

## **Soft skills training for Chennai International Airport staff.**

Chennai 15.12.2022: AAI Chennai International Airport and India tourism, Southern Regional Office, Chennai is jointly organised a three - day Soft Skills Training program for officials and staff of Chennai Airport from 14<sup>th</sup>-16<sup>th</sup> December.

This is part of the routine training program charted for airport staff to ensure courteous behaviour on the part of personnel deployed at the airport including security, ground handling, housekeeping and airline staff. Also, being the first point of arrival either into a destination, the airports will be a key factor in casting the 'first impression' in the mind of our valued passengers. This 03-day program is specifically curated to upskill our staff to endow the best of experiences to the guests in Airport. From basic etiquettes to passenger interaction, from language training to hygiene, airport staff are getting their soft skills fine-tuned by some of the best talents from hospitality industry which will help to staff to better themselves in all sorts of situations. More than 600 staff of airport are expected to benefit from these soft skill training sessions.

Sh. K.K.Shobhy, Airport Director (officiating), AAI Chennai Airport and Sh. Mohamed Farouk , Regional Director (South), Ministry of Tourism, Govt. of India inaugurated the program on 14.12.2022 in AAI community hall, Chennai Airport.

These soft skill training program also gains importance as it comes at a time when India has assumed G20 presidency. G-20 a significant opportunity for India to showcase its true potential and Chennai international Airport team is putting the right foot forward to curate memorable experiences for all inbound travellers to get the best returns from this opportunity.