



Advanced Line Service Workshop Agenda

Austin Executive Airport — Austin, TX

Day 1:

10:00 – Welcome & Introduction

10:30 – Human Factors – Mike France, NATA

12:30 – Lunch

13:15 – Motivational Styles – Mike France, NATA

14:30 – Customer Service – Mike France, NATA

15:30 – Aviation Fuel Quality Control Part 1 — Keith Clark with Phillips 66

17:00 – Day 1 Conclusion

Day 2:

09:00 – Aviation Fuel Filtration – Collin Self, Facet Filters

10:30 – Aviation Fuel Quality Control Part 2 – Keith Clark, Phillips 66

12:00 – Lunch

13:00 – Aviation Misfuelling Prevention — Mike France, NATA and Keith Clark, Phillips 66

13:30 – Fire Safety Review & Hands-- on Fire Extinguisher Training – Mike France, NATA and Local Fire Authority

15:00 – Workshop Conclusion