



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

If anything was possible, I would love to be a flight attendant because I want to travel the world and enjoy and learn about new cultures. I always envy people who got to travel the world. That is also the reason why I love watching movies because I somehow got to learn about a new country. I also want to bring my family to different places and let them enjoy the scenery and the beauty of it. So far, the countries I've visited are Singapore and Malaysia, that was way back college days, and I also got the chance to revisit Singapore with my best friend last 2022. So yes, if possible, I would love to be a flight attendant. The funny thing is I am a small person, so I guess that will never happen.

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?

At the airport, we usually have flight disruptions, so every disrupted flight is a stressful day. There are a lot of things to do during a disrupted flight, not to mention that there are still some ongoing flights to attend to. During the briefing, we are assigned to a flight disruption team, this is to be ready just in case there is a disruption. I was usually assigned to do the booking of accommodations, but before that, I was assigned at the counter to attend to the disrupted passengers. It is understandable that the passenger is stressed due to the cancelled flight, but it is more stressful for us agents because some passengers usually don't understand the reason for the cancellation of flights. We inform them about it, some understand but some just lash out at us out of frustration, the stressful thing for us agents are the fact that we can't be angry at them for not understanding the situation. During these situations, I usually calm myself first before going to the counter. I also try to be more understanding of the passengers. I calmly



PATHCUTTERS AFFORDABLE STAFF

**PATHACADEMY**

explain to them the reason for the cancellation and give them alternative ways of what to do with their tickets.

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

In my previous job, I was assigned to the CLC (Centralized Load Control) role, this role is very crucial for the operation because the agent who will be assigned to this role will be the one to monitor the flights, to connect with other stations especially Manila and Cebu stations. Being a CLC agent, you need to be alert and ready to accept the details of the flight from the ramp agent. After getting all the details from the ramp agent, I will input it into the system so that other stations will know the status of the flight. The task I enjoyed the most was the checking in of passengers and being assigned to the boarding gate, where I will be boarding passengers on their respective flights. I also love the "Manifest" role, wherein my only task is to wait for the close counter of the flight and print the details or manifest of the flight and give the documents to the ramp agent.



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

My coworkers usually described me as a jolly and a loud person. My previous manager said before that I am good at my job and that is the reason why I was assigned to a different department after 6 months of being assigned at the check in counter. I was nervous at first because it is a different role than my previous role but when I asked my supervisor why I was being transferred, he said that the manager saw my potential and so she requested to transfer me to that department so I can be trained. My supervisor also told me that I am focused on my job, that whenever I am being assigned to do something, I tend to do it seriously. I can say that my coworkers loved me because they say that I'm easy to go with and that I am easy to approach.

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

I can say that some of my professional accomplishments are being complimented by the passengers for professionally handling an I-rate passenger, also being acknowledged by my supervisors for doing my job effectively and efficiently, and I am proud of that. I am also proud of myself for surviving this cruel world. I guess at some point in life, I got to the point where I wanted to give up but I'm proud that I didn't. I am also thankful for the people who surround me, because they



PATHCUTTERS AFFORDABLE STAFF

**PATHACADEMY**

supported me in everything that I do. I am also proud of helping my mom run the business she wants. My mom always wanted to open a restaurant and I am glad to be helping her. By helping her, I learned a lot of recipes and I also learned how to cook because of her. I am proud of where I am now in life and I'm hoping to be prouder of myself in my future accomplishments.