Airline Guest Services

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

**Education Needed**
- HS Diploma required
- Associate’s or Bachelor’s degree recommended

**Skills Needed on the Job**
- Computer literacy
- Communication skills
- Customer Service
- Social Perceptiveness

**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.

**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

To learn more about this career, visit www.gladeo.org

Designed by Aretha Dong