

**PREMIUM  
BEST  
PRACTICE &  
NETWORKING  
TRAINING  
EVENTS**

[WWW.GTIAVIATIONTRAINING.CO.UK](http://WWW.GTIAVIATIONTRAINING.CO.UK)  
LONDON, UNITED KINGDOM



## OUR CUSTOMERS



# ABOUT GTI BEST PRACTICE & NETWORKING

Mike Howarth (Chairman & CEO Global Travel Investments LTD.) was the founder of ASM, the first management consultancy to specialise in route development for airports. Which then led to the creation of the award winning Routes airline/airport networking events. Mike was previously the Head Of Scheduled Air Service Development at Manchester Airport and HUB Development Manager for Lufthansa/Business Air.

Mike Howarth is a specialist in airport strategic development and implementation of new hub systems. He is also a member of the Airports Advisory Council, which advises government ministers on the UK airport industry.

In 2010 Mike Howarth founded GTI Best Practice & Networking which is a subsidiary of Global Travel Investments (GTI) Ltd. Of which GTI Aviation Training has attracted leading airports, airlines, Civil Aviation Authorities and ground handlers from EU, Eastern Europe, Russia, CIS, Balkans, Baltics and Asia who have taken refresher training, improved knowledge and skills. Learnt best practice strategies and the latest methods of dealing with challenges and opportunities in today's complex working environment.

## TESTIMONIALS

“Maximizing Airport Revenues Event went very well. We got new ideas to benchmark, learned new trends and possibilities.”

**Tine Kleive-Mathisen, Marketing Manager at Sandefjord Lufthavn Torp**

“I really enjoyed the 3 days and I feel that I can bring new ideas back to my company. I felt the training was very good and handled different nationalities very well.”

**Oliver O'Rourke, Commercial Property Account Manager, Dublin Airport Authority**

“My expectations were exceeded. I am very satisfied with all organisation and information provided. The most interesting parts were Networking receptions and the airside tour.”

**Vilma Gudeleviciute, Airport Base Manager, Small Planet Airlines**

# 2017

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# TRAINING EVENTS

**AIRPORT COLLABORATIVE DECISION MAKING  
19-21 APRIL LONDON, UK**

**AIRPORT SALES AND MARKETING  
23-25 MAY LONDON, UK**


**ADVANCED AIRPORT OPERATIONS  
12-16 JUNE LONDON, UK**

**GROUND HANDLING MANAGEMENT  
23-27 OCTOBER LONDON, UK**

**MAXIMIZING AIRPORT REVENUES  
12-14 DECEMBER LONDON, UK**







## Airport Collaborative Decision Making: The Real Experiences of Airports 2017

3 Day Premium Best Practice and Networking training for Airports, Airport Operators, Air Navigation Services, Ground Handling Providers and Civil Aviation Authorities to share timely and accurate information in order to facilitate more efficient decision making, better operations planning and improvement of air traffic management.

A-CDM aims to improve air traffic flow and capacity management at airports by reducing delays, improving punctuality optimizing the utilization of resources. As the name suggests, it is about the airport's partners working together and making decisions based on more accurate and higher quality information.

The main A-CDM partners are:

- The airport operator
- Aircraft operators
- Ground Handling Service & Operational personnel
- De-icing Companies
- Air Traffic Controllers
- Air Navigation Service Providers
- Support Services (e.g. police, customs, immigration...)

GTI Aviation Training will share the practical insight of Airport CDM implementation experience analysing:

- What are the real costs?
- What are the real benefits?
- How long does it take?
- Handling the partner 'politics'!

# AIRPORT COLLABORATIVE DECISION MAKING

# 19-21 APRIL 2017

[WWW.GTIAVIATIONTRAINING.CO.UK/COURSES/COLLABORATIVE-  
DECISION-MAKING/](http://WWW.GTIAVIATIONTRAINING.CO.UK/COURSES/COLLABORATIVE-DECISION-MAKING/)

## LONDON AIRPORT VISIT



## CERTIFICATES OF ATTENDANCE



3 Quality Day premium best practice event for airports, airlines, tourism authorities, EDAs and other organisations looking to grow their Schedules and Leisure Traffic and Destination. This unique crossover event (Leisure and Scheduled) is your annual opportunity for Continuing Professional Development of Scheduled and Leisure side of your business – the leading route and destination experts share their insights into growing your markets. These experts will outline Best Practice and latest techniques of market development tips, tricks and traps.

We will seek to address the issues important to you and help deliver even more growth for your airport and your destination. Top industry experts will share their insights into increasing your passenger numbers, through both scheduled and leisure flights. Throughout the course there will be interactive discussions, case studies and group exercises to demonstrate Best Practice of how airports can attract more traffic.

Aimed at:

Airport & Airlines Managers and Board Directors  
Airport & Airlines Marketing Managers  
Sales and Marketing Professionals  
Aviation Strategy and Forecasting Managers  
Air Development Directors and Management  
Commercial and Route Development Management  
Retail Directors and Management  
Network Planners  
Government Ministries  
Tourism Authorities  
Tourism Ministries  
Ministries of Foreign Affairs  
Civil Aviation Authorities, CAAs  
Economic Development Agencies, EDAs  
Investment Promotion Agencies, IPAs

# AIRPORT SALES AND MARKETING

# 23-25 MAY 2017



# NETWORKING OPPORTUNITIES WITH KEY INDUSTRY PLAYERS





## Advanced Airport Operations Best Practice & Networking event

5 days' intense training event aiming to refresh your airport operations knowledge, share the information, learn from IATA and ACI instructors and guest speakers carefully selected from the world's leading experts in the industry as well as find out about the latest innovations in the airport operations management.

Essential part of the event is the Networking with Industry Leaders, Live Case Studies and Video Presentations for the real world experience. The program also includes a practical visit to a London airport, presentation from the world's leader in Slot Coordination and Emergency Services. Another integral part is the Networking Drinks Reception with the top British Aviation suppliers and consultants to exchange ideas, refresh knowledge & share best practices.

Aimed at:

Airports  
Airlines  
Airport Consortia  
Airport Authorities  
Civil Aviation Authorities  
Air Navigation Services  
Ground Service Providers  
Ground Handlers  
OEMs and Suppliers  
Airport Associations  
Cargo Industry

# ADVANCED AIRPORT OPERATIONS

## 12-16 JUNE 2017

## Ground Handling Management 2017: Premium Best Practice & Networking

This best practice and networking training event focuses on all ground handling functions, from marshalling to pushback; from check-in to de-icing. It covers all operational aspects to perform quick turnarounds and minimize delays.

This is an essential training to gain practical insights into station control, efficiency and safety of all ground operations. The aim is to get latest updates on how to improve the On-Time Performance as well as Ramp Management and Passenger and Cargo Terminals.

The best practice training will increase the efficiency of stations as an airline or service provider; help build sustainable relationship between the airline and handler management; manage all ground handling services according to the IATA Airport Handling Manual (AHM).

Aimed at:

Airports  
Airline Station Managers  
Airport/ Airline Station Managers  
Civil Aviation Authorities  
Ground Handlers  
Ground Handling Agent Managers and Supervisors  
Airport Authorities  
Ground Service Providers  
Self-Handling Airlines  
Airport employees looking to improve their airport operations understanding  
OEMs and Suppliers  
Cargo Industry

# GROUND HANDLING MANAGEMENT

## 23-27 OCTOBER 2017

# DUTY FREE

**Maximizing Airport Revenues 2017** is a Must-Go course for Executives wishing to hear and see the very Best Airport Commercial Practices and the latest developments. Throughout the course there will be interactive discussions, case studies and group exercises to help you make the most of the knowledge on offer. There will be an airside retail tour and a full social program to increase your networking opportunities.

Maximizing Airport Revenues 2017 benefits all managers and directors involved in commercial and retail operations. Learning the leading techniques and processes of maximizing your revenue streams; allows participants to evaluate new and emerging solutions to many of the challenges involved in planning and managing airport commercial activities.

The delegates will be asked to solve airport terminal planning problems looking at floor plans and taking into account operational requirements and conflicts. Presentations and lectures are delivered by leading industry specialists with ample opportunity for delegates and speakers to exchange ideas, discuss solutions to common challenges and critically test established processes.

Learning first hand from industry experts, the event will help maximize your revenue streams and manage your commercial activities more efficiently. The course is the perfect opportunity to build your knowledge, hear and see best practices, exchange ideas, discuss solutions to common challenges and network with industry colleagues.

Aimed at:

Airports  
Airport retailers (Duty Free)  
Airport Authorities

**MAXIMIZING  
AIRPORT  
REVENUES**

**12-14 DECEMBER  
2017**

## GTI AVIATION TRAINING TEAM



Mike Howarth [in](#)



Sallyanne Collins [in](#)



Rose Sokolova [in](#)



Natasha Sheng [in](#)



Vicente Costalago [in](#)



Denis Robbins [in](#)



Eric Layden [in](#)



Nadezhda Pak [in](#)



Nadege Tuanzebe [in](#)



Rick Smylle [in](#)



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