



ACI - DNA Assistance Programme “Terminal Operations” Incheon, ROK | 8-12 July 2013

Invitation presented to CEOs and Senior Staff of Developing Nations' Airports from Asia-Pacific, Members of ACI

Montreal, 29 May 2013

Dear Colleague,

The ACI-DNA Assistance Programme (ACI-DNA) and ACI-Asia Pacific Regional Office is organizing its 3rd training seminar together with Incheon Airport Aviation Academy. The theme of this by-invitation only seminar is “**Terminal Operations**” and it will be hosted by Incheon International Airport Corporation in the Republic of Korea from **8-12 July 2013**.

The seminar is intended for ACI members who work in the area of airport operations.

Lectures will be given in **English** and topics will include:

- Terminal Planning and Design
- Baggage Handling Systems
- Customer Service Strategy
- Terminal Security Operations
- Airport Environment Management
- Terminal Facility Operations
- Airline Marketing
- Airport Retail Business

In order to ensure an effective and interactive training, the number of participants is limited to **two persons** per ACI member airport. Only the first 20 registrations received will be taken into consideration, on a first come, first served basis. Please complete and return the attached registration form via fax to +1 514 373-1201 and/or email to DNA@aci.aero by **14 June 2013**.

The participation in the seminar is complimentary; the costs of accommodation (6 nights), Seoul Tour and meals are met by ACI-DNA Assistance Programme along with Incheon International Airport Corporation **from the evening of 7 July to evening 12 July**. Participants are required to pay for their plane tickets to and from Incheon, the necessary visas, as well as for other miscellaneous expenses.

With our best regards,

Angela Gittens
Director General, ACI World

Patti Chau
Regional Director, ACI-Asia Pacific