



## 2017 Advanced Line Service Workshop Agenda

### **Day 1**

10 AM – Human Factors

11AM – Misfueling with the Safety 1<sup>st</sup> Misfueling Prevention Program

Noon – Lunch

1 PM – Advanced Aviation Fuel Handling

3 PM – Procedures – Their importance and how to write them.

5 PM – Day 1 Conclusion

### **Day 2**

9 AM – Customer Service

10 AM – Leadership & Motivation

Noon – Lunch

1 PM – Fire Safety, including live fire practice with portable extinguishers

3 PM – Workshop Conclusion