

A day in the life with...

# Carlos Raigoza

*What is your job title?*  
Security Patrol Officer

*How long have you worked here for?*

Three months now. Unfortunately I was unemployed before I found this job online. I have security experience already, I worked as a residential concierge previously.

*Can you tell me about a normal day for you, and also a busy event day?*

There's a little bit of difference but usually when it's quiet you still have lots of customer service, you still have people coming to you asking questions about where shops are, even people from outside the centre. On busy days, we have to go upstairs to the restaurants and control the queues, but generally there is not a big difference. I find that the event days are easygoing, because when it is busier it makes the day go faster.

*What would you say is your favourite part of your day?*

It is actually being outside. You make friends with the people in the shops, and the local customers, every time they come they will say hi, I mean you're here every day so that's nice community spirit. You get every kind of person here which is nice.

*What do you wish you knew about this job before you started?*

Maybe to have had some experience in security because this is totally new for me and it was a total change, so I've been learning everything slowly. It would be easier for me if I had a bit more experience outside dealing with customer problems – it is half working in customer service. Guests come and talk to you and ask you questions so you're almost sort of an extension of guest services, because you're seen as a frontline person and they see you and of course, come straight to you.



*Do you see yourself staying in Security?*

I would like to stay here and gain more experience. Maybe I'd like to go to the control room one day in the future but I need more experience first. I am still finding my feet here and working out where everything is.

*If you could give someone else one piece of career advice, what would it be?*

Everyone is different, everybody has their opportunities, so go with the flow, and if it's not now, it will happen for you eventually, if you work for it, it will come.