



SAARTHI - सारथी

करियर मार्गदर्शन पोर्टल · Career Guidance Portal

"सही मार्गदर्शन, उज्ज्वल भविष्य।"

करियर शीट · CAREER SHEET

एयरलाइन कस्टमर सर्विस एजेंट

An Airline Customer Service Agent handles check-in, boarding, ticketing and passenger help at airports. Growing Jaipur, Udaipur and Jodhpur airports mean rising opportunities in Rajasthan.



Scan for everything on this career

Salary, exams, colleges, the routes in and the steps after — all on the portal.

career.gsssjethantri.in/#/career/hosp-7011

राजकीय उच्च माध्यमिक विद्यालय, जेठन्तरी

Govt. Sr. Sec. School, Jethantri · ब्लॉक समदड़ी · बालोतरा (Block Samdari · Balotra)

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सुशील कुमार शर्मा

प्रधानाचार्य, रा.उ.मा.वि. जेठन्तरी · मास्टर ट्रेनर
Principal, GSSS Jethantri · Master Trainer



श्री चेनाराम चौधरी

प्रधानाचार्य, डाइट बाड़मेर
Principal, DIET Barmer



श्रीमती संघमित्रा

वरिष्ठ व्याख्याता, डाइट बाड़मेर (सहयोग)
Sr. Lecturer, DIET Barmer (Support)



भरत चौधरी

अभिकल्पना व विकास · व्याख्याता (इतिहास)
Designed & developed · Lecturer (History)

विशेष धन्यवाद · SPECIAL THANKS



सुरेन्द्र सिंह राठौड़

व्याख्याता (इतिहास) · रा.उ.मा.वि. कानाना



सुरेश कुमार सैन

व्याख्याता (भूगोल) · रा.उ.मा.वि. रामसीन मूंगड़ा



वनिता कुमारी

व्याख्याता (इतिहास) · रा.उ.मा.वि. रामसीन मूंगड़ा



कमलेश चौधरी

व्याख्याता (राजनीति विज्ञान) · रा.उ.मा.वि. टापरा

करियर मार्गदर्शन कार्यशाला, डाइट बाड़मेर (14-17 जुलाई 2026) में विकसित व लोकार्पित
Developed & unveiled at the Career Guidance Workshop, DIET Barmer (14-17 July 2026)

यह एक स्वतंत्र परियोजना है, जो सरकार की आधिकारिक करियर-मार्गदर्शन सामग्री पर आधारित है। · An independent project based on the Government's official career-guidance content.

1 About this career

An Airline Customer Service Agent handles check-in, boarding, ticketing and passenger help at airports. Growing Jaipur, Udaipur and Jodhpur airports mean rising opportunities in Rajasthan.

2 At a glance

Minimum qualification	Class 12, any stream
Work mode	Shift-based field-desk job at airports
Demand	High, record expansion in Indian aviation
Top earning	INR 10-18 LPA at station manager level

3 What you need

INTERESTS

- Working with and for people
- Interest in aviation and travel
- Solving problems on the spot

ABILITIES

- Clear communication and polite manner
- Staying calm under pressure and crowds
- Understanding of numbers and data

KEY SKILLS

- Knowledge of check-in and reservation systems
- Passenger complaint resolution
- Quick decisions in emergencies
- Fluent communication in English and Hindi
- Teamwork and punctuality
- Professional grooming and etiquette

4 How to get there

- 1 Pass Class 12 in any stream
- 2 Do B.Sc. or diploma/certificate in aviation-hospitality
- 3 Strengthen English communication and computer skills
- 4 Apply in airline/ground handling recruitments
- 5 Complete the airline's internal training and start work
- 6 Rise to supervisor and manager with experience

MAIN EXAMS

- No national exam; airline interviews and grooming tests
- Institute-level entry (for degree courses)

5 Where to study

GOVERNMENT INSTITUTES

- Institute of Hotel Management (IHM) — Jaipur (<https://www.ihmjaipur.com>)
- Institute of Hotel Management (IHM) — Jodhpur
- State Institute of Hotel Management — Udaipur

PRIVATE INSTITUTES

- Frankfinn Institute of Air Hostess Training — Jaipur
- Oberoi Hotels (hospitality training) — Jaipur/Udaipur

ONLINE

- IGNOU (tourism & hospitality programmes) — Distance education (<https://www.ignou.ac.in>)

FEES

Roughly INR 50,000 to 2 lakh per year depending on course.

SCHOLARSHIPS

- National Scholarship Portal (<https://scholarships.gov.in>)
- Rajasthan SJE Scholarships (<https://sje.rajasthan.gov.in>)
- Buddy4Study (scholarship search) (<https://www.buddy4study.com>)

- Vidya Lakshmi Education Loan Portal (<https://www.vidyalakshmi.co.in>)

6 What the work is like

WHERE YOU WORK

Airport terminals, airline offices, call centres; Jaipur, Udaipur, Jodhpur, Kishangarh and Jaisalmer airports.

WORK CULTURE

Shift work with early-late duties; 5 days a week, 8-9 hours; uniform and discipline required; contract jobs also exist.

WHO HIRES

- IndiGo, Air India, SpiceJet, Akasa Air
- Ground handling firms like AISATS, Celebi, Bird Group
- Travel agencies and ticketing companies
- Airports Authority of India airports
- Indian offices of international airlines

DEMAND (2026)

India is the world's third-largest domestic aviation market; new aircraft and airports keep ground staff hiring on the rise.

7 Career growth

- 1 Customer service agent
- 2 Supervisor
- 3 Airport operations/customer service manager
- 4 Station manager
- 5 Customer relations head

EARNINGS

Starting	₹20,000-40,000
Mid level	₹40,000-60,000
Senior level	₹70,000-1,50,000

Monthly estimates (2026); international airlines and big airports pay more with allowances.

8 The good parts · The challenges

The good parts

- Early, glamorous job after Class 12
- Travel discounts and airline perks
- Fast-growing aviation sector

The challenges

- Night and festival shift duty
- Stress from upset passengers
- Long hours on your feet

9 Real-life journeys

Capt. G. R. Gopinath

Founder, Air Deccan

Farmer's son and ex-soldier Capt. Gopinath launched low-cost Air Deccan, bringing air travel and passenger service within reach of ordinary Indians.

Knowledge at Wharton · <https://knowledge.wharton.upenn.edu/article/how-g-r-gopinath-got-air-deccan-to-fly/>

Sabina Chopra

Co-founder, Yatra.com

Sabina Chopra began at Japan Airlines handling airport operations, ticketing and reservations, and that experience powered her rise to co-founding Yatra.com.

StartupTalky · <https://startuptalky.com/sabina-chopra-yatra/>

10 Sources & further reading

1. Rajasthan Career Guidance Portal — <https://cg.rajasthan.gov.in/careerguidance/hi/career/%e0%a4%8f%e0%a4%af%e0%a4%b0%e0%a4%b2%e0%a4%be%e0%a4%87%e0%a4%a8-%e0%a4%95%e0%a4%b8%e0%a5%8d%e0%a4%9f%e0%a4%ae%e0%a4%b0-%e0%a4%b8%e0%a4%b0%e0%a5%8d%e0%a4%b5%e0%a4%bf%e0%a4%b8-%e0%a4%8f%e0%a4%9c/>
2. Airports Authority of India — <https://www.aai.aero>
3. National Career Service — <https://www.ncs.gov.in>
4. National Scholarship Portal — <https://scholarships.gov.in>



And 770+ more careers — the whole portal

Interest and aptitude tests, government jobs, skill courses and a CV builder — free, no login, and it works offline.

career.gsssjethantri.in