

42 Passenger Service Agent

A passenger service agent is responsible for the administrative and customer service of travelers. The main duties of a passenger service agent are to issue or check flight tickets and other documents at check-in counters and to guide passengers onto the aircraft. Passenger service agents generally work shifts including early mornings and late nights on a variable schedule. Their work involves standing during most of the day and often requires walking or even running when guiding passengers or when carrying out other duties.

Good communication and language skills are necessary to provide services to a diverse range of people including young children, the elderly and people of different nationalities.

Becoming a passenger service agent:

To become a passenger service agent, you can either attend a vocational school with an airline services related course or find work at an airline company or airport after graduating from university or junior college. It is also possible to find work through a recruitment agency. Although there are no specific qualifications to become a passenger service agent, many companies place great emphasis on language ability. Only those with a score of over 550 for TOEIC or grade 2 for EIKEN may be eligible to apply for a job at some companies.

The average monthly salary for a starting full-time passenger service agent is 150,000 yen to 180,000 yen while the average hourly rate for contract workers is 1000 yen.

