



## WHY DO YOU WANT TO BECOME A CABIN CREW MEMBER?

You will, most probably, have already answered this question when completing the application form. If this is the case, have a look at your application form response prior to the interview to make sure you give an alternative answer and also that you do not contradict yourself the second time around.

When answering this question, concentrate on covering the following elements: -The main reason why – your ambition.

-The suitability of your personal qualities and attributes.

-The positive aspects of the role – variety, flexibility, working with others, etc. -Helping others/Customer care, etc.

## KEY AREAS TO CONSIDER:

The main reason for wanting to become a cabin crew member. The positive aspects of the job.

Working in a team environment.

Providing a high standard of customer care.

Write your answer on the space provided below.



## WHY DO YOU WANT TO WORK FOR OUR AIRLINE?

Once again, you may have already answered this question during the application form stage. If this is the case, remember to check your answer first before attending the interview.

When answering this question, you must be positive about their airline. The main reason for the panel asking this question, is that they want to know you have researched them thoroughly, and that you are serious about wanting to join them. Many candidates apply for many different airlines just because they want to become a cabin crew member. Wanting to join their particular airline is just as important as wanting to become a cabin crew member.

When answering this type of question, try to cover the following areas: -Their reputation (providing it is positive).

-The quality of their product.

-The airlines ambitions and achievements.

-What they stand for.

## KEY AREAS TO CONSIDER:

The airline's reputation.

The quality of their product and what they stand for. The airline's ambitions and achievements.

Write your answer on the space provided below.



## WHAT MAKES YOU BETTER THAN THE NEXT CANDIDATE AND, THEREFORE, WHY SHOULD WE OFFER YOU THE POSITION?

This is another opportunity for you to sell yourself. This is quite a common question during interviews and the way you approach it should be in a positive manner.

The question is designed to assess your confidence and determine the type of qualities you have. Don't fall into the trap of answering this question in the same way that the majority of people do.

Many people will reply with a response along the following line:

"I am the best person for the job because this is something that I've always wanted to do. I am a hard worker who is enthusiastic and determined to be successful."

This type of response is not factual or unique in content. Try to focus your response on the job and how best you match it. The airline want to know that they'll look back in a years time, and think that they are glad they employed you.

### KEY AREAS TO CONSIDER:

Your previous experience and how it relates to the role.  
Be positive, confident and upbeat in your response.  
Cover the key qualities and attributes and match them with your own experience.

Write your answer on the space provided below.



## WHAT ARE YOUR WEAKNESSES AND WHAT DO YOU NEED TO WORK ON?

This is a classic interview question and can be quite difficult to answer for many people.

Those people who say they have no weaknesses are not telling the truth. We all have areas that we can improve on, but you need to be careful what you disclose when responding to this type of question.

For example, if you tell the panel that you are an awful time keeper you might as well leave the interview there and then! They will admire your honesty, but the role requires people who are punctual and are not going to be late for work.

The best way to prepare for this type of question, is to write down all of your weaknesses. Once you have done that, pick one that you can turn into a positive. Take a look at the sample response we have provided on the following page and see how we have turned the weakness around to our advantage.

Write your answer on the space provided below.

### KEY AREAS TO CONSIDER:

Be honest, but don't talk about any weaknesses you may have that are in relation to the job description.

Turn your weakness into a positive.  
Say that you are working on your weakness.

If you really cannot think of a weakness, tell them about one that you used to have.

Write your answer on the space provided below.



## DESCRIBE A SITUATION AT WORK WHERE YOU HAVE HAD TO BE FLEXIBLE.

Part of the cabin crew's role is to be flexible.

Part of the essential criteria for becoming a cabin crew member is that you are flexible. This means that you are flexible in terms of the roster and your availability.

In order for the airline to operate effectively, it needs people who do not want to work a normal 9 – 5 job. You may have to be at the airport for 3am in order to prepare for your flight at 5am. Are you flexible enough to do this?

Many cabin crew staff say that the most frustrating aspect of their job is the instability of the life and the roster changes. Obviously the airline want to know that this is not going to be a problem for you. Therefore, when responding to this type of question, you need to provide an example where you have already demonstrated commitment and flexibility to a previous or current role.

### KEY AREAS TO CONSIDER:

Demonstrate that your personal circumstances allow for flexibility.  
Provide an example where you have gone out of your way to help your employer.

Tell them that you understand how important flexible working is to the role of a cabin crew member.

Write your answer on the space provided below.



## WHAT CHALLENGES WILL OUR AIRLINE FACE IN THE FUTURE AND HOW COULD YOU, AS A CABIN CREW MEMBER, HELP US TO OVERCOME THESE?

This type of question serves two main purposes for the panel. The first purpose is that it assess how much you understand about the airline industry, in terms of its competitiveness.

The second purpose is that it assesses your awareness of how influential cabin crew staff are in their role.

Cabin crew are some of the most important employees of an airline. If passengers have a bad experience during a flight then they are unlikely to return to that airline. There are so many different airlines to choose from and competition is fierce, so staying ahead of the game and providing an exceptional level of service is important. Even if the airline is low budget, in terms of its airfare price,

### KEY AREAS TO CONSIDER:

Competitiveness of the industry, security issues and increased operating costs for the airline.

High customer expectations and how cabin crew can help deliver this.

A quality service means customers are far more likely to return and use the service again.

Write your answer on the space provided below.



**DO YOU THINK YOU WILL FIND THE CHANGE OF LIFESTYLE IT DIFFICULT TO ADAPT TO, IF YOU ARE SUCCESSFUL IN BECOMING A MEMBER OF THE CABIN CREW TEAM?**

There is only one answer to this question and that is 'No, it will not be difficult to adapt to'.

When answering questions of this nature, tell them that you have researched the role and are fully aware of the implications, including the change of lifestyle it will bring.

Also, remember to touch on the specifics about the change in lifestyle, what it means to you and how you have prepared for it.

Don't be afraid to say that some areas will be a challenge for you, but that you are fully committed and prepared for everything the job presents.

**KEY AREAS TO CONSIDER:**

Smile and be enthusiastic in your response.  
Talk about the change in lifestyle for you and how you have prepared for it.

You have thought long and hard about this career and your personal circumstances are suited to the role.

Write your answer on the space provided below.



## HOW WOULD YOU DEAL WITH SOMEBODY IN A WORK SITUATION WHO YOU FELT WAS NOT PULLING THEIR WEIGHT AND WORKING AS PART OF THE TEAM?

This type of question can be asked in a variety of formats.

You may be provided with a situation based around somebody not pulling their weight during a flight, or it may be a question asking you to provide an example of where you have dealt with this type of situation in your current or previous role.

Whichever is the case, the question is designed to assess your assertiveness and confidence, whilst being tactful. They are not looking for you to respond in a confrontational manner but, instead, looking for you to approach the person and resolve the issue with the minimum of fuss.

To ignore the issue is not an option.

On the following page we have provided a response which gives an example of a work situation. Somebody is taking too many breaks and not pulling weight.

### KEY AREAS TO CONSIDER:

Do not be confrontational.

Be tactful in your approach, focusing on the customer as the priority. Effective teamwork is essential.

Do not ignore the situation, but instead deal with it tactfully.

Write your answer on the space provided below.



## HOW DO YOU FEEL ABOUT WORKING WITH PEOPLE FROM DIFFERENT CULTURES AND BACKGROUNDS?

This is quite a common interview question and one that you need to be prepared for. Respect for diversity is essential to the role of a cabin crew member. You will be working with both colleagues and customers from different cultures and backgrounds and, therefore, it is important that you are comfortable with this. We live in a diverse community that brings many positive aspects that we can learn from.

When answering the question, you should be aiming to demonstrate that you are totally at ease when working with people from different cultures and backgrounds. You may wish to give an example of this in your response.

Remember to be honest in your reply and only state the facts about your feelings towards people from different cultures. If you are not truthful in your response, you will not be doing yourself, or the airline, any favours.

### KEY AREAS TO CONSIDER:

Be honest when answering this type of question.  
Demonstrate that you understand diversity and the benefits this brings to society.  
Provide examples where appropriate.

Write your answer on the space provided below.



## WHAT IS THE BEST EXAMPLE OF CUSTOMER SERVICE THAT YOU HAVE COME ACROSS?

What is the best example of customer service that you have come across? The majority of airlines pride themselves on their high level of service. However, some are better than others.

This type of question is designed to see how high your standards are, in relation to customer service. Those people who have a great deal of experience in a customer-focused environment will be able to answer this question with relative ease.

However, those who have little experience in this area will need to spend more time preparing their response.

Try to think of an occasion when you have witnessed an excellent piece of customer service and show that you learned from it. If you are very confident, then you may have an occasion when you, yourself, provided that service. Whatever response you provide, make sure it is unique and stands out.

### KEY AREAS TO CONSIDER:

Use an example where somebody has gone the extra mile. Remember that part of the role of a cabin crew member is to provide a high level of customer service.

Tell them what you learned from the experience.

Write your answer on the space provided below.



## WHAT DO YOU THINK MAKES A SUCCESSFUL CABIN CREW TEAM?

Part of the role of a cabin crew member is to be a competent and effective team player.

The purpose of this question is to assess your knowledge of what a team is and how it operates effectively. Some of the important aspects to remember, when operating as a cabin crew team member, are as follows:

- Gets on well with the rest of the team.
- Offers effective solutions to problem solving.
- Utilises effective listening skills both verbal and non-verbal.
- Makes an effort to involve others.
- Can be adaptable and willing to try others' ideas.
- Gives positive feedback to the rest of the team.
- When things are going wrong, remains positive and enthusiastic.

These are just a few examples of how a member of a team can help contribute in a positive way.

### KEY AREAS TO CONSIDER:

Utilise key words in your response.  
Demonstrate that you understand the qualities of an effective team.

Remember the ultimate aim of delivering a high quality service and ensuring the safety of all passengers.

Write your answer on the space provided below.



## HAVE YOU EVER LOST YOUR TEMPER?

This is a great interview question and is not easy to answer.

All of us have lost our temper at some point, but you need to be careful as to how much you disclose.

Part of the role of a cabin crew member is to remain calm under pressure and you need to demonstrate this in your response. They do not want to employ people who lose their temper at the slightest hint of confrontation. It is during these times that you will need to use your skills to defuse the conflict.

The question is designed to see how honest you are, and whether you are a naturally aggressive person. It is ok to lose your temper at times during your personal life, but it is not welcome as a cabin crew member.

How would it look if you saw a cabin crew member losing his/her temper during a flight? It would be embarrassing and unprofessional!

### KEY AREAS TO CONSIDER:

Try to use 'non-confrontational' words and phrases during your response – patience, calm, understanding, etc.

Demonstrate your understanding of the cabin crew's role and the importance of remaining calm and professional.

Write your answer on the space provided below.



### IF YOU WERE NOT SUCCESSFUL TODAY WOULD YOU RE-APPLY?

If you are not successful today, would you re-apply?

There is only one answer to this type of question and that is “Yes I would”.

The question is designed to see how dedicated you are to their particular airline. The important thing to remember, when responding to this type of question, is to mention that you would look to improve on your weak areas for next time.

Determination is the key to success and if you are not accepted the first time, you will work hard to improve for the next time.

Most people, if asked this question think they have failed and are not going to be offered a job. Do not fall into this trap. It is a question that is designed to see how committed you are to joining their airline!

Be positive in your response.

### KEY AREAS TO CONSIDER:

The only real answer to this question is ‘yes’.

Be positive about the prospect of not being successful and tell them that you would work on your weaknesses.

Don’t be afraid to be confident in your own abilities.

Write your answer on the space provided below.



## HOW MANY TIMES HAVE YOU CALLED IN SICK WITHIN THE LAST YEAR?

An easy question to answer, but one that can do you some damage if you have a poor sickness record.

The ideal answer here is zero days. The airline need people who are reliable. If a member of the cabin crew calls in sick on the day of their flight, this will cause problems for the airline. They then have to dedicate time and resources to phone around and find somebody else to cover for the sick person.

Genuine sickness cannot be avoided. However, in every job there are people who take advantage of sick leave, which costs employees thousands of pounds every year.

The airline industry are keen to avoid employing people who have a poor sickness record.

Write your answer on the space provided below.