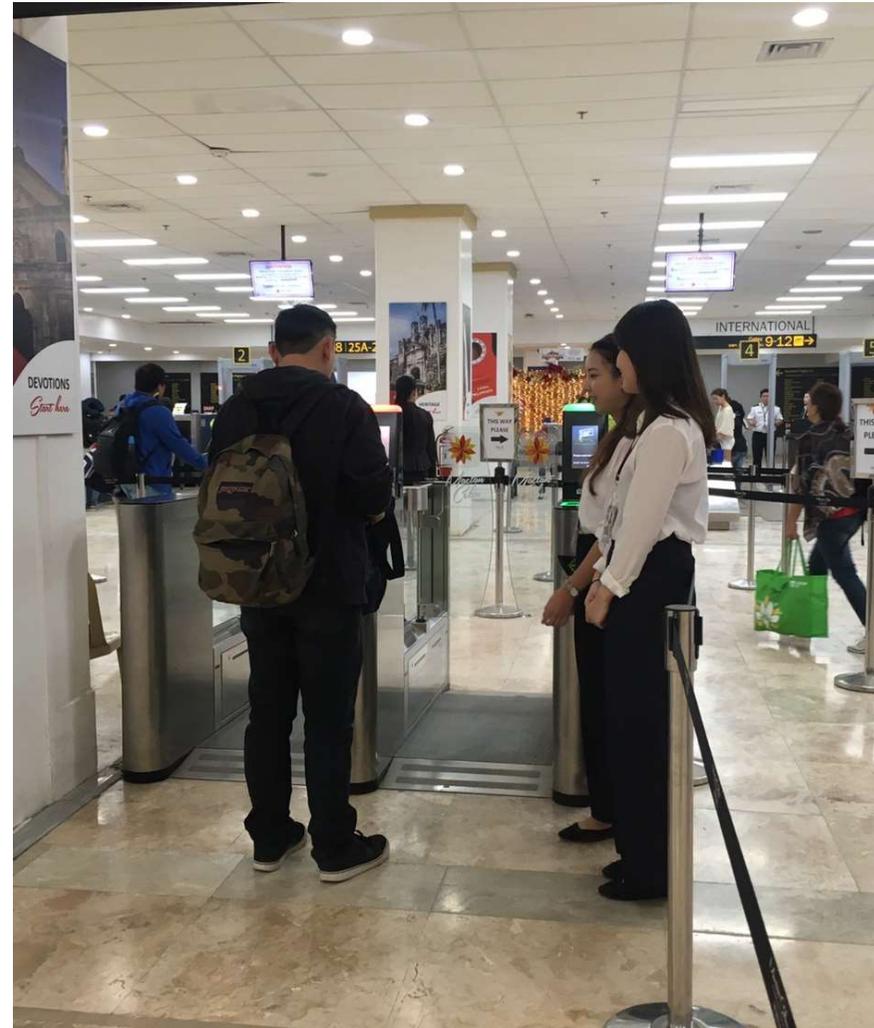


On the Job Training

In the airport

Central Scanning Area

- My job here is to make it easier for customers to scan the barcodes they need to go to the gate. I spoke to them to support their needs especially young children and elderly people.



- At first I was nervous to talk to people from other countries and couldn't speak a lot, but gradually I was able to answer the questions received from the customers.

Domestic Arrival

Here, I explained to foreigners from other countries about facilities and about Cebu in English. In addition, I used the personal computer and I input the start time and the end time when the package arrived from the belt conveyor.



- I could not answer much to the questions received from those coming from other countries. I thought that I had to do OJT after learning more about airport facilities and Cebu Islands and adding knowledge. However, I was very glad when I was able to help when the Japanese were in trouble and they thanked me.

North-South Wing

- I checked the customer's ticket here. In addition to checking the tickets, I explained the facilities in the airport after check-in.

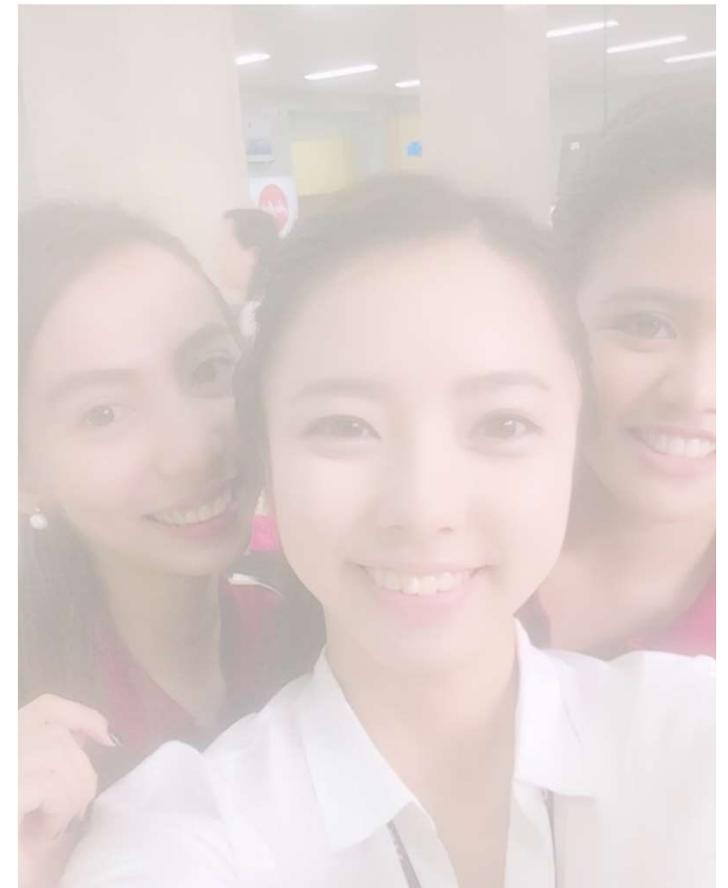


- In this place, the opportunity to contact with the Japanese people was the most, so I actively asked to them. I was surprised every time They call me, "Are you Korean?" but I was delighted when they said that "They were relieved".Also, as it became the second half, we became able to understand what our customers are in trouble.



Thank you for gently welcoming us who do not know anything, always having fun talking and teaching carefully. Although I had only one month, I was able to work at Mactan Airport and I was very happy.

- I learned the importance of reading the troubles of customers, telling them the best strategy briefly, and expressing my gratitude with delivering to the end with a smile.



Thank you for a wonderful time!!

