TRAVEL AND TOURISM

The largest business in the world!

WORK IN AN AIRPORT
- Customer Services

Are YOU…?
✓ an excellent communicator?
✓ a sympathetic listener?
✓ extremely patient?
✓ great at trouble-shooting?

Do YOU enjoy…?
✓ working in a sociable environment?
✓ working as a team?

…then this COULD BE YOU!

Learn another LANGUAGE to welcome visitors from all over the world
How?
Think about:

- Applying for an airline training scheme
- Applying for an airline graduate training scheme following a degree in a relevant subject e.g. Business, Languages, Hospitality or Tourism
- Working part-time to gain experience of passenger services or in customer services e.g. a Saturday job in a shop
- Learning as many languages as you can!

Think Languages:

“Speaking various languages is hugely beneficial in all aspects in the airport – from the highest level in airline negotiations, through to the customer services and check-in staff in terminal dealing with customers daily.”
- Catrin Ellis, Cardiff Airport Senior Marketing and PR Executive

Want to know more?
Check these out:

Advice on training and working in an airport –
- British Airways www.ba.com/careers
- BAA www.baa.com
- www.careersinpassengertransport.org

Advice on customer services –
- Institute of Customer Service (ICS) www.instituteofcustomerservice.com

Advice on the next step –
- www.ucas.com
- www.careerswales.com

Advice on languages –
- www.ciltcymru.org.uk
- www.routesintolanguages.ac.uk/cymru
- www.studyinglanguages.ac.uk
- www.languageswork.org.uk
- www.whystudylanguages.ac.uk
- www.europa.eu/languages
- Check out the European Commission’s website for opportunities to work and study abroad: http://ec.europa.eu/education/lifelong-learning-programme/languages_en.htm