



## AIRPORT OPERATIONS

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## Airport Operations

Welcome to the exciting world of airport operations! In a rapidly changing environment, airports have to adapt to economic downturns, technological changes, market changes, airline commercial deregulation, and the worldwide trend to convert airports from government organisations to more business-like entities. These pressures have or have had or are having significant effects on the way airports do business, not only from a financial perspective but also from an operational standpoint.

In these challenging times, and with emerging competition from other airports and other modes of transportation, it is of the utmost importance that airports recruit and provide employees and managers with the best available knowledge and skills.

This course was prepared to provide you with a solid overview of the airport operations field and with tools to apply your knowledge and skills to your airport. It is designed to be useful not only for your own benefit but also to help you make better decisions for your organisation.

For writing purposes, the text assumes the reader works in an airport environment. However, this textbook is intended for all people who have an interest in airports, whether they are currently working at an airport, are planning to do so, or simply have a personal interest in this area.

### Course Structure

To help you successfully complete and enjoy the course, we have structured the content into six modules. Each module has the following features.



#### Module Overview

At the beginning of each module you will see an introduction that provides an overview of the content of the modules. Each module has the following parts.

#### Lessons

Each module is made up of three to six lessons, and each lesson includes the following.



#### Lesson Overview

Each lesson begins with an overview of the topics to be covered.

#### Units

Each lesson covers from one to six units



#### Progress Checks

At the end of each unit is a short exercise, made up of multiple choice, short answer, or matching questions. These are designed to provide you with the opportunity to see if you understood the material. An **Answer Key**

is provided at the end of each module so that you can check your responses.



### **Lesson Summary**

Each lesson ends with a summary drawing together the main points of each lesson.



### **Apply Your Learning**

This section follows the Module Summary and provides you with the opportunity to apply what you have learned within your own context. You will get the most from this course if you make the effort to complete these exercises.



### **Key Learning Points**

Key Learning Points are highlighted throughout the text and are designed to emphasise particularly important issues and conclusions.

### **Glossary**

At the end of the course, there is a “GLOSSARY” section, which explains the most important terms used throughout the modules. The words that are in italics throughout the text are defined in the glossary.

### **Recommended Reading & Websites**

Should you wish to further research a given topic, a list of recommended readings is included at the end of this manual, as well as a list of websites you can visit.