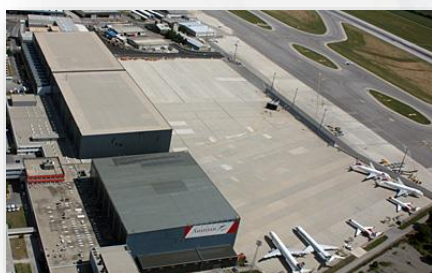


# Customer Support Guide for Practical Training



Austrian Airlines Training Center  
Technical training, 3<sup>rd</sup> Floor  
Vienna International Airport  
A-1300, Austria  
<https://www.austriantraining.com/>



# Table of Contents

<b>1. Our Facilities</b> .....	3
<b>2. Location of Austrian TECHNIK</b> .....	4
<b>and Shuttle transport from/to Airport</b> .....	4
<b>3. Transportation by public transport    Airport &lt;&gt; Vienna</b> .....	6
<b>4. Accommodations</b> .....	6
<b>5. Your outfit for the practical training</b> .....	7
<b>6. Contact</b> .....	8



# 1. Our Facilities

„State of the art“ Maintenance and Repair Organisation (MRO) at Vienna International Airport





## 2. Location of Austrian TECHNIK and Shuttle transport from/to Airport



You can take the Airport shuttle to get to the Austrian Technical Base (OS Basis).

You will find the bus stop outside the arrival hall of Check-in 3, take the MAZUR Bus. Busses are operating from every 20 minutes. The journey takes approx. 10 minutes.

### FAHRPLAN FLUGHAFEN <> MAZUR PARKPLATZ <> FLUGHAFEN

Haltestelle gültig ab 06/2024

1 Flughafen Ankunft (Bus-Steig 1)	00:00	00:10	00:20	00:30	00:40	00:50	01:00	01:20	01:40	02:00	02:20	02:40		03:00	03:10	03:20	03:30	03:40	03:50	04:00	04:10	04:20
2 Fracht / Parkhaus 8	00:03	00:13	00:23	00:33	00:43	00:53	01:03	01:23	01:43	02:03	02:23	02:43		03:03	03:13	03:23	03:33	03:43	03:53	04:03	04:13	04:23
3 AUA Schleuse / CP-West	00:05	00:15	00:25	00:35	00:45	00:55	01:05	01:25	01:45	02:05	02:25	02:45		03:05	03:15	03:25	03:35	03:45	03:55	04:05	04:15	04:25
4 AUA Haupteingang	00:08	00:18	00:28	00:38	00:48	00:58	01:08	01:28	01:48	02:08	02:28	02:48		03:08	03:18	03:28	03:38	03:48	03:58	04:08	04:18	04:28
5 Mazur Parkplatz	00:10	00:20	00:30	00:40	00:50	01:00	01:10	01:30	01:50	02:10	02:30	02:50		03:10	03:20	03:30	03:40	03:50	04:00	04:10	04:20	04:30
5 Mazur Parkplatz	00:10	00:20	00:30	00:40	00:50		01:10	01:30	01:50	02:10	02:30	02:50	03:00	03:10	03:20	03:30	03:40	03:50	04:00	04:10	04:20	04:30
4 AUA Haupteingang	00:15	00:25	00:35	00:45	00:55		01:15	01:35	01:55	02:15	02:35	02:55	03:05	03:15	03:25	03:35	03:45	03:55	04:05	04:15	04:25	04:35
1 Flughafen Ankunft (Bus-Steig 1)	00:20	00:30	00:40	00:50	01:00		01:20	01:40	02:00	02:20	02:40	03:00	03:10	03:20	03:30	03:40	03:50	04:00	04:10	04:20	04:30	04:40

1 Flughafen Ankunft (Bus-Steig 1)	04:30	04:40	04:50	05:00	05:10	05:20	05:30	05:40	05:50	06:00	06:10	06:20	06:30	06:40	06:50	07:00	07:10	07:20	07:30	07:40	07:50	08:00
2 Fracht / Parkhaus 8	04:33	04:43	04:53	05:03	05:13	05:23	05:33	05:43	05:53	06:03	06:13	06:23	06:33	06:43	06:53	07:03	07:13	07:23	07:33	07:43	07:53	08:03
3 AUA Schleuse / CP-West	04:35	04:45	04:55	05:05	05:15	05:25	05:35	05:45	05:55	06:05	06:15	06:25	06:35	06:45	06:55	07:05	07:15	07:25	07:35	07:45	07:55	08:05
4 AUA Haupteingang	04:38	04:48	04:58	05:08	05:18	05:28	05:38	05:48	05:58	06:08	06:18	06:28	06:38	06:48	06:58	07:08	07:18	07:28	07:38	07:48	07:58	08:08
5 Mazur Parkplatz	04:40	04:50	05:00	05:10	05:20	05:30	05:40	05:50	06:00	06:10	06:20	06:30	06:40	06:50	07:00	07:10	07:20	07:30	07:40	07:50	08:00	08:10
5 Mazur Parkplatz	04:40	04:50	05:00	05:10	05:20	05:30	05:40	05:50	06:00	06:10	06:20	06:30	06:40	06:50	07:00	07:10	07:20	07:30	07:40	07:50	08:00	08:10
4 AUA Haupteingang	04:45	04:55	05:05	05:15	05:25	05:35	05:45	05:55	06:05	06:15	06:25	06:35	06:45	06:55	07:05	07:15	07:25	07:35	07:45	07:55	08:05	08:15
1 Flughafen Ankunft (Bus-Steig 1)	04:50	05:00	05:10	05:20	05:30	05:40	05:50	06:00	06:10	06:20	06:30	06:40	06:50	07:00	07:10	07:20	07:30	07:40	07:50	08:00	08:10	08:20

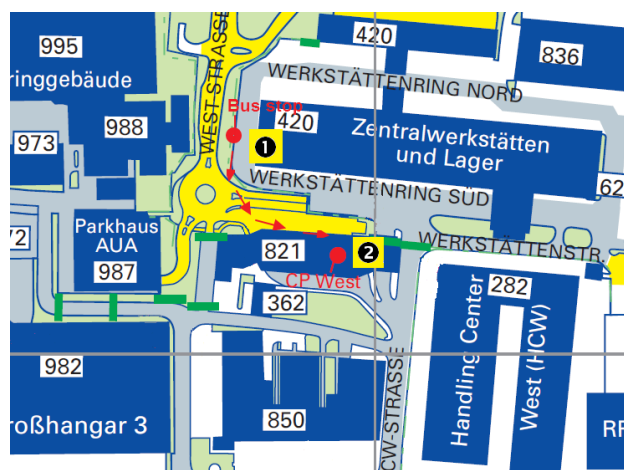
1 Flughafen Ankunft (Bus-Steig 1)	08:10	08:20	08:30	08:40	08:50	09:00	09:10	09:20	09:30	09:40	09:50	10:00	10:10	10:20	10:30	10:40	10:50	11:00	11:10	11:20	11:30	11:40
2 Fracht / Parkhaus 8	08:13	08:23	08:33	08:43	08:53	09:03	09:13	09:23	09:33	09:43	09:53	10:03	10:13	10:23	10:33	10:43	10:53	11:03	11:13	11:23	11:33	11:43
3 AUA Schleuse / CP-West	08:15	08:25	08:35	08:45	08:55	09:05	09:15	09:25	09:35	09:45	09:55	10:05	10:15	10:25	10:35	10:45	10:55	11:05	11:15	11:25	11:35	11:45
4 AUA Haupteingang	08:18	08:28	08:38	08:48	08:58	09:08	09:18	09:28	09:38	09:48	09:58	10:08	10:18	10:28	10:38	10:48	10:58	11:08	11:18	11:28	11:38	11:48
5 Mazur Parkplatz	08:20	08:30	08:40	08:50	09:00	09:10	09:20	09:30	09:40	09:50	10:00	10:10	10:20	10:30	10:40	10:50	11:00	11:10	11:20	11:30	11:40	11:50
5 Mazur Parkplatz	08:20	08:30	08:40	08:50	09:00	09:10	09:20	09:30	09:40	09:50	10:00	10:10	10:20	10:30	10:40	10:50	11:00	11:10	11:20	11:30		11:50
4 AUA Haupteingang	08:25	08:35	08:45	08:55	09:05	09:15	09:25	09:35	09:45	09:55	10:05	10:15	10:25	10:35	10:45	10:55	11:05	11:15	11:25	11:35		11:55
1 Flughafen Ankunft (Bus-Steig 1)	08:30	08:40	08:50	09:00	09:10	09:20	09:30	09:40	09:50	10:00	10:10	10:20	10:30	10:40	10:50	11:00	11:10	11:20	11:30	11:40		12:00

1 Flughafen Ankunft (Bus-Steig 1)	12:00	12:20	12:40	13:00	13:20	13:40	14:00	14:20	14:40	15:00	15:20	15:40	16:00	16:20	16:40	17:00	17:20	17:40	18:00	18:20	18:40	19:00
2 Fracht / Parkhaus 8	12:03	12:23	12:43	13:03	13:23	13:43	14:03	14:23	14:43	15:03	15:23	15:43	16:03	16:23	16:43	17:03	17:23	17:43	18:03	18:23	18:43	19:03
3 AUA Schleuse / CP-West	12:05	12:25	12:45	13:05	13:25	13:45	14:05	14:25	14:45	15:05	15:25	15:45	16:05	16:25	16:45	17:05	17:25	17:45	18:05	18:25	18:45	19:05
4 AUA Haupteingang	12:08	12:28	12:48	13:08	13:28	13:48	14:08	14:28	14:48	15:08	15:28	15:48	16:08	16:28	16:48	17:08	17:28	17:48	18:08	18:28	18:48	19:08
5 Mazur Parkplatz	12:10	12:30	12:50	13:10	13:30	13:50	14:10	14:30	14:50	15:10	15:30	15:50	16:10	16:30	16:50	17:10	17:30	17:50	18:10	18:30	18:50	19:10
5 Mazur Parkplatz	12:10	12:30	12:50	13:10	13:30	13:50	14:10	14:30	14:50	15:10	15:30	15:50	16:10	16:30	16:50	17:10	17:30	17:50	18:10	18:30	18:50	19:10
4 AUA Haupteingang	12:15	12:35	12:55	13:15	13:35	13:55	14:15	14:35	14:55	15:15	15:35	15:55	16:15	16:35	16:55	17:15	17:35	17:55	18:15	18:35	18:55	19:15
1 Flughafen Ankunft (Bus-Steig 1)	12:20	12:40	13:00	13:20	13:40	14:00	14:20	14:40	15:00	15:20	15:40	16:00	16:20	16:40	17:00	17:20	17:40	18:00	18:20	18:40	19:00	19:20

1 Flughafen Ankunft (Bus-Steig 1)	19:20	19:40	20:00	20:20	20:40	21:00	21:20	21:40		22:00	22:10	22:20	22:30	22:40	22:50	23:00	23:10	23:20	23:30	23:40	23:50	
2 Fracht / Parkhaus 8	19:23	19:43	20:03	20:23	20:43	21:03	21:23	21:43		22:03	22:13	22:23	22:33	22:43	22:53	23:03	23:13	23:23	23:33	23:43	23:53	
3 AUA Schleuse / CP-West	19:25	19:45	20:05	20:25	20:45	21:05	21:25	21:45		22:05	22:15	22:25	22:35	22:45	22:55	23:05	23:15	23:25	23:35	23:45	23:55	
4 AUA Haupteingang	19:28	19:48	20:08	20:28	20:48	21:08	21:28	21:48		22:08	22:18	22:28	22:38	22:48	22:58	23:08	23:18	23:28	23:38	23:48	23:58	
5 Mazur Parkplatz	19:30	19:50	20:10	20:30	20:50	21:10	21:30	21:50		22:10	22:20	22:30	22:40	22:50	23:00	23:10	23:20	23:30	23:40	23:50	00:00	
5 Mazur Parkplatz	19:30	19:50	20:10	20:30	20:50	21:10	21:30	21:50	22:00	22:10	22:20	22:30	22:40	22:50	23:00	23:10	23:20	23:30	23:40	23:50	00:00	
4 AUA Haupteingang	19:35	19:55	20:15	20:35	20:55	21:15	21:35	21:55	22:05	22:15	22:25	22:35	22:45	22:55	23:05	23:15	23:25	23:35	23:45	23:55	00:05	
1 Flughafen Ankunft (Bus-Steig 1)	19:40	20:00	20:20	20:40	21:00	21:20	21:40	22:00	22:10	22:20	22:30	22:40	22:50	23:00	23:10	23:20	23:30	23:40	23:50	00:00	00:10	







Get off at the bus stop “AUA Schleuse” ❶. Proceed to the “Check Point West” ❷.

Please carry with you a valid document (e.g. passport) to receive the airport badge.

Your practical trainer will meet you at the entrance.





### 3. Transportation by public transport

#### Airport <> Vienna

For the use of public transport in the City of Vienna you can use buses, tramways or the subway. For details please visit the website of the "Wiener Linien".

<https://www.wienerlinien.at/>

To get to the airport there are three different connections:



- **CITY AIRPORT TRAIN**

The train is going nonstop from station Landstrasse / Wien Mitte to the airport, which takes you 16 minutes. For more information please visit:

<https://www.wien.info/de/reiseinfos/anreise/flughafen-zentrum/city-airport-train-343136>



- **HIGH SPEED RAILWAY**

The high speed railway ("Schnellbahn") departs Vienna from station Rennweg. Follow the signs to railway no. S7 directions Vienna Airport or Wolfsthal. The railway operates from 4:59 to 23:29 every 30 minutes. The journey takes approx. 22 minutes.

<https://shop.oebbtickets.at/de/ticket>



- **VIENNA AIRPORT LINES**

There are buses leaving Vienna from station Schwedenplatz/Morzinplatz, Donauzentrum/Austria Trend Hotel Wagramer Strasse, Westbahnhof. The journey takes about 20 - 45 minutes. You will find more information here:

[Routes & timetables - Vienna Airport Lines](#)



## 4. Accommodations

### **Hotel**

NH Vienna Airport \*\*\*\*\*  
Location: Vienna International Airport  
Distance from airport: 0,1 km  
Hotelstraße 1-3  
A-1300 Wien-Airport  
Phone: (+43 1) 70 15 10  
<http://www.nh-hotels.com>  
[nhviennaairport@nh-hotels.com](mailto:nhviennaairport@nh-hotels.com)

### **Appartement**

MyPlace - Vorlaufstrasse  
Location: Vienna City Center  
Vorlaufstrasse 3  
A-1010 Vienna  
<http://www.my-place.at>  
[reservations@my-place.at](mailto:reservations@my-place.at)

### **Pension**

Airporthotel Vienna \*\*\*  
Airport distance: 4 km  
Center distance: 17 km  
Marco-Polo-Strasse 1  
A-2401 Fischamend  
Phone: (+43) 2232 77701  
<http://www.airporthotelvienna.at>  
[office@airporthotelvienna.at](mailto:office@airporthotelvienna.at)

MyPlace – Rossauer Lände  
Location: Vienna City  
Rossauer Lände 23  
A-1090 Vienna  
<http://www.my-place.at>  
[reservation@my-place.at](mailto:reservation@my-place.at)

## 5. Your outfit for the practical training

Please use following clothes during the practical training:

- your own workwear
- safety vest
- safety boots with steel caps (recommended)



## 6. Contact

Are you interested in our offers? Please do not hesitate to contact our customer support – you are very welcome!

### CUSTOMER SUPPORT

**Sabine Smejkal**

Mobile: +43 676 854 11686

[sabine.smejkal@austrian.com](mailto:sabine.smejkal@austrian.com)

**Stefan Schaaf**

Phone: +43 5 1766 65135

Mobile: +43 676 854 65135

[stefan.schaaf@austrian.com](mailto:stefan.schaaf@austrian.com)