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COURSE BROCHURE

Business Aviation and FBO Management Training Course

7 – 11 June 2027
Dar es Salaam

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Registered in the United Kingdom and Saudi Arabia

Business Aviation and FBO Management Training Course

Ref: 2135_78728 **Date:** 7 – 11 June 2027 **Location:** Dar es Salaam **Fees:** 7900 GBP

Business Aviation and FBO Management is a 1-week training course for fixed base operator leads, business aviation duty managers and ground service supervisors, built around an FBO Service and Revenue Plan. Private and corporate flying now depends on fast turnarounds, discreet passenger handling and clear fuel and handling charges, so the way a fixed base operation is run shapes both client loyalty and margin. Jupiter Prime Training offers this course.

Why Business Aviation and FBO Management Matters Now

Three forces shape a fixed base operation today: owners expecting minutes between car and cabin, flight departments comparing handling quotes across stations, and airports holding the FBO accountable for ramp safety and fuel quality. Handled well, they bring repeat tails and steady fuel uplift; handled badly, a single delayed departure loses a client. The course rests on the Safety Management System SMS approach and its four components of policy, risk, assurance and promotion, applied to the ramp and the hangar.

Who Gains Most from Business Aviation and FBO Management

- Leads responsible for the daily running of an FBO terminal, lounge and crew facilities
- Supervisors who direct ramp handling, towing, marshalling and aircraft parking
- Coordinators who arrange trip support, permits, slots, catering and ground transport for crews
- Specialists who oversee fuel farm stock, into-plane fuelling and fuel quality records
- Commercial leads who set handling fees, fuel pricing and hangar rental terms

A station whose terminal, ramp and commercial leads attend together gains most, sharing one view of the client journey and its cost.

Business Aviation and FBO Management Capabilities

Participants work through the arrival-to-departure journey of a business jet and the charges and risks attached to each handling step.

- Map the passenger and crew journey from booking to wheels-up — terminal and ramp leads
- Design ramp, towing and hangarage routines that protect aircraft — station safety officer
- Specify fuel ordering, quality checks and uplift records — fuel supplier and operator
- Build a handling fee and fuel pricing schedule — commercial lead and owner
- Coordinate trip support requests across permits, slots and transport — flight departments
- Calculate station margin per movement and per tail — general manager

Key Business Aviation and FBO Management Terms

- Fixed base operator FBO — An airport business providing handling, fuelling, hangarage and terminal services to private, corporate and charter aircraft.
- Trip support — Arrangement of permits, slots, handling, catering, crew hotels and transport before a business aviation flight.
- Into-plane fuelling — Delivery of fuel from bowser or hydrant into the aircraft with an uplift receipt.
- Hangarage — Covered parking of an aircraft in a hangar, charged by night or month.
- Ramp fee — A handling charge for parking and ground services, often waived against a minimum fuel uplift.
- Quick turn — A short stop where an aircraft refuels, services and departs.

Business Aviation and FBO Management Day by Day

Day 1: The Business Aviation Client and Market

- Owner, Charter and Corporate Flight Department Profiles — Service Expectations
- FBO Revenue Streams From Fuel, Handling and Hangarage — Business Mix
- Competitor Station Benchmarking — Positioning Against Nearby Operators
- Passenger and Crew Journey Mapping — Points Where Clients Judge Service
- Seasonal and Event Traffic Patterns — Staffing and Parking Capacity

Day 2: Ramp, Hangarage and Aircraft Care

- Marshalling, Towing and Chocking Routines — Damage Prevention on the Apron
- Parking Allocation and Stand Planning Board — Peak Movement Handling
- Hangar Space Planning and Aircraft Stacking — Night Rental Capacity
- Ground Power, Lavatory and Water Services — Turnaround Readiness Checks
- Ramp Hazard Log Using SMS Components — Risk Controls for Handlers

Day 3: Fuel, Trip Support and Crew Services

- Fuel Farm Stock and Quality Control Records — Safe Uplift Release
- Into-Plane Fuelling Sequence and Uplift Receipts — Billing Accuracy
- Trip Support Request Handling for Permits and Slots — Departure Reliability
- Crew Lounge, Rest and Transport Arrangements — Crew Duty Recovery
- Catering, Customs Liaison and Baggage Escort — Discreet Passenger Flow

Day 4: Pricing, Service Standards and Station Finance

- Handling Fee Schedule and Fuel Price Build-Up — Competitive Quoting
- Ramp Fee Waivers Against Minimum Uplift — Margin Protection
- Service Standards and Client Feedback Scorecards — Repeat Tail Retention
- Margin per Movement and Contribution Analysis — Station Profitability
- Complaint Recovery and Service Failure Logs — Client Relationship Repair

Day 5: Practising the FBO Service and Revenue Plan

- Quick Turn Simulation From Arrival to Departure — Journey and Ramp Timing
- Fuel and Handling Quote Exercise for a Charter Client — Pricing Choices
- Station Risk and Service Review — Combining Hazard Log and Scorecard
- Staffing Roster for Peak Event Traffic — Shift Coverage Decisions
- FBO Service and Revenue Plan Completion — Station Priorities and Targets

Applying Business Aviation and FBO Management After the Course

- Lead a quick turn timing review with ramp and terminal staff, using the journey map to remove the slowest handling step
- Rebuild the station handling fee and fuel price schedule, testing ramp fee waivers against recent uplift records

Business Aviation and FBO Management Questions FAQ

What is Business Aviation and FBO Management and why does it matter now?

It is the running of a fixed base operation that serves private, corporate and charter aircraft. It matters now because clients compare stations on speed, discretion and price.

Which roles gain most from Business Aviation and FBO Management?

Terminal, ramp, fuel, trip support and commercial leads gain most. You benefit if you run daily handling or set charges at a private aviation station.

How does Business Aviation and FBO Management differ from airline ground handling courses?

It focuses on low-volume, high-value private movements rather than scheduled airline turnarounds. You study individual client journeys, ramp fee and fuel pricing, hangarage and trip support, which airline handling courses rarely cover in depth.

What do you bring back from Business Aviation and FBO Management?

You bring back a station plan linking service standards, ramp safety and pricing. It sets out the handling routines, charges and targets your FBO will work to.

Business Aviation and FBO Management: The Way Forward

The FBO Service and Revenue Plan first informs how the station prices fuel and handling for its next busy season. Station leads use it to agree service standards and staffing, and the general manager tracks margin per movement with it. After its first season, revisit the client journey map, since owner and crew expectations shift as traffic grows.