

A passenger service system (PSS) is a series of critical systems used by www.nxgvision.com PSS usually comprises an airline reservations system, an airline inventory system and a departure control system (DCS).

Passenger Service Skycap and wheelchair assistance available on demand curbside at the airline ticket counters and baggage claim area. Pre-arranged services can be made through the airlines. Self-serve Smarte Carte luggage carts are located outside the ticket counter areas at curbside on both sides of the Main Passenger Terminal, inside the Arrivals Terminal near baggage carousel 2 and at the rental car return facility. Access ramps to accommodate wheelchair travel are located at both short-term parking lots flanking the airport terminal as well as long-term parking lots and garages. Convenient parking spaces are reserved for the handicapped in all parking lots and garages. Disabled patrons are permitted to park free of charge for the first four 4 hours per day in our short-term parking lots only. After the first four hours, prevailing rates apply. Fuel up before your flight with healthy, tasty options at our full-service HMS Host restaurants and grab-and-go locations in the Main Lobby and Concourses. Pick up a newspaper, magazine or last-minute gift at our Hudson stores located in the Main Lobby and Concourses. Some airlines no longer accept cash at their ticket counters. Cash conversion terminals are now available in the north and south ticketing lobbies. Simply insert cash and receive a card to use for travel expenses. Drop mail at boxes next to the Information Center in the main lobby. Hold a meeting in our Conference Center. A variety of rooms and business support services offered by the hour or day. Call for reservations and information. The Airport Information Center is located in the main lobby near the pedestrian bridge. Visitor guides and maps are available at this location and in the Arrivals Terminal near the car rental counters. Follow us on Facebook , Twitter and Instagram for news and updates. Pick up arriving passengers curbside at the Arrivals Terminal baggage claim area. Vehicles must be attended at all times; there is no minimum or maximum wait time. No reservation needed for arriving passengers. High-speed, secure Wi-Fi is offered terminal-wide. Limited free, hourly and daily plans are available. Rooms are equipped with a rocking chair, changing table, sink and multiple outlets to give nursing mothers comfort and privacy. Pet relief area located outside the north ticketing lobby, Main Passenger Terminal. Per Norfolk City Code-Section , pets are not permitted inside airport terminals unless they are traveling by air in a kennel or carrier or are needed to perform an essential service for their owner. Volunteer Ambassadors are ready with directions and information. [Click here for airport tenant phone numbers and web links](#) Have a question, comment or suggestion?

Chapter 2 : J & B PASSENGER SERVICE

A passenger service assistant is a customer service representative or agent who assists people using transportation services. Most work on the ground at airports for airlines, though you can also find them working at cruise or train lines, handling many of the same duties.

In 1802, the *Sirius* was the first ship to cross the Atlantic using steam power. Being at the top among the colonial powers, the United Kingdom needed stable maritime routes to connect different parts of its empire: He built the first ship that was powered by this technology, the *Clermont*, which succeeded in traveling between New York City and Albany, New York in thirty hours before entering into regular service between the two cities. She left the city of the same name and arrived in Liverpool, England in 27 days. Most of the distance was covered by sailing; the steam power was not used for more than 72 hours during the travel. Royal Edward managed to cross the Atlantic by using steam power on three-quarter of the course. The sail was used only when the wall of the boilers was cleaned. As the project of making the voyage directly from New York to Liverpool, it was perfectly chimerical, and they might as well talk of making the voyage from New York to the moon. Too little coal was prepared for the crossing, and the crew had to burn cabin furniture in order to complete the voyage. The journey took place at a speed of 8. The race of speed was commenced, and, with it, the tradition of the Blue Riband. He realised that the carrying capacity of a ship increases as the cube of its dimensions, whilst the water resistance only increases as the square of its dimensions. This means that large ships are more fuel-efficient, something very important for long voyages across the Atlantic. These movements of population were a financial windfall for the shipping companies, [19] some of the largest of which were founded during this time. This aspect particularly appealed to the postal companies, which leased the services of ships to serve clients separated by the ocean. In 1840, Samuel Cunard founded the Cunard Line and became the first to dedicate the activity of his shipping company to the transport of mails, thus ensuring regular services on a given schedule. Beginning with the use of an iron hull in 1843, and then steel hulls, solved this problem. Her career was disastrous and short. She was run aground and stranded at Dundrum Bay in 1852. In 1853, she was retired to the Falkland Islands where she was used as a warehouse, quarantine ship, and coal hulk until she was scuttled in 1864. It equipped its ships with cold rooms, heating system, and various other innovations but the operation was expensive. The sinking of two of its ships was a major blow to the company which was dissolved in 1869. The ship was, for 43 years, the largest passenger ship ever built. She had the capacity to carry 4,000 passengers. The year was marked by a major accident: The ship, built in Greenock and sailing between Hamburg and New York twice a month, suffered an accidental fire off the coast of Newfoundland and sank with the loss of all but 89 of the passengers. The struggle was symbolised by the attainment of the Blue Riband, which the two companies achieved several times around the end of the century. Auxiliary sails became obsolete and disappeared completely at the end of the century. In the time of war, ships could easily be equipped with cannons and used in cases of conflict. Teutonic succeeded in impressing Emperor Wilhelm II of Germany, who wanted to see his country endowed with a modern fleet. They were record breakers by the standards of the time, and were the largest liners then in service, plying the Liverpool to New York route. She plied the Suez Canal route from England to Australia during the 1870s, up until the years leading to World War I when she was converted to an armed merchant cruiser. She was followed three years later by three sister ships. The ship was both luxurious and fast, managing to steal the Blue Riband from the British. The ship needed only two funnels, but more funnels gave passengers a feeling of safety and power. She quickly obtained the Blue Riband for her company. Morgan embraced the idea of a maritime empire comprising a large number of companies. He founded the International Mercantile Marine Co. Although German liners dominated in terms of speed, British liners dominated in terms of size. The result of this partnership was the completion in 1890 of two sister ships: The latter retained this distinction for twenty years. She was followed by *SS Vaterland* in 1893. Some of them, like the *Mauretania*, *Aquitania*, and *Britannic* were transformed into hospital ships during the conflict. Liners converted into troop ships were painted in dazzle camouflage to reduce the risk of being torpedoed by enemy submarines. *Britannic*, while serving as a hospital ship, sank in the Aegean Sea in 1916 after

she struck a mine. Kaiser Wilhelm der Grosse was defeated and scuttled after a fierce battle with HMS Highflyer off the coast of west Africa, while her sister ship Kronprinz Wilhelm served as a commerce raider. This led to the awarding of many German liners to the victorious Allies. Of the German superliners, only Deutschland, because of her poor state, avoided this fate. The ships, whose construction was started before the war, such as SS Paris of the French Line, were completed and put into service. She was also the fastest, winning the Blue Riband in 1900. In response, shipping companies redirected many of their liners to a more profitable cruise service. Chancellor of the Exchequer Arthur Neville Chamberlain proposed to merge the two companies in order to solve their financial problems. The Queen Mary was the fastest ship of her time and the largest for a short amount of time, she captured the Blue Riband twice, both off Normandie. From the start of the conflict, German liners were requisitioned and many were turned into barracks ships. It was in the course of this activity that the Bremen caught fire and was scrapped in 1918. Empress of Britain was attacked by German planes, then torpedoed by a U-boat when tugs tried to tow her to safety. To ensure a reliable and fast troop transport in case of a war against the Soviet Union, the U.S. Navy developed the USS Argonne. Most pre-war aircraft were noisy, vulnerable to bad weather, few had the range needed for transoceanic flights, and all were expensive and had a small passenger capacity. The war accelerated development of large, long-ranged aircraft. Four-engined bombers, such as the Avro Lancaster and Boeing B Superfortress, with their range and massive carrying capacity, were natural prototypes for post-war next-generation airliners. Jet engine technology also accelerated due to wartime development of jet aircraft. In 1952, the De Havilland Comet became the first commercial jet airliner; the Sud Aviation Caravelle, Boeing and Douglas DC-8 followed, and much long-distance travel was done by air. Thus the reign of the ocean liners came to an end. In 1982, during the Falklands War, three active or former liners were requisitioned for war service by the British Government. After the retirement of Queen Elizabeth 2 in 1994, the only ocean liner in service was Queen Mary 2, built in 2004, used for both point-to-point line voyages and for cruises. Survivors[edit] MV Astoria formerly Stockholm in 1982 as a cruise ship. Much of her original form remains, including her sheer. Four ocean liners that were made before World War II survive today as they have been preserved as museums, and hotels. The first liners were small and thus overcrowded, leading to unsanitary conditions on board. The iron and steel hulls and steam power allowed for these advances. The Olympic-class ocean liners, first completed in 1902, were the first to have a tonnage that exceeded 45,000 tons. She was the largest passenger ship ever constructed until 1952. In the early 1900s, the average speed of liners was less than 10 knots a crossing of the Atlantic thus took about 12 days or more. In the 1920s, the average speed of liners increased to around 15 knots the duration of a transatlantic crossing shortened to around 7 days, owing to the technological progress made in the propulsion of ships: Their records seemed unbeatable, and most shipping companies abandoned the race for speed in favor of size, luxury, and safety [29] The advent of ships with diesel engines, and of those whose engines were oil-burning, such as the Bremen, in the early 1930s, relaunched the race for the Blue Riband. On-board sanitary conditions were often deplorable and epidemics were frequent. In 1914, maritime laws imposing hygiene rules were adopted and they improved on-board living conditions. The passengers traveling on the former were wealthy passengers and they enjoyed certain comfort in that class. The passengers traveling on the latter were members of the middle class or the working class. In that class, they were packed in large dormitories. Until the beginning of the 20th century, they did not always have bedsheets and meals. The cabins were then divided into three classes. In the 1930s, the installation of bathtubs and oil lamps caused a sensation on board RMS Oceanic. In 1931, the RMS Adriatic even offered turkish baths and a swimming pool.

Chapter 3 : Passenger Service Agent Cover Letter | JobHero

A passenger service agent, sometimes referred to as flight customer service agent, is responsible for the administrative and customer service of www.nxgvision.com flight attendants, passenger service.

The best things to research for that final step are useful airport passenger service agent interview questions and amazing answers. While there are plenty of general questions that your interviewer may ask, there are also specific questions related to the skills and duties of airport passenger service agents. No matter what your interviewer is asking of you, the end goal is the same. A hiring manager is trying to determine whether you would be a right fit for the organization. You can make things easier for yourself by reading about some of the most common questions and answers to expect. This is an important job in the daily operations of most major airlines. The airport passenger service agent is the face of the airline. Their job is to make passengers feel at ease and welcome during all aspects of the trip. They must ensure that information regarding passenger needs is effectively communicated to other members of the team. Most of all, passenger service agents should be devoted to providing excellent service to travelers. This job requires you to be able to use the computerized reservation system. What is your experience with technology? I have always been comfortable with all forms of technology. In my previous job, I was proficient with their individual system for product orders. Additionally, I had to use various programs, such as Microsoft Word and Outlook, in order to prepare documents and maintain communication within the organization. Technology is a great tool that can make things much easier for businesses. Sometimes in this job you may be required to provide special assistance to passengers. What is your experience with people who have special needs? I have experience providing assistance to the elderly. Within my own family and some volunteer opportunities, I have helped seniors get around in order to complete their daily tasks. Within the customer service industry, I am fully capable of being able to not only recognize when someone may be in need of special assistance, but also to be able to determine exactly what needs to happen to help an individual. My goal would be to make sure every passenger receives help through to their final destination. Build My Resume 4. This line of work sometimes may have you delivering bad news to customers. Can you describe a time when you started with bad news, but you ended up pleasing the customer? There was a large winter storm in the county that had impacted shipping times during this time period. First, I let the customer know immediately that her order was going to be late. Then, I offered a discount on the next order. She was satisfied with the outcome, even though she received the order a week late. Within this industry, you have to monitor the baggage and customer weight. One solution would be to go through the line, before passengers get up to the desk, to remind them of the weight limit and to invite them to weigh their bags ahead of time. With an overweight passenger, I would do my best to gently let them know that they would need to purchase an additional seat. Securing a prime customer service position in the travel industry can be possible if you do great during your in person interview. Practicing answering the top airport passenger service agent interview questions can get you on the right track. **SHARE THIS** Writing the perfect resume has never been easier Our easy-to-use resume builder helps you create a personalized resume that highlights your unique skills, experience, and accomplishments. First, tell us about yourself. We use this information to deliver specific phrases and suggestions to make your resume shine. Also, we guide you step-by-step through each section, so you get the help you deserve from start to finish.

Chapter 4 : Airport Placements Limited - Passenger Service Agent

1, Passenger Service Agent jobs available on www.nxgvision.com Apply to Passenger Service Agent, Customer Service Representative and more!

A passenger service assistant is a customer service representative or agent who assists people using transportation services. Most work on the ground at airports for airlines, though you can also find them working at cruise or train lines, handling many of the same duties. These duties include checking in passengers, handling baggage handling, making announcements, and assisting with boarding and security.

Handling Check-Ins One of the main duties of a passenger service assistant is checking passenger tickets, passports and other documents at the ticket or gate counter, using airline computer equipment. The PSA ensures that luggage does not exceed a certain size, number or weight, and processes additional charges when necessary. PSAs help passengers select their plane seats. They also offer assistance to passengers using electronic kiosks to check in. PSAs also process new bookings for passengers who have missed flights.

Assisting With Boarding The PSA is responsible for coordinating the boarding of passengers onto aircraft, as well as deplaning. PSAs use intercom systems to announce when planes are ready to board and which passengers in the gate area can board a plane at specific times according to seating class and row. PSAs also help escort and board passengers with special needs, such as those in wheelchairs, or small children traveling alone.

Communicating With Customers As part of their regular duties, passenger service assistants serve as a central communications hub, greeting passengers and providing all manner of information, from the trivial to the very important. For example, PSAs might direct passengers to airport restrooms, restaurants or gift shops, or they might help a passenger learn how to get wheelchair assistance or make a claim for lost luggage. They communicate important announcements related to connecting flights, plane delays, changes in boarding times, and emergency weather information. PSAs are also available to respond to any other questions from passengers related to their transportation experience.

Providing Security The passenger service assistant is responsible for certain security-related duties, such as asking passengers security questions. PSAs also must be vigilant and observe any potential security threats, such as from unruly passengers.

Job Outlook The U. S. As passenger service assistants gain experience, they can be promoted to passenger service manager and passenger service supervisor positions and have a higher salary potential. Between and , average job growth of five percent is expected for customer service representatives, with good job prospects expected due to more customers needing service.

Chapter 5 : Passenger service system - Wikipedia

Classic Trains magazine celebrates the 'golden years of railroading' including the North American railroad scene from the late s to the late s. Giant steam locomotives, colorful streamliners, great passenger trains, passenger terminals, timeworn railroad cabooses, recollections of railroaders and train-watchers.

Chapter 6 : Passenger Service | Classic Trains Magazine

Passenger Service Agents work to make sure that everyone who boards an airplane enjoys a smooth flight. Skills listed on example resumes of Passenger Service Agents include identifying third-party ticketing errors and communicating solutions to these errors to customers, and escorting passengers through security when necessary.

Chapter 7 : Passenger Service Agent Resume Samples | JobHero

Passenger Service Fee (PSF) is charged as part of passenger fare of air travel. It is collected under two heads (i) PSF-Security Component and (ii) Facilitation Component. As per the orders of Airports Economic Regulatory Authority, PSF (FC) has been discontinued at Major Airports and merged with.

Chapter 8 : United Airlines Negotiations : Passenger Service

The national average salary for a Passenger Service Agent is \$31, in United States. Filter by location to see Passenger Service Agent salaries in your area. Salary estimates are based on 2, salaries submitted anonymously to Glassdoor by Passenger Service Agent employees.

Chapter 9 : Airline Passenger Service Agent Jobs, Employment | www.nxgvision.com

Passenger Service Skycap and wheelchair assistance available on demand curbside at the airline ticket counters and baggage claim area. Pre-arranged services can be made through the airlines.