

# 10 great hints and tips how to be successful on interview!!

**Cabin crew assessment days** are never easy and it has to be one of the most stressful job interviews ever! But with these 10 great hints and tips from us should help you to be perfect and soon be on your way to your dream cabin crew career.

- 1. Get to the assessment centre early!** Firstly, you don't want to be late and possibly miss the assessment altogether but you want to be prepared and have time to take a few deep breaths before the day starts.
- 2. Look professional.** This is crucial, as potential crew are judged on appearance and those first five seconds of meeting the recruitment team are essential for making a good impression. Make sure your business suit is smart. Check that your shoes are shiny and of a classic style. Hosiery must be immaculate and plain for boys and girls and jewellery kept to the minimum. For the girls, wear your hair up in a pleat or bun preferably and make sure your make up is immaculate and not overpowering. Do a little research into how the cabin crew present themselves and try it out. For example, the Middle East female crew mostly wear their hair tied in a bun and prefer red lipstick and grey/brown eye shadow. Keep up your appearance during the day to check your hair is in place, make up is still on etc. Look the part already and not only will you feel more confident but you will let the recruiters see how you will look as part of their crew.
- 3. During the day,** mix with as many people as you can – **smile**, talk and be friendly! This will show off your communication skills and ability to work with all kinds of people. You may not see any recruiters there, but believe me, they will be watching you! Never be tired and never tell you are tired! Part of this job is be fresh!!! Even after 20 hours of interviews!!! The aviation industry is a competitive one and a smile from an air stewardess can easily make a passenger's day. When it comes to service, especially from an award winning airline, smile is one of the most important factor when it comes to a cabin crew selection.
- 4. In advance, practise typical airline interview questions** and answers so that you will feel prepared for the final interview and do the very best you possibly can.
- 5. During your team tasks, never ever talk over anyone else or put anyone down.** That is a huge no-no. Speak appropriately, listen carefully and encourage other team members to join in. For example, if you say "That is a really good idea, but what do you think, Sue?" This shows that you have listened, thought things through and are using teamwork too. This will show how good you are at working in a team and helping others too.
- 6. Research your airline.** Before you go to your assessment day it is a good idea to know a little about the airline you want to work for – What aircraft do they have? Where do they fly to? What is the airline's motto? What do they want to achieve? The recruiter may ask you a question which is airline related like "How do you think you would fit into our airline?" With your research you can reply with confidence and really impress the recruiter and it shows that you are really interested in working as cabin crew for the airline.
- 7. Once you get to the final interview, watch your body language and posture.** Make sure you don't cross your arms or legs and sit up straight. Smile and speak slowly. Remember, that you could be the face of the airline, so show that image now!
- 8. Try and be confident but not over confident.** Imagine you already have the job, think good thoughts and look the part. Most importantly, **be yourself!**
- 9. Please understand that if you get eliminated during your assessment day that not every airline is the same, so don't take it personally.** Some will have quotas to meet that allow for only so many cabin crew members to be recruited that day or they may be looking for something specific like male crew who speak Russian. Also, sometimes, it's just not the right airline for you – your personality may not fit at Etihad Airways for example, but you'd be great at Oman Air.
- 10. Finally, never give up!** Just because you didn't make the final cut doesn't mean you won't be great cabin

crew. Keep applying for all the airlines and remember the more assessment days and interviews you attend, the more experience you have next time around.

*It takes a lot of time and effort to become cabin crew and to finally pass your assessment day and interview, but the more work you put in, the more likely you are to succeed. Hopefully, these hints and tips will really help you shine at your cabin crew assessment day and get you well on the way to your dream career.*

*Remember, if it doesn't work out for you - it's not a personal thing; it's often a case of finding the airline that suits you.*

## **What exactly are airline recruiters looking for?**

### **Passion for the job**

Wanting to travel the world is not enough... You need to be an empathetic caring individual who genuinely wants to help people and provide excellent service as well as being the career and rescuer when things go wrong.

### **Professionalism**

Communicate with your colleagues, always have a smile and work as a team, this can change a whole day onboard. Understand your role, go the extra mile and never stop learning from each other. Be discreet when you need to be and don't intentionally put another person down.

### **Image**

You must look the part and be aware of how your own image is in uniform as you will be a representative and an ambassador for the airline. You will be working long hours and have to look as fresh as you did at the start of the flight right through to the end of the day. Standards are high and we have to be able to see how you will present yourself in uniform.

### **Customer service experience**

We have to know that you can problem solve and know how to listen to a passenger and deal with enquiries positively.

### **Good timekeeping**

Never ever be late, this is a good way to lose your job. If you arrive late for the interview, you just won't make the grade. If you are late during training, say goodbye to your colleagues. If you are late and miss your flight (with good reason), this will put you on the blacklist and you may only get one more chance. Timekeeping is an absolute essential, the aircraft will not wait for you!

### **Responsibility**

You take responsibility for your own actions and work on your initiative and admit it, if you made a mistake. You must cope well under stress and extreme pressure as this is something you will face almost on a daily basis. You need to be of a certain strength of character too, to be able to deal with emergency situations and deal with all the scenarios on your training course, which will prepare you for every eventuality.

### **Flexible and adaptable**

Everything can change in an instant and often does! You have to be able to 'run with it' and carry on... Remember you will have standby duties too, so you may have to leave within 20 minutes of being called. Understanding and caring nature – Look after your passengers on a daily basis, the best you can – excellent service and a smile can make or break someone's day. This also reflects on the airline and how passengers see them and return for future business (or not).

## **Teamwork and communication**

These are essentials onboard in everyday practice and most certainly during any difficult situation/emergency. We are a team and that team can change every day, so you need to be able to work well with strangers you have never met before and all be working towards the same goal.

## **Popular cabin crew interview questions**

### **Why should we employ you as cabin crew at XXX Airlines?**

Say positive things about the airline and if possible mention something you had seen in the news – for example: ‘The airline has ordered many new aircraft and is progressing well and I want to be part of that’. Or if true ‘One of my friends worked for you and recommended I apply as she thought I would fit in with the company ideals’.

### **Why do you want to be cabin crew?**

Here use your personal experience to sell yourself. For example: ‘I enjoy teamwork and am used to shift work. I think I would adapt well to the role’. You could show you’ve done your research and say ‘I am looking for new challenges and I know I would learn a lot as cabin crew not just about people and places, but skills like first aid too’.

### **Why did you choose our airline and not others?**

You can say that being a cabin crew team member is your ambition and you do not mind working in any airline so long as you achieve it. You can also say that you chose to apply to that airline because it is one of the best around that region, if not the world. The goal here is to show them that you are being hired by the best airline and have no intention to resign and join others. No airline or any company would like to train someone only to lose him or her to a competitor.

### **Are you applying for other airlines?**

Be honest about it, if you are... it shows that you have commitment to finding a job as cabin crew but also try and turn it into a pro-active statement towards the airline, saying something like ‘Although I have applied for other airlines – this is the airline I want to work for most as it has a professional image and I always hear positive comments about the airline, so that would be a great place for me to start as cabin crew’.

### **Can you give us an example of when you have provided excellent customer service?**

Give an example of ‘going the extra mile’, when have you exceeded someone’s expectations. E.g. ‘In the café, the lady didn’t know what to eat for dessert, so I described each dish to her and she was trying to decide between two so I asked the chef if it was ok for her to have a small piece of each – she was very happy with that!’

### **How would you deal with being away from your friends and family for long periods of time when working as cabin crew?**

Be honest and say that you know it is not easy, but you understand that it is necessary for the job. Also let them know you can cope with being away from home, saying it is a good excuse to have some time away and learn new things, for example.

When answering these questions, make them your own, stay true to yourself and sell yourself to the airline at the same time. The recruiters want to see how you communicate, so remember to maintain eye contact and keep good posture too – the more you prepare the better you will be

### **Give us an example where you really held your temper?**

This question is mainly asked to a cabin crew interviewee if he or she has been working for another airline or in any position in the flight crew. If you ever had an unusual problem with a passenger and did well on

handling the case, it is best to speak about it at the interview. In case the interviewer asks, you may also provide a personal incident.

**Tell us of a situation when you were under real pressure? Tell us of a case when you have been upset or frustrated?**

This is basically a question that tries to ask you whether you ever had an analysis of yourself. When you are asked this question, make sure that you give a clear and crisp answer about it. You may tell about any situation that you have experienced and the lesson you learned.

**Do you like being around people?**

Being a cabin crew requires a person to have solid interpersonal skills.

The person should be always cheerful and should not show their frustrations or anger to the people around them. This is the most important aspect of being in the cabin crew.

**Why do you want this career? Why do you wish to join the cabin crew?**

While this question may seem difficult to answer to people who are doing the job for the financial position that it offers, this question will seem simple to people who are interested in flying.

You have to do some research about this career and tell about your skills for this type of job.

You can also say that you are quite interested in flying and visiting new places. You may also say further that you like to be around people and have the social bug.

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**Good luck!**

**Do not worry, I will be with you the whole day during assesment and support you :)**

**Looking forward to meet you soon.**

*Monika Staskova*

