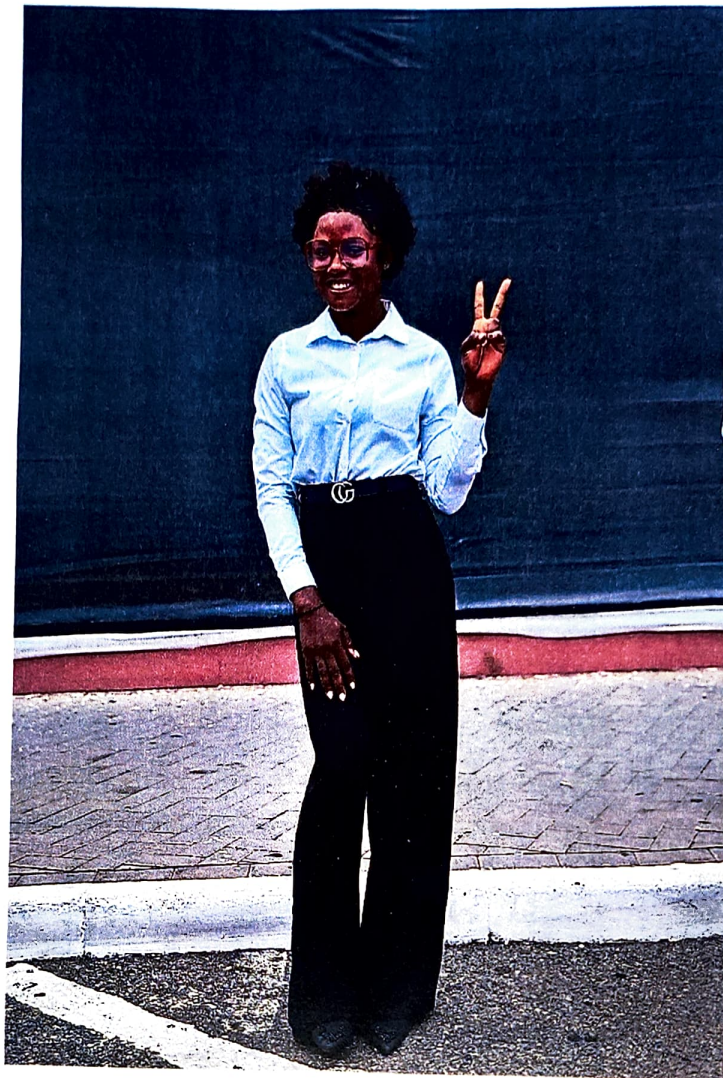




ARTICLE WRITING

CHOOSE ONE OF THE FOLLOWING TOPICS AND WRITE AN ARTICLE

1. AIRPORT EXPERIENCE: SHARE INSIGHTS FROM A TRIP TO AN AIRPORT THAT YOU ATTENDED
- 2: WORKSHOP INSIGHTS: REFLECT ON A WORKSHOP THAT TOOK PLACE THIS MONTH AND DISCUSS YOUR LEARNINGS.
3. COURSE INSIGHTS: PROVIDE INSIGHTS INTO A PARTICULAR COURSE YOU ARE CURRENTLY TAKING AT ITTI

MY NAME IS OWUSUA PRISCILLA, I HAVE A STRONG PERSONAL INTEREST IN AVIATION, ESPECIALLY IN THE AREA OF CUSTOMER SERVICE. I AM FASCINATED BY HOW AIRPORTS STAFF INTERACT WITH PASSENGERS AND ENSURE THAT THEIR TRAVEL EXPERIENCE IS SMOOTH AND COMFORTABLE. I ADMIRE THE PROFESSIONALISM, PATIENCE, AND COMMUNICATION SKILLS DISPLAYED BY CHECK-IN AGENTS AND OTHER AIRPORT WORKERS. MY INTEREST IN THIS FIELD HAS GROWN THROUGH MY OBSERVATION AFTER A VISIT TO THE AIRPORT, WHERE I SAW HOW IMPORTANT GOOD CUSTOMER SERVICE IS IN ASSISTING PASSENGERS AND SOLVING PROBLEMS.

BELOW IS AN ARTICLE TO SHARE MY EXPERIENCE IN "MY VISIT AT THE AIRPORT"

Airports are very important places in the aviation industry because they connect people from different parts of the world. My visit to the airport was one of the most exciting and educational experiences I have ever had. As a student who is interested in aviation, I was happy to observe many activities that take place at the airport every day.

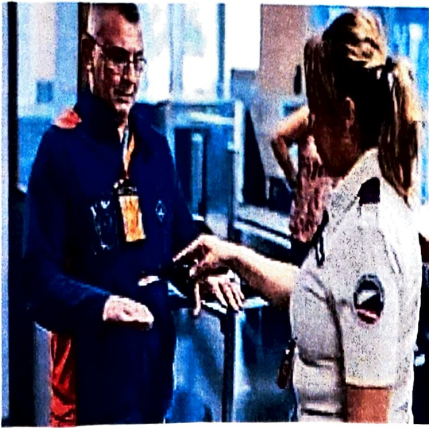
On the 25th of March 2026, my school (INTERNATIONAL TRAVEL AND TOURISM INSTITUTE (ITTI)) organized a trip to the ACCRA INTERNATIONAL AIRPORT (AIA) When I arrived at the airport, the first thing I noticed was the busy environment. Passengers were moving around with their luggage while airport staff worked hard to ensure everything was organized. I saw the FIDS (Flight Information Display System) which shows flight numbers, departure and arrival times, boarding gates, flight status and Airline names,



people checking in for their flights,



security officers inspecting passengers,



and airline staff assisting travelers with their questions at the departure hall.



The atmosphere was active, professional, and well-coordinated.

One of the most interesting parts of my experience was observing the check-in process.



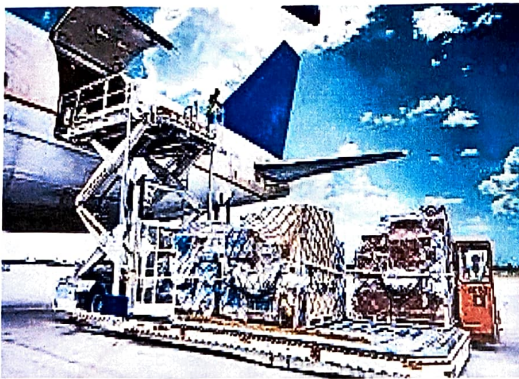
The check-in agents welcomed passengers politely and helped them with their boarding passes and baggage. I learned that good customer service is very important in aviation because it helps passengers feel comfortable and satisfied. I also realized that airport workers must be patient, respectful, and hardworking.

Another exciting moment was seeing aircraft on the apron.



Watching the aircraft take off and land made me appreciate the beauty of aviation even more. I observed ground handling activities such as loading luggage, refueling aircraft, and guiding planes safely.

These activities showed me that teamwork and communication are very important at the airport.



shutterstock.com - 2756197271



Security procedures were also very strict and organized. Passengers had to pass through security checks before entering the departure area.



This helped me understand how airports maintain safety and protect travelers. I learned that security is one of the most important aspects of aviation.

During my visit, I also noticed the importance of time management at the airport. Every activity was carefully planned to avoid delays. Staff members worked quickly and efficiently to make sure flights departed on time. This taught me the value of discipline and responsibility in the aviation industry.



In conclusion, my airport experience was both enjoyable and educational. I learned many things about airport operations, customer service, teamwork, and safety procedures. The experience increased my passion for aviation and inspired me to continue learning more about the industry. I hope to gain more knowledge and experience in aviation in the future.

HERE ARE SOME PHOTOS WE TOOK DURING OUR VISIT TO THE ACCRA INTERNATIONAL AIRPORT



Terminal 2 : Before the Trip



Terminal 2 : Car Park



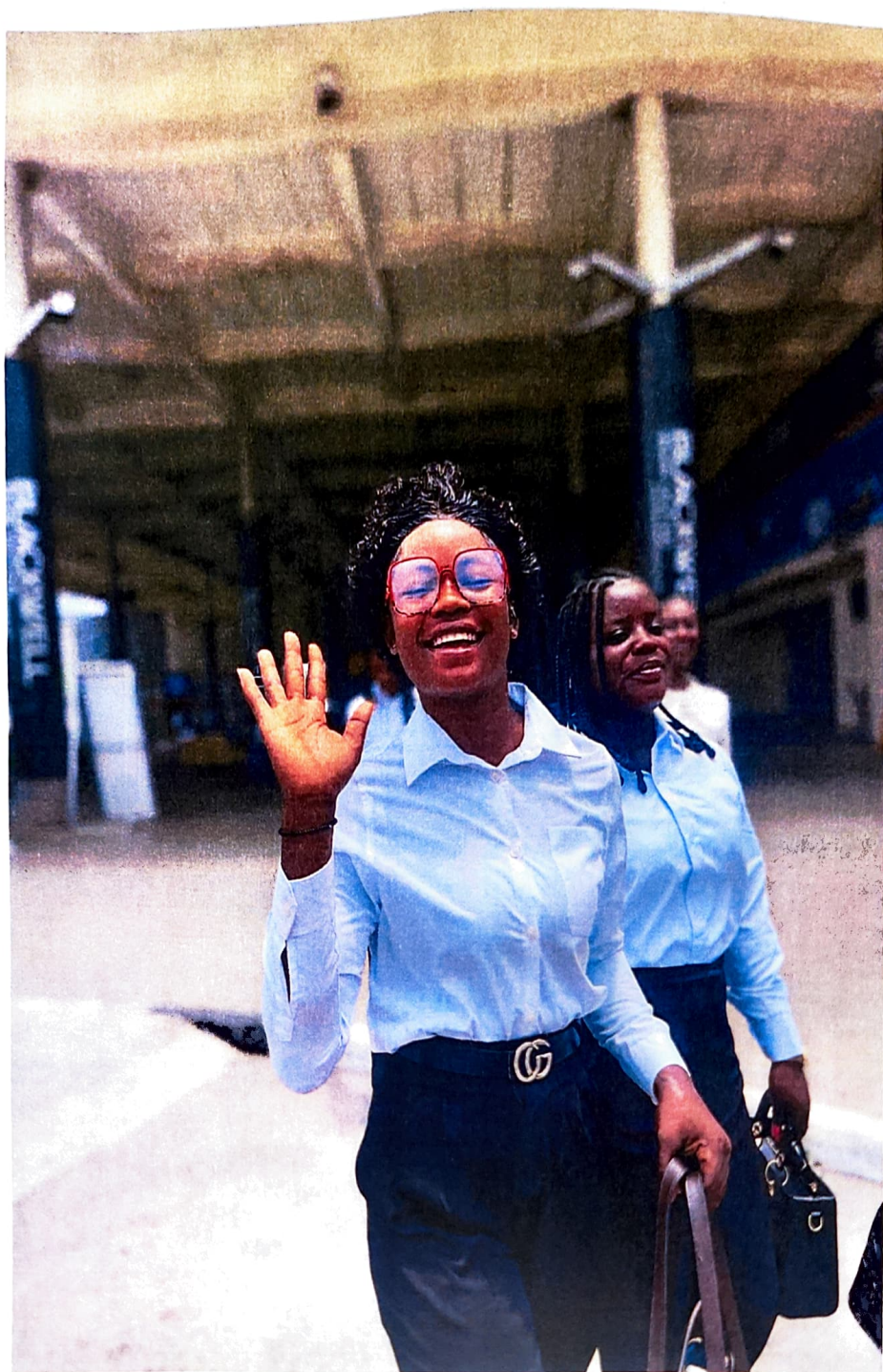
Terminal 3 : Waiting Area



Terminal 3 : Arrival Hall



After Trip



Thank you.