

MONTH	DATE	DURATION	COURSE TITLE	CODE	TRAINER
JANUARY	10-13	4	SPECIAL HANDLING/GROUPS - I	ZSRR04I	
	17-20	4	SPECIAL HANDLING/GROUPS - I	ZSRR04I	
FEBRUARY	6-17		CNS AIRPORT RES & TICKETING - INITIAL		
	21-24	4	SPECIAL HANDLING/GROUPS - INITIAL	ZSRR04I	
MARCH	7-10	4	SPECIAL HANDLING/GROUPS - INITIAL	ZSRR04I	
	15-17		EMD RECURRENT		
	22-24	3	EMD RECURRENT		
	29-31	3	EMD RECURRENT		
APRIL	17-21	5	PAX FARES & TICKETING INTL – R		
	24-28	5	PAX FARE & TICKETING INTL - R		
MAY	8-10	3	EMD RECURRENT	ZSALEX01R	
	16-19	4	TICKET EXCHANGES & REFUNDS – R		
	23-26	4	TICKET EXCHANGES & REFUNDS – R	ZSALEX01R	
JUNE	5-8	4	TICKET EXCHANGES & REFUNDS – R	ZSALEX01R	
	13-16	4	TICKET EXCHANGES & REFUNDS – R	ZSALEX01R	
	27-30	4	TICKET EXCHANGES & REFUNDS - R	ZSALEX01R	
JULY	10-13	5	PAX FARES & TICKETING INTL- R		
	18-21	4	TICKET EXCHANGES & REFUNDS - R	ZSALEX01R	
AUGUST	1-3	3	EMD RECURRENT	ZSALTC01I	
	8-9	2	CUSTOMER SVC & SELLING SKILLS - I	ZSALTC01I	
	15-16	2	CUSTOMER SVC & SELLING SKILLS – I	ZSALTC01I	
	17-18	2	CUSTOMER SVC & SELLING SKILLS – I	ZSALTC01I	
SEPTEMBER	4-8/11-15	10	PASSENGER FARES & TICKETING INTL INTRO - I	ZSALPF01I	
	26-29	4	TICKET EXCHANGES & REFUNDS - R	ZSALEX01R	
OCTOBER	11-13	3	EMD RECURRENT		
	18-19	2	CUSTOMER SVC & SELLING SKILLS - I	ZSALTC01I	
NOVEMBER	24-26	3	EMD RECURRENT		
	7-10	4	TICKET EXCHANGES & REFUNDS – R	ZSALEX01R	
DECEMBER					

** Note: This Program is subject to change with the approval of EMT.*