

Attachment C-4: Training – Role Specific Customer Service, Disabilities, Ramp Area Safety

Module	Customer Service	ADA Awareness	Ramp Area Safety
TOPIC 1	You are an ambassador	<u>Objective:</u> Sensitivity Training to best assist guests with disabilities	<u>Definitions:</u> individuals, equipment and areas in the ramp and service areas
TOPIC 2	Creating Customer Service Excellence	<u>General Practices:</u> etiquette, assistance, terminology	<u>License and Permit Requirements:</u> training and employer responsibility
TOPIC 3	How customers are different at SJC and how to help them	<u>Non-Discrimination Laws and New ADA Requirements:</u> changes effective May 13, 2009	<u>Airport Restricted Area Driver Permit:</u> required for driving in restricted areas
TOPIC 4	Greeting Customers	<u>Mobility disabilities:</u> assisting individuals utilizing wheelchairs	<u>Airport Citation Procedures:</u> responsibilities of enforcement
TOPIC 5	Giving Directions, Providing Assistance	<u>Individuals who are deaf:</u> methods and etiquette	<u>Aircraft Gate Arrival / Push-back Procedures:</u> Right of way and ground handling
TOPIC 6	Thank you and proper send off	<u>Individuals with speech difficulties:</u> assistance	<u>General Operating Rules - Restricted Areas:</u> proper vehicle operation
TOPIC 7	Calming down upset customers	<u>Blind or low vision:</u> human guide, communications	<u>Aircraft Fuel Servicing Rules:</u> maintenance and safety rules
TOPIC 8	Retail and Food Service	<u>Developmental Disability:</u> providing assistance, respect	<u>Fuel Spill Safety Procedures:</u> handling fuel spills
TOPIC 9	How SJC measures good customer service	<u>Quiz and Summary</u>	<u>Lavatory/Waste Material:</u> Collection and Disposal Procedures