



## 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.

I want to be a cabin crew because I believe that I have qualities that are needed on this job. I love working with people instead of working in front of computer. I'm also flexible and definitely can easily adjust to my environment. I'm willing to work in a team to achieve a common goal. Aside from that I can offer the best customer service that will make customer's wanted to fly with your airlines again.

I want to inspire people and learn from them.

I remember when I had a small talk with an FA during my flight and when I asked him about his job he don't hesitate to share and give advices and because of that I feel more inspired to pursue my dream.

And this memory sticks with my after all these years. I want to be a flight attendant because I wish I can leave such a powerful memory in somebody's life.



### 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.

'Prior to attending the selection process, I researched a number of different airlines before deciding to apply for yours. I was impressed by the quality of service the airline offers and I already know that it has an excellent reputation. Your customer service standards are high and the quality of training all cabin crew members receive is exceptional.

Having spoken to some of your existing employees, all of them were very happy in their work and stated that you are a very good employer. You are an exciting airline that has achieved much to date and I like the fact that you are always looking for innovative ways to improve and develop.

I would like to work for an airline that cares about its customers, which you do. If the customer is happy and their experience of flying with you is a good one, they are likely to come back again.

I would love to be a part of this team and believe the qualities I have will help it to continue to move forward and stay ahead of its competitors.'

### 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.

“Even though I can’t give an accurate reason why I am better than another candidate whom i have never met before, What I can tell you is that my key qualities as a person and previous experiences have been preparing me to be perfect for this role.

In school, I am part of the Swimming Team wherein for years I have worked with my teammates to achieve a common goal. We motivated each other to be better at our training everyday and help each other should one need more coaching.

I am very active in the school’s social functions being the President of the Student Council and this has helped me deal with different types of people, from teachers to co-students, from charities organizations to the less fortunate beneficiaries of our projects that our administration was working with during the time.

After school I started working in a call center, Where in I specialize in the customer service field. everyday we deal with irate customers and it is our job to deliver a high level of service to ensure their problems are solved and expectations exceeded.

Because all of these, I believe that I am a great fit for this job”



### 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.

"I feel that my attention to details is my weakness. I want everything to be perfect. Sometimes I get so caught up in a small detail that I forget to see the big picture. When I get into a task I tend to put all my attention into it that everything else falls away.

This is sometimes inconvenient because I tend to neglect other important tasks and I take a longer time to finish a task than the allotted time. It was pointed to me in the past, and I saw to improve myself then onwards. I managed to find ways to balance both the details and the overall situation."



## 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.

“I believe the most challenging part that the airline might encounter in future is the stronger competition when it comes to lower airfare. But I guarantee, if you offer them an excellent service they will always come back and be loyal to the airline. As my own experience, I’ll rather pay more with an airline which is well known to have good customer service and value for money instead of paying a little less but I will be stressed.

My naturally warm and cheerful personality paired with excellent customer service skills will be an asset to the airline as part of your front liners in the cabin crew team.”



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.

“No, when I took up Tourism Management we are trained that in the future we need to be flexible and that any time the work needs us we should be there no matter what. We even did our internship outside of the country to ensure that we are able to acquire the skills of adapting to a new environment and getting out of our comfort zone. In my experience, I quite like the change of environment and learning the skill of adjusting to people, project demands and new physical location.

As a cabin crew aspirant, I am fully aware of the implications, including the change of lifestyle it will bring.”



## 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.

“First of all we are working as team. We need to be aware of everybody’s situation so if I notice someone who is not giving attention to work. I will talk to her in a manner that she will not be offended. I will ask what’s bothering her and I’m willing to help.”



## 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.

“I find it very interesting because working with different people everyday means and every day of learning. You are able to share your experience and learn from them as well. I don’t see any problem working with people with different culture and background as long as we are respecting each other’s belief and differences we can unite and be successful as a team.”



## 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.

“The best customer service that I experience is when I assisted someone who has been stuck in a long queue in the immigration and he almost missed the flight. When I noticed him I immediately call to the boarding gate, then I help him to be prioritized in the immigration. He is very thankful and happy that I found him and even offer me cash but I didn’t accept it, then he told me that he never experience that kind of service before in the other airlines and even he told that he will come with the same airline and look for me.

And also, when I assisted someone who couldn’t speak nor read English and not familiar with the airport process she is just accompanied by a relative up to check-in counter and then they approached me if it’s possible to assist her and without any hesitation I guided her up to the boarding gate then she smiled at me after as a sign of appreciation and thank you. Providing personalized customer service is the best thing I love my work because I am able to interact personally with the passenger.”



### 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.

“To be successful as a team, you should have a good communication that is the most important.

Next is everybody should be aware of what the common goal is and what part do they play to help achieve that common goal.

A good camaraderie and respectful way of treating each other will also help keep the team in high steam. This means always involving others and being able to see other's point of view.

A great team is flexible and supportive and if things went wrong everybody should remain positive to find an immediate solution.”



## IF YOU WERE 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.

YES, I will be more determined to try again and list down the things I need to improved, and work hard in order to fit on this job

If you have finished reading this and you still feel that you need **more help**, a support system or an **interview coach** for you flight attendant interview, check out the different ways Miss Kaykrizz can help you ace your flight attendant interview below:



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