



## **Customer Services Officer**

### **KOH SZE KI JACINTA**

**TRAINEE CUSTOMER SERVICES OFFICER  
SATS**

**3 YEARS IN AVIATION**

#### **Job description**

Jacinta plays a vital role in creating a unique and memorable experience for passengers travelling through Changi Airport. She assists passengers for flight check-in and ensures that they have valid travel documents. She also makes sure that their bags are tagged to the correct destinations, giving passengers complete peace of mind.

At the gate hold rooms, Jacinta is responsible for final flight preparations before passengers board the aircraft. She works closely with her team and the airlines to ensure that flights depart safely and on time.

#### **A typical day**

As part of my training to become a Customer Service Officer (CSO), I am assigned check-in counter and gate duties, with different roles for different flights. At the check-in counters, I check in passengers, ensuring that all visas and passports are valid. I also tally the names on the boarding pass against their passports, and make sure that their luggage is tagged to the correct destinations. I also monitor flights and make sure that flights are closed on time.

At the gate hold rooms, my duties include checking passengers' passports and boarding

passes and scanning them before they are allowed to board the aircraft. Sometimes, I take on the role of a runner, where I liaise with the officer-in-charge, airline representative, and cabin crew. When I am assigned as a CSO at the gates, I work closely with my team and airlines to ensure that flights arrive and depart safely and on time. I monitor the number of passengers who have not boarded and page for passengers when necessary. Concurrently, I coordinate with my colleagues from various departments, such as the baggage handling department, to ensure a smooth departure process. Upon flight closure, I print documents such as the passenger manifest and hand them to the chief cabin crew of the departing flight.

### **Why I love my job**

I love the airport environment and being able to play a part in delivering the Changi Experience! I also like shift work, and I am glad that that this job does not require me to be deskbound.

I get the opportunity to interact with people from all around the world, and learn new things every day. I really enjoy speaking with passengers, listening to their stories and travel experiences.

### **How I got into aviation**

I had graduated with a Diploma, and my friend suggested applying for a job at the airport since I preferred shift work and was looking for something that was not deskbound. I am happy with the choice I made!

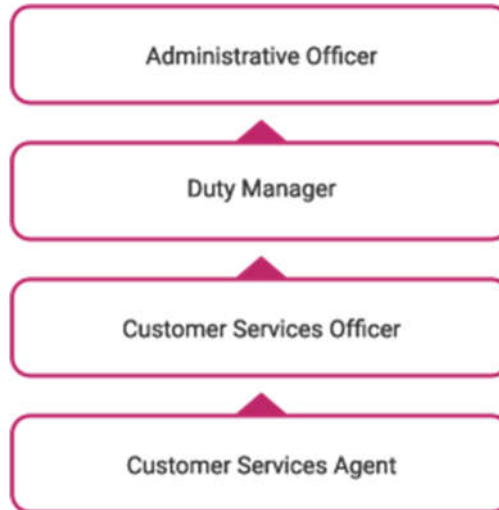
### **Personal characteristics**

You need to be well-groomed, and have a cheerful disposition. You should also have a positive mindset and be service-oriented.

### **Entry requirements**

To join SATS as a Customer Services Agent, you should have a NITEC or equivalent, or a minimum of 3 GCE 'O' Level credits or 4 GCE 'N' Levels credits. You should also be proficient in English and a second language.

### **Possible career progression**



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