

Sign language training for front-line team

Ahmedabad, 24 September 2022, As the world celebrated the International Day of Sign languages today, the Sardar Vallabhbhai Patel International airport marked the occasion by demonstrating its commitment to ensuring that persons with determination, especially those who are Deaf, have the best passenger experience at the airport. A seminar dedicated to training basic sign language to front-line workers was organized at the airport.

Participants for the workshop included representatives from Customer service executives, security agencies, airlines, housekeeping, parking management, and other frontline stakeholders. Expert trainers from Blind People's Association, Ahmedabad conducted the workshop.

Participants learnt common questions that passengers have at the airport while travelling. The trainers covered finger spellings, basic of sign language along with practicing common phrases.

SVPI airport in its continual journey to improve passenger experience and convenience. A dedicated wheelchair counter near the domestic drop off point was also set up for ease of passengers. The newly introduced counter is also being appreciated well by passengers with special needs. Teams have been continuously striving to ensure passengers with special needs get priority in entering the terminal, checking in, immigration, or boarding the flight. An Artificial Intelligence-based initiative 'desk of goodness' was also recently introduced where goodness champions can identify passengers in need of help and reach out to them.

Ahmedabad airport has accessible parking and drop/pick up point, accessible route, entrance to the building, ramps, handrails, accessible toilets, signages, low floor bus and many more to come.