

February 11th Hearing Panelist Information and Written Statement

Panel Four: What it's Like to Work at the Airport Elizabeth Tuani, Customer Service Agent, DAL Global Services

INFORMATION:

Elizabeth Tuani is an employee at Seattle Tacoma International Airport.

STATEMENT:

Hello, my name is Elizabeth Tuani, I am an employee at Sea-Tac Airport. I am currently employed by Delta Global Services doing customer service at the gates. I am responsible for driving the jet way up to the aircraft to let inbound passengers off, along with the safe and on time boarding of passengers at the A gates for United Express. I also am responsible for rebooking passengers in cases of delays and cancelations. I also am cross-trained to work on the ramp as a baggage handler, and certified to de-ice aircraft.

I absolutely love the airport. I started with Ogden Aviation as a transfer runner in 2003, which includes transferring bags from one airline to another, then moved on to Swissport as a ramp agent. I have tried other jobs outside of the airport but for some reason I feel the airport is where I belong. Working at the airport for me is challenging in the way of testing my ability to think and react to situations with a quick response. The challenge of dealing with all kinds of passengers during delays and cancelations. Then rushing down to the ramp to help load bags and wing walk the aircraft out on time please explain wing walking! I love these challenges and take pride in my job and doing it to the best of my ability.

I am always looking to improve and move up. Besides training from my employer mention here at least one example of training you have received from your employer I look to Airport Jobs. They have been a major lifeline for me in my airport journey. Words could not express the gratitude I have for the staff in the job office. I have had opportunities to further my training through Airport University. I have taken a customer service course and am currently enrolled in International Logistics and Trade. I believe some of the biggest challenges in airport life are the pay, the lack of affordable health insurance, hours as far as being odd; we definitely have to work around the schedule of each aircraft, and the danger of certain positions. In 2011 the ramp was ranked number 5 most dangerous job on the yahoo search site. Despite these challenges, airport work has captured my heart. The airport has so many different job opportunities, more than people probably know, whatever your field is, you can find it at the airport.