Delhi, Kathmandu, and Sri Lanka, Cairo, Alexandria, Casablanca, Nairobi, Riyadh, Jeddah, Kuwait City, Muscat, Amman, and Beirut.

Gulf Air is the national carrier of the Kingdom of Bahrain and one of the oldest airlines in the Middle East. Established in 1950, Gulf Air has a rich history and plays a vital role in connecting Bahrain with various destinations globally.. Gulf Air provides flights to over 40 destinations in 23 countries across Africa, Asia, and Europe. - Major destinations covered by Gulf Air include popular cities like London, Paris, Dubai, Abu Dhabi, Cairo, Mumbai, Delhi, Bangkok, Istanbul, and Karachi.

Oman Air is the national airline of the Sultanate of Oman. Established in 1993, it is headquartered in Muscat, the capital city of Oman. Domestically, Oman Air connects major cities within Oman, such as Muscat, Salalah, Sohar, and Khasab. These routes are especially popular for both Omani residents and tourists who want to explore the diverse landscapes and cultural heritage of the country. Internationally, Oman Air flies to numerous destinations across Asia, Africa, Europe, and the Middle East. Some popular international destinations include Dubai, Doha, Cairo, Mumbai, Bangkok, London, and Paris. As Oman Air continues to expand its global network, it provides convenient travel options for both business and leisure travelers seeking to connect with these key destinations.

Qatar Airways is the national carrier of Qatar, founded in 1993 and headquartered in Doha, Qatar. It is one of the largest and most prestigious airlines in the world, known for its luxurious service and modern fleet. Qatar Airways operates flights to over 150 destinations worldwide, covering all six inhabited continents. In terms of international destinations, Qatar Airways travels to major cities across Europe, including London, Paris, Barcelona, Frankfurt, and Rome. It also serves several cities in Asia such as Bangkok, Tokyo, Singapore, Delhi, and Beijing. The airline has a strong presence in the Middle East, with flights to Dubai, Abu Dhabi, Riyadh, Kuwait City, and many more. Qatar Airways also offers flights to various destinations in Africa, including Johannesburg, Cape Town, Nairobi, Casablanca, and Cairo. In the Americas, it connects travelers to key cities like New York, Los Angeles, Miami, Sao Paulo, and Montreal. Additionally, the airline operates flights to Australia, serving cities like Sydney, Melbourne, Perth, and Adelaide. Overall, Qatar Airways provides an extensive network of destinations, ensuring convenient connections for travelers across the globe, with a focus on delivering exceptional service and comfort.

1.5.3 Companies

caters to the various needs of both domestic and international airlines operating at Goa Airport. They provide comprehensive ground handling services for a few airlines such as Air Asia, Air Arabia, Oman Air at Goa International Airport. They also provide aircraft ramp handling, baggage handling, passenger services, cargo handling, and aircraft de-icing. They ensure efficient and safe turnaround of aircraft, adhering to strict industry standards and regulations. In addition to ground handling, Bird Aviation Services also offers a range of other aviation support services at Goa Airport. These include aircraft maintenance and engineering services, aircraft refueling, aircraft cleaning and sanitization, and a dedicated VIP handling service for high-profile passengers.

Travel food services (TFS) is a leading provider of food and beverage services in the Indian travel industry. At Goa Airport, TFS operates several dining outlets and food kiosks to cater to the diverse tastes and preferences of travelers. They offer both Indian and international cuisines, ensuring that passengers have plenty of choices for a satisfying meal or a quick snack before their flight. Some food companies at Goa International Airport it caters to are: Cafe Coffee Day, Subway, KFC (Kentucky Fried Chicken), Tata Starbucks and Cappuccino.

Aroon Aviation Services is a prominent aviation service provider at Goa Airport. Their primary services include ground handling, passenger services, cargo services, and aircraft services. As part of their ground handling services, they ensure efficient and seamless coordination between airlines, airport authorities, and other stakeholders. This includes assistance with aircraft parking, fueling, baggage handling, and catering. At Goa airport, they provide a range of services to enhance their travel experience. This includes meet and greet services, lounge access, special assistance for elderly or disabled passengers, and transport arrangements.

Air India Airport Service Limited (AIASL) is a subsidiary of Air India. At Goa airport, AIASL offers a range of services to ensure smooth and efficient operations, both for domestic and international flights such as passenger handling, ramp handling, baggage services, cargo handling, aircraft maintenance, special assistance for passengers reduced mobility or those needing extra support and security services.

<h1 style="text-align:center">CHAPTER 2 DAILY TASKS</h1>

No. of weeks worked- 7 weeks
Days of the week- Monday to Saturday
Hours- 9.30am to 6.00pm (General Shift)

2.1 Week 1: WORK FAMILIARIZATION

On the 7th of June my inaugural day at the airport commenced by undertaking various formalities such as handing over my documents to the HR Manager of AAI – Mrs. Maggie Fernandes and meeting with the admin staff. Later in the day, I was introduced to my supervisor Mr. Bhanupratap who gave me an overview of the airport responsibilities and work expected of me.

Day 2 was handed a 1-day admission pass to enter the airport. I met with all the managers of AAI namely Sir Vipin- Chef Security Officer (CSO), JT DY Mr. Warghese and the Airport Director Mr. Rao.
 Was given a brief tour of main areas in my domain such as:

- Departure and Arrival lounge which includes the VIP and CIP lounge
- Check-in counters
- Security Hold Area
- Boarding Hall/ Passenger wait area

The rest of the week observed passenger flow movement and was allotted my first task called Time mapping.

2.1.1 Time Mapping is the process of visually representing the allocation or distribution of time to different activities or tasks. It involves creating a visual chart or diagram that showcases how time is spent or planned to be spent throughout a particular period.

   REASONS:
i. Efficiency: Time mapping helps airport authorities identify and manage potential bottlenecks in the passenger journey, such as security checkpoints, immigration, baggage claim areas, and boarding gates. By analyzing the flow of passengers and their waiting times, airport officials can make adjustments to ensure a smooth and efficient process.
ii. Resource Allocation: Time mapping allows airport management to allocate resources effectively. By understanding the peak hours and busiest periods, they can ensure sufficient staff, security personnel, check-in counters, and other facilities are available when needed the most.
iii. Service Improvement: By analyzing time maps, airport operators can identify areas where delays commonly occur and work on improving those processes. This may involve implementing new technologies or enhancing existing facilities to provide a better passenger experience.
iv. Security Measures: Time mapping also helps in security planning. By knowing how long passengers typically take at security checkpoints, authorities can establish appropriate protocols and allocate adequate resources to ensure a thorough screening process.

STEPS INVOLVE:
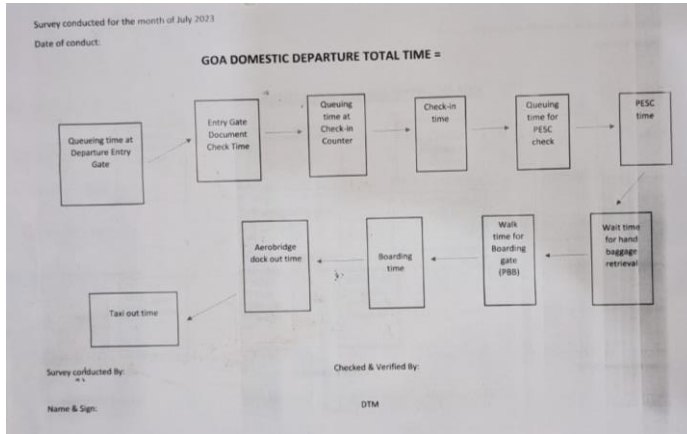
DOMESTIC TRAVEL

As the above picture depicts, I shadowed a domestic passenger flying out and noted down precise timings in each given box. Time was mentioned in hours: minutes. We started outside at the main entry gate, chose a passenger for the research and asked them the airline they're travelling through and the departure time.

2.1.2 Service

By the end of the week, I was involved in serving snacks and drinks to outbound G20 delegates in the VIP lounge. Snacks consisted of cashew nuts and ragi chips. The drinks were fresh coconut water, tea and coffee.

2.2 WEEK 2: DTM OFFICE

This week I familiarized myself with the tasks involved in the Duty Terminal Manager's (DTM) Office.

The office serves as a command center for terminal operations, overseeing the efficient and smooth functioning of terminal activities.

2.2.1 I observed some of the **Duties and Responsibilities** typically handled in the duty terminal manager's office include:

i. Supervising terminal operations: The terminal manager assesses and manages various aspects of the terminal, such as personnel, equipment, and processes, to ensure smooth operations.

ii. Coordinating with different departments: The terminal manager collaborates with different departments within the organization, such as operations, maintenance, and customer service, to ensure alignment and effective communication.

iii. Handling staffing and scheduling: Hiring, training, and supervising terminal staff, as well as creating work schedules and managing employee performance, are part of the duties of a terminal manager.

iv. Implementing safety and security measures: The terminal manager is responsible for establishing and enforcing safety and security protocols to protect employees, passengers, and property within the terminal. They are in charge of daily entry passes to whosoever may need to enter without a ticket.

v. Monitoring and maintaining equipment: The terminal manager ensures that all terminal equipment, such as gates, conveyor belts, and surveillance systems, are functioning properly and are well-maintained.

vi. Resolving customer complaints and issues: Addressing and resolving customer concerns and complaints in a timely and satisfactory manner is part of the terminal manager's responsibilities.

vii. Tracking and analyzing terminal performance: The terminal manager monitors and evaluates terminal performance metrics, such as efficiency, productivity, and customer satisfaction, to identify areas for improvement and implement strategies for optimization.

2.2.2 In this week, my main domain was preparing **1-Day Pass(S)** to anyone needing to enter the airport without a ticket. These involve painters, event management teams, airport maintenance persons, students, etc.

The process involved taking the admission letter from the person and verify with the DTM on duty. Once approved, the 1-day pass was made with the use of the persons adhaar card and real-time picture. The admit card shows the only areas the person is allowed to enter. Finally, take the individuals signature on the card and have him fill out the log book accordingly. Finish off with the DTM's signature and stamp on the admit card.

This I followed throughout the week.

2.2.3 However, Monday, 19 June, I was able to witness 3 **Medical Emergencies** as I shadowed the DTM.

a) The first case was reported by a telephone call of a heart attack @10.30 am. It was rung by the Indigo airline Manager.

- The DTM immediately called an ambulance and staged it outside the airport to the nearest point of the incident at the D1 gate.
- As the DTM reached the location of the incident, the patient was already addressed by the doctor on duty and stabilized.
- Within a few seconds, the paramedics reached site and had the patient taken to the nearest hospital in Chicalim.
- Back at the airport, the Indigo manager took over the details of the patient and contacted the family. They also had the luggage and booking details taken care of.
- The DTM gathered all the details and had the incident written down intricately in the 'incident log book'. By the end of the day, the unfortunate news was brought to our attention that woman didn't survive in the hospital.

b) No sooner was the first case taken care of, the DTM was informed of another emergency @12.07 pm. It was a call by Air India Express about to leave for London when it was stalled by a family whose child was bawling and they didn't seem to know the reason.

- The DTM called the ambulance promptly and stationed it outside the exit gate at A2. It took a while till we reached the aerobridge where the flight was stalled as we had to pass all the security checks from the ground floor till the aircraft which was a long run around.
- As we reached, security escorted the family out and was off-loaded. Questions were asked and the mother suggested it was the child's arm that was hurt. Since the doctor was with the first case patient in the nearest hospital, it was a while till they arrived on site.
- After which, the doctor examined the child and commended that the child could've hurt the hand hitting it and it wasn't something serious but should have it checked with a scan to be sure. Unfortunately, the family was off-loaded and had to go back, passing through customs.
- The DTM followed the same procedure and had the incident precisely jotted down in the incident log book which included the people involved during the scene and accurate time of measures taken.

c) Later that day, an incident of a staff with seizures was reported. However, when the DTM reached the site, the doctor was already present and declared that the staff patient was a usual case and was experiencing an anxiety attack.

2.3 WEEK 3: AIRLINE OPERATIONS

During this week, I had the opportunity to closely observe and learn about a few airlines for 2 days each.

I closely observed their check-in processes, classes they offer, standard bag weight, bag tagging, bonuses and system they use.

2.3.1 Air Asia

2.3.2 Vistara

2.3.3 Indigo

2.4 WEEK 4: HELP DESK
For this week, I was seated at the Help Desk.

I started off in this department only observing and learning to answer queries professionally. These include giving direction to the check in counters, washroom and security check.

My tasks mainly involved answering passenger queries and updating the VIP departure lounge on an arrival. Most of the queries I encountered were:
- Location of different airline, for example
    - Air Asia- row D (first left, first counter)
    - Indigo- row C (first left, second counter)
    - Air India/ Alliance Air- row B (first right, second counter)
    - Vistara- row A (first right, first counter, other half)
    - SpiceJet- row A (first right, first counter)
- Location of the washroom
- Flight delays/ cancellations
- Kiosk machine use
- Baggage weight

2.5 WEEK 5 & 6: KIOSK MACHINES

Kiosk machines at airports are self-service machines that provide various services to travelers. These machines are typically found in or near the check-in or bag drop areas making the whole airport process easier. At Goa International Airport offer 2 functions:
- Check-in: Passengers can use kiosk machines to check themselves in for their flight. They can enter their flight details, select seats, and print boarding passes.
- Boarding pass printing: Passengers can access their flight booking information at the kiosk, review it, and print their boarding passes if they haven't done so already.

These machines allow a person to self-check-in and confirm their flight by booking their desired seat, if available, making the process easier for especially those who do not have any check-in luggage and can totally omit standing in long queues at check-in counters directly proceeding to security check.

PROCESS INCLUDES:
- Select the airline. (Indigo/Vistara/Air India/Air Asia)
- Write in the PNR / Booking Reference Id / E-ticket no / scan the ticket barcode on the phone.
- Accept the terms and conditions
- Proceed with selecting your name and manage seating if you like.
- Finally continue and select Print Boarding Passes.

This was my designated duty for the next 2 weeks.

Throughout the week, a considerable number of passengers sought assistance in utilizing the machine on a daily basis, and I provided guidance to each of them. The count of such occurrences is summarized as follows:

Day 1- 45 passengers
Day 2- 58 passengers
Day 3- 82 passengers
Day 4- 100 passengers
Day 5- 80 passengers
Day 6- 33 passengers

Week 2
Day 1- 113 passengers
Day 2- 79 passengers
Day 3- around 52 passengers
Day 4- 93 passengers
Day 5- 88 passengers
Day 6- 21 passengers (This day, I was also allotted for service of VIP guests in the arrival lounge. It was the start of the G20 movement.)

2.6 WEEK 7: VIP HANDLING G20 MOVEMENT

All week was a hectic schedule of the arrivals and departures of the G20 movement.

The G20 Summit refers to a group of 20 major economies that come together to discuss and coordinate policy decisions on global economic issues. It consists of 19 individual countries - Argentina, Australia, Brazil, Canada, China, France, Germany, India, Indonesia, Italy, Japan, Mexico, Russia, Saudi Arabia, South Africa, South Korea, Turkey, the United Kingdom, and the United States - along with the European Union. The G20 was formed in 1999 and holds annual meetings where leaders and finance ministers discuss a wide range of topics such as global economic growth, trade, financial regulation, and international development. This year, Goa had the honor of hosting the significant occasion.

For the necessary preparations required to ensure we were ready for the guests on time and with utmost professionalism we had to constantly track their flights through the 'Flight radar' app. Additionally, we were also required to know the number of guests in each flight and their seat numbers which we verified with the respective airline staff.

❖ Arrivals: We have had a substantial number of arrivals who travelled together in big groups. I was given the role of an escort.
  - My job entailed welcoming the guests as I held a play card at the door of the aircraft on the aerobridge. Once they declared themselves, we guided the whole group to the arrival VIP lounge and had them seated while we served them drinks and snacks. Simultaneously, our team got their luggage from the baggage belt after we were given the details of the color and number of suitcases. Hereafter, the event company had their transportation and accommodation taken care of.

After a few days, soon after their business was completed, they were ready to depart.

❖ Departures: The G20 delegates once again travelled together in their groups.
  - Here, I was assigned the task of service where I provided them with snacks and drinks as they waited till our team had them checked-in and they were ready for the next procedures.

2.6.1 On the 25 & 26 of July, I seized upon the opportunity of giving a **Student tour** to a group of 20 students each, starting their course in Travel and Tourism at Panache Academy, Patto- Panjim. The tour began right outside the gate at D1 and went through all the passenger flow areas before security check. Areas included check-in counters, departure lounge, outside view of immigration, customs, security check and bay areas, arrival lounge and baggage claim area.

This marked the end of my internship, dated 28 July 2023.

CHAPTER 3: LEARNINGS

As a student with very little experience in customer service, work at the airport contributed to my development in a big way being a dynamic role as well as exciting, requires various skills to be able to provide exceptional service and do the job just. Some of the knowledge and skills I've gained are:

- Effective communication skills: Working in customer service at an airport requires the ability to communicate clearly and effectively with customers from diverse backgrounds. This includes speaking and understanding different languages, explaining airline policies and procedures, and handling inquiries or complaints. Working at the kiosk machine, I've come across French native speakers and non-English speakers which gave me a hard time answering their queries.

- Problem-solving abilities: The Help desk duties brought forward numerous passengers with questions regarding flight delays, cancellations, or lost baggage which helped me to think on my feet, remain calm under pressure, and find solutions quickly making me feel good about myself when I found them solutions.

- Multitasking Abilities: Having worked with big groups of VIPs travelling together, it was a big challenge being able to keep track and find solutions to each one's questions and favors. That includes keeping VIP guests name in mind as well as finding their luggage as they described. Likewise, while working at the kiosk machines, helping every passenger at a machine nearby was a task as some were late while others were just impatient and grumpy.

- Adherence to Policies and Procedures: The aviation industry has strict rules and regulations relating to security, safety, and customer service. Working at the airport taught me the importance of adhering to these policies and procedures to ensure the well-being and satisfaction of passengers.

- Professionalism and Patience: Dealing with frustrated or anxious passengers can be challenging, but it provides an opportunity to develop your professionalism and patience. I learnt how to approach difficult situations with empathy, understanding, and a commitment to resolving issues with the utmost professionalism while observing my colleagues and fellow staff.

- Teamwork and collaboration: Airports are complex operations involving multiple departments and teams working together to ensure the smooth and comfortable functioning and passenger satisfaction.

CHAPTER 4: CHALLENGES FACED

Working as a newbie at the airport can be both exciting and challenging. As a newcomer, there are several obstacles and hurdles that I encountered. Some of the challenges faced by me were:

- Dealing with difficult customers: As an intern in Customer service at airport I often faced the challenge of interacting with frustrated or slightly irritated passengers, passengers that may have had a delayed or canceled flight, lost baggage, or experienced other inconveniences. It can be challenging to remain calm and provide empathetic assistance in such situations.

- Also, having to be one of the customers services in the VIP lounge I encountered with many members of the G20 Summit. These delegates were to be treated with upmost sensitivity and respect and sometimes the problem of multilingualism would arise given that the Summit consisted of almost 20 countries some of which spoke different languages. This challenge requires effective communication skills and the ability to find alternative ways of conveying information or finding translators.

- Having had the opportunity to be able to witness medical emergencies the biggest challenge I faced was the lack of knowledge to deal with such situation which made me feel helpless. The stress and urgency surrounding the incident made it difficult for me to stay calm and focused.
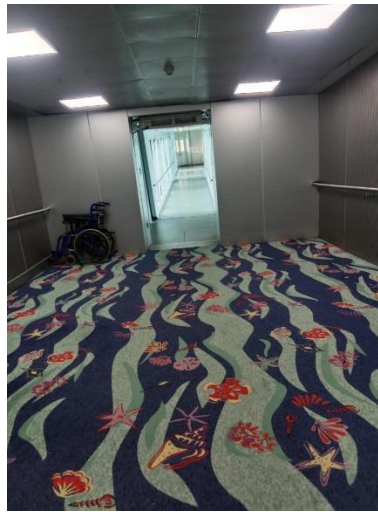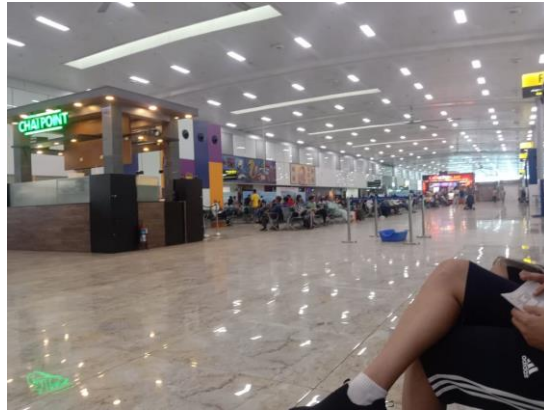
APPENDIX 1: PICTURES OF WORK

Passenger flow areas

1ENTRY GATE

2SECURITY CHECK

Other Areas

गोवा सैनिक हवाई अड्डा है
फोटोग्राफी निषेध

GOA IS DEFENCE AIRFIELD
PHOTOGRAPHY IS PROHIBITED

Services provided at the airport

Departments

APPENDIX 11: PHOTOS WHILE AT WORK

G20 movement