

Airline or Airport Passenger Service Assistant

Airline passenger service assistants ensure that passengers, and their luggage, get on the right flight. They are sometimes called airport information assistants, airline customer service agents or passenger handling agents.

The Work

You could be:

- greeting passengers and checking their tickets and passports against the passenger list using computerised systems
- asking security questions, allocating seats and giving out boarding cards and luggage labels
- weighing luggage and charging the passenger extra if the luggage is overweight
- directing passengers through security and departures
- giving flight information and directing passengers to departure gates
- dealing with issues from delayed, cancelled or missed flights
- checking boarding passes at the departure gate
- escorting people who require assistance and unaccompanied children
- making announcements on the public address system.

Pay

The figures below are only a guide. Actual pay rates may vary, depending on:

- where you work
- the size of the company or organisation you work for
- the demand for the job.

Salaries are around £15,000 to £18,000 a year. With supervisory or management duties, you may be able to earn £22,000 and above.

Conditions

- You may have to deal with long queues.
- You may be based at a desk or moving around the airport.
- You will usually have to work shifts, including night shifts.
- You would also have to work evenings, weekends and public holidays.
- You would have to wear a uniform.
- It can be a busy and sometimes stressful environment.

Getting In

- A good general education including ability in English and Maths is useful. Some employers may ask for a group of subjects at National 4 or 5.
- You may need to be at least 18 years old, because of shift work regulations.

- It may be useful if you can speak a second language.
- Previous experience of working with the public can be helpful.
- A driving licence is useful and possibly necessary, as public transport might not run during certain shift times.
- You will require a satisfactory criminal record check from Disclosure Scotland to show that you are suitable for this type of work. Contact Disclosure Scotland for details on the type you would need.

Jobs are sometimes advertised on various airline, airport and ground staff handling companies' websites but are also advertised in Job Centres and in newspapers. There is a lot of competition for jobs. You may be able to get part time or temporary work during busy holiday seasons.

What Does It Take

You need to be:

- customer-focused
- confident
- pleasant and helpful
- tolerant and patient
- flexible to stay calm under pressure
- tactful and diplomatic with nervous or difficult customers
- willing to work shifts.

You need to have:

- good communication skills
- good computer skills
- teamworking skills
- a smart appearance.

Training

- Most airlines provide initial training that lasts from 2 to 6 weeks.
- Thereafter, training is on the job.
- You will also attend short training courses on topics such as customer care, health and safety and emergency and evacuation procedures.

Getting On

After suitable experience you may gain promotion to supervisor or manager or flight dispatcher.

More Information

Scotland has six main airports: Aberdeen, Dundee, Inverness, Edinburgh, Glasgow and Glasgow Prestwick. There are also about a dozen small airports serving individual Scottish islands.

Contacts

Aviation job search website

Website: www.aviationjobsearch.com

Disclosure Scotland

Tel: 03000 2000 40

Email: response@disclosurescotland.gov.scot

Website: www.mygov.scot/organisations/disclosure-scotland

Twitter: @DisclosureScot

People 1st - Careers That Move

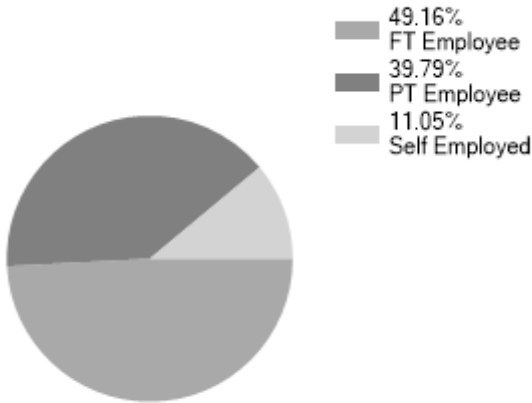
Website: www.careersthatchange.co.uk

Website (2): www.people1st.co.uk

Twitter: @p1stgroup

Statistics

Employment Status UK %

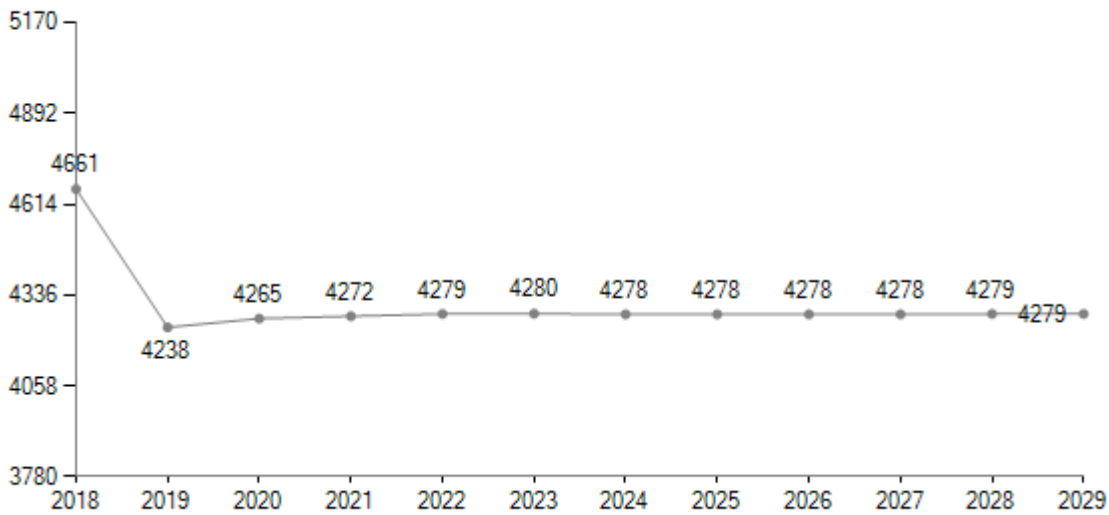


Past Unemployment - Scotland

No Claimant statistics available for Scotland.

LMI data powered by [LMI for All](#)

Predicted Employment in Scotland



LMI data powered by [EMSI UK](#)