

Working at Heathrow Airport *

Fasten your seatbelts, pages 6-7

50 minutes

individual work and pair work



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Introduction

Heathrow Airport is a major international airport near London. Heathrow is the second busiest airport in the world by international passenger traffic, as well as the busiest airport in Europe by passenger traffic. Millions of passengers travel through Heathrow Airport every year. With expansion and a third runway, Heathrow is set to continue to play a major role in the UK's future. Perhaps working in such a fascinating, global environment is just the thing for you...? Do this web task and find out.

Exploration

A

Go to <https://your.heathrow.com/>. Answer the questions.

1	Do you know the meaning of the following words? Write down the Dutch translations. Use a dictionary if necessary.
	a hub
	b destinations
	c runway
	d arriving and departing
	e domestic passengers
f sustainable aviation	
2	How many runways does Heathrow have?
3	How many terminals does Heathrow have?
4	How many passengers travelled through Heathrow in 2018?
5	How many people work at Heathrow?

B

Now go to 'explore' and click on '24 hours at Heathrow'. Are these statements *true* or *false*?

1	Between 4.30 a.m. and 7 a.m., the first flights from South East Asia arrive at Heathrow.
2	Passengers who are checking in for early and mid-morning flights, have to go to terminals 1 and 2.
3	In the early morning, the short-haul flights outnumber the long-haul flights.
4	There are 37 flights between Heathrow and New York per day.
5	At Heathrow Airport, you can choose from hundreds of different shops.
6	Heathrow is the only airport to have two separate restaurants belonging to Michelin Starred Chefs.
7	In every terminal there are play areas to entertain children.
8	As passengers get ready to board their flights, the cargo is placed at the rear of the plane.
9	The 'Here to Help' staff can offer assistance in 50 different languages.
10	The last flight of the day is scheduled at 11.05 p.m., arriving from Rome.
11	There are no arrivals or departures between 1 a.m. and 4.30 a.m.

C

British Airways (BA) is the flag carrier airline of the United Kingdom. It is the largest airline in the UK based on fleet size, international flights, and international destinations. Perhaps working for the UK's biggest airline company is something for you? Go to <https://careers.ba.com/> and find out.

1	What is meant with a 'flag carrier airline'?
2	What exactly is 'mixed fleet'?
3	Go to 'Heathrow Cabin Crew'. Imagine, you just got yourself a job as flight attendant (cabin crew). How much will you get paid?
4	Which three 'additional benefits' do you like the most? Write them down and translate them into Dutch.
5	Imagine you want to 'move on'. How long will it take before you can apply for the job of customer service manager (CSM)?
6	How much does a CSM get paid?
7	What should you do if you want to apply for a job at BA?
8	What happens if you are successful at the online application stage?

D

Are you looking for a job that lets you be you? Watch this promotional British Airways recruitment: https://www.youtube.com/watch?time_continue=24&v=i763d5gE8PU. Listen carefully and fill in the gaps with the correct words.

<Kader>

If you have a(n) ... (1), like to provide solutions, and enjoy interacting with people, British Airways Customer Service is for you.

'I'm a people person. I love helping people. I always have. You really need to be ... (2) and engage with the customers. Part of that is anticipating their ... (3). Each customer is different. That means the situations are always changing, but the energy and ... (4) at the terminal keep you going.

'Making a difference to someone's journey is really ... (5). This isn't your standard nine to five job, you meet and interact with so many interesting people at the airport. Whether they're ... (6), or working in other departments. You get to really connect with our team.

‘It’s a 24/7 operation, so the role has ... (7), and adapts to give you a great work-life balance. Plus, there are so many opportunities to progress and ... (8). Working at British Airways enables me to deliver the best service I can, and lets “me” be “me”.’
<Einde kader>

Final task

Imagine, you have applied successfully and you are invited to BA’s assessment centre. Here, you will have to do a series of assessment events including an interview, individual role-plays, and a group exercise. Of course, you want to look your best, so you prepare for the interview.

1	Make a prompt card: <ul style="list-style-type: none">- why do you want to work for BA;- what do you like about the job;- why do you think you have what it takes.
2	Team up with a classmate. Conduct the interview. Swap roles.