

Hallmark Aviation Services



Hallmark Aviation Services is a premier handling company for Newark Liberty Airport, LAX, and SFO International airports. *Hallmark* provides world-class above-the-wing services including Passenger Services, Flight Operations, and training to international air carriers.

Location:	Los Angeles, CA
Position Type:	Customer Service Agent Trainee
Length of Training:	12 months
Salary:	\$1646.66/month
Open Positions:	8
Start Date	December, 2008
Housing:	Assistance available

Summary of Position:

The Trainee will develop an understanding of the travel and tourism industry by exposure to all relevant comprehensive tasks and activities.

Trainees will rotate through the following phases of training: Orientation, Check-In/Reservations and Customs, Passenger Loading/Offloading, and Business Management. They will train in various departments including: Passenger Services, at the Gate/Ramp, and in Operations. Optional rotations include Sales and Marketing, Accounting, and Manpower Management.

Trainees will learn how to check passengers in, make reservations, comply with governmental agencies, process and handle flight arrivals, process and tracking lost bags, ticket reissue, fare adjustments, embarking and disembarking passenger flow, and coordinate departures.

Trainees will come to understand American business culture, perspectives and practices in addition to learning all FAA, Customs, Immigration, Passport, Visa, and Police regulations.

Requirements:

- ✓ Background in Tourism or Business Management
- ✓ Strong English Language Skills