I am Isah Kaye Amor U. Padilla, a fourth-year Bachelor of Science in Tourism Management student at Batangas State University ARASOF-Nasugbu. As part of my on-the-job training, I was given the opportunity to be deployed under the Philippine Airport Ground Support Solutions, Inc. (PAGSS), where I was assigned to two key departments—Cargo Handling at Terminal 1 and Passenger Services under China Southern Airlines at Terminal 3. This experience allowed me to gain hands-on knowledge in both cargo logistics and airline passenger operations, giving me a well-rounded perspective on airport ground handling services.

In the Cargo Department at Terminal 1, I learned the fundamentals of cargo acceptance, documentation, and shipment processing. I was trained in handling key documents such as the Master Airway Bill and Transfer Manifest, as well as calculating volumetric weight to ensure accurate cargo charges and efficient space allocation. Additionally, I became familiar with the procedures for handling skidded and palletized shipments, including the weight deductions for specific cargo types like the Paleta (Blue).Meanwhile, in Terminal 3 under China Southern Airlines, I was immersed in passenger services, where I assisted in check-in procedures, boarding gate operations, and customer assistance, ensuring smooth passenger flow and adherence to airline standards. My deployment in both departments not only enhanced my technical skills but also taught me the importance of teamwork, accuracy, and efficiency in airport operations. This experience has deepened my understanding of aviation logistics and passenger handling, preparing me for future roles in the industry.