

[INTERVIEW 3]
Ervin: RESPONSES

1. What is your current profession? Tell me more about your daily routine.

Currently I work as a Service Recovery Specialist at an airline. My routine varies based on the conditions our customers experience. Basically if a passenger experiences an in-flight issue such as turbulence, or a flight is diverted I reach out to passengers in order to assist them in retrieving their luggage, possibly rebook them on another flight, or issue compensation if there is an injury so it varies day to day. And there are many more issues that can arise, so my basic routine is being able to respond to a multitude of situations.

2. How much time do you usually spend on your phone in a given day? What types of applications do you use the most and why?

I would say I spend about 20 hours on my phone, between using gmail to check emails, to using Twitter to stay up to date on all current events important and not important, to using the ESPN app to know everything that's happening in the sports world, to using my radio app to listen to talk radio and then Castbox to listen to podcast, oh and Hulu to listen to all the shows in the morning with new. At night I put on my Funimation app to watch anime until I fall asleep, so I am always using my phone.

3. When was the last time you were either required to or wanted to broaden your vocabulary? Why were you required to do so or why did you want to do so? How did you go about doing so? What resources did you use?

I have never attempted to broaden my vocabulary, all my vocabulary comes from what I learned in both high school and college.

4. Would learning new vocabulary help you in some aspect of your daily life? If so, how or in what capacity? If not, why?

Not at all. The vocabulary I used got me into leadership positions in the companies I worked for. I am able to easily relate to my peers and passengers and I can also hold a high level meeting/conversation with my bosses.

5. What form(s) of learning helps you remember and/or understand information? Why?

The only form of learning that has ever worked on me is visual learning. If I can see it and do it myself, it imprints on me or my mind and I can replicate the task and improve upon it.

6. Was there a particular project or event, during your school or professional career that stood out to you because you learned a lot? Tell me more about the project/event. How was the information presented? What made you interested in the information that was being shared?

I would say I learn information nowadays through Power Point presentations. The ability to use different graphics and transitions between slides keeps me both focused and engaged, while listening or reading the text, which contains the bulk of the information.