

Abstract

Royal Jordanian Airlines is the national airline of Jordan with a route more than 50 cities of several the continents as follows: North America, Europe, Middle East, Asia, Africa.

In addition, Bangkok station is the station with the most passenger and largest in Southeast Asia.

During my internship cooperate education session from 11 January 2016 to 29 April 2016, we were assigned as Ground staff. We were responsible for preparing all the flight documents, helping passengers to check in their baggage at ticket counters, helping passengers at the gateway, and taking care all the crew. Our responsibility are related to various documents based on details, information, and technical terms. This caused a problem for trainees because it took time to study process of preparing documents required for airline.

According to the reason above, this project “Flight Documents: A Study of Jordan Airline” is prepared. This project focuses on studying details, information, and abbreviation related with the flight documents. The documents comprising seven forms are as follows: 1. Crew Voucher Accommodation 2. Flight Document 3. Advance Seat Request/ASR 4. Passenger Flight Document 5. Crew Name List 6. Connecting Flight Document 7. Document Dairy.

The objectives of this project are to provide working process, information and abbreviation related with the flight documents and it also aims to be a source of information that will help staff and trainee handle flight document more efficiently and effectively

Keywords: Passenger Services Ground, Airline, Flight Documents,