



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

If anything is possible, my dream job is to be a flight attendant. Since I was a child, I have admired my aunt who is a flight attendant. I love the way she dresses, she fixes her hair, wears fashionable clothes, does make-up and looks presentable every time I see her. I am amazed at how she enjoys her job. She shares a lot, especially the work that she does inside the airplane. But the most special thing that I love about her job is that she roams and explores the world. Traveling gives me calmness and joy. I feel at peace whenever I go to other places, and I really enjoy having an adventure. My heart really desires to travel all over the world, and being a flight attendant means you can have a tour around different places, meet different kinds of people of different nationalities and personalities, and have fun at the same time working and earning.

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 have experienced plenty of stressful situations in my past workplace. First, it is when I encounter customers that don't read instructions sent to them but blame me for not informing them. Some customers don't mind the instructions and are lazy in reading the details. In this situation, instead of pointing out that it's their mistake, I lower my temper and explain kindly the details to them. Second, is when I came across irate and furious customers, especially when they did damage to the vehicle but still defend that they did not do wrong even if there is proof. This situation always tested my self-restraint. Instead of wasting my time arguing with them, I stayed calm and followed the standard operating procedure of the company. These situations challenged and tested me not just as an employee but as a person, but I still overcame it because of patience and perseverance.



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 position, the task that I found most challenging was being a Customer Service Representative. Communicating with customers through calls and messages is challenging since you are talking to various kinds of nationalities and personalities. In some circumstances, there are customers who find talking in English difficult and challenging for them. This is when language barriers and misunderstandings occur. I need to be more patient to customers who have a hard time talking in English. I need to explain clearly and appropriately to avoid misinterpretations. The task that I enjoyed the most was Data Entry and Inventory. In data entry, I do a lot of recordings about the details of the vehicle, rental history records of mopeds, customer's details (contact number & email) and rental count of mopeds. In inventory, the most important thing that I work on is the availability of vehicles and which vehicles need maintenance and repairs. I learned to pay more attention to detail to avoid errors.

4. How would your past colleagues or managers describe your work ethic?

My past supervisor will describe me as a patient and well-driven employee. Since I encountered a lot of customers with different nature and characters, this tested my patience in delivering my work. Especially when encountering irritated and annoyed customers, I really guard my temper. I calm myself down and let the customer finish speaking before butting in. I avoid arguing with customers, because when you ride waves with the customer's temper, it will lead to misunderstanding and more complicated situations that will cost you your work. My supervisor also sees me as a well-driven employee. I am very committed to my work and strive not just for myself but for the best of the company. I take initiative than needing constant direction from the management since there is a standard operating procedure provided during training, and I just need to follow it. I always set clear goals and work hard to achieve success.



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

The personal or professional accomplishment I am most proud of is passing the board exams while working. I did not expect to pass the board exams since juggling work and reviewing is very difficult. I experienced a lot of exhausting situations that affected my mental health. After my 8 hours graveyard shift, instead of sleeping, I am preparing to go to the review center. I really lack rest, especially sleep, and it affects my state of mind. I cannot focus on reviewing since I am very sleepy and all that comes into my mind is the dismissal time. Inside the review center, our lecturers always notice me sleeping, and this comes to my mind that I cannot pass the board exams. I always doubt myself because I know that I did not concentrate and I'm out of focus during the review period. When the exam days arrived, I always prayed to God and said to myself that I can do this even if it is very difficult and challenging. After a month, the results came and I'm really surprised that my name is in it. I have realized that when you work hard and stay determined, you can achieve what you desire even when it is impossible.