

AIRLINE GUEST SERVICES

✈ Airline guest services agents make and confirm reservations for airlines. They may also check baggage and direct passengers to designated gates.

- ✈ **THE PERSUADER**
- ✈ **THE PEOPLE PERSON**
- ✈ **THE ORGANIZER**

Education Needed

- ✈ HS Diploma required
- ✈ Associate's or Bachelor's degree recommended



Landing the 1st job

- 1  Intern and network with people in the industry.
- 2  Apply Online
- 3  Interview process

Preparing for the Interview

- ✈ Test for communication skills, ability to be good under pressure, & outgoing demeanor.
- ✈ **Key Values:** Research the key values of the airline and be able to incorporate them into your interview.
- ✈ Know what sets that airline apart from the other airlines. 
- ✈ Know why you want to work for that airline.
- ✈ Be able to describe a difficult customer you've dealt with in a previous job and how you handled the situation.

Skills Needed on the job

- Computer literacy
- Communication skills
- Customer Service
- Social Perceptiveness



Things to do in high school & college

- 1  Intern at an airline
- 2  Work retail or a job that requires customer service
- 3  Learn another language



REWARDING ASPECTS

SFO → LAX

"The free travel is very rewarding. I am able to fly domestically for no fee. My parents and my spouse also get the same benefits. Internationally, I fly for the cost of taxes and fees."

FAST FACTS

- Starting Median Salary**
\$20,100
- Mid-Career Median Salary**
\$32,400

Boarding Pass 



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TO LEARN MORE ABOUT THIS CAREER, VISIT

www. **GLADEO** .org

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