

# A large Chicago-based **airline uses MeetApp** to facilitate highly effective inflight staff **training and continuous education**

With a rapidly growing inflight staff of over 24,000, Inflight Training plays a major role in providing world-class service to travelers. With MeetApp, this major American airline easily manages over 1,500 training events globally throughout the year.

## Challenge

Airlines are constantly providing training and continuous education to their Inflight staff. Whether it's new hires, customer service training or regulatory training, airlines have to effectively manage and disseminate training information across the globe to thousands of Inflight staff members while gaining real time feedback and insights.

This Chicago-based airline wanted to easily manage and distribute training information in real time to Inflight staff and gain more insight into how effective their training and continuous education programs are.

## Solution

With their custom-branded MeetApp, Inflight Training is able to quickly and easily create training events in-app. Class facilitators are empowered to easily create, manage and distribute agendas, class-related information, handouts, manuals, videos and more.

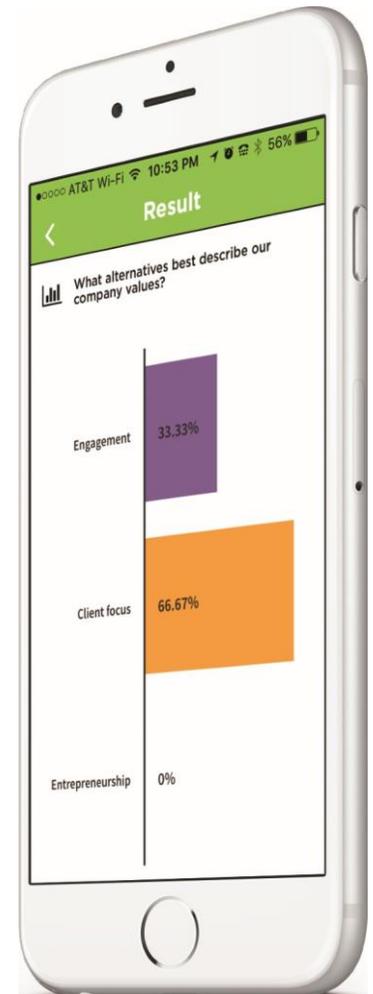
Facilitators use in-app dialoguing and live polls in class to quiz participants and help stimulate valuable discussion around specific topics. Program-based evaluations allow Inflight Training to gather metrics on the entire class or specific parts of the program. These metrics enable trainers to create key learnings for development of future programs.

## Benefits

Inflight Training saw several important benefits by using MeetApp. Insights and feedback gathered in app allowed Inflight Training to improve their training programs and provide a more meaningful experience.

Through in-app push notifications and incorporating Dialogue features in class, facilitators efficiently engaged their class which increased participation and overall response.

Inflight Training also reduced their administrative burden and cost of creating, printing and distributing paper-based material. With MeetApp, Inflight Training is able to inform, engage and connect with Inflight staff any time.



## Estimated ROI

- Reduction in printing and distribution costs **\$100,000.00**
- Increase trainers and inflight staff productivity **\$1,000,000.00**
- Increase employee morale **PRICELESS**

For more information or to schedule a complimentary demo, email us at [sales.na@meetappevent.com](mailto:sales.na@meetappevent.com) or call us at (224) 585-9844