

A day in the life with...

Olsen Barreto

What is your official job title?

Security patrol officer

How long have you had the position here at LDO?

A year now!

Where were you before here?

Before joining here I was in retail working for Sainsbury's. I wanted a change in a career and I'm trying to have a future perhaps as an officer.

Do you have to have security training to work here?

We have a one-month course where they teach you the basics. It is very customer service focused which I already had training for. Most of the time it's customers' enquiries, and then sometimes it's supporting other units.

What is a day in the life like for you here?

We have days where it's very quiet, especially

when it's off-season. Then there's the other season that comes in, summer, and lots of customers, that's the real deal. There are times when we have to get involved in incidents and we get challenged, but again it's how you use your verbal communication skills because that's what you want, that's the easier way to get away from a conflict situation.

Do you look forward to event days?

I look forward to it. We prepare for the event two days in advance and we get people who know what's going to happen so that it's not all new, then we get people from other shifts to help as backup. It's nice to have a colleague working with you so there's always some kind of conversation going on and time can go very quickly.

What would you say is your favourite part of your job?

I like being around thousands of people. I learned most of my stuff from patrolling – which I like as



it's challenging and levels-up your role. I want to progress and I'd like to one day move up to the airport, perhaps something related to customer service.

If you could give someone career advice, what would it be?

I would make sure that they are passionate about the jobs they are applying for, you want it to be worth it.