

## A day in the life of an Airport Ambassador



Airport Ambassadors are the face of Southampton Airport and are here to assist with the smooth running of the terminal. They work a combination of early and late shifts covering 06:00 – 23:00 each day and are often the first point of contact for the airport. It is a fast-moving, multi-aspect role that encompasses a wide number of both customer-facing and behind the scenes tasks. Ambassadors strive to uphold the airport's ethos of Easy, Fast and Friendly by providing personal and pro-active service to passengers and by going an extra mile.

A close knit team of Airport Ambassadors are here for passengers at all times. Whether this is helping passengers prepare for security, helping them with the general enquiries or providing first aid assistance, the Ambassadors play a key role in everyday operations. Airport Ambassadors also collect market research to assess the airports performance and understand the passenger experience.

Ambassadors are easily visible within the terminal, both in Arrivals and Departures, as well as on the main concourse. They are trained to be solution focused, reacting to queues, enquiries and everyday occurrences. They have a clear focus on security to keep passengers and staff safe. Ambassadors are also equipped with iPads to research information quickly and provide answers to a diverse range of questions that will help passengers with their journey.



Every day is different, meeting a wide variety of interesting passengers, all with different needs. It is therefore essential to be approachable, calm and helpful as well as able to communicate effectively at all levels. These qualities enable the team to assist passengers and ensure the efficiency of the Airport's breeze-through service, helping to make Southampton Airport a really positive experience whether flying for business or pleasure.

Ambassadors are responsible for taking the incoming passenger telephone enquiries and also for managing the Reserve and Collect service with our retailers, which offers a very convenient way to buy and collect passengers' purchases on their return. Whether you have questions about your baggage or need info on your onward travel, the Ambassador team is here to help you.