



Soft Skills in the Aviation Industry

Shaping the Future of Aviation in India



Airlines in India





International Airlines



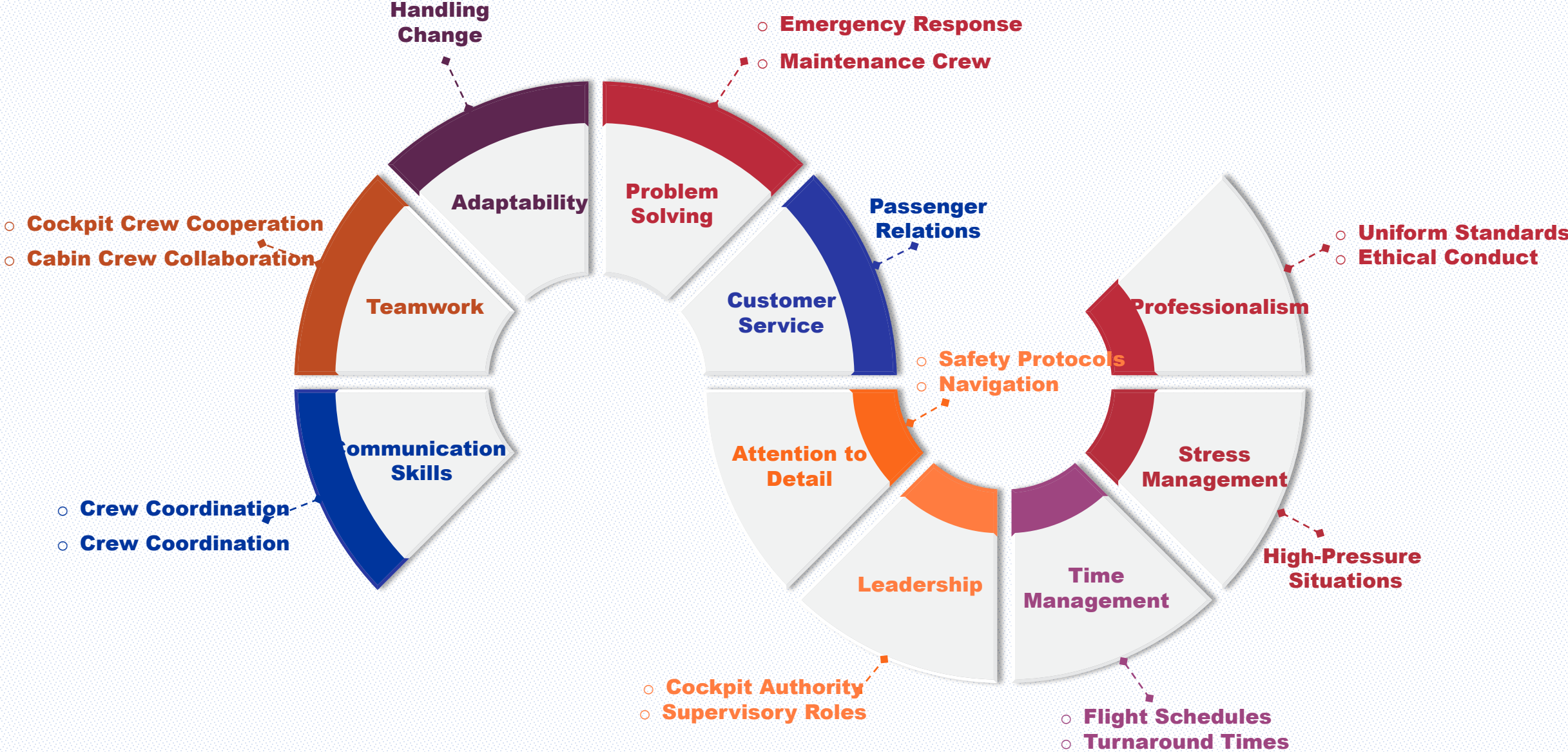
QANTAS





Key Elements of Soft Skills

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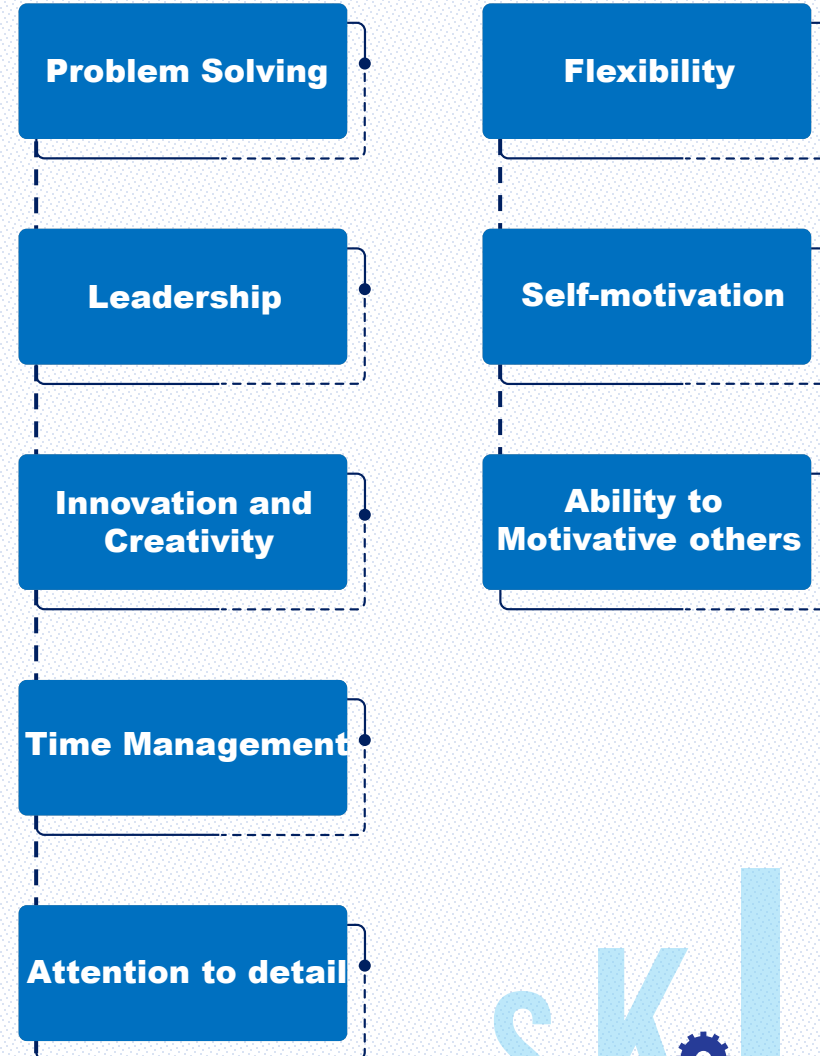
Skill Development

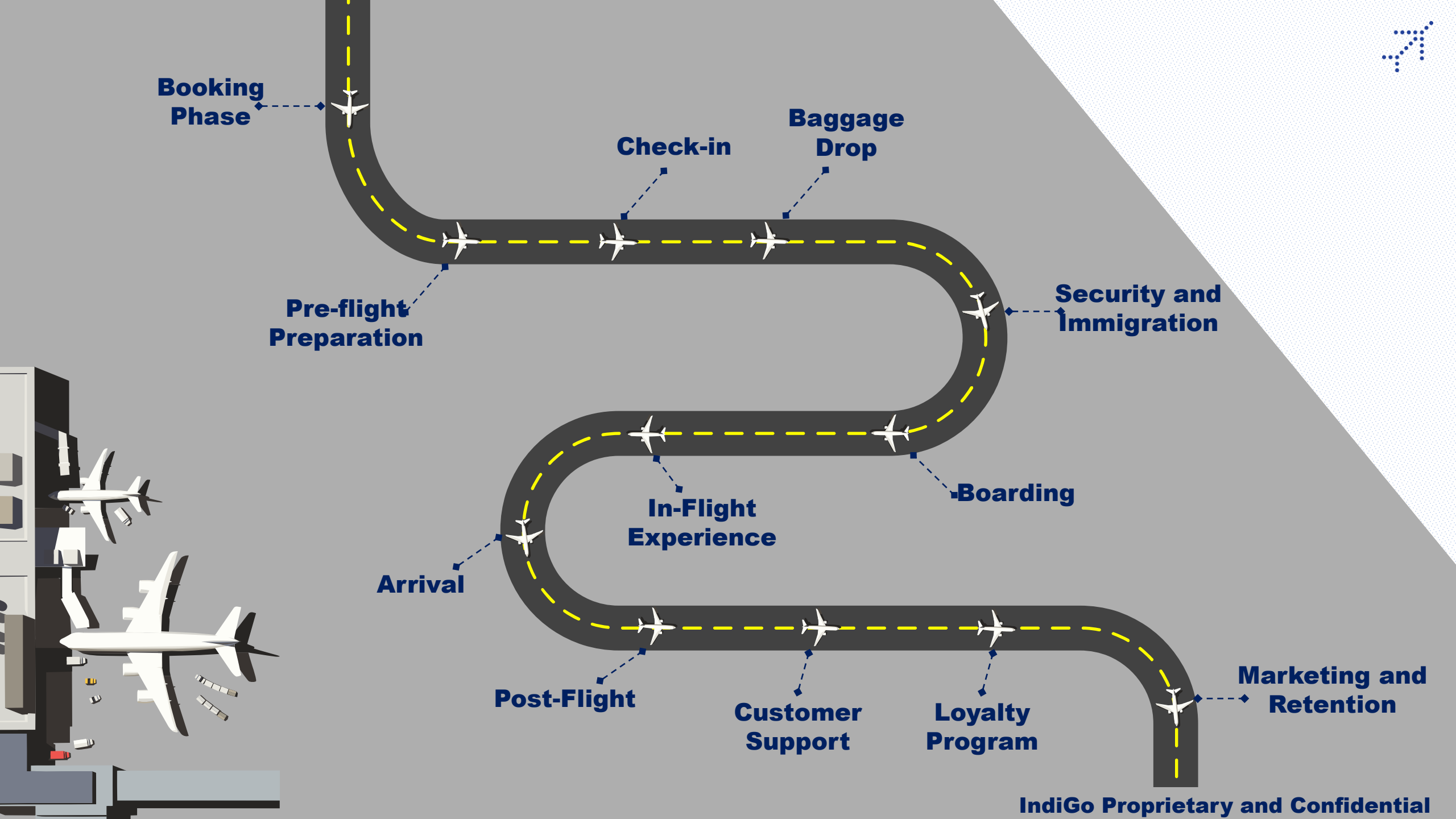


Must have



Good to have





Booking Phase

Pre-flight Preparation

Check-in

Baggage Drop

Security and Immigration

Boarding

In-Flight Experience

Arrival

Post-Flight

Customer Support

Loyalty Program

Marketing and Retention

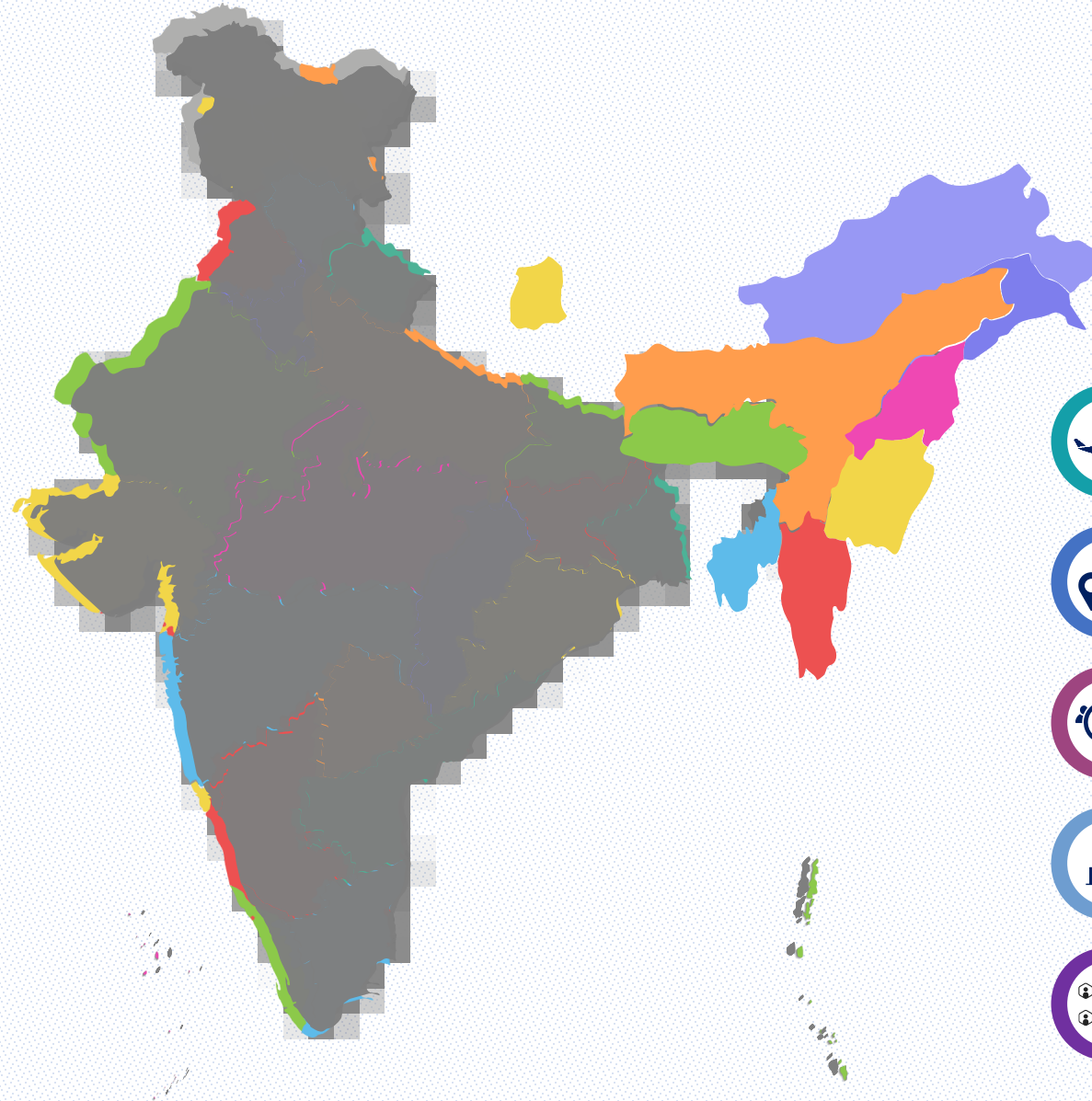


Opportunities in Aviation



CEO's Office
Digital Flight Operation CP&A Medical Commercial Human Resources Inflight Services Flight Safety
Emergency Response OCC Corporate Affairs Legal Engineering ifly Administration AOCs Cargo Networking & Planning

Opportunities in North East



-  **New Airlines**
-  **Additional Routes**
-  **Job opportunities**
-  **Airport Expansion**
-  **Other stakeholders**

Ladies and Gentlemen, Boys and Girls

Welcome aboard IndiGo



**17
Years**



**2000
Daily
Flights**



**79
Domestic
Destinations**



**32
International
Destinations**



**500mn+
Happy
Customers**



**337
Fleet
Tall**

Our Belief





Our Customer Promise





Thank You