

<b>TSC Category</b>	Customer and Passenger Services					
<b>TSC</b>	Service Planning and Implementation					
<b>TSC Description</b>	Develop and implement strategies and plans for the service operations					
<b>TSC Proficiency Description</b>	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>Level 4</b>	<b>Level 5</b>	<b>Level 6</b>
	<b>ATP-CEX-1016-1.1</b>		<b>ATP-CEX-3016-1.1</b>			
	Deliver service excellence by utilising organisational service operations resources		Manage service operations in accordance to organisational guidelines to achieve service excellence			
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>Importance of one's role in the service value chain</li> <li>Sources of information commonly sought by organisation's customers</li> <li>Principles of effective team communication</li> <li>Organisation's service standards</li> <li>Effective communication skills</li> <li>Types of service performance issues</li> <li>Organisation's service escalation processes</li> <li>Methods to monitor personal performance</li> </ul>		<ul style="list-style-type: none"> <li>Types of resources required by the organisation for service operations</li> <li>Organisation's guidelines to support service operations</li> <li>Methods to implement guidelines for service operations</li> <li>Types of performance issues related to service operations</li> <li>Processes of resolving performance issues</li> <li>Sources of feedback on service operations</li> <li>Processes of monitoring feedback on service operations</li> </ul>			
<b>Abilities</b>	<ul style="list-style-type: none"> <li>Recognise the role that one plays in the service value chain and organisation's vision, mission and values</li> <li>Acquire information commonly sought by organisation's customers</li> <li>Deliver service as part of a team according to the</li> </ul>		<ul style="list-style-type: none"> <li>Recognise resources required for service operations</li> <li>Recognise the resources required at different points of the service value chain</li> <li>Deploy resources according to service operations plans</li> </ul>			

**SKILLS FRAMEWORK FOR AIR TRANSPORT  
TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE DOCUMENT**

	<p>organisation's service standards</p> <ul style="list-style-type: none"> <li>• Escalate service performance issues that affect the organisation's service standards</li> <li>• Follow up with actions to resolve service performance issues</li> </ul>		<ul style="list-style-type: none"> <li>• Recognise the role of support centres and/or contact centres in service delivery</li> <li>• Monitor workload allocation among team members</li> <li>• Review resource requirements to cater to high volume customer traffic situations</li> <li>• Implement service operations to achieve service excellence</li> <li>• Resolve performance issues within one's limits of authority that may occur during service operations</li> <li>• Monitor feedback from customers and team on service operations</li> </ul>			
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