



SAARTHI - सारथी

करियर मार्गदर्शन पोर्टल · Career Guidance Portal

"सही मार्गदर्शन, उज्ज्वल भविष्य।"

करियर शीट · CAREER SHEET

एयरलाइन ग्राहक सेवा एग्ज़ेक्यूटिव

Airline Customer Service Executives assist passengers at airport counters and airline check-in desks - sharing ticket and boarding information, handling baggage checks, managing passengers during flight delays or cancellations,...



Scan for everything on this career

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

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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

Airline Customer Service Executives assist passengers at airport counters and airline check-in desks - sharing ticket and boarding information, handling baggage checks, managing passengers during flight delays or cancellations, and supporting travellers who need special assistance (such as persons with disabilities or elderly passengers). They work closely with pilots, cabin crew and other airport staff to keep the pre-flight and post-flight experience smooth and safe. It is largely a desk-based, front-facing role where communication skills and patience matter the most.

2 At a glance

Minimum qualification	10+2 (any stream), or 2 years' work experience, or ITI after Class 10
Course Duration	Certificate course of about 240 hours (NSQF Level 4)
Work mode	Desk-based job, 5-6 days a week, 8-9 hours a day
Entry Age	Typically 18 years and above

3 What you need

INTERESTS

- Enjoys talking to people and helping them
- Likes working in an organised way and following procedures
- Interested in travel, airports and the airline industry

ABILITIES

- Can talk comfortably and confidently with anyone
- Enjoys listening to people's problems patiently and solving them
- Willing to take on new responsibilities and work under pressure

KEY SKILLS

- Good verbal communication skills (in both Hindi and English)
- Patience and emotional composure, especially with upset passengers
- Time management and multitasking
- Ability to coordinate and work well within a team
- Problem-solving and quick decision-making ability
- Basic computer literacy and familiarity with ticketing/check-in software
- Neat, professional appearance and grooming

4 How to get there

- 1 Complete Class 12 (10+2) in any stream
- 2 Or gain 2 years of relevant work experience
- 3 Or complete an ITI course (engineering/non-engineering) after Class 10
- 4 Enrol in the NSQF Level 4 certificate course for Airline Customer Service Executive
- 5 Confirm exact course duration and fees with the institute at the time of enrolment
- 6 Work on your spoken English and personality - most hiring processes test these directly

MAIN EXAMS

- There is no major national entrance exam for this career. After joining a training institute, an NSQF Level 4 skills assessment leads to certification, and airlines typically hire through a group discussion, personal interview and English-communication test.

5 Where to study**GOVERNMENT INSTITUTES**

- NSDC (National Skill Development Corporation) - प्रशिक्षण केंद्र खोजें — Across India (<https://nsdcindia.org/find-nsdc-training-centre>)
- जन शिक्षण संस्थान (Jan Shikshan Sansthan - JSS) — Across India, including Rajasthan (<https://nsdcindia.org/find-nsdc-training-centre-jss>)
- NIOS - व्यावसायिक शिक्षा अध्ययन केंद्र — Across India, including Rajasthan (<https://voc.nios.ac.in/registration/locate-study-centre>)
- राजस्थान कौशल एवं आजीविका विकास निगम (RSLDC) — Jaipur and other districts of Rajasthan (<https://livelihoods.rajasthan.gov.in/rsldc>)

- राजस्थान सरकारी व्यावसायिक विद्यालय (Vocational Schools) — Government schools across Rajasthan
- AICTE - NSQF सूचीबद्ध केंद्र — Across India (<https://www.aicte-india.org/>)

PRIVATE INSTITUTES

- Frankfinn Institute of Air Hostess Training — Jaipur and many other Indian cities (<https://www.frankfinn.com/>)
- Bird Academy (IATA Authorised Training Centre) — Delhi-NCR and other cities (<https://www.birdacademy.in/>)
- Aviation Multi Skill Development Centre (AMSDC) — Chandigarh (<https://www.birdacademy.in/amscd/>)

ONLINE

- Skill India Digital Hub (SIDH) - eSkill India — Online (free) (<https://www.skillindiadigital.gov.in/>)
- NSDC ऑनलाइन कोर्स कैटलॉग — Online (https://www.nsdcindia.org/scmp/assets/image/858196215-Airline_Customer_Service_Executive-Preview_File.pdf)

FEES

Under most government schemes (such as PMKVY, NSDC/JSS centres) this course is free or very low-cost. Private aviation academies (like Frankfinn) may charge anywhere from ₹50,000 to ₹2,00,000 depending on course duration and facilities - always confirm fees in writing before enrolling.

SCHOLARSHIPS

- National Scholarship Portal (<https://scholarships.gov.in/fresh/onlineInstituteSearchIndex>)
- Buddy4Study - ITI/Vocational Scholarships (<https://www.buddy4study.com/article/iti-scholarships>)

6 What the work is like

WHERE YOU WORK

Airline check-in counters at airports, city booking offices and call centres are the main workplaces. It is a desk-based job that does not typically involve much local travel.

WORK CULTURE

Work is typically 5-6 days a week, about 8-9 hours a day, often in shifts aligned to flight schedules. Team-lead responsibility is uncommon at entry level but grows with experience into supervisory roles. Opportunities exist for candidates with disabilities as well.

WHO HIRES

- IndiGo
- SpiceJet
- Indian offices of international airlines (Emirates, Air Arabia, etc.)
- Air India / Air India Express
- Air India SATS (AISATS) and other ground-handling companies
- Services affiliated with the Airports Authority of India (AAI)

DEMAND (2026)

Domestic air travel in India is growing steadily and new airports and routes are opening (including under the UDAN regional connectivity scheme), keeping steady demand for roles like Customer Service Executive. The field is competitive, though, and candidates with strong English and communication skills are preferred.

7 Career growth

- 1 Customer Service Officer
- 2 Customer Service Executive
- 3 Senior Customer Service Executive
- 4 Assistant Manager
- 5 Manager (Customer Service / Airport Operations)

EARNINGS

Starting	₹15,000 - ₹18,000/माह (महीना)
Mid level	₹20,000 - ₹25,000/माह (महीना)
Senior level	₹30,000 - ₹45,000+/माह (सहायक प्रबंधक/प्रबंधक स्तर)

Government data (talent.com) puts the starting salary at roughly ₹18,000-₹22,000/month. Glassdoor shows an average of about ₹22,000-₹24,000/month, while Naukri and Indeed job postings across different airlines range from ₹17,000 to ₹33,000/month. Actual pay varies by city, airline and experience.

8 The good parts · The challenges

The good parts

- A start in the prestigious, fast-growing aviation industry
- Travel perks and discounted flight tickets are common benefits
- Builds strong communication and customer-service skills that transfer to many other fields

The challenges

- Starting salary is relatively modest
- Shift work and occasionally handling upset or difficult passengers can be stressful
- Career growth requires consistently strong English and performance over time

9 Real-life journeys

Sonal Singh

Customer Service Executive, IndiGo Airlines

Sonal Singh works as a Customer Service Executive with IndiGo Airlines, where she assists passengers at the airport with check-in, boarding and other travel needs. Her career shows how strong communication skills and a service mindset can lead to a role at one of India's largest airlines.

LinkedIn (public profile) · <https://in.linkedin.com/in/sonal-singh-38486a159>

Gagandeep Singh Puri

Customer Service Executive, IndiGo Airlines

Gagandeep Singh Puri works as a Customer Service Executive with IndiGo Airlines. Assisting hundreds of passengers daily at the airport counter, his work reflects how the role demands discipline, patience and strong communication skills.

LinkedIn (public profile) · <https://in.linkedin.com/in/gagandeep-singh-puri-93b58222>

10 If this route does not work out

One exam or one attempt does not close the door. The same subjects also open these routes — entry is usually easier, and you can return to this field later.

- Electric Vehicle (EV) Assembly Technician
- Florist
- Mechanical Fitter (Heavy Earth Moving Machinery)

11 Sources & further reading

1. NSDC - Airline Customer Service Executive course details — <https://nsdcindia.org/airline-customer-service-executive-0>
2. Salary data - Talent.com — <https://in.talent.com/salary?job=Customer+Service+Airport>
3. Salary data - Glassdoor — https://www.glassdoor.co.in/Salaries/aviation-customer-service-executive-salary-SRCH_KO0,35.htm
4. Scholarships - Buddy4Study — <https://www.buddy4study.com/article/iti-scholarships>



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