



A day in the life of An Airport Ambassador

Shifts range from between 5:30 and 22:30. For an early shift an ambassador will arrive at the airport at 5:30am as by 6:30am the airport will be at its busiest!

An airport ambassadors duty is to meet, greet, direct and assist passengers, making sure that queues at check-in and security do not increase become too long, and directing them to and from flights, baggage and any other airport facilities. Airport Ambassadors are located not only in the terminal they also need to be visible airside and give passengers updates and supply them with information about any delayed flights in the departure lounge.

Any calls from the public will be put through to the airport ambassadors based at Southampton Airport. Whilst on duty many members of the public will ask questions, such as where they meet people?; what they can take through security?; Is their flight on time? It is the ambassadors responsibility to supply passengers with the information necessary.

They also start up the arrivals baggage conveyor system, ready for arrivals and announce car hires. Late shift airport Ambassadors update baggage reclaim ready for another early start tomorrow.

Everything an Airport Ambassador does is to ensure that passengers needs and requirements are met and to make sure that every passenger's experience is hassle free! To do this they need to have a ready smile, be open, pro-active, reassuring, flexible and adaptable because everyday at Southampton International Airport is different!