

GOA UNIVERSITY

INTERNSHIP REPORT

[CUSTOMER SERVICE TRAINEE]

KYNAN SEQUIERA
IMBA 2009

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OFFER LETTER



OL/BAS/TR/GOI/023/018

23rd May 2023

To
Mr. Kynan Hermy Sequeira
H.No: 264/29, Mia Casa Green Valley,
Opp. Angels Resort, Alto porvorim, Bardez,
North Goa, Goa - 403521

Location: Goa

Subject: Offer of Employment as Customer Service Host (Trainee)

Dear Mr. Kynan

With reference to your application and subsequent interview, we are pleased to offer you the position of **Customer Service Host (Trainee)**. Appointment letter shall be issued to you upon your joining and completion of all the joining formalities. However, regular offer is subject to your being termed medically fit, satisfactory verification of your qualification & reference check. Gross Rs. 8,000 /- pm shall be admissible as stipend.

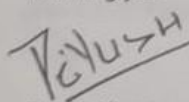
If you agree to the terms mentioned above, please report for duty on **01st June 2023** along with the following documents:

- 1). 20 Passport size Photographs.
- 2). Proof of Age (Self attested Two copies)
- 3). Proof of Identification (Driving License/Passport/Voter ID)
- 4). Proof of educational and technical qualifications. (Two copies)
- 5). Copies of Passport or Police Verification Certificate (Issued on or after Jan 2022)
- 6). Last drawn salary slip/certificate.
- 7). Copies of PAN & Aadhaar (Two copies)

The management reserves the right to withdraw the above offer in case the information provided by you in the application form is found misleading or misconceived and/or, if any of the above conditions are not fulfilled by you at the time of your joining.

If accepted, please return the duplicate copy of this letter duly signed.

Thanking you


Piyush Khanna
Station Manager



Accepted & Confirmed



Bird Airport Services (Konkan) Private Limited
Shop No. CS-4, Near Keshav Smruti High School,
Green Meadows, Dabolim,
Goa - 403801
CIN : U63030GA2021PTC014656

COMPLETION CERTIFICATE



10-August-2023

WHOMSOEVER IT MAY CONCERN

This is to certify that Mr. Kynan Hermy Sequeira S/O Mr. Harold Albert Sequeira was working with our organization as Customer Service Host (Trainee) in Passenger Service Department since 07-June-2023 at Dabolim International Airport, Goa.

During the training period he was found to be enthusiastic, energetic and trustworthy person having good character and conduct.

He had completed the trainee programme on 06-August-2023 and we wish him all success in his future endeavours.

Piyush
Piyush S Kfianna
Station Manager



Bird Airport Services (Konkan) Private Limited
Shop No. CS-4, Near Keshav Smruti High School,
Green Meadows, Dabolim,
Goa - 403801
CIN : U63030GA2021PTC014656

ACKNOWLEDGEMENT

I am using this opportunity to express my deepest gratitude and special thanks to the Station Head of Bird Airport Services Mr. Piyush Khanna who in spite of being extraordinarily busy with his duties, took time out to hear, guide and keep me on the correct path and allowing me to carry out my internship at their esteemed organization and always extending a helping hand during the training. I would also like to express my deepest gratitude to the entire Bird Group staff for their valuable time and I choose this moment to acknowledge the Security Incharge Mrs. Preeti Nair, HR Managers Ms. Anita and Ms. Supriya and Training manager Mr. Paul Basumatary for giving me the opportunity to work with their organization as a trainee and helping me understand the working of the Airport ground staff.

I express my deepest thanks to Station Head Air Asia Mr. Bir Bagga for taking prompt decisions giving necessary advice and guidance. It is my radiant sentiment to place on record my best regards, deepest sense of gratitude to Mr. Fariyan Khan, Ms. Rusha Mondal, Mr. Leoan Aguicar and Ms. Asma Sultana (GSOs), for their careful and precious guidance which was extremely valuable for my study both theoretically and practically.

I perceive this opportunity as a big milestone in my career development. I will strive to use gained skills and knowledge in the best possible way, and I will continue to work on their improvement, in order to attain desired career objectives. Hope to continue cooperation with all of you in the future.

EXECUTIVE SUMMARY

Being a competitive as well as an essential program, an internship familiarizes students to the working environment of the real world. In fact, it is the best opportunity for students to improve their interpersonal as well as managerial skills. Further, it enables students to apply theoretical concepts to real life situation. As they are exposed to the diverse world, students also get access to further networking opportunities after graduation giving them a leading edge in the job market. Finally, it helps the internees to polish their strengths and weakness for greater leadership ability.

In this report, I have endeavored first to achieve and collect theoretical knowledge, second to gather operation and practical knowledge in different areas of airlines industry. It provides me rational analysis and special knowledge on airlines services. As far an internship program is concerned, it is a prerequisite for the BBA degree, at The Goa University. Further, the program consists of an organization attachment for two months and the submission of an internship report.

I joined Bird Airport Services which is a GHA in Dabolim International Airport Goa (GOI) and was trained under them, after filling the applications and forms, I obtained an AEP(Aerodrome Entry Pass) which is a requirement for all personnel working in the airport after which, I received training for four days which included emergency response plan (ERP), Aviation Security (AVSEC), Brief Ramp Understanding Training and Brief Dangerous Goods Awareness program.

Bird Airport Services being a GHA(Ground Handling Association) gave me the chance to work with Air Asia on contract as Air Asia India is one of the few airlines that uses Bird Airport Services for their daily operations. Bird Airport Services also provides ground handling staff to various other airlines national as well as international such as Tui, Scat, Aeoroflot, Azur Air, Oman Air, Air Arabia, GO First, and Air Asia.

CHAPTER 1. ORGANIZATION

1.1 BIRD GROUP

With 50 years of experience in India, Bird Group is amongst the largest and most diversified group of various entities within the industry. With businesses as diverse as pioneering back-office processing to be the representative for many of the world leading airlines, from managing the backbone of the technological framework for airline IT and distribution to managing crucial relationships of international service providers, Bird Group has ensured that a comprehensive portfolio of service offering has been created to add value to an extensive client base and add new potential customers. Bird Group has its headquarters in New Delhi and today has more than 45 offices supported by over 9000+ well trained staff and an impressive clientele of over 500+ top corporates. With a vision to 'Imagine. Innovate. Inspire', Bird Group's core business includes Information Technology, Travel & Aviation Services, Hospitality, Luxury Retail and Education.

1.1.1 TRAVEL AND AVIATION SERVICES

Bird Group provides the most comprehensive portfolio of travel and aviation services to the Indian industry that conform to the highest standards of quality, safety and customer satisfaction. Bird group Travel and Aviation services handles the following:

- Ground handling across 18 airports in India
- Delivered India's First General Aviation Terminal' at the IGI Airport, New Delhi
- Meet & Greet services
- Maintenance, repair and overhaul (MRO) services
- Passenger & Ramp services
- Executive lounges at 3 key airports
- Food court at the metro station (Lucknow)
- Food trucks across 5 airports
- Representation of more than 26 international airlines, leisure and lifestyle brands exclusively in India
- Expertise in airline management, distribution, sales and marketing
- Dedicated handling teams for non-scheduled
- flights and airport operations
- Fixed Base Operator (FBO)
- Air side and Land side services
- Regulatory & concierge services
- Multi Skilling Centre (Cochin)
- Damaged baggage handling & delivery
- Station management & administration support
- Cargo & mail supervision services

BIRD TRAVEL

Bird Travels is India's largest representation company with expertise in airline management, distribution, sales and marketing. Bird Travels represents some of the best aviation and travel brands as their exclusive GSA/GSSA.

1. Airlines – Online: Air China, Finnair, Asiana Airlines, Jazeera Airways, Maldivian, Nepal Airlines, Oman Air, Regent Airways, Rwandair, Shandong Airlines, THAI Smile Airways, VietJet Air, Uzbekistan Airways, Air Seychelles
2. Airlines – Offline: Garuda Indonesia, Hunnu Air, Arkia Israeli Airlines, Air Iceland, Fiji Airways, Hongkong Airlines, Iceland Air, MIAT Mongolian Airlines, Philippines Airlines, SkyUp Airlines, Armenia Airways, Air Georgia
3. Leisure & Lifestyle Brands: Silversea, Tallink Sijjaline, Trenitalia, Italo
4. Cargo: Nepal Airlines, Rwandair, Maldivian, Asiana Airlines

GROUND HANDLING

Bird Group's ground handling subsidiaries collectively form the largest private ground handling network in India, with presence across 18 airports:

1. BWFS India: Delhi | Cochin | Juhu | Agra
2. BWFS Mumbai: Mumbai
3. GlobeGround India: Bangalore | Hyderabad
4. Bird Airport Services: Chandigarh | Agartala | Imphal | Coimbatore | Trichy | Goa | Chennai
5. GSEC Bird Airport Services: Ahmedabad | Lucknow | Trivandrum | Mangalore

Handling more than 4400 domestic and international flights every month.

- Services Offered
- Passenger services
- Ramp services
- Meet & Greet
- Damaged baggage handling and delivery
- Station management & administration support
- Support for airport operations
- Cargo & mail supervision
- Dedicated handling teams for non-scheduled flights
- Support functions for airport operations

BWFS INDIA MULTI SKILLING CENTRE ,COCHIN

Bird Worldwide Flight Services, Cochin offers professional courses delivered by a

dedicated team of aviation training professionals:

- Airport Ground Handling
- Computerised Reservation System & Automated Ticketing (CRA)
- Tour Operations & Itinerary Planning
- Travel & Tourism
- Air Cargo and Freight Forwarder
- Airfares & Ticketing
- Air Cargo Rating

BIRD EXECUJET AIRPORT SERVICES (BEAS)

Bird ExecuJet Airport Services is a dynamic joint venture between Bird Group & ExecuJet Aviation Group.

Services offered by Bird ExecuJet Airport Services Private Limited are IS-BAH (International Standard for Business Aircraft Handlers) certified, reliable and quality compliant and include:

- Fixed Base Operator (FBO) Airside Services
- FBO Landside Services
- Regulatory & Concierge Services
- Maintenance, Repair and Overhaul (MRO) services at IGI Airport, New Delhi

Bird ExecuJet Airport Services (BEAS) delivered 'India's First General Aviation Terminal at Indira Gandhi International Airport, New Delhi which has a:

- new apron spread over 80,00,000 sq. ft. area
- 57 dedicated aircraft parking bays
- dedicated car parking & direct access to the city common passenger processing area
- 2 exclusive passenger lounges
- dedicated and exclusive retail area
- dedicated F&B section
- 24 X 7 personal concierge services
- dedicated and exclusive customs and immigration area
- wi-fi enabled IT services

OEM/Technical partner and approvals:

Honeywell | Beechcraft | Hawker | Cessna

1.2 AIX CONNECT

Air India Express and AirAsia India have come together on a single platform to offer you the best of both worlds. As subsidiaries of Air India, both the airlines are united in their commitment to delivering cost-effective, reliable and convenient flight services across India and International.

Air India Express is India's first budget airline on regional international routes,

operating under an LCC business model. It operates direct point-to-point services connecting primarily Tier 2/ Tier 3 cities in India with destinations in the Gulf/Middle East and SouthEast Asia. Set up in 2005, it has emerged as the largest LCC on the India-Gulf route, with a significant presence across the region. The airline connects 34 destinations in India and abroad with over 700 flights per week. In January 2022, Air India Express, together with its parent company Air India, was successfully privatised, with ownership returning back to the Tata group that had initially founded Air India.

AirAsia India, on the other hand, began its journey in 2013 as a joint venture between Tata Sons Private Limited and AirAsia Aviation Group Limited, and has since grown to become one of the leading domestic airlines. With the capacity to serve over a million guests every month, AirAsia India connects 19 destinations across India, including key metro cities.

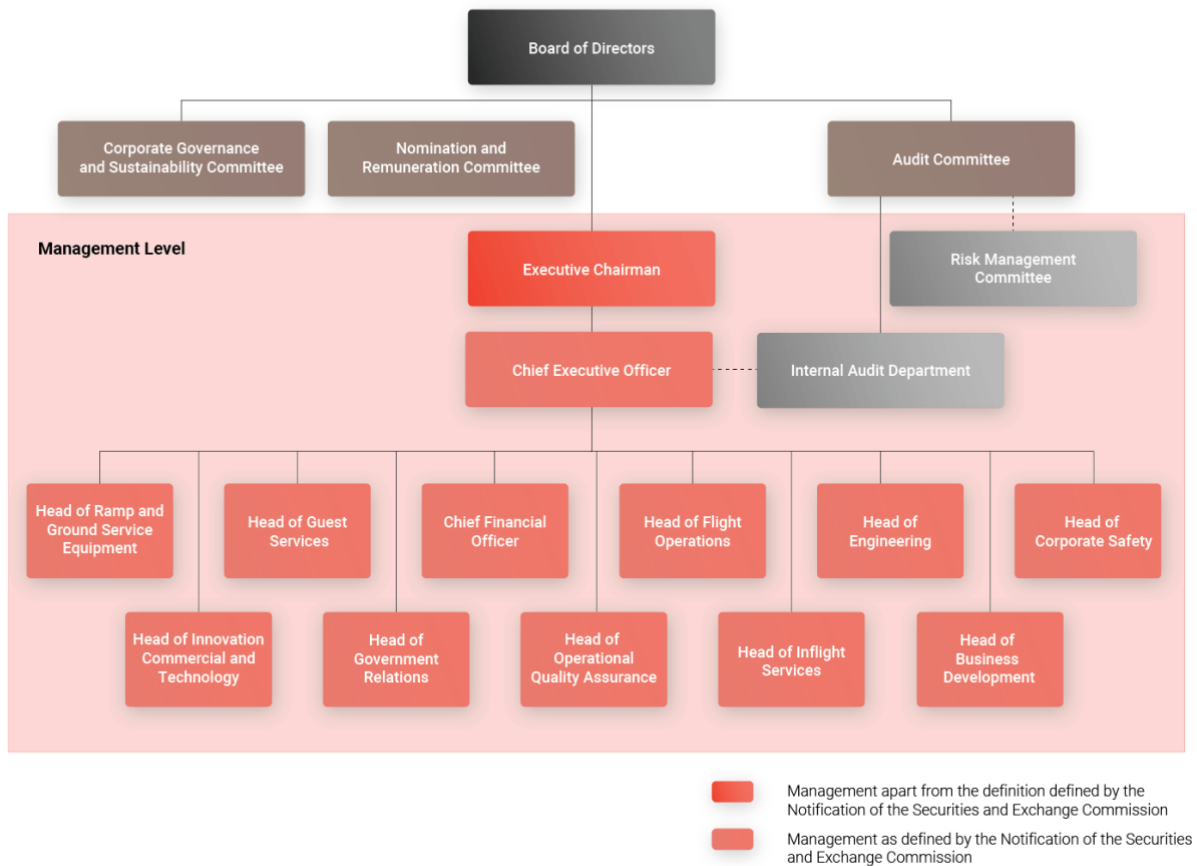
Together, they are committed to constantly evolving and exceeding our guests' expectations in terms of quality, affordability, convenience and comfort. So, come on board and enjoy a refreshed experience, promising fast bookings, fab deals and fantastic value.

1.2.1 AIX PRODUCTS AND SERVICES

AIX have an array of services and products to choose from. From baggage delivery to an extensive in-flight menu, they have add-ons that cover all the needs.

- Add on packs, with a host of special bundles that include Hot Meals, Leather Seats and Xpress Ahead priority services, when opting for an Add-on Pack.
- AirFlix, to enjoy shows, music, entertainment while travelling
- Avis, to commute back and forth with convenience.
- Baggage, upgrading extra baggage at discounted rate
- Cargo, on time freight shipping across India with real-time tracking
- Charter flights
- Corporate value, standard seat, discounted rescheduling and cancellation
- Easifly, personal assistance
- Flyahead, early flights
- Flyporter
- Hot meals, curated option with beverage
- Intl Connecting Baggage, for guests connecting to/from international flight on any airline.

2.3 ORGANOGRAM OF AIX



CHAPTER 2. TASKS HANDLED

2.1 TASKS HANDLED

Ground crew or ground staff work in the aviation industry where they are engaged in various roles at the airport. Ground staff ensures the safety and comfort of passengers, including checking in baggage, providing information, assisting disabled passengers, confirming reservations, and selling tickets.

2.1.1 (TASK 1) CHECK-IN OFFICER

The first member of staff a passenger will come into contact with at the airport is often a check-in officer. These roles are therefore very important to airlines looking to promote a positive image of their business.

Check-in officers, or 'airline customer service agents', need to have excellent communication skills, patience, and most importantly, an instinctive ability to cope with difficult situations in a calm and professional manner.

The role typically deals directly with customers just as they are embarking on their journey. The main responsibilities include checking passengers in, weighing and checking in baggage, issuing boarding passes and luggage labels, allocating seat numbers, asking security questions, and answering passenger queries prior to their flight.

Further duties might involve walking passengers to and from aircraft, arranging facilities for people with disabilities and generally ensuring all passengers are boarding in time for their flights. Check-in officers may have additional duties at the boarding gate which might involve a final check of boarding passes and passports before passengers may get onto the aircraft.

Due to the long hours that airports are open, this role is often on a shift pattern. This involves working late evening shifts or early morning shifts and work at the weekends and on bank holidays as these tend to be popular times for flights.

CHECK-IN OFFICER DUTIES

The day-to-day duties of a passenger check-in officer include:

- Greeting passengers on arrival at the airport
- Answering any queries passengers might have about their journey
- Checking bookings and issuing boarding passes
- Keeping passengers updated on any changes to flight information
- Directing passengers to the correct gate for their flight
- Weighing and checking in luggage
- Responding in a calm and professional manner to customer complaints
- General administration duties
- Make sure that late passengers get to their flights before the departure time or are booked on an alternative flight

- Following security procedures
- Checking boarding passes and passports at the boarding gate

2.1.2 (TASK 2) ARRIVAL AND AOCC

The Airport Operations Control Center (AOCC) is the nerve center of an airport, responsible for overseeing and coordinating various activities to ensure the safe and efficient functioning of the airport. It is a critical facility that plays a pivotal role in managing the complexities of airport operations and responding to dynamic challenges that arise on a day-to-day basis. Weather can significantly impact airport operations. The AOCC continuously monitors weather conditions, forecasts, and potential hazards such as thunderstorms, heavy fog, or snow. Based on this information, the AOCC develops contingency plans, reroutes flights if necessary, and takes appropriate safety measures to ensure the well-being of passengers and aircraft.

ARRIVAL AND AOCC DUTIES

The day-to-day duties of Arrival and AOCC include:

1. Update bay and belt on Ramp group.
2. Enter touch down timing in AOCC.
3. Chocks on timing 5 mins from TD in AOCC.
5. Airborne timing 10 mins after chocks off.
4. Departure mode manual status show boarding.

2nd system.

1. Enter departure flight number.
2. Change status to boarding.
3. Change gate to E2 or whichever they say.
4. Change aerobridge(bay) to whichever they say.

-Go to respective belt.

Write flight number and first bag and last bag timing and update on the group.

Note any claim or complaint.

-After Arrival go to Aocc 1st system:

1. Change manual status(remove display) of departure to gate closed after DC message on group.
2. Update chocks off for departure from group.
3. Update baggage count, cargo, passenger count minus infants(FIDS) according to group message(LIR & LDM) of both arrival and departure

1. On 2nd system enter i5 and check shift flights.
2. If counter numbers are not visible then tap the blank line and cntrl.+drag from 56 till 63.
3. Select class logo.
4. Add and Save
5. Check display and change to yes.

1. Click on full screen counters.

2. Select T1 terminal.
 3. Select airline Air Asia.
 4. Under that(in premium) select new check-in or new baggage drop and cntrl.+scroll till 62.
 5. Add and close.
- Repeat process above and under that(in premium) select xpress ahead for counter number 63 and add and close.

2.2 WORKING SCHEDULE

Work timings in the aviation industry are not fixed since airports are generally functional 24/7 hence aviation staff works in shifts. Handling these flexible work timings can be challenging and the concept of weekends offs is not fixed for the staff working at the airport.

The schedule was as follows:

BIRD AIRPORT SERVICES												
15 BIRD STAFF ROSTER FROM 17 JUL TO 23 JUL												
S.N	EMPLOYEE CODE	NAME	DESIGNATION	Mobile No.	MON	TUE	WED	THUR	FRI	SAT	SUN	
1	BASK0049	SUDEV P P	PSA	9747758527	0300-1130	0300-1130	0300-1130	OFF	0300-1130	0300-1130	0300-1130	
2	BASKJ0004	JANHAVI	PSA	8730098921	OFF	0300-1130	0300-1130	0300-1130	0300-1130	0300-1130	0300-1130	
3	BASKS0046	SHAGUN	PSA	7030045225	0300-1130	0300-1130	OFF	0300-1130	0300-1130	0300-1130	0300-1130	
4	BASKS0026	SAFIYA	PSA	7820968971	0300-1130	0300-1130	0300-1130	0300-1130	OFF	0300-1130	0300-1130	
	BASKS0002	SAHIL	PSA	8129473151	0300-1130	0300-1130						
					MON	TUE	WED	THUR	FRI	SAT	SUN	
5	BASKW0001	PRIYA	PSA	9774742235	1100-1930	OFF	1100-1930	1100-1930	1100-1930	1100-1930	1100-1930	
6	BASKL0003	PRINCILA	PSA	8730098921	1100-1930	1100-1930	OFF	1100-1930	1100-1930	1100-1930	1100-1930	
7	BASKR0021	RUHKSANA	PSA	7378759720	OFF	1100-1930	1100-1930	1100-1930	1100-1930	1100-1930	1100-1930	
8	BAS(T)0018	KAYNAN	TR	9061150045	1100-1930	1630-0100	1100-1930	OFF	1100-1930	1100-1930	1100-1930	
					MON	TUE	WED	THUR	FRI	SAT	SUN	
9	BASKK0015	KIRAN	PSA	9359081782	OFF	1630-0100	1630-0100	1630-0100	1630-0100	1630-0100	1630-0100	
10	BASKB0009	BASITH	PSA	7488594962	1630-0100	1630-0100	OFF	1630-0100	1630-0100	1630-0100	1630-0100	
11	BASKA0043	ATHIRA	PSA	9207295728	1630-0100	OFF	1630-0100	1630-0100	1630-0100	1630-0100	1630-0100	
12	BASKS0048	SREENANDA	PSA	9633831953	1630-0100	OFF	1630-0100	1630-0100	1630-0100	1630-0100	1630-0100	

Bird staff roster from 17th July to 23rd July

BIRD AIRPORT SERVICES												
15 BIRD STAFF ROSTER FROM 24 JUL TO 30 JUL												
S.N	EMPLOYEE CODE	NAME	DESIGNATION	Mobile No.	MON	TUE	WED	THUR	FRI	SAT	SUN	
1	BASKJ0004	JANHAVI	PSA	8730098921	OFF	0300-1130	0300-1130	0300-1130	0300-1130	0300-1130	0300-1130	
2	BASKS0046	SHAGUN	PSA	7030045225	0300-1130	0300-1130	0300-1130	0300-1130	0300-1130	0300-1130	0300-1130	
3	BASKS0026	SAFIYA	PSA	7820968971	LWP	LWP	LWP	LWP	0300-1130	0300-1130	0300-1130	
		KRISHNAVENI	PSA	6382434006	0300-1130							
		GOPIKA	PSA	9284165623	0300-1130							
		ATHIRA/ARUN		9207295728				0300-1130			0300-1130	
		SANJANA	PSA	9168438645					0300-1130			
					MON	TUE	WED	THUR	FRI	SAT	SUN	
4	BASKW0001	PRIYA	PSA	9774742235	OFF	1130-2000	1130-2000	1130-2000	1130-2000	1130-2000	1130-2000	
5	BASKL0003	PRINCILA	PSA	8730098921	1130-2000	1130-2000	1130-2000	OFF	1130-2000	1130-2000	1130-2000	
6	BASKR0021	RUHKSANA	PSA	7378759720	1130-2000	1130-2000	1130-2000	1130-2000	1130-2000	OFF	1130-2000	
7	BAS(T)0018	KAYNAN	TR	9061150045	1630-0100	OFF	0300-1130	1130-2000	1630-0100	1130-2000	1630-0100	
		SAHIL	PSA	8129473151	1100-1900							
					MON	TUE	WED	THUR	FRI	SAT	SUN	
8	BASKK0015	KIRAN	PSA	9359081782	1630-0100	1630-0100	1630-0100	1630-0100	1630-0100	1630-0100	1630-0100	
9	BASKB0009	BASITH	PSA	7488594962	1630-0100	1630-0100	1630-0100	1630-0100	OFF	1630-0100	1630-0100	
10	BASKS0048	SREENANDA	PSA	9633831953	OFF	1630-0100	1630-0100	1630-0100	1630-0100	1630-0100	1630-0100	

Bird staff roster from 24th July to 30th July

BIRD AIRPORT SERVICES											
15 BIRD STAFF ROSTER FROM 31 JUL TO 06 AUG											
S.N	EMPLOYEE CODE	NAME	DESIGNATION	Mobile No.	MON	TUE	WED	THUR	FRI	SAT	SUN
1	BASKJ0004	JANHAVI	PSA	8730098921	0300-1130	0300-1130	OFF	0300-1130	0300-1130	0300-1130	0300-1130
2	BASKS0046	SHAGUN	PSA	7030045225	OFF	0300-1130	0300-1130	0300-1130	0300-1130	0300-1130	0300-1130
3	BASKS0026	SAFIYA	PSA	7820968971	0300-1130	0300-1130	0300-1130	0300-1130	OFF	0300-1130	0300-1130
		SAHIL			0300-1130						
		VISHAL							0300-1130		
4	BASKW0001	PRIYA	PSA	9774742235	OFF	1130-2000	1130-2000	1130-2000	1130-2000	1130-2000	1130-2000
5	BASKL0003	PRINCILA	PSA	8730098921	1130-2000	1130-2000	1130-2000	OFF	1130-2000	1130-2000	1130-2000
6	BASKR0021	RUHISANA	PSA	7378759720	1130-2000	1130-2000	1130-2000	1130-2000	1130-2000	OFF	1130-2000
7	BAS(T)0018	KAYNAN	TR	9061150045	1630-0100	OFF	0300-1130	1130-2000	1630-0100	1130-2000	1130-2000
		SANJANA	PSA	8129473151	1130-2000						
		ASWINI			1130-2000						
8	BASKK0015	KIRAN	PSA	9359081782	OFF	1630-0100	1630-0100	1630-0100	1630-0100	1630-0100	1630-0100
9	BASKB0009	BASITH	PSA	7488594962	1630-0100	1630-0100	1630-0100	1630-0100	OFF	1630-0100	1630-0100
10	BASKS0048	SREENANDA	PSA	9633831953	1630-0100	OFF	1630-0100	1630-0100	1630-0100	1630-0100	1630-0100
11	BASKA0043	ATHIRA	PSA	9207295728	1630-0100	1630-0100	OFF	1630-0100	1630-0100	1630-0100	1630-0100
		ONIDRILLA	PSA		1630-0100						

Bird staff roster from 31st July to 6th August

2.3 TASKS EXPOSED

2.3.1 TASKS EXPOSED TO AT COUNTERS -

1. Checking in of Passengers on the correct flights and issuing boarding passes and tagging of bags correctly with either fly thru with zero sectors or point-to-point transit tags if more than 1 sector which means if the passengers have connecting flights
2. Rush Bags - receiving bags at arrivals and connecting them on the correct flight to the destination of the passenger with the help of a letter of authority to connect the bag along with id proof for the AAI.
3. Clearing Level 4 bags - when a passenger carries a security restricted item in their check-in baggage which includes lighters, power banks, laptops, ipads, e-cigarettes any battery items and more than 5 liters of alcohol it is not allowed and therefore the bag is held back at Level 4 which is a room where each and every bag is scanned after the check-in procedure this. A physical search is done when the passenger is informed of the same wherein they have to come back down along with their boarding pass and with a staff member of their respected airline as well as escorted by a female CISF to the Level 4 room where in the item is removed or excess alcohol is disposed of.

2.3.2 TASKS EXPOSED TO AT BOARDING GATES -

1. Announcements - we have various announcements for various situations the main being boarding calls and final boarding calls as well as paging announcements for certain people.
5. Scanning of Boarding Passes - at boarding gates we have to scan each passenger's boarding pass be it an infant or a child or a anyone. This is done in order to keep a tally of each person boarding the aircraft along with their hand luggage. In doing so the system beeps green and orange for emergency row seats or assistance and red for infants as passengers aren't allowed to purchase a full seat for an infant.
6. Checking of Delta(drunk/disorderly) Passengers - under no circumstances are we allowed to board delta passengers due to certain hazards and precautions we need go

take for the safety of the other passengers and crew and the airline. We may bar these passengers from boarding and not accept them. We may even hold back their boarding pass if possible.

7. Delayed flights - in these situations it is important to not give out in-accurate information to passengers or to anyone or the reason as to why the flight is delayed if it is confidential. We may make announcements or give timely updates as to what is happening. If the passengers get angry or abuse any of us staff we have to keep a calm and cool mind and speak respectfully to everyone. We are not allowed to disclose flight plans or the names of anyone boarding or onboard the incoming flight. We must be able to be held accountable for our actions and responses to the passengers so as to maintain consistency in our answers as well as to empathize and provide solutions.

8. It is our job to close the flight status and to post finals and baggage count and passenger count to account for those not flying with us as well as gate no-shows and to wait for the door close of the aircraft as well as chocks-off and to hand over the number of people boarding and deboarding the flight into GOI airport to the respective CISF on shift with the correct timings as well as hand over the gate keys after locking or unlocking the doors and maintaining order amongst passengers while boarding and deboarding of the aircraft.

9. Late Passengers - if certain passengers don't approach the gates after repeated announcements and paging announcements as well as calls to their mobile phone on the number they have provided while booking their ticket. We can go minus and remove them from boarding and close the flight. In doing so we have to check if they have any checked-in baggage or not and if they do we have to assign our BMA staff to locate these bags with the respective sequence numbers incase we have to offload the passengers. Once this process is done the passengers can no more board the flight causing no delay to the departure time.

7. Self-Offload - in these very rare situations passengers may approach us after checking in and confide in us the reason as to why they aren't boarding the flight or if they simply wish to not fly with us. We can do so by offloading them that means unchecking them from those checked-in and marking them as 'not checked-in'. If they have any bags we can locate their bags and have them removed which they will then receive at our counters. They will then need to be escorted by a staff member in order to collect and as well as to sign them out of the airport because due to security reasons passengers aren't allowed to go back through SHA (security hold area) which is before the boarding gates.

2.4 HANDS-ON EXPERIENCE

2.4.1 CASE 1

In my first case I handled alone I was new to the system as to how Level 4 is cleared and after watching and learning from my seniors I was sent to clear a Level 4 bag on my own. So a sequence number is given to us by the AAI in either our WhatsApp

group or they call on the telephone at counters. Where in using Skyexpress we have to find their mobile number and call them requesting them to come down to SHA where in I would meet them and take them through security along with ONLY their boarding pass. Their other handbags would have to be left behind or at the boarding gates with their friends or family. Only one sequence corresponds with one boarding pass so the bag is tagged under one person's name. So once they have passed through security I have to take them down to the basement where in a female CISF would escort us to the Level 4 room where in the AAI would examine their boarding pass and hand over the correct baggage with the corresponding sequence number and name. They would then inform the guest as to what is in the bag and where it is located with the help of their scanners. The guest has to open the bag in front of all of us and remove the item and hand it over to the AAI. Upon inspection if it is a powerbank it is given to the passenger to carry on in their cabin baggage. And the bag is collected by our Air Asia Security Staff and loaded onto the trolley and then the plane and the guest has to be escorted by me till SHA again. I managed to do this task all by myself repeatedly following all SOPs correctly.

2.4.2 CASE 2

In my second case many passengers report late to the counters for check-in so then counters are re-opened only for very urgent and genuine cases only on approval of the GSO of that shift based on whether the trolleys have left from BMA for the plane or not and if they haven't then only can we take check-in bags. I as a trainee was asked to accompany the passengers through SHA, through boarding as well as reach them till the aircraft door to make sure they have all completely boarded on time so as to not delay the flight's departure.

2.4.3 CASE 3

In my third case I successfully handled angry passengers at boarding gates due to the delay of their flight for more than an hour. As per Air Asia India's SOPs, we only provide meals and refreshments if your flight is delayed for more than 2 hours. So strictly following their SOPs I kindly informed and calmed the passengers down as well as following our Air Asia training in the C.A.R.E module which stands for C-consistency, A-accountability, R-respect, E-empathy, of the same and that their flight was delayed due to bad weather conditions in BOM as well as GOI hence causing poor visibility for landing and I also informed certain passengers who were kind enough to know about the whereabouts of their plane and its departure and arrival on FlightRadar app which we have to use in order to know arrivals and departures as well as delays and early departures. This app tracks the exact current location of the plane via satellite and ATC information.

CHAPTER 3. LEARNINGS

3.1 LEARNING FROM PRACTICAL EXPOSURE

An internship is an opportunity offered by an employer to potential employees, called interns, to work at the organization for a limited and fixed period of time. With the emphasis on training and development, internships gave me real-life experience of the workplace and field I hope to break into. The internship gave me an insight into understanding the relationship of me and the organization, and gave me an opportunity to feel out if the role, organization, and personnel are a good fit. A few of my learning are:

1. How to put my knowledge and skills into practice

Implementing skills and values that I learned in real-life scenarios, all thanks to my internship.

2. The benefits of networking

During my internship, I learned how to communicate and build relationships with the people I worked with. I learned how to greet, listen, communicate, acknowledge and provide solutions to the customers as well as how to ask questions and gain a better understanding of the industry not only in the co-working space, but also the other stakeholders. This process overall helped me develop my professional network and emphasised the importance of creating these connections. I also connected with most of them via LinkedIn, which is obviously a great networking platform for professionals.

3. Understanding workplace culture

Culture influences communication, and as an international student, I learned that every company or organisation has its own culture. It's essential to observe others and learn how they engage and interact with co-workers, or help them with projects and tasks. I quickly learned that whenever something is unclear for me, or I don't understand, it's fine to ask for clarification.

4. Enthusiasm is invaluable

As an intern, I discovered it's essential to be enthusiastic and open to learning new skills, asking for more work and being curious to learn and ask questions. This attitude will show that you enjoy being part of the team and that you're keen to help. Having curiosity and enthusiasm also means that, as an intern, you get a lot out of what you're doing, which opens lots of opportunities.

5. Keeping a journal is great for personal growth

During my internship, I had a journal and took notes every day about new things I learned, feedback I was given by my manager, strengths and weaknesses I noticed, and things I wanted to research and learn more about. This helped me understand myself more and identify the areas that I needed to improve in.

6. How important good communication is

Communication is the key to success in a professional environment. I learned that it's important to communicate with my manager via phone, email or SMS if I have questions or if I don't know how to work on a task. Asking for help and clarification is better than pretending you've understood what you need to do, no matter what. However, I also found that if you can Google something, then do. Avoiding asking questions if you can find answers elsewhere is part of being a good communicator – keep in mind that everyone's time is valuable. As an intern, good communication will help with productivity, efficiency, engagement and growth as a professional in future.

3.2 INNOVATIVE IN HANDLING TASK

The aviation industry is highly changing and developing under the competitive environment. As air traffic both business and leisure, increases the importance of airport and airline operations are getting significant for the customers/passengers. Most airports are the centers of transportation and extremely busy at the peak of their capacities. The emergence of privatizations, deregulation, and new comers as low-cost carriers in recent years causes new challenges for ground handling companies that are crucial partner for airlines.

A few ways I was innovative in handling situations are:

1. Managing peaks with full serenity

If you're a ground handler, no two days are the same. Passenger numbers fluctuate day-to-day, sometimes leaving handlers with the challenge of processing long queues of passengers.

Airports can find it difficult to cope with sudden spikes in passenger traffic, as they do not have flexibility to scale up and down based on demand. However, with Bird group of ground handlers have extra flexibility to deal with airport congestion, rolling out additional mobile check-in services, on demand.

2. Modern IT systems

Imagine you're a ground handler at one of the busiest airports. Checking in passengers as smoothly as possible is essential to getting planes off the ground on time. The industry is incredibly competitive, margins are razor-thin, and to best serve your airline customers you have to memorize all their specific business rules.

Modern IT systems are helping ground handlers address these challenges and others, while removing the constraints imposed by legacy IT systems.

3. Relationship Factors

Leaders and leadership are significant for the employees to be innovative in a team.

Leaders who are participant, supportive, and transformations are claimed to be positively influencing the employees on individual innovation

Passenger service is a team work. Working in a group with cohesion could be the results of better communicative skills, cultural sensitivity, training and respectfulness to others. Supervisors or leaders support positive influence of innovative behavior for assisting passenger and problem solving issues by motivating the staff.

CHAPTER 4. CHALLENGES

4.1 CHALLENGES FACED BY AVIATION INDUSTRY

The aviation industry in India faces several challenges that impact its growth and sustainability. These challenges include infrastructure limitations, regulatory compliance, skilled workforce shortages, high-cost structure, security concerns, and environmental impacts.

Infrastructure: One of the main infrastructure challenges faced by the aviation industry in India is the need for adequate airport facilities. Many airports in the country are old and need modernization, while others are located in areas that are difficult to access, which can lead to congestion, delays, and safety issues. Another challenge is the need for more runway capacity. As the number of flights and passengers continues to grow, there is a need for more runways to accommodate the increased traffic. However, building new runways is expensive and time-consuming, and land acquisition can be a significant hurdle in India. In addition, India's air traffic management system is less advanced than in some other countries, which can lead to delays and congestion. The existing air traffic management system must be upgraded and modernized to improve efficiency and safety. Finally, there is a need for better connectivity between airports and other transportation modes, such as trains and buses. Many airports in India are far from city centres, and there often needs to be more public transportation available, making it difficult for passengers to reach their destinations.

Regulation: The regulatory framework for the aviation industry in India is complex and often challenging to navigate. There are multiple government agencies involved in regulating different aspects of the industry, including the Ministry of Civil Aviation, the Directorate General of Civil Aviation (DGCA), the Airports Authority of India (AAI), and the Bureau of Civil Aviation Security (BCAS). These multiple agencies can lead to clarity and delays in obtaining permits and licenses and result in the consistent application of regulations. One of the biggest challenges in the regulatory framework is more clarity and consistency in policies. Regulations are often subject to interpretation, which can lead to different outcomes depending on the agency involved. This can create uncertainty for airlines and other industry stakeholders and increase compliance costs. Another challenge is the slow pace of regulatory reform. The aviation industry constantly evolves, and regulations must keep pace with these changes to ensure safety and efficiency. However, the process of amending regulations can be slow and cumbersome, which can impede the growth and development of the industry. In addition, there is a need for greater transparency and accountability in the regulatory process. The industry stakeholders have called for more engagement with regulators and consultation in developing policies and regulations. Overall, there is a need for a more streamlined and efficient regulatory framework for the aviation industry in India. This requires a focus on clarity and consistency in regulations, a faster pace of regulatory reform, and greater transparency and engagement with industry stakeholders.

Skilled Workforce: The aviation industry requires a highly skilled workforce, including pilots, aircraft maintenance engineers, air traffic controllers, and ground handling staff. However, there is a need for more trained professionals in the industry, which can lead to delays and safety issues. One of the main challenges in developing a skilled workforce is the high cost of training. Aviation training is expensive and requires significant investment in infrastructure and equipment. This can make it difficult for individuals to pursue careers in the industry, particularly those from low-income backgrounds. Another challenge is the need for adequate training facilities. Many training facilities in India need to be updated and meet international standards, which can limit the quality of training provided. This can also result in a mismatch between the skills required by the industry and the workforce's skills. In addition, there is a need for greater coordination between the industry and education institutions to ensure that training programs are aligned with industry needs. This requires greater engagement and collaboration between industry stakeholders and education institutions to develop relevant and effective training programs. Finally, there is a need to address the industry's attrition issue. Many trained professionals leave the industry due to better opportunities or working conditions in other countries. This can lead to a loss of talent and experience, which can impact the safety and efficiency of the industry. Addressing the skilled workforce challenge requires improving the affordability and quality of training, developing adequate training facilities, enhancing collaboration between industry stakeholders and education institutions, and addressing attrition issues. This will require significant investment and commitment from industry stakeholders, government, and education institutions.

Cost Structure: The aviation industry is capital-intensive with high fixed costs. These costs include aircraft acquisition, maintenance, fuel, and labour costs. In addition, there are regulatory fees, airport fees, and other operational costs that add to the overall cost structure of the industry. One of the main challenges in the industry's cost structure is the high cost of aviation turbine fuel (ATF). The cost of ATF in India is among the highest in the world due to high taxes and other levies. This increases the overall cost of operating flights, making it difficult for airlines to remain competitive. Another challenge is the high cost of airport charges and other regulatory fees. These charges can vary significantly between airports and add to the industry's overall cost structure. There is a need for greater transparency and consistency in these charges to ensure that they are reasonable and do not burden airlines with an undue financial burden. In addition, there is a need for greater efficiency and productivity in the industry to reduce costs. This requires investment in modern technology and equipment and better management practices to optimize operations and reduce waste. Finally, there is a need to address the issue of overcapacity in the industry. Overcapacity can lead to intense competition, lowering fares and reducing airline profitability. This can create a vicious cycle, where airlines are forced to reduce fares to remain competitive, reducing profitability and limiting investment in modernization and efficiency. Overall, addressing the cost structure challenge requires a focus on reducing the cost of ATF, improving transparency and consistency in airport charges and other regulatory fees, investing in modern technology and equipment, and addressing the issue of overcapacity in the industry. This will require significant investment and commitment from industry stakeholders, government, and regulatory agencies.

Security: Aviation security is a critical issue for the industry, given the potential for

terrorist attacks and other security threats. The industry is subject to a wide range of security regulations to ensure the safety and security of passengers, crew, and aircraft. One of the main challenges in aviation security is the constantly evolving nature of security threats. Terrorist organizations and other criminals are constantly developing new tactics and methods to evade security measures and carry out attacks. This requires a consistent and proactive approach to security, with the industry and regulatory agencies working together to stay ahead of evolving threats. Another challenge is the need for a balance between security and efficiency. Security measures can be time-consuming and add to the overall cost of travel. This can create tension between the need for security and the desire for efficient and affordable travel. These two objectives need to be balanced, focusing on developing effective security measures that do not unduly disrupt travel. In addition, there is a need for better coordination and collaboration between industry stakeholders and regulatory agencies. This requires a focus on information sharing and a shared understanding of security risks and measures. It also requires investment in technology and equipment to improve security screening and other security measures. Finally, there is a need for greater emphasis on human factors in security. This includes the need for better training and screening of personnel and greater awareness of security risks among passengers and employees. This requires a focus on developing a security culture within the industry, with a commitment to continuous improvement in security practices. Overall, addressing the security challenge requires a focus on staying ahead of evolving security threats, striking a balance between security and efficiency, improving coordination and collaboration between industry stakeholders and regulatory agencies, investing in technology and equipment, and emphasizing human factors in security. This will require significant investment and commitment from industry stakeholders, government, and regulatory agencies.

Environmental Concerns: The aviation industry significantly contributes to greenhouse gas emissions, which contribute to global climate change. The industry's impact on the environment is due to the high consumption of fossil fuels and the emissions of pollutants such as carbon dioxide (CO₂), nitrogen oxides (NO_x), and particulate matter. One of the main challenges in addressing the industry's environmental impact is the need to balance economic growth with environmental sustainability. The aviation industry is vital to economic development, connecting people and businesses worldwide. However, the industry's growth must be balanced with efforts to minimize its environmental impact. Another challenge is the high cost of transitioning to cleaner technologies. This requires significant investment in research and development and the deployment of new technologies, which can be expensive. The industry needs to find ways to balance the need for investment in new technologies with the financial pressures of the industry. In addition, there is a need for better coordination and collaboration between industry stakeholders and regulatory agencies to reduce the industry's environmental impact. This requires a focus on international cooperation to develop common standards and policies and investment in research and development to identify new technologies and practices that can reduce emissions. Finally, there is a need for greater awareness and education among passengers and industry stakeholders about the environmental impact of aviation. This includes a need to develop a culture of sustainability within the industry, focusing on reducing waste and conserving resources. Overall, addressing the aviation industry's environmental concerns requires a focus on balancing economic growth with environmental sustainability, investing in cleaner technologies,

improving coordination and collaboration between industry stakeholders and regulatory agencies, and developing greater awareness and education among passengers and industry stakeholders. This will require significant investment and commitment from industry stakeholders, government, and regulatory agencies.

In conclusion, the aviation industry in India faces several challenges that impact its growth and sustainability. These challenges range from infrastructure limitations and regulatory compliance to skilled workforce shortages, high cost structure, security concerns, and environmental impacts. Addressing these challenges requires a collaborative effort from industry stakeholders, government, and regulatory agencies to invest in infrastructure, adopt sustainable practices, ensure compliance with regulations, and develop a skilled workforce. Additionally, there needs to be a focus on enhancing security measures to ensure the safety and security of passengers, crew, and aircraft. The industry must also prioritize efforts to reduce its environmental impact by investing in cleaner technologies, reducing waste, and conserving resources. By working together to address these challenges, the aviation industry in India can continue to grow and evolve while maintaining its commitment to safety, security, and sustainability.

4.2 CHALLENGES FACED IN PERSON

1. Unexpected Circumstances : Things sometimes don't go according to plan. Even though a lot of planning goes into managing airport operations, there's always something that will go awry. Some examples include:

- **Delayed flights** – This is due to circumstances like unfavorable weather conditions or malfunctioning parts. Passengers expect their flights to arrive or leave on schedule, so anything that throws off their plan can be irritating.
- **Missing baggage** – Passengers may be unable to find their baggage on the conveyor belt, which can cause panic.
- **Urgent emergencies** (e.g., accidents, airport shutdowns due to extreme weather or natural disasters) – Even if it's beyond your control, your inability to manage extreme circumstances can leave a negative impression of your airport.

2. Shift system: Aviation industry is a 24X 7 service providing industry, that have hours outside of a normal business week or standard business hours. This requires customer service representatives to work evenings, odd timing , weekends and holidays, and receiving different schedules each week, or day.

3. Burnout and stress: Working as a customer service representative requires you to maintain a friendly demeanor at all times, regardless of how customers act or how you personally feel. This may be difficult to cope with, especially if you experience many challenging customers during the same shift.

As a result, you may feel burned out with your work or stressed about helping customers. However, you may experience more friendly customers than you do unfriendly ones, balancing your workday and helping you feel pleased with work.

4. Frequent Changes : As representatives, we often deal with frequent changes in policies, procedures, products and services. This requires learning new things continuously and often involves being customers' first point of contact if they're frustrated about the changes. However, the consistent changes may help keep the job interesting, especially as you often learn new things.

5. Discounts : We are often put in a difficult position when customers ask for a discount that the company can't give especially with excessive baggage charge. On one hand, I want to do whatever I can to make the customer happy and keep her business. On the other hand, the company may have specific policies in place regarding discounts, and it's not always possible to make exceptions.

APPENDIX I

TASK 1- AT CHECK IN COUNTER



3. AFTER GREETING, REQUEST AND CHECK FOR THE PASSENGER'S ID AND TICKET



1. WEIGHING THE BAGS



2. CHANGING SEATS AS PER PASSENGER REQUEST AND AVAILABILITY



4. TAGGING OF BAGS



5. TAG ATTACHED



6. BAG TAG ATTACHED TO BOARDING PASS



7. FRAGILE ITEMS ARE PLACED IN TUBS AND RELEASED ONTO THE BELT

GoNow - Flight Summary

Flight Details: IS 799 GOI-DEL 10Aug 16:30 - 19:10 CP: 186

5	Checked standby	0	0
6	Total checked in	131	131
7	Checked not boarded	44	44
8	Not boarded, bags checked	28	28
9	All Manifested	132	132
10	All Checked in Without Seat	0	0
11	Require APPS verification	0	0
12	Require APIS verification	0	0
13	Inbound passengers	0	0
14	On a lock/warning queue	0	0
15	With SSRs	20	20
16	Without travel documents	129	129
17	With seat	132	132
18	Missing Doc Check	0	0
19	Web Check-in/Kiosk Check-in list	0	0
20	ADV Customer	0	0

Zone Counts

	Male	Female	Child	Total	Infant
1 (1-10)	31	10	1	42	0
2 (11-21)	30	9	3	42	2
3 (22-32)	37	9	1	47	1
Total	98	28	5	131	3

Baggage Counts

	Weight	Checked	Added	Added	Printed
GOI - DEL	1032 Kg	88	0	0	0
GOI - GAU	38 Kg	3	0	0	0
GOI - IMF	12 Kg	1	0	0	0
Total	1082 Kg	92	0	0	0

Print (Ctrl+P) ESC to close

8. CLOSING COUNTER AND POSTING COUNTER FINALS

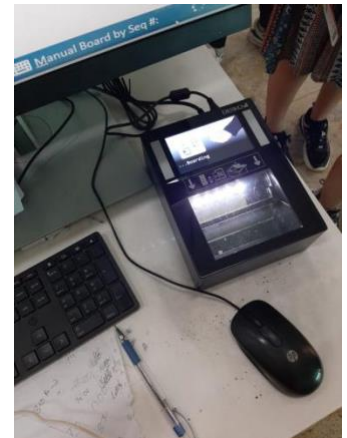
TASK 2- AT BOARDING GATES



1. AFTER DE BOARDING, STARTING BOARDING AT D-20



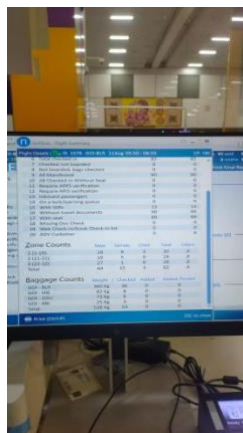
2. ANNOUNCEMENT FOR BOARDING



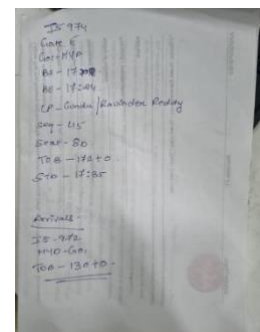
3. SCANNING BOARDING PASS TO BOARD PASSENGERS



4. PASSENGERS BOARDING THE AIRCRAFT



5. AFTER CLOSING BOARDING, POSTING GATE FINALS



6. FLIGHT DETAILS TO BE HANDED OVER TO CISF AFTER LOCKING BOARDING GATES

TASK 3 - AT ARRIVALS



1. ANNOUNCEMENT OF BELT NO. FOR ARRIVAL PASSENGERS



2. 1st BAG AND LAST BAG TIMINGS TO BE NOTED



3. COUNTER USED BY STAFF TO FILL FORM IN CASE OF LOST OR MISPLACED BAGGAGE



4. PICTURE OF IDENTITY AND BOARDING PASS TAKEN FOR PROOF OF TRAVEL



5. FORM FILLED FOR MISSING BAGGAGE

APPENDIX II

INVOLVEMENT





