

AIRPORT EXPERIENCE AT ACCRA INTERNATIONAL AIRPORT

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An educational trip plays an important role in the life of every student because it connects the theory class with the practicals. I had the opportunity to visit Accra International Airport for the very second time, but this time I went as a student to explore a few activities at the airport organized by the International Travel and Tourism Institute (ITTI).

Main Purpose: To study operations within the airport through direct observation of daily activities across different sections.

Check-In Operations & Customer Service

During the trip, we visited different sections of the airport and literally observed how the airport operates on a daily basis. The first section we visited was the check-in area where passengers verify their documents and weigh their baggages. Also, I learned that customer service agents must have good communication skills and treat passengers genuinely to ensure their maximum satisfaction.

Security Checkpoints & Boarding Procedures

We also visited the security checkpoint where passengers and luggage were screened carefully. Here, safety is a number one priority. Despite the strict procedures, we went through the boarding process smoothly, observed how announcements were made at the airport, and also witnessed a wide body of aircraft at the airside.

Conclusion & Insights

The most interesting part of the trip was seeing how airport staff teamed up to ensure smooth operation and a safe journey. In conclusion, the trip to Accra International Airport awakened and motivated me about customer service and airport operation.