

11. Ms Nicole – Aviation Industry – Flight Purser

When I first started working

I thought that this industry is interesting and I could travel around

By coincidence, I knew there was a big-scale recruitment day for airlines

So I gave it a try

My main duty now is to ensure the passengers can reach their destination safely

Provide meals service in the cabin

And sell duty free goods

But the most important thing is to ensure passengers' safety

Our working hours are unstable

We work on shifts instead of working from nine to five

The academic requirement for this profession is secondary education

The main duty is to serve the customers

It would be better if you have experience in customer service

You should also be optimistic and cheerful

Once you are employed, you will have to receive a seven-week training

The training includes safety, service and aircraft knowledge

Every day is a challenge

Since you have to work with different colleagues every day

Go to different places every day

And passengers are from different cultures

There are many unexpected things happening on the plane

So every day is a challenge

I think this job is very different from the regular office work

Because what we see does not confine to an office

What we see and where we go will be different

I think this is the happiest thing

Because my company would take me to some third world countries

These places are not commonly visited by Hong Kong people
I think it is amazing since we can visit these places through work
And contact with people in these places
I am very pleased about it
Relationship among colleagues is also harmonious
Our working atmosphere is full of joy and harmony
Because this job requires a lot of physical strength
Working hours are also very long
Since there is risk working on the plane
I once got hurt when there was turbulence
After the injury, I considered whether I could still engage in this profession
Whether I should continue this job
I felt the pressure at that time
Apart from this job, I would think what I could do
I have thought about this issue seriously after that period of time
I am not someone who can sit still all day to work
I began to pay attention to my health , do more exercise after I recovered
Eventually I solved the problem
Since we work on shifts
We rarely have the chance to have a holiday during public holidays
We may not be able to celebrate many festivals, or even birthdays of family and friends
We may need to celebrate Christmas on the plane
So this has affected my life to a certain extent
But it doesn't matter since we can have belated ones
If you are interested in working in this industry, you must be positive
And be proficient in conversational English and Mandarin
You have to be mentally prepared to deal with different kinds of people
And good communication skills

The working situation of this job is not like what you have seen on TV

Do not have the travel mindset once you are on the plane

This is a serious and professional job