

Oman Air Hosts Brainstorming Workshop for Senior Management

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Oman Air's preparation for the opening of state-of-the-art new airports in Oman has stepped up a gear as the airline introduced the first of a regular series of management 'brainstorming' sessions this month. The first session was held at the Golden Tulip Hotel, Muscat.

More than 30 participants, including Chief Officers, General and Senior Managers, as well as other key managers from the national carrier of the Sultanate of Oman, attended the one day brainstorm to develop a strategy and readiness plan for the airline to optimise operations at the new state-of-the-art airports in Muscat and Salalah.

The new airport at Muscat and the full upgrade at Salalah Airport are due to be completed over the course of 2014.

During the brainstorm session, senior managers were put through their paces, covering an intense schedule that included technical briefings in advance of the airport openings. Attendees also participated in other wide ranging debates, developed a SWOT (strengths, weaknesses, opportunities, threats) analysis, and produced action templates for all staff. The day was rounded off by analyzing case studies and real life situations that airport staff may face, and how best to resolve them.

Over recent years, Oman Air has developed a well-deserved reputation for the quality of its customer service, both at the 43 airports across its network and onboard its expanding fleet of aircraft. The opening of the new airports at Muscat and Salalah is seen as an opportunity to reaffirm the airline's commitment to the highest quality standards, to further increase the number of overseas visitors to Oman and to continue to ensure a seamless passenger experience for all.



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