

Careers Information

Job title:	Airport Information Assistant
Entry requirements	
<p>Most employers will expect you to have GCSEs at grades 9 to 4 (A* to C) in English and maths, or equivalent.</p> <p>You'll usually need to be over 18 because of shift-work regulations.</p> <p>Previous experience in a customer service role, or foreign language skills, could help you find work. A college course in leisure and tourism could also help.</p> <p>You'll usually need your own transport to get to and from the airport, as public transport may not cover all your shift times.</p> <p>You could get into this job through an Apprenticeship.</p> <p>Careers That Move has more information about working as an Airport Information Assistant.</p>	
Skills required	
<p>You'll need:</p> <ul style="list-style-type: none"> •Excellent communication skills •Customer service skills •Tact and diplomacy to deal with difficult situations •IT skills 	
What you'll do	
<p>You day-to-day duties may include:</p> <ul style="list-style-type: none"> •Giving out flight information •Directing passengers around the airport •Answering telephone enquiries •Making announcements on the public address system •Handling complaints •Updating and monitoring flight information systems <p>In smaller airports your duties may also include:</p> <ul style="list-style-type: none"> •Exchanging currency •Booking hotels and car hire •Dealing with lost property 	
Working hours, patterns and environment	

Majority of Information taken from The National Careers Service Website

Information desks are usually staffed 24 hours a day and you may work shifts on a rota.

Airports are often busy, crowded and noisy.

Career path and progression

After gaining experience you could go on to be a supervisor, manager or flight dispatcher.

Relevant courses include:

English and Maths GCSE/Functional Skills ;

Southend Adult Community College

Soth Essex College

ACL Essex County Council

Thurrock Adult Community College

A college course in Travel and Tourism - Level 1 , Level 2 and Level 3;

South Essex College

SEEVIC

Chelmsford College

A college course in Customer Service- Level 1, Level 3 and Level 3;

South Essex College

Nova Training – Southend

Trainplus LTD - Southend

Related careers

You may be interested in:

- Airline customer service agent
- Air cabin crew
- Customer service assistant
- Customer services manager
- Receptionist