Ref No. AIASL/HRD-NR/LKO/1875 Date: 11.03.2026

Engagement of Passenger Service Agents (Trainee) at Chaudhary Charan Singh International Airport, Lucknow

AI Airport Services Limited (AIASL) is pleased to offer on-the-job training for the position of Passenger Service Agent (Trainee) at **Chaudhary Charan Singh International Airport, Lucknow**. This training focuses on passenger handling functions in Terminal, Ramp, and Cargo areas and will be for an initial period of 11 months, with a monthly stipend of Rs.12,000/-.

AIASL, operating under the Ministry of Civil Aviation (MOCA), aims to provide unified Ground Handling services, including Ramp, Passenger, Baggage, Cargo Handling, and Cabin Cleaning. As a leading Ground Handling Service provider in India, AIASL offers its services at over 82+ airports across the country. Ground Handling services are provided to 6 Indian Scheduled Airlines (including Alliance Air Flights), 1 domestic Cargo Airline, 73 foreign Scheduled Airlines, 4 seasonal charter airlines, and 22 foreign airlines availing (APEDA) Perishable Cargo handling, apart from Non-Scheduling Handling.

Job Profile: Passenger Service Agent (Trainee)

1. **Passenger Handling at Terminal and Ground Handling at Ramp:**
- Check-in passengers and baggage
- Ticketing & Reservation
- Baggage Handling at Baggage Make-Up Area, Break-Up Area, Mishandled Baggage, World Tracer etc.
- Aircraft Loading/Offloading, Cabin Dressing, Cargo Manifesting and Handling
- Load & Trim function, Pre and Post Flight Documentation.

2. **Passenger Document Verification:**
- Check visa documents and applicability before processing.
- Address documentary discrepancies in line with organizational procedures.

3. **Reservation Management:**
- Create bookings and amend travel itineraries as per passenger requirements in the reservation system

4. **Customer Service:**
- Handle customer complaints and concerns

5. **Arrival and Boarding Management**

6. **VIP Guest Handling:**
- Special handling for VIP guests

7. **Shift Flexibility:**
- Ability to work in all shift patterns, including night shifts

एआई एयरपोर्ट सर्विसेज़ लिमिटेड AI AIRPORT SERVICES LIMITED
पंजीकृत कार्यालय: एआईएएसएल मुख्यालय, जीएसडी बिल्डिंग, एयर इंडिया कॉम्प्लेक्स, टर्मिनल 2,
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Regd. Office: AIASL HQ, GSD Building, Air India Complex, Terminal-2,
IGI Airport, New Delhi-110037
CIN : U63090DL2003PLC120790
वेबसाइट Website : www.aiasl.in

General Conditions:

1. **Application Process:**
- Approved Aviation Institutes/colleges can apply by providing a list of candidates. Selection will be based on personal interviews.

2. **Temporary Engagement:**
- The engagement is on a purely temporary basis.

3. **Work Schedule:**
- PSAs will work 6 days a week in a 3-shift pattern (including night shifts) with one paid weekly off and holidays. The weekly off is paid only if the PSA has been present for the previous six days of the week and they will be eligible for 1 leave per month during the tenure of their engagement.

4. **Selection Criteria:**
- Suitable candidates will be shortlisted for the position of Passenger Service Agent as a trainee.

5. **Certificate of Completion:**
- PSAs will receive a Certificate of Completion in Passenger Service as trainee from AIASL if their performance, appraisal, rating, and attendance are satisfactory.

How to Apply:

1. **Institute Application:**

- Aviation Training Institutes are requested to provide a list of candidates with details such as name, age, qualifications, and contact details on the company's letterhead for screening purposes.
2. **Institute Details:**
- Provide details and documents of affiliations/accreditations of the Institute along with the company profile.
3. Details to be provided on the below given Email ID. Last date to apply is 16.03.2026.

Communication / Contact Details:

Contact Person: Chetna Sharma, Manager – HR

Email: mgr.nrhr@aiasl.in

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