Abstract

Thai Airways International Public Company Limited or THAI is a national flag carrier of Thailand, provide air transport which base from Bangkok to 71 destinations around the world, both international and domestic. THAI have 93 aircrafts, which various types from both Airbus and Boeing Company to provide all of their routes. Although, THAI has many efficient aircrafts for fly to another countries around the world, though sometime weather condition as well as human error could effect the performance of aircraft and schedule of flight, these are some reason of flight delayed, short connecting flight, flight cancelled, and passenger misconnection flight. Accordingly, these situations on above are called irregularity case, which is responsibility of Service Delivery Support Department or known as KN. KN has to handle and help passenger when irregularity cases are occurred, to make sure that passenger will not miss their flight in case of short connecting flight or transfer passenger to another flight in case of misconnection flight. Thus, student trainees have to learn about processes of KN duties when they handle with passenger in all of irregularity cases, and understand how to issue documents which involve with passenger.

Even though, Irregularity case is responsibility of KN department. However, In fact, KN has to assist only Economy class passenger or known as Y class. The most irregularity cases which always occurred are short connecting flight and misconnecting flight. For short connecting flight case, is happened when passenger has less than 55 minutes to connect flight. KN has to prepare all of necessary information about flight of passenger, both current flight and next flight, and assist passenger to go to gate of their next flight as fast as possible. During assist passenger, KN has to contact with KN monitor and Boarding gate staff to inform movement of passenger. Although, every passenger in case of short connecting flight is assisted by KN staff, however, sometime, passenger could not get to gate on time and make passenger misconnecting flight.

In case of misconnecting flight, it’s always cause from current flight of passenger is delayed or passengers have really short time to connect flight such as 10 minutes or few minutes. Thus, KN has to transfer passenger to another flight and also assist passenger to get new boarding pass as well as guide them to their gate. Sometime,

SPU CHONBURI

passenger is not satisfied with the flight which is offered by KN. Thus, KN has to look after passenger and negotiate with passenger until they get satisfaction.

In conclusion, duties of Service Delivery Support Department (KN) are not just short connecting flight and misconnecting flight. However, KN has many duties which I didn't mention such as re-booking, issue new ticket, provide meal coupon and hotel voucher, inform and contact other department, and etc. Even though, roles of KN are busy, complicated, and heavy but KN will give such a precious experience which not findable anywhere else. For being student trainee in KN department around 3 months is the best memory ever.

SPU CHONBURI