1. Course (module) name		2. Code
Airport Customer Services		

3. Lecturer (s)	4. Division(s)

5. Cycle of studies	6. Course (module) level	7. Course (module) type
First	Course is not divided into parts	Mandatory

8. Delivery form	9. Delivery period	10. Delivery language (s)
Full-time	Semester 3	English

11. Requirements for students	
Preliminary requirements:	Associated requirements (if any):
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12. Scope of course (module) in ECTS credits	13. Full workload of a student (hours)	14. Contact work hours	15. Independent work hours
6	160	40	120

16. Course (module) purpose: competences developer by the course programme
This course aims to cultivate students' knowledge of airport services by presenting the most important airport services and their specific requirements and challenges and develop students' competencies of how to manage and deliver these services more effectively and efficiently. Also, it will present the relevant international and national regulations and their effects in airport services. Moreover, it will focus on the key issues of safety, security, quality of service and costs.

17. Relation of the course targets with the expected results of studies and evaluation methods of studies and student achievement

Results (targets) of the course	Results of the course	Methods of studies	Evaluation methods of academic achievements
Students have to gain the ability to identify problems independently, observe new opportunities and develop new products and services that provide added value to the aviation sector.	Well understand the legal, operational and passenger needs that airports satisfy	Lectures, discussion, research	Case Study/Exam
	Well understand the airport services from the main airport operations manuals (e.g. ERPP, ARFFS)	Lectures, discussion, research	Case Study/Exam
	Be able to use personal critical thinking for delivering the respective airport services more efficiently	Lectures, discussion, research	Case Study/Exam
Students have to gain the ability to identify problems independently, observe new opportunities and develop new products and services that provide added value to the aviation sector.	Well understand the requirements from the different airport services stakeholders	Lectures, discussion	Exam
	Learn the different airport services and their main components	Lectures, discussion	Exam
	Understand how different airport strategies affect the different airport services	Lectures, discussion	Exam

18. Strategy and criteria of student assessment			
Assessment method	**Per cent**	**Delivery time**	**Evaluation criteria**
Participation	20%	During the classes	Class participation, argument contributions and learning
Case Study	30%	In the middle of the classes	Clear understanding of airport planning, operations and management, quality solutions, proposed new ideas, insights and compliance with the assessment methodology
Exam	50%	At the end of the classes	The examination consists of a test with 5 questions. (each correct answer is evaluated with 10 points) and 25 multiple answer questions each correct answer is evaluated with 2 points) (. Evaluation methodology: 10-9: Excellent knowledge & skills. Evaluation level 8-7: Good knowledge and skills. Synthesis level 6-5: Average knowledge and skills. Level of analysis 4-0: Minimum requirements are not met Tests must be delivered before the examination