



# PASSENGER SERVICES

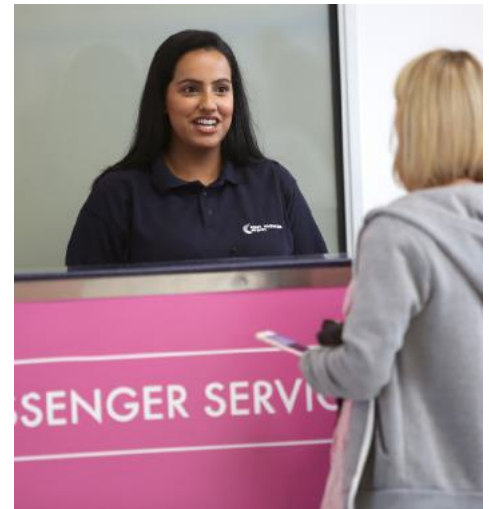
**Passengers Service Agents make sure that passengers and their luggage are on the right aircraft. They work for airlines or service partners, not East Midlands Airport directly.**

You will find Passenger Service Agents at the check-in areas, helping passengers to check-in. They welcome passengers, help them with any queries and point them in the right direction for security before boarding an aircraft. They may also help passengers with disabilities or children travelling alone.

You will see them again at the boarding gate, checking passports and tickets before guiding passengers to the correct aircraft.

This is a 24/7, 365 days a year job. Passenger Service Agents work shifts and can often find themselves starting at 3.00 am.

Swissair is an example of a handling agent. Handling agents may provide services for several airlines.



*Passenger Services at EMA*

## TO WORK IN PASSENGER SERVICES

### You'll be

- Patient. You'll enjoy working with people, highly professional, well-presented
- Able to deal with difficult situations calmly and diplomatically
- Able to handle the unexpected, quickly!
- Confident with IT.

### You'll need

Entry requirements vary between airlines and airport handling agents but generally:

- Good spoken and written communication skills
- GCSEs in English and Maths (or equivalent)
- Experience working in a customer service role
- Ability to speak a foreign language
- You may have to live close to the airport
- Work-based training.

### You'll earn

Between £10,000 and £20,000.