

# TRAVEL AND TOURISM

**The largest business in the world!**

## WORK IN AN AIRPORT

- Customer Services

**Are YOU...?**

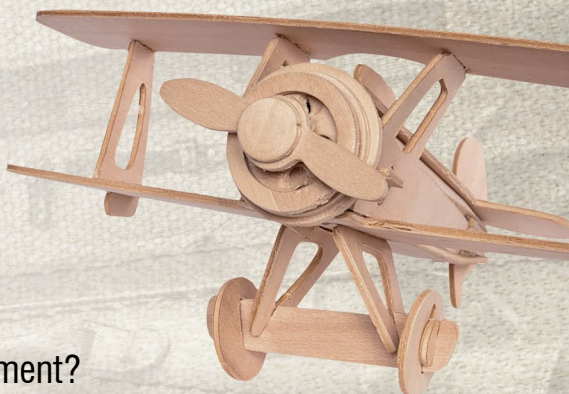
- ✓ an excellent communicator?
- ✓ a sympathetic listener?
- ✓ extremely patient?
- ✓ great at trouble-shooting?

**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 –

- [www.prospects.ac.uk/job-profiles/browse-sector/transport-and-logistics](http://www.prospects.ac.uk/job-profiles/browse-sector/transport-and-logistics)

#### 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.routesintolanguagescymru.co.uk/](http://www.routesintolanguagescymru.co.uk/)
- [www.whystudylanguages.ac.uk](http://www.whystudylanguages.ac.uk)
- [www.europa.eu/languages](http://www.europa.eu/languages)
- [www.hwb.gov.wales/curriculum-for-wales/languages-literacy-and-communication](http://www.hwb.gov.wales/curriculum-for-wales/languages-literacy-and-communication)
- [www.porth.ac.uk/en/collection/botwm-y-byd](http://www.porth.ac.uk/en/collection/botwm-y-byd)
- <https://wales.britishcouncil.org/en>

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