

1.If anything was possible, what would your dream job be, and why?

If anything were possible, my dream job was to be a flight attendant. I always wonder what it feels like to be in a different country, to experience different seasons, like winter and autumn, and most especially to see different attractions and landscapes. I am also interested in learning about the culture of different countries. Working as a flight attendant, since we all know that it is working on a plane, will be one of the means or ways for me to travel to different countries around the world. One of the reasons as well is that I can see how wonderful our world is from above. I always feel calm, and I always have peace of mind every time I look up in the sky. So having a job that is up in the sky and you can see the clouds, with beautiful landscape below me will surely bring calmness and happiness into my heart.

2. Have you ever experienced a stressful situation in your past workplace (college if fresh graduate), what was it and how did you overcome it?

I worked as a customer service for a travel account in my previous workplace. We handled calls about flights, hotel, and car rental reservations. We have a certain tool that we use in processing the flight reservations of our customers, and that tool is hard for me since we need to memorize a lot of codes. When we were on our training days, I felt very stressed about why I can't do the process properly, and since we are in a home base set-up it is hard for me to ask assistance from our trainer. But I had overcome it through dedication and willingness to learn. I did not give up and I encouraged myself to do better until fortunately, I was able to pass our training and continuously work there for two years. I have learned also from that situation that it is important to be eager on what we are doing and always follow instructions, be patient in terms of having a stressful situation and just focus on what you are doing until you realize that you already reach your goals.

3. In your previous position, what task did you find most challenging and why? What task did you enjoy most and why?

During my previous position, in which we handle calls for customers' reservations, the task that I find the most challenging is talking to irate customers. We can't control the

impressions of our customers toward us. There are times when our customers will be mad at us, especially if they want us to do something that is beyond our means. You will hear bad things from them, they will shout at you or worse discriminate against you, and you can't answer back. All you must do is apologize and be patient with them. And that is very challenging to do, especially if you are just doing your job. On the other hand, the task that I enjoy the most was booking customer's reservations, aside from the fact that you can learn more about the different hotels and places you can feel also the happiness that you can be able to assist them.

#### 4. How would your previous managers/coworkers describe you?

My previous managers and coworkers will definitely describe me as the silent type of person, but also the approachable one. If we have discussions or meetings in regard to performances, I just tend to stay quiet and listen, unless I have been asked to give my opinion. Once I get close with my co-workers that's the time that I'll show my bubbly and noisy side. I am very approachable because if they asked me and I know the processes I will not hesitate to help them, but of course with limitations. We can't always discuss everything since there is data privacy that we need to follow. I am also helpful not just with the processes but also outside our workplace. I am willing to listen and help them with their problems in their personal life. I can be there going to person. That's why there are some of my colleagues who became my close friends even though we have now different jobs.

#### 5. What personal or professional accomplishments are you most proud of?

The accomplishment that I am proud of is having a stable job amidst the fact that I only graduated from senior high school. A lot of people looked down on me because I don't have a college degree, they will often compare me to someone else who graduated in college. And of course, I felt discouraged sometimes, but I also considered my personal situation. Not everyone has the means to continue their studies in college, there are always situations that we need to consider. Working with a stable job and the fact that I can provide for my family, even though I need to set aside my personal wants and needs, is the accomplishments that I will be most proud of. I have learned that we all have our own time frame in regards with studies or being successful in life. I don't need to compare myself; I know that I might not have a college degree to be proud of yet, I can still be a successful and I can still be proud of what I have accomplished.

