

adani Customer Service Learning Calendar

February 2023



Monthly

Sl. No.	Training Programmes	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	
1	Securing Smiles - Landside																													
2	Securing Smiles - PSA																													
3	I Serve - Ground Transport Business																													
4	Skillful Conversations - AOCC														GAU	GAU														
5	Passenger Readiness - Pre-Paid Taxi																GAU	GAU												
6	Email Etiquettes																													
7	Ground Handling Customer Service Pride Series - Immigrations																													
8	I Serve - Pranaam Porters																													
9	CSE Accreditation																													
10	Passenger Readiness - Concessionaires																													
11	Audits																													
12	Refreshers																													
13	Case Clinics																													
14	Shift Briefings																													
15																														
Total No. of Sessions (81)		0	0	0	0		5	5	6	6	5	2		4	5	5	5	4	2		5	5	4	4	1	2		2	4	

* Serve - S(Smile and Greet), E(Empathy), R(Respond), V(Vigilant), E(Excel in Customer Service)

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Mumbai Airport



In Classroom Sessions

Program Name	Duration	Target Group	Objective	Date
Passenger Readiness	5 Hours (1 Day)	Concessionaire F&B CS Training	<ul style="list-style-type: none"> ✓ To identify the importance of Role of concessionaire staff in the service value chain ✓ Follow grooming and etiquette in customer interactions ✓ Identify ways to deliver customer centricity through effective communication ✓ Emphasizing on teamwork for delivering a better customer experience ✓ Minimizing complaints; solving them quickly for enhanced customer experience – Leveraging positive word of mouth 	7th, 8th, 9th, 10th Feb 2023
I Serve	8 Hours (1 Days)	Pranaam Porters	<ul style="list-style-type: none"> ✓ Understanding My Role & Passenger Expectation ✓ Creating an Impression ✓ Taking Ownership & Being Committed 	14th, 15th, 16th Feb 2023

Training Measurement

Program Name	Planned Population	Target Group	Objective	Date
Audits/ *OJC/ **OJT	100	House Keeping, Security Marshal	✓ Observe Skills and change of behavior expected	13th & 20th Feb 2023
Shift Briefing	As Per Shift	Customer Service Security Marshal Prepaid Taxi	✓ Reflect on the performance and train through recapitulation tools	20th & 21st Feb 2023

*OJC – On Job Coaching, **OJT – On Job Training



Trivandrum Airport

In Classroom Sessions

Program Name	Duration	Target Group	Objective	Date
CSE Accreditation	(8 Day)	CSE	<ul style="list-style-type: none"> ✓ To achieve service excellence ✓ Equip CSE PSE with the necessary skills and competence they require for ensuring role fitment ✓ Inspire workplace pride and reinforces company's mission , vision and values with professional development 	7 th , 8 th , 9 th , 10 th , 14 th , 15 th , 16 th , and 17 th Feb'23
Ground Handling	7 Hours (1 Day)	Air India Sats & Indigo	<ul style="list-style-type: none"> ✓ Objective Communication skill gst passenger experience 	20 th , 21 st , 22 nd & 23 rd Feb'23.

Case Clinics

Program Name	Duration	Target Group	Objective	Date
I Serve	3 Hours	Ground Transport Business (GTB)	<ul style="list-style-type: none"> ✓ To Improvising Situation Handling to enhance Passenger Experience 	28 th Feb'23

Refreshers

Program Name	Duration	Target Group	Objective	Date
I Serve	3 Hours	Trolley Handlers	<ul style="list-style-type: none"> ✓ To improvise service standards and coach on correct/better workplace 	6 th Feb'23

Training Measurement

Program Name	Planned Population	Target Group	Objective	Date
Audits	10	Housekeeping	<ul style="list-style-type: none"> ✓ Observe Skills and change of behavior expected 	25 th Feb'23
Shift Briefing	6	Porters	<ul style="list-style-type: none"> ✓ Reflect on the performance and train through recapitulation tools 	13 th Feb'23

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Mangalore Airport



In Classroom Sessions

Program Name	Duration	Target Group	Objective	Date
Passenger Readiness	6 Hours (1 Day)	Concessionaire Employees	<ul style="list-style-type: none"> ✓ To identify the importance of Role of concessionaire staff in the service value chain ✓ Follow grooming and etiquette in customer interactions ✓ Identify ways to deliver customer centricity through effective communication ✓ Emphasizing on teamwork for delivering a better customer experience ✓ Minimizing complaints; solving them quickly for enhanced customer experience – Leveraging positive word of mouth 	27 th Feb'23
Securing Smiles	8 Hours (3 Day)	Landside Security	<ul style="list-style-type: none"> ✓ Appreciate role as a Service Ambassador and contribution in making Adani Airports world class and customer sensitive ✓ Identify the role and how do I perceive it ✓ Identify how am 'I' perceived by the passengers at Airport ✓ Defining your customer service framework 	23 rd & 28 th Feb'23
CSE Accreditation	4 Hours (6 Day)	CSE	<ul style="list-style-type: none"> ✓ To achieve service excellence ✓ Equip CSE PSE with the necessary skills and competence they require for ensuring role fitment ✓ Inspire workplace pride and reinforces company's mission , vision and values with professional development 	6 th – 22 nd Feb'23

Internal Employee Intervention

Program Name	Duration	Target Group	Objective	Date
I Serve	3 Hours	Workplace Etiquette	<ul style="list-style-type: none"> ✓ To improvise service standards and coach on correct/better workplace 	27 th Feb'23

Training Measurement

Program Name	Planned Population	Target Group	Objective	Date
Audits/*OJC/ **OJT	100	Landside Security	<ul style="list-style-type: none"> ✓ Observe Skills and change of behavior expected 	8 th , 9 th & 10 th Feb'23
Shift Briefing	46	Concessionaires, PRANAAM Porters, Trolley Handlers, Housekeeping	<ul style="list-style-type: none"> ✓ Reflect on the performance and train through recapitulation tools 	6 th , 16 th , 23 rd & 28 th Feb'23

*OJC – On Job Coaching, **OJT – On Job Training

Guwahati Airport



In Classroom Sessions

Program Name	Duration	Target Group	Objective	Date
Skillful Conversations On Phone	8 Hours (3 Day)	AOCC	<ul style="list-style-type: none"> ✓ Understanding Brand & My Role. ✓ Handling Passenger Queries with Correct Tone and Voice Modulation to form an Impression 	14 th – 15 th Feb'23
Passenger Readiness	4Hours (1 Day)	Pre-paid Taxi	<ul style="list-style-type: none"> ✓ Define the role as a security person at pre-paid taxi stand ✓ Identify the importance of customer centricity and how is it that you contribute to the same. 	16 th – 17 th Feb'23

Refreshers

Program Name	Duration	Target Group	Objective	Date
I Serve	4 Hours	GTB	✓ To improvise service standards and coach on correct/better workplace	20 th – 21 st Feb'23
I Serve	4 Hours	PSA	✓ To improvise service standards and coach on correct/better workplace	22 nd – 23 rd Feb'23

Training Measurement

Program Name	Planned Population	Target Group	Objective	Date
Audits/ *OJC/ **OJT	68	CSE/GTB/HK/Trolley/PSA	✓ Observe Skills and change of behavior expected	6 th , 7 th & 8 th Feb'23
Shift Briefing	As per Shift	Marshal/GTB/ Housekeeping	✓ Reflect on the performance and train through recapitulation tools	9 th Feb'23

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Lucknow Airport



In Classroom Sessions

Program Name	Duration	Target Group	Objective	Date
Passenger Readiness	6 Hours (1 Day)	Concessionaire Employees	<ul style="list-style-type: none"> ✓ To identify the importance of Role of concessionaire staff in the service value chain ✓ Follow grooming and etiquette in customer interactions ✓ Identify ways to deliver customer centricity through effective communication ✓ Emphasizing on teamwork for delivering a better customer experience ✓ Minimizing complaints; solving them quickly for enhanced customer experience – Leveraging positive word of mouth 	6 th – 17 th Feb'23
Passenger Readiness	2 Hours (1 Day)	Skill Development training	<ul style="list-style-type: none"> ✓ Understanding My Role & Passenger Expectation ✓ Creating an Impression ✓ Taking Ownership & Being Committed 	20 th Feb'23
Email Etiquettes	3 Hours (1 Day)	AAHL	<ul style="list-style-type: none"> ✓ Importance of written Communication ✓ Rules of email writing ✓ Email writing procedure and tips 	18 th , 25 th & 28 th Feb'23

Training Measurement

Program Name	Planned Population	Target Group	Objective	Date
Audits/ *OJC/ **OJT	100	Landside Security	<ul style="list-style-type: none"> ✓ Observe Skills and change of behavior expected 	21 st – 24 th & 27 th Feb'23
Shift Briefing	As per Shift	Landside Security & Pranaam Team	<ul style="list-style-type: none"> ✓ Reflect on the performance and train through recapitulation tools 	21 st – 22 nd Feb'23

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