



**JAMAL MOHAMED COLLEGE (AUTONOMOUS)**

Accredited with 'A++' Grade by NAAC (4<sup>th</sup> cycle) with CGPA 3.69 out of 4.0  
(Affiliated to Bharathidasan University)  
Tiruchirappalli – 620 020.

**Special Lecture Programme**

**on**

**Airport Operations &  
Customer Service**

**REPORT**

**Date & Time: 02<sup>nd</sup> September 2024**

**at 11:30 A.M.**

**Venue: Al-Manhal Seminar Hall A/C**

*Organized by*

**Department of Business Administration**

**BBA (Aviation Management)**

**(Approved by AICTE, New Delhi)**



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Tiruchirappalli – 620 020.

## DEPARTMENT OF BBA (AVIATION MANAGEMENT)

(Approved by AICTE, New Delhi)

*Cordially invites you to*

**Special Lecture Programme on  
Airport Operations & Customer Service**

**Date & Time:** 02<sup>nd</sup> September 2024 at 11:30 A.M. **Venue:** Al-Manhal Seminar Hall A/C

### In the August Presence of

**Hajee. M.J. JAMAL MOHAMED BILAL** President **Hajee. Dr. A.K. KHAJA NAZEEMUDEEN** D.Litt., (USA)  
Secretary & Correspondent

**Hajee. M.J. JAMAL MOHAMED**  
Treasurer

**Dr. K. ABDUS SAMAD**  
Assistant Secretary

**Dr. K.N. ABDUL KADER NIHAL**  
Member & Honorary Director

**Presidential Address** : **Dr. D.I. GEORGE AMALARETHINAM**  
Principal

**Welcome Address** : **Dr. M. RADHAKRISHNAN**  
Head of the Department

**Keynote Address** : **Mr. VIJAY SURYA K.R**  
Senior Executive – AO & CS  
Interglobe Aviation Ltd.,  
Trichy.



### Felicitations

**Dr. R. JAHIR HUSSAIN**  
Vice-Principal

**Dr. A. ISHAQ AHAMED**  
Additional Vice-Principal

**Dr. A.J. HAJA MOHIDEEN**  
Additional Vice-Principal

**Hajee. Dr. K.N. MOHAMED FAZIL**  
Director – Hostel Administration

**Ms. J. HAJIRA FATHIMA**  
Director – Women Hostel

**Vote of Thanks** : **Dr. A. SENGOTTUVEL**  
Asst. Prof & Association Vice - President



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Tiruchirappalli – 620 020, Tamil Nadu.

## **DEPARTMENT OF BBA (AVIATION MANAGEMENT)**

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### **Special Lecture Programme on Airport Operations & Customer Service**

**Date & Time:** 02<sup>nd</sup> September 2024 at 11:30 a.m.      **Venue:** Al-Manhal Seminar Hall A/C

#### **AGENDA**

- Qirath** : **Mr. I. Feroz Alikhan**  
II BBA AM
- Tamil Thai Vazhthu**
- Welcome Address** : **Dr. M. Radhakrishnan**  
Head of the Department
- Introduction to Chief Guest** : **Mr. V. Newton**  
M.H. Cockpit, Chennai.
- Presidential Address** : **Dr. D.I. George Amalarethnam**  
Principal
- Honouring the Guests** :
- Felicitations** : **Hajee. Dr. A.K. Khaja Nazeemudeen D.Litt., (USA)**  
Secretary & Correspondent  
**Hajee. M.J. Jamal Mohamed**  
Treasurer  
**Dr. K. Abdus Samad**  
Assistant Secretary  
**Dr. K.N. Abdul Kader Nihal**  
Member & Honorary Director  
**Dr. R. Jahir Hussain**  
Vice-Principal  
**Dr. A. Ishaq Ahamed**  
Additional Vice-Principal  
**Dr. A.J. Haja Mohideen**  
Additional Vice-Principal  
**Hajee. Dr. K.N. Mohamed Fazil**  
Director – Hostel Administration  
**Ms. J. Hajira Fathima**  
Director – Women Hostel
- Keynote Address** : **Mr. Vijay Surya K.R**  
Senior Executive – AO & CS  
Interglobe Aviation Ltd.,  
Trichy.
- Vote of Thanks** : **Dr. A. Sengottuvel**  
Asst. Prof & Association Vice - President
- National Anthem**



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Tiruchirappalli – 620 020.**

## **Report**

The Tiruchirappalli, **Jamal Mohamed College, Department of BBA (Aviation Management)** organized a Special Lecture Programme on “Airport Operations & Customer Service” held on 02<sup>nd</sup> September 2024 in the Almanhal Seminar Hall in our college. Dr. D.I. George Amalarethnam, Principal presided over the function. The chief guest Mr. Vijay Surya K.R, Senior Executive – AO & CS, Interglobe Aviation Ltd., Trichy, delivered the Keynote address and in his talk, he elaborately explained about the Airport Operations and Customer Service. At the same time, he enlightened the students about the vast career opportunities in Customer Service. He highlighted the job aspects in all the angle, the students enhanced their knowledge about Aviation Industry. It was a nice experience for both students and faculty members and everyone thoroughly enjoyed the session. The Secretary and Correspondent, Hajee. Dr. A.K. Khaja Nazeemudeen, D.Litt., (USA), Treasurer, Hajee. M.J. Jamal Mohamed, Assistant Secretary Dr. K. Abdus Samad, Member and Honorary Director Dr. K.N. Abdul Kader Nihal, Vice Principal, Dr. R. Jahir Hussain, Hajee. Dr. K. N. Mohamed Fazil, Director -Hostel Administration and Ms. J. Hajira Fathima, Director - Women Hostel offered felicitation. The function was started, with Qirath by Mr. I. Feroz Alikhan, student of BBA Aviation Management, to invoke the blessings of the Almighty. Dr. M. Radhakrishnan, Head of the Department, welcomed the gathering. Mr. V. Newton, Visiting Faculty of M.H. Cockpit, Chennai, introduced the Chief Guest. In this Special Lecture Programme entire students were participated from the department. Dr. A. Sengottuvel Assistant Professor and Association Vice – President proposed the vote of thanks.

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**Photos**



**Welcome Address by Dr. M. RADHAKRISHNAN, Head of the Department**



**Honouring the Guest**





Tiruchirappalli, TN, India  
Race Course Road, Edamalaipatti Pudur,  
Tiruchirappalli, 620020, TN, India  
Lat 10.785629, Long 78.695755  
09/02/2024 12:01 PM GMT+05:30  
Note : Captured by GPS Map Camera

**Honouring the Guest**



**Felicitation by Dr. K. Abdus Samad, Assistant Secretary**





**Keynote Address by Mr. Vijay Surya K.R, Senior Executive – AO & CS, Interglobe Aviation Ltd., Trichy.**



**Vote of Thanks by Dr. A. Sengottuvel, Asst. Prof & Association Vice - President**





**Participants**



**Participants**





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**Special Lecturer Programme on  
Airport Operations & Customer Service**

Date & Time: 02<sup>nd</sup> September 2024 At 11:30 A.M.

Venue: Al-Manhal Seminar Hall A/C

**STUDENTS ATTENDANCE**  
**I BBA AM**

S.No	Name	Roll No	Sign
1	M. Navith	24US12255	M. Navith
2	C. Balaji Prasad	24US12217	Balaji
3	M. ATHEES	24US12216	Athees
4	M. HUZAFIA	24US12223	Huzafia M
5	S. SABEER KHAN	24US12260	Sabeer Khan
6	S. IBRAHIM	24US12224	S. Ibrahim
7	M. MOHAMED OMAR ALI	24US12267	M. Omar Ali
8	A.I. ABUZUHAY	24US12205	Abuzuhay
9	P. Apsara Anitha	24US12211	Apsara Anitha
10	M. Gulamgouse	24US12220	M. Gulamgouse
11	M. Arfan	24US12212	M. Arfan
12	M. Dhanuq Mohideen	24US12219	M. Dhanuq
13	M. Hazeeswaram	24US12225	M. Hazeeswaram
14	R. Aiyun Kumari	24US12214	R. Aiyun
15	J. Mohamed Anas	24US12230	J. Anas
16	N. Mohamed Abdul Kathir	24US12228	N. Kathir
17	M. Mohamed Fajaz	24US12234	M. Fajaz
18	J. Abdul Fazil	24US12201	J. Fazil
19	A. Akmalsha Sulaiman	24US12209	A. Sulaiman
20	M. ARSHATH MUHAMMAD	24US12213	M. Arshath
21	M. Mohamed Rasheed	24US12240	M. Rasheed
22	M. Mohamed Sameen	24US12242	M. Sameen
23	M.A. Mohamed Mahesik	24US12237	M. Mahesik
24	A. Mohamed Raashid	24US12239	A. Raashid
25	M. Mohamed Shakin	24US12244	M. Shakin
26	A. Mohamed Faisal	24US12232	A. Faisal
27	N. Ahmed Irfan Balhan	24US12206	N. Irfan
28	B. Mohamed Yunus	24US12247	B. Yunus
29	C. SPRANJIV	24US12261	C. Spranjiv
30	M. MD NASIR Hassan	24US12227	M. Nasir
31	M. Raiban	24US12258	M. Raiban
32	S. Sufyan Ahmed	24US12262	S. Sufyan
33	R. Abishkek	24US12204	R. Abishkek
34	F. daniel Rathnam	24US12218	F. Rathnam
35	S. Mohammed Yahya	24US12254	S. Yahya
36	S. Mohamed Abulq	24US12231	S. Abulq
37	J. Abdul Rajeeb	24US12203	J. Rajeeb
38	S. Ahmed Akbar	24US12208	S. Akbar
39	A. MOHAMED ANAS	24US12229	A. Anas







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Date & Time: 02<sup>nd</sup> September 2024 At 11:30 A.M.

Venue: Al-Manhal Seminar Hall A/C

### STUDENTS ATTENDANCE

#### II BBA AM

S.No	Name	Roll No	Sign
1-	A. Hazath	23UAM033	A. Hazath
2-	B. SAFIULL RAHMAN	23UAM052	B. Safiull Rahman
3-	T.M. MOHAMED FAZAL	23UAM048	T.M. Fazal
4-	H.AFSAL AHAMED	23UAM004	H. Afsal
5-	A. AFNAN	23UAM003	A. Afnan
6-	Taufiq, Ahmed .H	23UAM058	Taufiq
7-	Abdul rahman .	23UAM002	Abdul Rahman
8-	Arijath Sampath .J	23UAM008	Arijath
9-	A. Mohamed Raja	23UAM038	A. Mohamed Raja
10-	S. Riyaz Ahmed	23UAM051	S. Riyaz
11-	S.Mohamed Pathiyaz	23UAM035	S. Pathiyaz
12-	Sheik Alouddin .A	23UAM054	Sheik Alouddin
13-	Mohamed Sajith	23UAM042	Mohamed Sajith
14-	S.AFZAL AHAMED	23UAM005	S. Afzal
15-	J.N. Aravindan	23UAM015	J.N. Aravindan
17-	M. Mohamed Sabeeq	23UAM041	M. Mohamed Sabeeq
18-	H.Mohamed muthalib	23UAM036	H. Muthalib
19-	D ARAFATH	23UAM009	D. Arafath
20-	S.M. Ashik Jaffer	23UAM012	S.M. Ashik Jaffer
21-	D. Arun Kumar	23UAM011	D. Arun Kumar
22-	R. Javith	23UAM025	R. Javith
23-	Aathub Ali - I	23UAM001	Aathub Ali
24-	A. ZAYITH	23UAM060	A. Zayith
25-	Sodiy Mohinudeen	23UAM014	Sodiy Mohinudeen
26-	M. Mohamed Ibrahim	23UAM034	M. Mohamed Ibrahim
27-	J.Mohamed Arif .	23UAM029	J. Mohamed Arif
28-	H. Harshith	23UAM022	H. Harshith
29-	K.S. Mohamed Arshad	23UAM030	K.S. Mohamed Arshad
30-	S.K Spd Anasuddeen	23UAM057	S.K Spd Anasuddeen
31-	Jamil Abideen .V	23UAM023	Jamil Abideen
32-	Ahmed Akthar . N	23UAM007	Ahmed Akthar
33-	H. HAJEE MOHAMED	23UAM020	H. HAJEE MOHAMED
34-	JAMIL JAFAR .S	23UAM024	JAMIL JAFAR
35-	S. ASHIK	23UAM013	S. ASHIK
36-	Dakshin .M	23UAM016	Dakshin
37-	Mohamed Musarrif .A	23UAM037	Mohamed Musarrif
38-	M. Salman Farish	23UAM053	M. Salman Farish
39-	A. MOHAMMED ANAS	23UAM047	A. MOHAMMED ANAS
40-	MOGIL VANSHAS	23UAM049	MOGIL VANSHAS





## Programme Outcome

- Students understand the various components and processes involved in airport operations, including airside and landside activities, airport security, baggage handling, and air traffic management.
- The Students learned how to deliver high-quality customer service, including handling passenger inquiries, resolving complaints, and managing passenger experiences to ensure satisfaction and loyalty.
- Students get knowledge about the regulatory frameworks and safety protocols governing airport operations and customer service, including international and national standards and practices.
- At the end, the chief guest's talk was well-received by the students.



BBA Aviation Management  
Association- Vice President



Head of the Department