

Dream Work

I chose to make an acronym for "Dream Work" because one of my major takeaways this semester was that a flight crew is the ultimate team. Without a willingness to work together, you can guarantee that your level of customer service will not be the best it can be. Like the saying goes, "Teamwork makes the Dream Work", which is why I thought it was perfectly fitting for this assignment.

Dedicated: To thrive in this business, you need to be dedicated to your team, your career, and your passengers. It has to be something you want with your whole heart, and are willing to show that everyday.

Resourceful: You never know what can go wrong when you are up in the sky. You need to be prepared for anything, and be able to use what you have on board to fix any problem that may arise.

Empathetic: The most important quality in a customer service representative in any field is empathy. You have to be able to assess situations from the eyes of another, to ensure you are treating people the way you would want to be treated.

Approachable: Showing that you are ready and willing to listen and help anyone around you creates a comfortable environment for your team and for passengers. Being approachable ensures that people will open up to you about their concerns or needs, rather than suffering through things.

Memorable: You want to be remembered as someone who created an excellent experience for passengers. When they go to book their next flight, if they are able to say they had a legitimately memorable flight with you, that creates repeat customers, which is the key to your company succeeding.

Welcoming: Making passengers feel welcome is the first step to them having a pleasant experience with you, your team, and your airline. Welcoming them reminds them that they are an important person, not just a number.

Organized: Being organized ensures that things will run smoothly. When you are up in the air, there is no turning back if you forget something. You have to be on the ball the entire time, ready and prepared for anything.

Reliable: It is important that your crew and airline can rely on you to give 110% every day that you come in to work. Making your passengers aware that they can rely on you creates a safe and enjoyable experience for them.

Knowledgeable: Knowing what you're talking about and the proper way to do things not only keeps your team on the right path, but keeps the passengers confident that they are in good hands. Safety is the top priority, and in order to create the safest environment possible, you have to be consistently keeping up to date with everything you need to know.