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Name:

Lexi Laybourn

Job title:

Customer Service Officer

Company:

DP World London Gateway

Pathway:

Apprenticeship

What advice would you give a young person considering an apprenticeship?

Go for it and then take every single opportunity that comes your way, if you are seen to be a reliable, helpful person it will go a long way with your colleagues.

Why would you encourage young people to consider a career in freight forwarding or logistics?

There is an endless number of opportunities all around the world, and so many different departments. Your knowledge will continue to grow throughout your whole career. You really do learn something new every day!

How did you get into the industry?

I saw the opportunity of an apprenticeship advertised in the Customer Services department and knew I wanted to apply. I have worked here ever since; it has now been four years and I couldn't be happier. It is crazy to think how much I know now, compared to when I first started!

What does your current role entail on a day-to-day basis?

Our job in Customer Services is to 'Keep the cargo moving', so if a container has stopped whilst in the port, we rectify it. This could be damage, requires fumigation, unloading of rejected cargo and much more. I also host London Gateway tours, in person and virtually. I love meeting with our customers and showing them around the port, I always feel like I have a much better relationship with them once we have met in person.



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Tell us about the best parts of the job.

The best part of the job is any engagement with customers, whether that be on a Port tour or over the phone! We have lots of regular customers, so I have built a strong relationship with them over the years.

What is the most interesting product that you have shipped?

I had a customer that required fumigation of two containers that were destined for Australia. They both had super cars inside, both worth a million pounds each! The fumigation company had to check that their insurance covered this!

What advice would you give to young people when they first get into a role?

Take notes! Even if something seems irrelevant, you may need it one day. Soak up as much information from the people around you as possible and never be afraid to ask questions. Every job has days where things go wrong, or you forget something you have been taught – don't stress! We are all human and bad days do not define you or the job. Consider it a learning opportunity.

If you give 100% effort and are conscientious, you will be successful. A lot of people are extremely self-critical, me included. Sometimes you just need to give yourself a pat on the back for what you have done well, and not let something small knock your confidence.

How important is support from your colleagues?

Having a great group of teammates is what makes a good job an amazing job. The team I work in is like family, we are there for each other in every way. You need a good relationship with your team, you spend a lot of time with them.

What is your proudest achievement?

My proudest achievement is starting the Virtual Tours of DP World London Gateway. I had hosted tours in person before the pandemic which went well, and I wanted to think of a way to still show off the amazing port development whilst also working through covid. I never expected it to take off the way it has, but the tour has now been shown to hundreds of people from all over the world! To see people from different countries logged onto my tour was a slight 'pinch me' moment.

Finally, can you remember what you spent your first pay-check on?

A shopping spree on all sorts of rubbish I did not need but was so happy to be able to buy with my own money.

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