

# TRAVEL AND TOURISM

The largest business in the world!

## WORK IN AN AIRPORT

- Customer Services

Are YOU...?

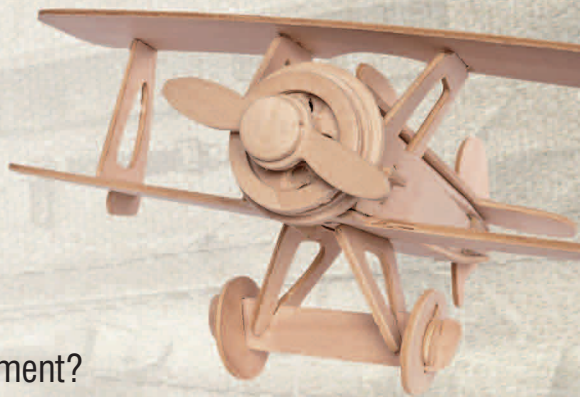
- ✓ an excellent communicator?
- ✓ a sympathetic listener?
- ✓ extremely patient?
- ✓ great at trouble-shooting?

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 Elis, 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](http://www.ba.com/careers)
- BAA [www.baa.com](http://www.baa.com)
- [www.careersinpassengertransport.org](http://www.careersinpassengertransport.org)

#### Advice on customer services –

- Institute of Customer Service (ICS) [www.instituteofcustomerservice.com](http://www.instituteofcustomerservice.com)

#### Advice on the next step –

- [www.ucas.com](http://www.ucas.com)
- [www.careerswales.com](http://www.careerswales.com)

#### Advice on languages –

- [www.ciltcymru.org.uk](http://www.ciltcymru.org.uk)
- [www.routesintolanguages.ac.uk/cymru](http://www.routesintolanguages.ac.uk/cymru)
- [www.studyinglanguages.ac.uk](http://www.studyinglanguages.ac.uk)
- [www.languageswork.org.uk](http://www.languageswork.org.uk)
- [www.whystudylanguages.ac.uk](http://www.whystudylanguages.ac.uk)
- [www.europa.eu/languages](http://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](http://ec.europa.eu/education/lifelong-learning-programme/languages_en.htm)