AeroCRS Training schedule

Time	Day 1	Day 2	Day 3	Day 4
09:00	**AeroCRS introduction** We will cover: a quick preview about AeroCRS Should attend: All airline personnel	**CRM (first phase)** We will cover: Procedures of making a booking, amendments, etc. Should attend: Operations manager, Sales representatives (airline's), Accounting manager / staff	**Day to day operations** We will cover: Procedures of day to day flight operations. Should attend: Operations staff	**Reporting** We will cover: How to pull reports from the system. Should attend: According to related personnel
09:30	**System general operations** We will cover: How to login, how to work with the system in general, etc. Should attend: All airline personnel			
10:00	**Operations & Marketing administrations** We will cover: Administering the system, flights, destinations, aircraft etc. We will build some basic routes Should attend: Operations & Marketing staff			**Administrations** We will cover: Manage users, manage permissions and manage system settings. Should attend: Appointed system administrator
10:30				
11:00		**5 minutes break**	**5 minutes break**	**5 minutes break**
11:05		**CRM training time** We will give you free time to load bookings, try what you have learned in the past hours.	**Accounting** We will cover: Accounting perspectives of the system Should attend: Reservations manager, Marketing manager & Accounting staff	**Website management** We will cover: Manage website templates, settings Should attend: Appointed system + website administrator
11:30				
12:00	**Lunch break**	**Lunch break**	**Lunch break**	**Lunch break**
12:30				
13:00	**Marketing** We will cover: Fares, Agents Should attend: Operations & Marketing staff, Accounting manager / staff	**CRM (second phase)** We will cover: Procedures of making a booking, amendments, etc. Should attend: Operations manager, Sales representatives (airline's), Accounting manager / staff	**Check-in** We will cover: Check-in operations Should attend: Operations staff / Check-in staff	**Training time** We will review the entire system for Q&A and will get you live.
13:30				
14:00				
14:30				
15:00	**10 minutes break**	**10 minutes break**	**10 minutes break**	
15:10	**Loading agents, flights, classes etc.** Should attend: Operations & Marketing staff, Accounting manager / staff	**CRM training time** We will give you free time to load booking, try what you have learned in the past hours.	**CRM & OPS training time** We will give you free time to load bookings, flights and train about the last days of operation.	
15:30				
16:00				
16:30				