

# Comprehensive Airport Operations Management Training

Aviation  
Amsterdam (Netherlands)  
07 - 11 Jul 2025

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## Comprehensive Airport Operations Management Training

**Ref:** 321724\_145003 **Date:** 07 - 11 Jul 2025 **Location:** Amsterdam (Netherlands) **Fees:** 4200 Euro

### Course Description

This comprehensive 5-day course provides a thorough understanding of airport operations management. Participants will explore all aspects of airport functionality, including airside, landside, and terminal operations. The course covers safety management, emergency procedures, customer service, and regulatory compliance, equipping attendees with the knowledge and skills to excel in airport operations roles.

### Learning Objectives

- Understand the complexities of airside, landside, and terminal operations
- Develop proficiency in safety management and emergency response procedures
- Master customer service strategies for enhanced passenger experience
- Gain insight into regulatory compliance and industry best practices
- Learn effective resource management and operational efficiency techniques

### Course Modules

#### Day 1: Introduction to Airport Operations

- Overview of airport systems and stakeholders
- Regulatory framework and compliance
- Airport certification and standards
- Roles and responsibilities in airport management

#### Day 2: Airside Operations

- Runway and taxiway management
- Aircraft parking and ground handling
- Wildlife hazard management
- Air traffic control coordination

#### Day 3: Terminal Operations

- Passenger flow management
- Baggage handling systems
- Security screening processes
- Retail and concessions management

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## Day 4: Landside Operations

- Ground transportation systems
- Parking facilities management
- Wayfinding and signage
- Airport access roads and traffic management

## Day 5: Safety, Security, and Emergency Management

- Safety management systems SMS
- Security protocols and threat assessment
- Emergency response planning
- Crisis communication strategies

## Practical Wins for Participants

- Ability to implement effective safety management systems
- Skills to optimize airport operations for increased efficiency
- Strategies to enhance customer satisfaction and airport experience
- Techniques for successful stakeholder management and communication

A graphic of a chessboard with several chess pieces. A large gold king piece is in the foreground, with a silver pawn and a silver knight behind it. In the background, there are concentric circles emanating from a point on the board.

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## Blackbird training cities



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Bangkok (Thailand)

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(QNB),  
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Qatar



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[www.blackbird-training.com](http://www.blackbird-training.com)



[training@blackbird-training.com](mailto:training@blackbird-training.com)



+44 7480 775526 / +44 7401 177335