

A day in the life of... Ritu Chowdhry

What does your job entail?

My core job is to ensure that the terminal that I have been assigned to is running in top-notch condition, with safe and efficient operations in compliance with the Bureau of Civil Aviation Security regulations. Primarily, this involves making sure that all airport facilities and equipment are in good working order and that unsafe work practices/conditions are eliminated or repaired, for which I am required to coordinate with various other departments such as maintenance, housekeeping and safety.

I have to ensure that the passenger experience at the airport is a pleasant one and that all the line personnel extend courteous and efficient service at all times. I also handle coordination and public relations among the airport users, the stakeholders and the general public.

“My favourite part of the day is any time I interact with passengers, be it for problem-solving or just exchanging pleasantries and imparting information.”

What's your daily routine?

My normal working day begins with a team briefing, which involves a handover from the previous shift, details of any jobs not serviced in the terminal premises, incident and knowledge sharing for the benefit of all team members and allocations to their respective duty points for that particular day. This is followed by an intensive round of the terminal building to ensure that all equipment/facilities are in good working condition and that the passenger flow is smooth and hassle-free. Thereafter, I am available inside the terminal for the rest of the day, monitoring subordinates and troubleshooting (in case

Ritu Chowdhry, associate manager airport operations

- Airport: Indira Gandhi International Airport, Delhi, India
- Time in job: 18 months
- Previous positions: I joined GMR-DIAL as associate manager airport operations
- Your number in the pecking order? I am number two in the operational hierarchy, after the terminal manager.

of any passenger complaint or any emergency that may arise).

A regular work day in our organisation comprises 12 hours and it normally ends with the task of compiling shift reports.

What's your favourite part of the day?

Considering that I have been a part of the customer service industry as frontline personnel ever since I started working,

my favourite part of the day is any time I interact with passengers, be it for problem-solving or just exchanging pleasantries and imparting information.

All my previous jobs have enhanced my personality to the point that I have become a total people person and enjoy meeting people from all walks of life.

I really enjoy what I do and therefore there's nothing in particular that I dislike about my job.

Have there been any changes to your job since you started and why?

Having shifted to a new facility (Delhi's new Domestic Terminal 1D) posed



a lot of challenges, which we embraced and now the terminal is moving steadily up to the number one position in its league. The thrill of seeing the new domestic airport being constructed and then the commencement of operations has been a moment of pride for everyone within the GMR Group.

New and refined technologies and equipment have made our jobs much easier. We are all looking forward to being a part of Indian aviation history with the making of the new state-of-the-art facility at Terminal III.

What are your ambitions for working within the airport?

Like any one else, I am ambitious and hope to carve a niche for myself in my chosen organisation.

When I joined the GMR Group it was with the expectation that it would offer me an environment conducive for fulfilling my long-term career goals.

As the organisation grows from strength to strength, I hope to grow with it, too. ■