

# Flight Attendant Interviews Made Easy

*Discover the secrets of the airline  
Application process*



Tom Reincke

[www.Flight-Attendant-Careers.com](http://www.Flight-Attendant-Careers.com)



## **Flight Attendant Interviews Made Easy**

*Discover the secrets of the Airline application process!*

Published by  
**Travel Quest Australia Pty Ltd**  
PO Box 1051 Toombul  
Brisbane, Queensland 4012

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Research of "Selection procedure for Flight Attendants" and initial editing, Anita Bouman  
References:

Being dedicated and loving my job as a Cabin Manager with Ansett Australia as well as completing my commercial Pilots license, much of the enclosed, where not directly referenced, is from my working history, personal working notes of our Flight Attendant manuals supplied by Ansett Australia and recreational pursuits.

Further I worked with Ansett International and then will a low cost carrier and again with an international/domestic carrier. (These cannot be named as confidentiality agreements prevent this and a consequence of any breach is dismissal).

Having also been through the interview process several times and now working with my fourth airline, I can state that as of 2010, while some things change, much stays the same. This and all my manuals have been updated and added to where necessary.

*Note: Ansett Australia, a once premier Airline of the Australian sky no longer operates.*

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**Welcome** to your 1<sup>st</sup> **Airline Flight Attendant Application 3-step system [AFAA]** manual from Flight Attendant Careers

## **Flight Attendant Interviews Made Easy**

*Discover the secrets of the airline application process*

**Step 1 of the Airline Flight Attendant Application 3-step system [AFAA]** - *Discover the tips, tricks and secrets of the Airline Interview System from a Flight Attendant Manager with 18 years of flying and interview experience – and now with a fourth airline!*

Being a former Ansett Australia Flight Attendant/Cabin Manager for 16 years, and now flying with my fourth 'new' airline, I have been through the resume application and interview process successfully four different times. In doing so, I have been privy to much of how the airline selection and recruitment system for flight attendants works and can now share my experiences with you from a 'hands on' perspective.

Operating in the positions of both Cabin Manager and Flight Attendant, both domestically and internationally, and having been either the subject of or participant in the interview system many times as recently as early 2010, I look forward to passing on what I have to share with you in the **Airline Flight Attendant Application 3-step system [AFAA]**.

I also know that landing an airline job has been, is and always will be a fiercely competitive industry to break into. Many very good people have missed the chance to secure a flight attendant career because of a naivety with respect to how the system works. While I have seen some very *unprepared* people secure a job, I have seen and heard of far more applicants missing their chance due to a lack of preparation and knowledge.

Interviewers are not machines; and unfortunately, they do not always spot the best in an applicant. It is up to you to bring it out of yourself and you'll gain enormously by knowing how the system works. Ironically, airline interviewers don't want you to know much about the system of interviews either, because knowing *how* they select only serves to make their job that much harder. They count on applicant ignorance of the system to make the process work for them.

The interview system is not foolproof and is open to gaps of opportunity. When you gain understanding and know how the system works, you can with preparation, take advantage of any opportunity that comes your way.

For example, the interview system of questions is not about rote learning every possible question that they could ever ask you at an interview, but rather learning the criteria to cover and the system to use when providing your answer. By being aware of what the interviewers' areas of interest are in asking a particular question, you can then give the answer sought, and most correctly from your experience.

Relating this to airline operations and job descriptions can only enhance and reflect favorably on you. Therefore, you will also read information in the **Airline Flight Attendant Application 3-step system [AFAA]** that will raise your awareness and give you a greater appreciation of the Flight Attendant Role and Aviation Industry.

Further, the application system is unique to the airline industry. Because most flight attendant interviews attract thousands of applicants, the airlines have the luxury of being very selective about who works for



them. This again places a great responsibility on *you* to know as much as you can about their requirements. Researching their company, the type of staff they have working for them, the culture that they have developed and their employment requirements is paramount study fodder before any interview.

A good surf of my web site [www.Flight-Attendant-Careers.com](http://www.Flight-Attendant-Careers.com) will give you much of this information and all of it for FREE.

Knowing what I now know having spent nearly 20 years in the industry and having spoken to many flight attendant hopefuls who were exactly that, 'hopeful' about becoming a flight attendant, I set about creating a solution to the very problem of flight attendant interviews. It was also apparent that everyone wanted to Blitz their interview because that meant their world was about to change.

However, there is more to getting a job as a flight attendant than the final interview. It's a process that can be broken down into simple 3 steps. Certainly it's involved but it's so worth it.

The result of my efforts is the **Airline Flight Attendant Application 3-step system [AFAA]**. It was an incredible amount of work to put together but I wanted to give you the foundation work and resources you need in total so that you know how to become a flight attendant.

**The Airline Flight Attendant Application 3-step system [AFAA]** shows you how to write and submit your application, how to survive the interview cull process at your group interview and how to literally *blitz* your personal one-on-one interview. Yes it's the X Factor you're looking for. Your personal 3 step guide to success involves three specific steps and it really is as easy as 1, 2, 3!

**STEP 1:** Is this manual, 'Flight Attendant Interviews Made Easy' you'll discover the secrets of the Airline application process - This covers the A-Z of what you will need to know and how to successfully submit your resume to an Airline of your choice and it gives you extensive background information and preparation tips to then proceed to Steps 2 and 3.

**STEP 2:** Avoid the interview 'cull' process – Airlines have 100's even 1000's of applicants for comparatively few jobs. Your competition is hot so Step 2 of the **Airline Flight Attendant Application 3-step system [AFAA]** reveals what to do in your Group interviews to avoid being diplomatically told that, 'You have failed on this occasion but please come back in 12 months for another try!'

*'Too many good applicants are culled from the process at this stage and they shouldn't be. Basic fundamental steps along with some excellent tips are revealed and there really is no excuse to fail step 2 when you have discovered this gem.'*

**STEP 3:** Literally 'Blitz' your one-on-one interview – The background information that you receive in this manual (Step 1), sets the foundation to the fundamentals of your interview preparation in grooming, presentation, communication and body language. It also provides a great overview of aviation and introduces you to information you must either be familiar with or know intimately at your personal one-on-one interview stage.

Step 3 reveals the proven formula in detail for answering any interview question. No lists, no rote learning, no memorization, just a tried and true proven formula that works every time. Steps 1 and 2 have prepared you to now capitalize on what you now know and to literally *Blitz* your interview!

**My mission was to make the Airline Flight Attendant Application 3-step system [AFAA] the best value information package that I could so I included bonuses to compliment what you will learn in steps 1, 2, and 3 to get a leg up on your competition and to become the 'best' flight attendant that you could be.**

I trust you will study and use them to their fullest.

Flying, whilst not for everybody, really is a unique world. If you love people, living out of a suit-case, and you possess a strange penchant for the smell of Avtur, then flying is for you.

I should also note that this manual as is the **Airline Flight Attendant Application 3-step system [AFAA]** is as dynamic as I can possibly make it. Since I first put pen to paper, a lot of things have happened in the aviation industry like the influx of many low-cost airlines. Another big change is how airlines advertise and accept resumes. Once it was all about advertising in the paper and sending in a hard copy resume. While you still need a hard copy resume to take with you to your interview, more and more is done via the internet, and less and less by post. The formula for success when submitting a resume by e-mail or post, however, still remains the same.

The result of all this is that the **Airline Flight Attendant Application 3-step system [AFAA]** is dynamic and I update it as required. If you are a subscriber to my Airline News Ezine, you will always receive any of those updates as they are generated.

I truly hope that I am able to be the help, catalyst, information source or motivation factor that you need to literally make your dreams take flight.

Regards,

Tom Reincke

June 2010

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## **Summary**

### **Section One**

#### **Introduction (Your Flying future)**

##### Learning outcomes

You will read an overview of this manual and get the basics of what the fantastic job of flight attendant is about. This will give you a touch of motivation to whet your appetite and prepare you for the fantastic information that lay ahead.

### **Section Two**

#### **Check ignition before take-off (The rules of the game)**

##### Learning outcomes

You will discover the importance of Flight Attendants on board aircraft and the interaction that they have between the employer, the customer and work colleges to set and maintain a legal and positive work environment.

### **Section Three**

#### **Dressing for the interview**

##### Learning outcomes

Why you need to make an impression when you attend your interview and most importantly the need to see yourself from your potential employers point of view. You will learn what to wear and how to dress for your interview from the tip of your toes to the top of your head for both men and women.

### **Section Four**

#### **Your Boarding pass Sir/Madam**

##### Learning outcomes

How you establish a contact relationship with the person that you need to positively influence so that they read your resume and do so with great expectation.

What to include in your application and your cover letter. This covers 8 basic points and includes the type of font and general layout that should be used in your cover letter. Two examples are included for your guidelines.

### **Section Five**

#### **Your Resume**

##### Learning outcomes

What to include in your resume and the importance that a resume plays in obtaining an interview. This includes the type of font and general layout that should be used in your resume. Two examples are included for your guidelines.

## **Section Six**

### **The Targeted Selection interview system – assessments and the interview process**

#### Learning outcomes

What the Target Selection Interview system is and why airlines use it. It gives you an overview of 'areas of interest' of airlines and further explains in depth the background that you will be measured against in your interview. It provides for the minimum qualifications that you will have to have and qualifications that will be favorably desired and in some cases absolutely preferred.

## **Section Seven**

### **The Targeted Selection Interview**

#### Learning outcomes

What happens at airline interviews and the general process that an airline will work through when conducting interviews. You will gain understanding of how the system works so that you can best prepare yourself at your interview. You will recognise what questions are geared to have a 'required answer' and you will see that any targeted question posed will require three components in its answer. What team work is and how it can be assessed, both positively and negatively

## **Section Eight**

### **Team work simulation and assessment**

#### Learning outcomes

What the core assessment criteria for team work simulations are and what they mean. What positive behaviors you will need to display in your team work assessment, the cardinal rules for group activity and two types of assessments used to assess you. Because a telephone reference check will be used to gain information from your references, it may be beneficial to inform your referees of what they can expect when they are contacted.

## **Section Nine**

### **A typical working day for a Flight Attendant**

#### Learning outcomes

What it means to be a working Flight Attendant. This includes what happens from the time you sign on for work until the time you sign off. You will discover the responsibilities of being a flight attendant through each stage of your working day. Included is detail on your initial training topics of study and revalidation requirements.

To complete this section is a little humor on the lighter side of flying just to prove that it is not all hard work and no play.

## **Section Ten**

### **Airline starting selection criteria and 68 airline web sites**

#### Learning outcomes

The very basics of what is required in regard to education, age and heights required as well languages required and experience preferred before you start your airline application process.

Finally you are provided a passport to the web addresses of 68 of the world's airlines.

#### **Additional information**

This is where you'll be more informed of Drugs, certificates and additional qualifications applicable to the flight attendant position



## Section 1

### Introduction – Your Flying Future

**On successful completion of this section, you will be able you to answer these questions:**

1. What is the very first step that you must take to achieve your employment dream?
2. What are 2 things required in your endeavor to become a Flight Attendant?
3. What is critical to your success?
4. Name 3 criteria considered necessary in identifying if flying is for you.
5. What is possibly one of the best things about flying?
6. Why is your code of conduct observed and known by everybody?

Some fun in the sun at Alice Springs airport before out next load of passengers' board to fly to Darwin

NOTE: That's me on the left, taken many years ago with 3 of the 6 crew...yes, I'm much older now, but still enjoying the world of aviation



## So You Want to be a Flight Attendant...

Hello and welcome! What you have in your hands now is a manual full of information to help you with your application and interview skills with supporting information in the bonuses that accompany this package to better prepare you to secure your dream job. Your obvious aim, and quite possibly your lifelong dream, is to become a flight attendant, and I suggest you'll want a major airline. Having a dream is one thing; achieving it is another. And while acknowledging that the airline industry is a very competitive industry to break into, take heart, because this manual is here to help you.

The process may appear all encompassing, however, emphasis is placed on identifiable steps that you will encounter in applying for and becoming a flight attendant. Being prepared is the very first step, and this manual will give you the basics required to confidently fulfill what you need to do to achieve your employment dream.

With an instinctive passion to fly and quite possibly aviation fuel running through my veins after nearly 20 years, I love what I do. Even though I'm now with my fourth airline, it's my life and my career. I know many other people in the world want to know how to get a chance to do what I do. I certainly hope that I can help you in the best way possible with this package. I realise that I am totally biased about how good this job is, and I plan to fly until I die or retire. *Whichever is the sooner, I guess; although I do hope I get the chance to make a decision on that!*

After briefly whetting your appetite with a taste of the real world of a flight attendant, your focus is quickly bought back to your main objective, which starts with the objective of an airline interview. You will learn what is required in your endeavor to become a flight attendant and this includes: your cover letter, resume, personal presentation and interview skills. It's also acknowledged that airline applications are increasingly being done online, and we'll cover this as well.

Understanding the interview process, and specifically "Target Selection," is critical for your success. This is spelt out for you and is easily adapted for any interview that you will have. In discussing the target areas of an airline interview, you will learn how to answer any question that is asked of you. While this may appear difficult, it can sometimes be frustratingly simple.

Included also, is related information designed to give you greater knowledge of the working world you wish to enter. While extraneous to the interview process, the information can be used during the interview to show a degree of preparation and willingness to learn to your interviewer.

To complete this manual, you are provided with 70-odd websites to visit in your search for the airline you want to apply to. I hope, however, that many of those airline websites will be represented on my website [www.flight-attendant-careers.com](http://www.flight-attendant-careers.com) in good time, and whenever time allows, the website grows, so check back often for updates and changes.



## What's Flying as a Flight Attendant Really Like?

Flying can be one of the most rewarding career choices you could make. It will give you satisfaction within a broad range of experiences simply through the sheer number of people you meet and the number of places you will visit. There is no substitute for what travel can give you. The good, the bad and the ugly of traveling life will be encountered over time, and very likely they will be experiences that are unique to you and to your job. Being a flight attendant will open your eyes to the world. The opportunities will be what you make of them, and there are many of them to experience. If you love people, varied work hours – including weekends and public holidays, living out of a suitcase, and you possess a strange penchant to the smell of Avtur, then flying is for you!

Being a flight attendant is like being part of a large family. It allows you to do things like travel around the world, pull up a seat in a bar, restaurant, gym or other meeting place, and talk to another flyer like they were your best friend. The camaraderie of flying is fantastic, and possibly one of the best things about the job.

Because flying is a big family and your world becomes very small in





distance/time measure, your code of conduct will be observed. This means that if you aren't who you seem to be, your duplicity will be spotted eventually, and your reputation will spread quicker than the bush telegraph. Similarly, if you are genuine, hard working and a positive person, you will be in good position to get along with many people, and you will achieve much in your flying career.

The world is at your feet, and while you can find jobs that pay you a lot more money, if you are a people-person and have a sense of free spirit, you will go a long way before you find a job that comes anywhere close to what flying can give you. Having flown for many years myself, it is the job I have that really doesn't feel like a job because I actually look forward to going to work for every tour of duty. I live a life of variety every day and never for one moment do I find it boring.

While much more could be written about the fantastic life of a flight attendant, I hope I have whetted your appetite and that you will do all within your capabilities to chase that dream. From my perspective, it is certainly worth the chase. Your bonus, 'The Real Perks of Being a Flight Attendant,' written by Tracy, a close friend of mine, should, I hope, motivate you to apply sooner rather than later.



### Your Learning Check:

1. What is the very first step you must take to achieve your employment dream?
2. What are 2 things required in your endeavor to become a flight attendant?
3. What is critical to your success?
4. Name 3 criteria considered necessary in identifying if flying is for you.
5. What is possibly one of the best things about flying?
6. Why is your code of conduct observed and known by everybody?





## Section 2

### Check Ignition Pre-Take-Off – The Rules of the Game

**On successful completion of this section your learning will be able to answer these questions:**

1. What is an airline's interview objective?
2. What makes it procedurally easy to answer any question asked of you?
3. What are the three most important aspects of your flight attendant application?
4. Give two reasons why airlines carry flight attendants.
5. Give three responsibilities stated in the role specification of a flight attendant.
6. Why is it imperative that you be able to develop rapport with other team members very quickly?
7. What is discrimination?

#### **The Objective of an Airline Interview**

While it is recognised that every airline will structure their interviews differently, and they will certainly have their own particular questions to ask, what is consistent about interviews throughout the industry is their objectives.

**The Airlines objective is to select the most ideal person to fulfill the position of Flight Attendant. To maintain its uniformity of selection that meets with a given quality of criteria, it adheres to a matrix that provides for consistent professionalism and adaptive flexibility in a caring and definite way.**

Because every airline will have their own needs, rote learning of particular questions is not as beneficial as understanding the outcome an interviewer seeks with the questions that they ask.

When you know the reason for a question being asked, and the subject area that a question is likely to come from, you will have no difficulty in answering any interview question thrown at you. Learning how to then answer a question of particular interest will be of far greater benefit to you. Meaningful interview preparation can and should then be done before any interview. This way, you can identify qualities you naturally possess in the target areas and you can draw on your own experiences to provide consistency and accuracy in your answers without fabrication. An excellent interviewer will very probably fairly quickly identify fabricated answers, especially when interviews are spread over a lengthy time period. (Trying to remember a fabricated answer can be difficult, so you are encouraged to call on your own real-life experience to answer any questions).

Another very important aspect of any job application is job knowledge. Simply, the more you know about the job, the better prepared you will be for any question or circumstance that may present itself during the interview process. Therefore, you will also discover in this manual some of what the job entails and the expectations that will be placed on you. We will look at the requirements and qualifications that are highly favoured by the airlines, and you will learn some of the responsibilities and duties of a flight attendant.

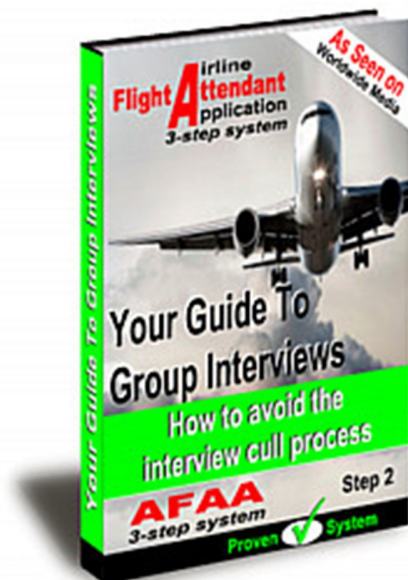
While airlines will want to train you to their own specific procedures and particularly in emergency and aviation first aid, your bonus manuals will give you insight and an overview of what you will be expected to know and learn. This will give you an appreciation of the requirements and peculiarities of the job and aviation environment.

On application, you should also back this up by researching information on the airline you are applying for. A simple web search will provide most of this information for you, and while I have given you a number of addresses to many of the better known airlines in the back of this manual, a browse around my website [www.flight-attendant-careers.com](http://www.flight-attendant-careers.com) would be another good place to start.

However, the most important aspect of landing that job as a flight attendant is to first get your application right. This includes your cover letter and resume.

**Second, you then have to successfully survive the interview cull process that happens at group interviews, which can be quite radical.** Personally, I attended one interview where they started the day with about 1,800 people and by the end of it, I was one of the last 19 people left standing.

Culling 1,781 people (in this instance) in the space of one interview period that lasted less than one day



is, to me, radical, and is why I use the phrase, 'How to avoid the interview cull process' on the front of my other interview manual in step 2.

**Third of course, you have to nail your final interview** – and there may be one or more interviews in your final interview process.

*(Note: As time goes by and online applications become more prevalent, some airlines such as Southwest state that a cover letter is neither necessary nor desired. However, allow yourself to be directed by the individual airline application requirements because many still require or prefer that you do.)*

Getting all three steps right is an absolute must to give yourself the best chance of being successful. While you are obviously your own individual and there is no rite of passage for anyone, I will provide you templates and great supporting information to refer to that are designed to give you the greatest chance of successfully completing each stage of the airline application process. Some of it may pre-identify any shortcomings you may have for each step so that you can do whatever is appropriate to successfully complete each step.



However, let's start out with some background information so you gain a good idea of what is involved.

## Flight Attendant requirements and employment law

### ***Why do Airlines have Flight Attendants?***

There are two major reasons that airlines have flight attendants. First, they are legally required to carry a set number of crew to cover any emergency contingency. The Civil Aviation Safety Authority has set the following ratio for the carriage of crew on aircraft.

15 or fewer pax	No F/A
16-36 Pax	1 F/A
USA – 50 pax	1 F/A
More than 36 pax	1 F/A for every 36 Pax or part thereof
USA more than 50 Pax	1 F/A for every 50 Pax or part thereof
More than 216 Pax	1 F/A for each floor level exit in any two-aisle cabin
<b>Legend:</b>	
Pax = Passengers	
F/A =Flight Attendant	
USA – United States of America	

Aircraft carrying more than 216 passengers must carry the number of cabin attendants as prescribed by CASA, which shall not be less than one cabin attendant for each floor level exit in any cabin with two aisles.

**NOTE:** At the time of writing, Australian airlines operated at 1 FA for every 36 pax or part thereof; UK airlines operate at 1F/A for every 40 Pax or part thereof; and US airlines operate at greater numbers, with 1F/A for every 50 Pax or part thereof.

**NOTE 2:** I expect for this to be an issue on the legislative front burner for most airlines, as it will be seen as a cost cutter by the bean counters. ‘

Secondly, while most of the traveling public will never see your emergency training in action, they will see your customer service. However, the service that you deliver as front-line staff will forever serve to judge an airline and will remain in the minds of customers for a very long time.

Delivering a consistent standard of excellence of customer service to all people at all times must be your standard as a flight attendant.

**IMPORTANT NOTE:** Implied in that customer service, of course, is safety.



### ***Role specification***

A flight attendant is responsible for:

- Ensuring emergency procedures are followed in accordance with the instructions from the Pilot-in-Command and the Air Crew Emergency Manual.
- Performing under pressure within tight time frames in a professional and considerate manner.
- Communicating in a variety of styles that reflect the needs of others and within company guidelines.

- Being able to contribute and work within a team environment.
- Maintaining grooming standards in or out of uniform whilst crewing or positioning for work.
- Maintain the company ethos through your personal demeanor with professionalism, integrity and pride.
- Ensuring that you are thoroughly conversant with the content of all Company Cabin Crew manuals.

**You must also ensure the needs of others are met in a professional, enthusiastic and caring manner by:**

- Anticipating needs
- Being sensitive to special needs
- Showing understanding of other cultures
- Coping with problems calmly and with confidence
- Responding effectively to any situation requiring the application of safety and first aid procedures.
- Delivering a consistent **standard of excellence of customer service** within a strong team environment

***Attributes of a great flight attendant***

Fit	Flexibility	Friendliness	Understanding
Giving	Well-read	Independent	Knowledge
Healthy	Character	Presentation	Professionalism
Initiative	Strength	Compassion	Warm personality
Decisive	Accepting	Competency	Customer-focused
Empathy	Competent	Team player	
Assertive	Confidence	Stress tolerant	



# Teamwork

Teamwork deserves special mention because whilst you will have individual duties, every time you go to work you perform those duties as a member of a new team. Very often it will be with crew that you don't know, especially if you work for a large company. The crew is headed by the captain and sometimes you will have several new crews in a tour of duty.

It is therefore imperative that you can develop rapport quickly with anyone at virtually the drop of a hat. Not only is this important from a customer service perspective but imperative from a safety aspect, as well.

While the mechanics of the flight attendant role are quantifiable, teamwork within the flight attendant role is very much about being a people person with a high work ethos. You must like people and be a truly dedicated hard worker!



*Note: This can mean you will be able to appropriately deal with a crying baby that has air sickness at 3 am; a crew member that, on the surface, you have no similarities with; or a work day that has gone long past duty sign-off due delays.*

Further, a team is headed by a leader, and therefore, the ability to give and receive instructions to both older and younger crew members is a daily occurrence. Doing more than your job description is a constant demand and reflects favourably on the whole crew and compliments your own standard of excellence in customer service.

## ***Your interview and working boundaries as defined by law***

You must understand that jobs in the aviation industry, particularly flight attendant jobs, are a most sought after career path. Your best plan of attack is preparation, because you will have lots of competition doing the very same thing. However, never despair because preparation is the mother of success. You need to give yourself the absolute best chance of success, and when it comes to interview time, your knowledge bank can never be too full.



While you will have lots of competition, just remember there is a lot of room at the top for those that have obviously got what it takes, because 97% of those who start with an application to an airline for a flight attendant job won't be there at the end! Yes, potential employers have many choices and are very judicious and selective, yet lawful, in their process. Let their choice be you. EEO ensures those with merit are considered without discrimination.

**To give you an understanding of Equal Employment Opportunity (EEO) and the reassurance of any doubts, be assured with the following information.**

Equal Employment Opportunity (EEO) promotes fair and equal access for all employees and potential employees to employment opportunities and benefits, regardless of socioeconomic characteristics. These characteristics are noted under discrimination, below.

### **Discrimination**

Discrimination refers to any practice that distinguishes between people or groups of people in a way that results in one person or group being treated less favourably than another. Discrimination is unlawful if it is based on any of the grounds listed in the table below.

Some jobs have defined legal requirements, physical capabilities and boundaries of operation. This means that a criminal record could bar you from a career as a policeman; or being incapable of functioning in the safety role as flight attendant would deny you a career as a flight attendant.



Under Australian legislation and similar legislation for other countries, however, discrimination in employment and in the supply of goods and services is unlawful if it is based on:

Age	Marital status	Political conviction
Sex	Medical record	Trade union activity
Race	Criminal record	National or social origin
Religion	Mental stability	Physical features (Victoria only)
Sexuality	Sexual preference	
HIV status	Physical disability	Intellectual impairment
Pregnancy	Ethnic background	

### ***Direct discrimination***

Direct Discrimination occurs when a person with a particular attribute specified in the legislation is treated less favorably than a person without that attribute in the same or similar circumstances.

### ***Indirect discrimination***

Indirect Discrimination occurs when a policy or practice that applies to everyone has an unequal or disproportionate effect or impact on particular groups.

## **Harassment**

Harassment is any behavior that is uninvited or unwelcome. (It does not include mutually acceptable behavior). It may not be intended to hurt another person, but if it offends, humiliates or intimidates another person, makes the workplace uncomfortable or unpleasant and is perceived by the recipient as harassment, it is unlawful: **intent is irrelevant under the law**. Harassment can take many forms; it can be subtle or obvious, direct or indirect. Harassment can be physical, written, verbal, or visual, and even includes innuendo.

### ***Verbal Harassment***

- Name calling
- Offensive jokes
- Spreading rumors
- Threats and insults
- Making fun of someone
- Use of inappropriate language
- Propositions (Sexual invitations)
- Sexual or suggestive remarks and references

- Persistent and unwelcome requests to go out
- Repeated questions about someone's personal life
- Obscene telephone calls, letters, faxes or e-mail messages

### ***Non-Verbal Harassment***

- Wolf whistling
- Isolating someone
- Mail messages or memos
- Suggestive looks or leers
- Unwelcome practical jokes
- Unnecessary physical contact
- Offensive hand or body gestures
- Mimicking someone with a disability
- Following someone to and from work
- Circulating humiliating or intimidating literature
- Displaying sexually suggestive, offensive or degrading material on walls, computer screen savers, e-mail, unsolicited letters, faxes or notes containing material that is obvious or subtle, direct or indirect

#### **Your Learning Check:**

1. What is an airline's interview objective?
2. What makes it procedurally easy to answer any question asked of you?
3. What are the three most important aspects of your Flight Attendant application?
4. Give two reasons why airlines carry flight attendants.
5. Give three responsibilities stated in the role specification of a flight attendant.
6. Why is it imperative that you be able to develop rapport with other team members very quickly?
7. What is discrimination?



### Section 3

#### Dressing to Impress for Your Interview

**On successful completion of this section you will be able to answer these questions:**

1. What is the presentation standard for flight attendant interviewees?
2. Why?
3. What shoe-ware is appropriate in your interview for:
  - a. Male
  - b. Female



## What Do Airlines Look For?

Male or female, there is no excuse for less than immaculate presentation. The first sense that is employed in the interview process is the sense of sight. Unfortunately, you have less than 30 seconds to make a good first impression (some experts say far less), and once that impression is made, you have virtually no chance of changing it in the time frame of an interview. So, your first area of concern should be: how do I look? You must present appropriately to the situation at hand.

This includes everything the eye sees.

You may think it is your right to wear a ring through your nose, and I certainly applaud you for your conviction, but your potential employer doesn't care about your conviction, only whether you fit their image. Like it or not, the realities of life from an employer's point of view may not be yours.

### ***What do you wear to interviews? (Men)***

#### **Body**

- No bracelets.
- No visible tattoos
- No visible body piercing – Period!
- No unkempt hands or chewed finger nails
- No makeup that is visible. (Cover stick or similar, maximum. Moisturizer OK)

#### **Hair**

- No out of 'normal' hairstyles. Professionally cut and clean. No hair longer than your collar at the back and preferably above your ears on the side.
- Fringe to be above your eyebrows and out of your face.
- No growing out colors or "abnormal colorings"
- No side burns past your middle ear and not bushy.
- Easy on the hair product. Minimal for control. No wet look, gelled or wind-blown looks.
- No beards or goatees and preferably no facial hair. If you must have a moustache, it must be trimmed and no longer than the corners of your mouth.

While some airlines have a corporate image that is casual, unless you can identify what exactly that is, or you know what the recommended expectation of dress is, then stick to immaculate presentation with a suit.

## **Interview Clothing:**

### **Suit**

Preferably a navy blue Suit (black suit as second choice). **NO OTHER COLOUR!** Single- or double-breasted suit, whatever the fashion at the time. White, long-sleeved, collared shirt only. Cotton polyester mix and preferably no collar buttons. About 1.5 cm of sleeve cuff to show at wrists with suit jacket on (second choice is a light blue shirt, but nothing beats white).

### **Belt**

Black leather with silver or gold buckle. No big buckles or gimmicky studs or engravings. Keep it business like.

### **Matching tie**

Stick to a tie that will complement your color. If in doubt, seek professional help or stay moderate. A classy tie, however, will speak volumes if you get it right. Stay away from outlandish colors. No animals, gaudy patterns, writing, flamboyant colors or florals. Please, no knitted or woolen ties. A school boy knot is acceptable, but if you can learn to tie a Windsor Knot (and you should), you will be streets in front of the other interviewees. The fashion on this changes from year to year, but the Windsor Knot is always centered, square, even, and looks professional.

### **Shoes**

They should be black and lace up. Slip-ons are a second choice, but **NO BOOTS**. No worn heels or scuffed leather or soles. You must be able to see your face in the shine from your shoes! If you can't, then clean them again.

### **Socks**

Should be black or navy blue and almost knee length nylon cotton. This will avoid showing any skin when seated. No patterned, motif or explorer socks!

### **Watch**

Yes. Preferably a dress watch. Nothing gimmicky, worn or unbusiness-like.

### **Rings**

No more than one ring per hand. Ring finger or dress finger only.

### **Glasses**

Sight glasses only and never on a string or necklace. Preferably contacts. Do not store your sunnies on your head!

### **Deodorant**

Absolutely.

**Aftershave**

Minimum only, if at all; not to be over powering.

**Accessories**

No visible mobile phones or pens in pockets. All interview documents along with phone, wallet and other necessities to be carried in a smart leather attaché or slim brief case. NOTE: Turn your phone off or to silent mode.

***What do you wear to interviews? (Women)*****Body**

- No visible tattoos
- No unkempt hands or chewed finger nails.
- No visible body piercing other than ear lobes!
- No charm, bulky, leather or friendship bracelets, and preferably, none at all.

**Hair**

- Clips pins, or hair bands to be hidden
- Fringe above eyebrows and out of your face
- No growing out colors or 'abnormal colorings'
- No out of 'normal' hairstyles. Professionally cut and clean
- Easy on the hair product. Minimal for control. No wet look, gelled or wind-blown looks.
- Ensure hair is not wispy or falling across your face and needing constant adjusting.
- If past shoulder length, avoid pony tails and opt to wear your hair up.
- Hair accessories to be the same color as your hair and maximum of two combs.

While some airlines have a corporate image that is casual, unless you can identify what exactly that is, or you know what the recommended expectation of dress is, then stick to immaculate presentation – a suit, skirt or dress is acceptable.

**TIP:** *If the airline follows the corporate standard of dress, then dress the part. Identify through your clothing that you carry the image, and be the flight attendant that they are looking for. You can see from the photos throughout this manual that the women's presentation is reserved, yet classic, smart and immaculate.*

## **Interview Clothing:**

### **Suit / Skirt / Dress**

Wear a color that suits you, but stay conservative. You don't want to be noticed for the wrong reasons; you want to be noticed for your classic presentation that emanates professionalism. If in doubt, lean to a darker color preference including navy, grey or perhaps maroon. Aim for a classic and conservative look.

### **Skirt or dress**

The length should match the fashion at the time, be it just above or just below the knee. Fabric should be non-creasing. Avoid linen and shiny polyester. A wool, cotton, or polyester mix is ideal.

### **Suit**

Same rules of color and fabric apply; keep the look classic and conservative. Wear a suit jacket.

### **Scarves and hats**

Do not wear!

### **Shirt**

Preferably plain white or light in color to contrast with suit or skirt.

### **Belt**

Yes. Matching the outfit, but stay classic, conservative and complimentary.

### **Shoes**

Never white in color and never sandals or open type shoes. No extremely pointy, buckled or ankle-strapped footwear. Must be a court shoe, preferably navy or black or a color shade that is darker than your suit or skirt/dress. Must be new looking and clean with no scuffs. Heal height between 2.5 and 5cms.

### **Stockings**

Yes. Not shiny but sheer and flesh colored



*A beautiful accessory that is small in size but big on making a classy statement*



**Watch**

Yes. Preferably a dress watch and non-masculine. (Not too large). Nothing gimmicky or worn out.

**Rings**

No more than three rings for both hands combined. Ring finger and dress finger only.

**Earrings**

Clip-ons or pierced. No drop or “Dallas style” earrings. Preferably gold, silver or pearl; no larger than a ten-cent piece.

**Broach**

No.

**Necklace**

Yes, preferred. Keep it complimentary and classy. (No gaudy accessories).

**Jewelry**

All jewelry should be of the same metal and work in unison with all pieces to compliment your grooming.

**Handbag**

Yes, and preferably not white. It should be small, preferably leather, and color-matched with your shoes. It should be closed and appear as though nothing is inside. You may wish to use an attaché brief case if bringing reference material with you. However, take only one bag into the interview with you. Your attaché will preferably be the same color as your handbag (was). Alternatively, use a dark leather.

**Deodorant**

Yes

**Perfume**

Preferable, but never overpowering! Keep it very light in fragrance and strength.

**Glasses**

Sight glasses only and never on a neck string or necklace. Contacts are preferred. Do not store your sunnies on your head!

**Nails**

Your nails should not be too long and preferably have a clear finish or conservative color to compliment your outfit. No dual colorings or “way-out” colors, pretty patterns or

markings. Nails should be well manicured and clean. Your hands should be moisturized, not dried or cracked.

### **Accessories**

No visible mobile phones. All interview documents along with phone, wallet and other necessities to be carried in a smart leather attaché, or handbag. NOTE: Turn your phone off or to silent mode.

#### **Your Learning Check:**

1. What is the presentation standard for Flight Attendant interviewees?
2. Why?
3. What shoe-ware is appropriate in your interview for:
  - a. Male
  - b. Female



## Section 4

### Your Boarding Pass – Sir/Madam

**On successful completion of this section you will be able to answer these questions:**

1. Name four things you would submit in your application.
2. Why must you include a cover letter? *(If not specifically advised not to)*
3. What two phraseologies are used to complete a cover letter?

### Submitting your application

Always include:

- A cover letter, if asked – *(Note: As time goes by and online applications become more prevalent, some airlines such as Southwest Airlines will state that this is neither necessary nor desired. However, be directed by the individual airline application requirements.)*
- A resume
- A full-length photo (color)
- A head and shoulders passport-sized photo (color)

If you are responding to an advertisement, include anything else asked for.

**NOTE 1:** Don't send Sunday afternoon BBQ shots. Have your photos professionally taken. It's all about a standard that you set for yourself, and this should be evident with your photo. A genuine smile is the standard. This will cost about \$120 for the shoot and \$1 for copies. Once they are done, you can reuse the photos with as many applications as you please.

**NOTE 2:** If a passport suitable photo is asked for, then ensure that you follow these guidelines:

- Your head should be centre-frame with full face, front view, eyes open, with a natural expression, and against a plain white or off-white background.
- There should be no distracting shadows on the face or background.
- Your photo must show a full head from top of hair to bottom of chin; height of head should measure 1 inch to 1-3/8 inches (25 mm to 35 mm).
- Make sure eye height is between 1-1/8 inches to 1-3/8 inches (28 mm and 35 mm) from bottom of photo.

**There are several ways to submit your application, namely:**

- 1) Internet via:
  - a. E-mail – *(Word but preferably PDF)*
  - b. A pre-formatted web based application page *(Upload or download link)*
- 2) Walk in off the street (Hard copy)
- 3) Hardcopy/post

We will concentrate on the hard copy, primarily because if you know what is required with this, you will be able to adapt to any other format required. Before we do, let me briefly explain the internet application method on a broad scale. *Be forewarned that this can be very time consuming even with a high speed internet connection!*

First, you are restricted to their format. Whatever is on the computer screen will be your instruction and ultimate format that the particular airline or recruitment agency requires. This can sometimes be quite limiting in both format and allowable space for information. *You may even be asked to upload your photo.*

**NOTE:** I have had to do this process on several occasions and thankfully, while I can't speak for every airline, many of the initial convoluted systems to upload your application online are fast disappearing. My experience was frustrating and extremely slow to say the least. While you may be somewhat limited with the online format, and in all likelihood, you can be if they use a set template, do address their criteria appropriately with reference to how you would do so in hard copy.

When your information, which should address their selection criteria, is on the database, it is open for view to that airline or applicable airlines if you go through a job application centre.

A PDF version sent via email obviously negates the above. However, let's have a look at your cover letter.

## Cover letters

Cover letters accompany your resume and are used to establish a contact relationship with the appropriate person and lead them into wanting to read your resume. *Again I reiterate that as time goes by and online applications become more prevalent, some airlines such as Southwest Airlines, for example will state that this is neither necessary nor desired. However, be directed by the individual airline application requirements. If you can submit one, do so, because cover letters can be such a powerful tool.*

I have included this information for you because unlike Southwest at the time of writing, many airlines still require you to submit a cover letter.

**Note:** While very rarely done with cover letters, when applying for any job, I recommend you place a small passport-sized photo on the front of your cover letter. Direct marketers understand the value and effect of a passport-sized photo in the top right corner of a cover page. It serves to put a face to your message and immediately makes it more personal and relatable. (Obviously not always possible with online applications).

### Cover letter structure:

1. The cover letter should be fully dated and addressed to the right person using their appropriate title and full business name, complete with their postal address. (If you don't know their name, use Sir/Madam). Continue by using the person's name: Dear Mr/Mrs/Miss/Ms (Surname) or Sir/Madam if name is not known.
2. Give a brief introduction of the topic of the letter, which is the job that you are applying for, and if the position was advertised, then reference it.
3. This should be followed with a brief benefit statement of your qualities and why you would be great for the position. If you are responding to an advertisement, bullet point each given selection criteria and express your qualifications appropriately.
4. Follow this with a brief paragraph stating your intentions, goals, and desires with the company and express them as benefits to the company.
5. Make reference to the inclusion of your resume and invite the employer to contact you.
6. Complete your cover letter with:
  - **Yours sincerely** if you have addressed your letter to A NAME and
  - **Yours faithfully** if you if you have addressed your letter to Sir/Madam.
7. Sign your name above a typed signature line.

Your cover letter should:

- Be in Arial, Tahoma, Times New Roman or Georgia font. (The names are true to type fonts in size 12 in this example)
- Be in 10-point font minimum, or preferably 11 or 12-sized font.
- Be in black print on crisp white paper only. It is the easiest of any color combination for the human eye to read.
- Use **bolding**, underlining, bullets and indents for highlighting (sparingly and effectively).
- Use white space intelligently to make a point or make readability easy.
- Be accurate and perfect! No spelling mistakes, no smudges, no coffee stains.

**Note: Do not use picture graphics!**

I have included two examples of cover letters.

1. One offers my resume looking for employment to a known person.
2. The other responds to an advertisement and is addressed to an unknown person.

**Note:** I have removed identifiers for the following examples.



64 Pring St, Ascot Vale  
MELBOURNE, AUSTRALIA  
Correspondence to: PO Box 1051 Toombul QLD 4012  
Telephone: (03) 9300 0000  
Fax:(03) 9300 0000  
Mobile: 0410 66 5971  
info@flightattendantcareers.com

2<sup>nd</sup> May 2015

**Ms. Jennifer Hewit**  
**Manager of Recruitment**

ABC Airlines  
301 Cadard St.  
Kingsford Smith International/Domestic Airport  
Mascot NSW 2020



**Dear Ms. Hewit,**

I submit my resume for your consideration for the position of Flight Attendant with ABC Airlines.

I am an articulate, reliable and diligent individual who has a valuable contribution to make to an airline through skills developed domestically and internationally, in various hospitality and face-to-face customer service positions.

I relish the opportunity to work within a team environment, accept responsibility and take initiative, while delivering the highest level of in-flight customer service. Exposure to foreign cultures has helped me to develop appreciation, understanding and empathy for people of differing origins and is supported by my attached work history.

I respectfully request an interview at your earliest convenience, and may be contacted at the above numbers.

Yours sincerely,

Tom Reincke

64 Pring St, Ascot Vale  
MELBOURNE, AUSTRALIA  
Telephone (03) 9300 0000  
Fax (03) 9300 0000  
Mb: 0410 66 5971  
info@flightattendantcareers.com

2<sup>nd</sup> May 2015

**Manager of Recruitment**

ABC Airlines  
301 Cadard St  
Kingsford Smith International/Domestic Airport  
Mascot, NSW, 2020



Dear Sir/Madam,

I am applying for the position as Flight Attendant as advertised on page 23 in the AGE newspaper dated 29/04/2015.

My working history has always been in customer service.

I have front-line customer service experience within the Asian culture through my work as a waiter in a Thai restaurant

My presentation is always immaculate and includes a time of strict adherence to uniform regulations during my concierge work at the Bardaka Hotel

My persona and service acumen was rewarded with an Employee Award of the month from Seafarers Restaurant in June 2010.

Delivering great customer service to a growing list of repeat customers wherever I work has proved to very profitable to all my employers and personally very rewarding. Having enhanced my job skills with further studies and community work in related fields of customer service, I fulfill the nominated job description of Flight Attendant and believe I would represent ABC Airlines perfectly through my natural enthusiasm, positive personality and proven performance.

I am very keen to utilize my skills as a Flight Attendant with your company and have included my employment history and contact details.

I look forward to speaking with a representative of your company in the near future.

Yours faithfully,

Tom Reincke

**Your learning check:**

1. Name four things you would submit in your application.
2. Why must you include a cover letter? (*Unless specifically advised not to*)
3. What two phraseologies are used to complete a cover letter?



## Section 5

### Your Resume

**On successful completion of this section you will be able to answer these questions:**

1. What is the purpose of your resume?
2. What are the consistent rules in regard to the font used that should be applied to your resume format?
3. When is the only time you would include your age on your resume?

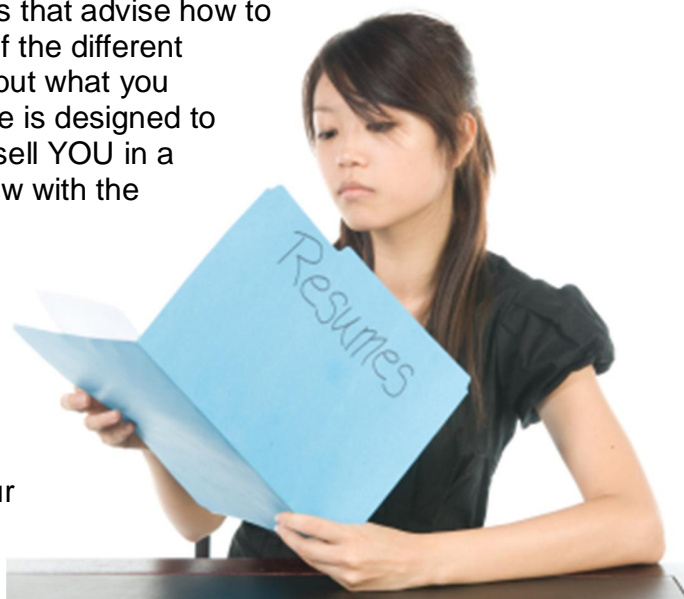
### Why is My Resume Important?

#### Your resume is your passport to an interview

There are literally hundreds of books that advise how to put a resume together. The merits of the different formats will not be discussed here, but what you should recognize is that your resume is designed to do one thing and one thing only: to sell YOU in a such a way that gets you an interview with the airline of your choice!

#### Make Your First Impression Count

Your resume is competing with literally thousands of others, so you have to be brief, to the point, and concise; so, do this by choosing your words very carefully. Your resume is an ad about you; it's your silent salesman; it's literally a sales letter about you. Remember, features tell and benefits SELL!



Your resume should always be written with the reader in mind. Ideally, it should never be longer than two pages, unless it is asked for or is *absolutely compelling*.

Remember too that when airlines advertise, they have literally thousands of applicants. This means that all too often they operate with three pigeon holes in front of them:

1. A, for 'yes, we'll do an interview'
2. B, for 'we'll take another look if we don't get enough A's,' and
3. C, for destination: compost!

So, really take your time on getting your sales script right so that you get the opportunity for an interview. This will then give you the forum to sell yourself in person. You can then inject the targets of interest of an airline much more effectively with your presence and personality in an interview and have far more time to be able to it.

*Interestingly, the top 5 things voted as most important about a person after a great first impression were:*

- 1) Smart appearance
- 2) Pleasant personality
- 3) Common sense
- 4) Attendance
- 5) Honesty<sup>1</sup>

## **Resume Format**

There are a few consistent rules that should be applied to any resume format that you use, and they include:

- 1) Your resume is your ad, not a history lesson. It must have the aim of getting you an interview only (*with an airline*)
- 2) Always write in the first person, but limit the use of the word 'I'
- 3) Ensure your resume is well organised, logical and easily understandable
- 4) Do not say something in 6 words if you can say it in 4. (You have to be brief, accurate and concise. Don't waste words; don't pad your resume with waffle)
- 5) Sell it; don't tell it. Obviously, you have to state facts, but express them wherever you can as a benefit

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<sup>1</sup> *What The Employer Expects - Kerry Wilson, 1994 (Tony Jewers Productions)*

- 6) 90% of resumes are in Times New Roman,<sup>2</sup> so be different and stand out. Your resume still needs to be very easy to read, however. Arial, Tahoma or Calibri are good font alternatives. Minimal use of anything else for effect ONLY
- 7) Font sizes of 10, 11 or 12 only for text (Larger for headings or effect only)
- 8) Black print on crisp, white paper only! It is the easiest of any color combination for the human eye to read.
  - a. Forget graphics unless they have an absolute purpose
  - b. Do use **bolding**
  - c. underlining and/or
  - d. bullets and indents for highlighting
- 9) White space: Use it where you can to make a point or make readability easy.
- 10) Your experience, education and qualifications should be listed in reverse chronological order.
- 11) Target your resume at the flight attendant job and the airline you are applying to
- 12) Identify the skills you have that most closely match their requirements.
- 13) Write with the reader in mind; target their selection criteria and adapt your resume contents to suit.
- 14) Think about the interests that you will include. Be choosy; they give a lot of unsaid information about you. Consider volunteer activities, jobs that marry any of the skills required as a flight attendant, relevant travel experiences, team activities, personal and further educational assignments or adult learning projects.
- 15) Accuracy and perfection are absolute musts! No spelling mistakes, no smudges, no coffee stains!
- 16) Refer to references only. (Your references *rarely* get you the interview; your resume does. Your references are only needed to reaffirm your resume or confirm the findings of an interview). Don't use the wording; "available on request," but rather "documentation available at interview."
- 17) Include full contact information, including an e-mail address if you have one.
- 18) Write with enthusiasm, purpose and personality!
- 19) Ensure the information you include is up to date

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<sup>2</sup> Expert Resumes for Managers and Executives, Wendy S. Enelow & Louise M. Kursmark



**Remember:** *Keep your resume to two pages or less unless it is asked for or is absolutely compelling.*

### ***Information to include on your resume***

**Your resume should give the following information:**

- Full Name
- Full address and preferred correspondence as required
- E-mail address (check this regularly)
- Career Objective(s)
- Proficiencies
- Education *and relevant dates*
- Employment history
- Professional experience
- Affiliations
- Interests:

**Note:** (Your affiliations AND interests will or should tell much about you between the lines)

**Note 2:** If you don't have a cover letter with your photo on it, I suggest including one in your resume. Many airlines will ask you for one anyway. They often ask for two included photos. One a head shot and the other a full-length shot.

- Current studies (if applicable)
- References

**REMINDER:** Your experience, education and qualifications should be listed in reverse chronological order

### **Other possible information to include:**

Age, if it is asked for; but if it is not asked for, then do not include. You will have to meet minimum age requirements, however. Australian law prohibits discrimination based on age, and therefore upper age limits are rarely if ever printed or asked for. For the interview process, do not supply it. A fact of life, however, reveals that the older ages are not taken in the numbers of initial intake as perhaps one would like; so don't plant any seeds that are not asked for and give yourself the greatest chance to sell yourself at an interview.

**NOTE:** *As a vote of confidence for older applicants, I got into my fourth airline at the age of 47. One of my work colleagues was 10 years senior when he landed the job! I know of one US applicant (via an information source... because most women don't like to reveal their age) that got in at the age of 61! So don't be put off by age – go for it, but avoid pre-conceptions if you can and get to an interview and sell yourself in person. You are more than a number that represents your age – give yourself the best chance to show it!*

**NOTE:** *If you are applying for an international airline you will have to reveal certain personal details including your birth date for visa purposes at some stage. So spend time preparing a great resume. If you don't spend time, then spend money to have a resume professionally prepared for you. It is your first step in getting noticed.*

## Example Resume No. 1

# RESUME OF TOM REINCKE

124 Pring St, Hendra, 3032 MELBOURNE AUSTRALIA Mobile: 0410 66 5971  
Send correspondence to: PO Box 1051 Toombul QLD 4012  
Email: tomtom@netspace.net.au

## CAREER OBJECTIVE

To use my skills in a dynamic airline that provides an environment that encourages its staff to use their personal attributes and qualifications to achieve their goals within the company's framework.

## PROFICIENCIES

Initiative	Tenacity	High work ethic	Industry knowledge
Leadership	Empathy	Proven work history	Willingness to learn
Task focus	Physically Fit	Cultural Awareness	Situational awareness
Multi-skilled	Team worker	Procedural awareness	Excellent communication skills
Professional pride	Time management skills	Customer service Orientation	Service level Japanese language skills

## EDUCATION

- |  |          |  |
|--|----------|--|
| ✓ Diploma of Business                                | 07/07/02 | ✓ International and domestic airline safety training                                   |
| ✓ Diploma of Work Place Training and Assessment      | 07/07/02 | ✓ Bronze Medallion Life Saving certificate   |
| ✓ Diploma of Exercise Science and Fitness Management | 01/02/03 | ✓ TESOL: Specialising in Children and University Preparation                           |
| ✓ Certified Instructor in Personal Training          | 05/05/03 | ✓ Commercial Pilot, Real Estate Agent, heavy truck and unrestricted motorbike licenses |
| ✓ Responsible Service of Alcohol                     | 21/07/03 | ✓ Leaving School Certificate, South Australia  |
| ✓ Senior First Aid Level 2                           | 08/08/02 | ✓ Touch Type 30 wpm  |

## EMPLOYMENT HISTORY

<b>Service period</b>	1985-96 / 1999-01	1996-1999	2001-present
<b>Company name</b>	Ansett Airlines Sydney, Melbourne, Brisbane, Perth	Ansett International Sydney International Terminal	Travel Quest Australia 124 St. Leonards Rd Ascot Vale 3032
<b>Position</b>	Cabin Manager	Lead Flight Attendant	Director

## **PROFESSIONAL EXPERIENCE**

**I understand the expectations of customers and the requirements of a business to:**

- Establish repeat business through delivery of high service standards
- Effectively combine company service delivery with customer service expectations
- Build rapport and create a great atmosphere amongst my work colleagues in all situations
- Effectively communicate to achieve team-focused outcomes in an energetic and positive way
- Work equally well either as part of a team or as a decision maker to successfully achieve task completion
- Possess and utilise skills and training received in work place safety, company procedures and service delivery to maintain company standards

## **AFFILIATIONS**

Hudson Financial – *A guide to better financial management*

Group Toast Masters International – *Providing a forum for enhancement of personal communication skills*

Local community school Christmas cards group – *Requires teamwork to achieve a worthy charitable outcome*

## **INTERESTS**

- Self development
- Foreign Language studies
- Football, tennis, golf, cricket
- Creator/Designer of a travel board game and advertising travel cards
- Author of a Property Investment home study course
- Cooking
- Reading
- Personal training (individual and group)
- Flying
- Music

## **CURRENT STUDIES**

1. Diploma of Public Safety (Policing): *This meets with security requirements of the general public and includes crowd control measures adaptable to the maintenance of safety issues on your airline.*
2. German language: *With increasing numbers of German travelers, this gives me greater opportunity to build a service rapport with passengers.*

## **REFERENCES**

<b>CEO Investment Property Solutions David Biller</b>	<b>DIRECTOR Auspac Financial Solutions Sharryn Mamesbury</b>
Phone Number: (02) XXXX 6XXX Reference Type: Personal	Phone Number: XXXX 44 XXXX Reference Type: Personal
<b>Ansett Australia</b> Reference Type: Work	
1. Line check as Cabin Manager 2. Procedures check documentation	
<i>Documentation available at interview</i>	

**Example 2:** This example, while very brief and only one page long, made for a successful application to my third airline. For this application I included a photo.

## **RESUME OF TOM REINCKE**

11 Fenstar Crt  
Ridgehigh, SA, 5099  
MB: 0410 66 5971  
E: treincke@gmail.com



### **Objective**

To obtain a Cabin Crew position with AllAir Airlines on the A320 Aircraft

### **General Details**

I am 1.78cm tall, over 18 years of age, speak English as a first language, have Diploma education, am medically fit for aircrew requirements, am able to swim 50m unaided, and have more than 2 years previous flying experience.

### **Proficiencies**

My past work experiences as an international & domestic cabin crew member on 7 aircraft types, including the A320, and as a police officer have required the ability to work as a team member and be comfortable, competent and proficient in a front-line customer service position. I hold a current passport and I am intimately familiar with the job role and requirements of the Flight Attendant position.

### **Professional education**

Diploma of Public Safety - 28/7/04  
Diploma of Work Place Training and Assessment - 7/7/02

### **Certificates**

St. John's Senior First Aid Certificate  
Responsible Service of Alcohol

### **Current employment**

Hampson Concrete Adelaide

### **Past employment**

Queensland Police Service - Constable of Police  
Ansett Australia - Cabin Manager

### **References**

#### **Captain Robert Gunderra**

All Nippon Airlines 747 Training - 0417 000 000

#### **CEO David Mitler**

Investment Property & Solutions - 0412 000 000

## Your Next Step

As stated above, you can submit your application in a variety of ways, and this varies from airline to airline, namely:

- 1) Internet via:
  - a. E-mail - (*Word, but preferably PDF*)
  - b. A preformatted web-based application page - (*Upload or download link*)
- 2) Walk in off the street (Hard copy)
- 3) Hardcopy/post

**TIP:** Visit their respective 'Careers' page to obtain application guidance and requirements.

**Note:** *When you send a hardcopy of your resume and cover letter through the post, do not fold it and do not staple it. Send it in a white A4 envelope and address it in your own (neat) handwriting with return address on the back. Be sure that any photos are sandwiched between two sheets of thin cardboard to prevent fold lines.*

If you can get your hardcopy right, you should be able to adapt relatively easy to electronically submitting your application, which should include your cover letter and your resume.

**If you are selected as a possible candidate,** you may be e-mailed with further detail to continue the application process, and possibly be asked to attend an assessment or come to a walk-in-off-the-street-type interview. Alternatively, you may be contacted by phone out of the blue, at their discretion.

If you do get a phone call, be on your guard. It will start with something like "Hello Mary/Mike, this is Janice here from XX airline/agency. Do you have a moment to talk or should I call back at a more convenient time?" Of course, you should be available right then.

They will ask you a series of questions in relation to their areas of interest relating to the flight attendant position. The outcome as to whether you go further or remain a forgotten is subject to your answers.

**Hint: Keep to the SAO format** as explained later in this manual and then extensively in step 3 - '**How To Answer Every Interview Question Perfectly,**' and know the criteria they will be assessing you against. ▶▶▶▶





A 'walk in' off the street version is no different than the hard copy sent by post, other than normally, a 'walk in' usually happens when the airline concerned advertises for applicants to attend a group interview (mass gathering) at a hotel conference room or similar, and you literally walk in off the street, resume in hand. With this type of application and invitation, you literally walk into a Group Interview. If you have been invited to attend such an interview via a newspaper or website advertisement and have not been vetted by your resume, expect a lot of people to turn up and expect a lot to be culled with almost ruthless abandon!

I will go through Group Interviews shortly, but Your Guide to Group Interviews AND How to Survive The Interview 'Cull' Process are bonuses I wrote for this package that will give you more examples of the activities that airlines use and some great information that will get you into the group interview mode.

If you are invited to attend an assessment, you will be, as the name suggests, 'assessed' for your suitability for the job.

**Assessment methods used are carefully designed** to measure the skills and capabilities necessary to be successful in the role of a flight attendant. The format of your assessment will depend upon the airline you have applied for, but can consist of a mixture of group exercises, classroom-based tests, presentations or interviews at one or more stages.

**NOTE:** Don't worry if you are invited to attend such an assessment; you will be advised of what to expect on the day.

**Always remember:** You only get one chance to make a great first impression!

Again, I stress that online applications may or may not ask for a cover letter. This can be limited to the fields of entry provided and they may or may not ask for photo upload. Preferably, they will ask for a PDF upload.

**NOTE 1:** Don't be surprised if you're required to both fill in lengthy online entry fields and also be required to upload the same information in a resume as a PDF.

**NOTE 2:** A PDF is best for web transfer purposes as it retains the integrity of its contents.

**NOTE 3:** Your resume may be limited or restricted by the same type of fields of entry.

**CAUTION:** If you send your resume via e-mail as a Word file, there is some chance that the integrity of the format of your contents will be affected in some way. That means that how it is received will be different to how you send it. As per NOTE 2, send it as a PDF if you can to avoid this possibility.

## Help! I've Been Invited to an Interview



Again, what happens now will depend on the airline as to how the process will be conducted. Whether you've been pre-selected or drafted from a phone interview, an assessment day or group interview situation will dictate what happens next.

It always requires you to put your best foot forward, however. Good preparation is by far the best way to eliminate interview nerves and is referred to as the 6 P's:

- 1) Prior
- 2) Preparation
- 3) Prevents
- 4) Pretty
- 5) Poor
- 6) Performance

You have been invited to an interview to display your potential. The airline doesn't want to just process you: They want to see what you are capable of and whether you are suited to the flight attendant position.

### So...

- **Make sure you can speak confidently**  
This includes everything you have included in your application package, be it your cover letter and or resume or both.
- **Know the position**  
If you've not been a flight attendant before, then read through the bonuses I have included in this package, as well as my web site, and research the position as listed on the airline's website. See what, if any, specific skills and experiences are being sought. Can you meet with these requirements? Think of specific personal examples that match them.
- **Research the airline**  
Starting from my website as a good place to start, I give you a broad rundown of the airlines listed and provide you with links to follow to the airline website. Get a really good overview of the airline so you are at least familiar with its operation.

➤ **Conduct a Google search**

... see what you come up with. Read about it. Put it in your memory bank. You never know what may come up in a conversation in your interview. Good preparation will enable you to contribute, to engage the interviewer and be able to answer questions with obvious interest and authority.

It should be pointed out here that interviewers want to see if you are fallible. Not in deliberately trying to find a weakness to exploit, but rather to identify whether you learn through your experiences. That is, you can identify if things go wrong, make a decision to rectify your actions and obtain a positive result. It's okay to admit that some things don't go right sometimes; however, it is not what they are really concerned about. It's what you did and how you worked to actually fix the problem that your interviewer is more interested in. This will be a part of what we are about to learn in the next section.

Oh...and one more thing – be yourself. It's preferred, and your surest way to succeed!

**Learning Check:**

1. What is the purpose of your resume?
2. What are the consistent rules in regard to the font used that should be applied to your resume format?
3. When is the only time you would include your age on your resume?



## Section 6

### The Targeted Selection Interview System Plus...Assessments and the Interview Process

**On successful completion of this section, you will be able to answer these questions:**

1. How many target areas of interest are you now aware of?
2. What is the definition of “initiative”?
3. Complete this sentence...Communication is about conveying ideas in a way that is understood by the recipient, be they in groups or individuals. This can involve...
4. In what circumstance could normal procedures vary?



**The flight attendant application process is essentially made up of three steps with several stages in each step.**

We've discussed cover letters and resumes in our first step.

Let's now have a look at the steps that lead up to two and three. I'll explain information that is pertinent to both your one-on-one and group interviews, then explain in the next section your group interview and then your one-on-one interview before giving you some further information about your 'group interview tasks'.

**For now, let me first explain the:**

- Target Selection interview system

**And then second, we'll take a look at the...**

- Assessments and the interview process

The target selection interview system is the recruitment and selection process used by most airlines. Legacy or full-service airlines particularly take this very seriously. *(Yes, as opposed to some low-cost carriers who don't even have enough respect to provide a HR person at the interviews! How do I know? Because I have been there personally – suffice to say that I explain this a little further on my website about low-cost carriers and my non-preference to them. For the moment, this information simply tries to prepare you for the best; so if you care to, you can read more about low-cost carriers on my website.)*

It is in both your interest and that of the interviewing airline to treat you as they would expect you to treat their passengers: with fairness and respect, period! After all, you have taken the time and effort to apply to this airline and just because *(in normal circumstances)* the position will have far more applicants than jobs available, it does not avail them to treat you any less than they would expect you, as an employee, would treat a passenger on board their aircraft. The same, of course, is mutual from your perspective. However moving on...

**Your goal is to obviously land the job of your dreams.** The airline's goal is to select people who meet the selection criteria and possess the qualities and target areas of interest to the airline essential to the airline's continued success.

For the most part, you will be interviewed by specialist recruiters who have had years of relevant experience and all of whom come from varying and diverse backgrounds. I know from my time on the interview board that we had people with business and academic backgrounds, those with psychoanalysis experience and those of us who were old hands at front-line customer service, to name just a few.

When recruiting, the airline's ideal is to take an objective view and follow best practice guidelines to determine an applicant's capabilities and competencies. Your current competencies are built from your knowledge, skills, past experience and behaviors and are determinants of your job success in the role of flight attendant. These competencies and selection criteria, when measured against the target areas of interest to the airline concerned, are a valuable tool in ensuring consistency and accuracy in assessments and increase the reliability of the selection process.

## **The Target Selection Interview System**

While not flawless, this system is the favored selection process used by most airlines today. While each airline will have their own style and use their own tailored questions, if you understand the format, it can prove to be very advantageous to you. Basically, if you understand the rules of the game, it is much easier to play no matter who you are interviewed by.

## **The objective of using the Target Selection Process**

The objective of using the target selection process is to be able to select the most ideal person to fulfill the position of Flight Attendant. To maintain its uniformity of selection that meets with a given quality of criteria, this system adheres to a matrix that provides for consistent professionalism and adaptive flexibility, in a caring and definite way.

## **What are the target areas of interest to an airline?**

1. Energy
2. Initiative
3. Job fitness
4. Teamwork
5. Ability to learn
6. Motivational fit
7. Work standards
8. Communication
9. Time management
10. Tolerance for stress
11. Customer orientation



12. Following procedures

13. Job-related knowledge

14. Situation analysis/judgment

The following are some examples of why these areas are important and what sorts of behavior or actions the interviewer will be assessing when trying to identify these areas.

### ***Energy***

**Consistently maintains a high productivity level over periods of long duration, irregular hours or unnatural biorhythmic times.**

A flight attendant must effectively work at altitudes that place increased demands on their physical capacity to perform required duties. This is accentuated by irregular sleep patterns, differing time zones, periods of heavy work load through meal times and very often under time constraints and the need to meet passenger requirements.

Examples of activities/behaviors includes:

- Maintains effectiveness through irregular duty hours, changes in climate, sleep patterns, and time zones
- Maintains a high work productivity over long periods
- Maintains consistency despite physical attributes of aircraft, varying work load and passenger demands
- Effectively performs physical requirements of walking lifting, bending, pulling trolleys, etc.

### ***Initiative***

**Self-starter; Knows when things need doing and doesn't have to be told; Is acutely aware and proactive to achieve the required outcome.**

A flight attendant works in an ever-changing environment that dictates improvements are made to meet with various operational, service and safety demands and are given opportunities to take appropriate action to suggest new ideas/strategies. A flight attendant has to be flexible and adaptable and must possess a repertoire of customer service skills to adopt the most appropriate approach to a customer request/concern. A flight attendant must be able to adapt to these situations with ease and provide an excellence in customer service. They should also be aware of the work load of team members and be proactive in their attempts to help others in the team when required.

Examples of activities/behaviors include:

- Is proactive in removing potential problems
- Is forthcoming with suggestions to improve performance/service
- Is aware of difficulties and seeks solutions without being asked
- Does more than they are asked and offers to help others
- Can make a discretionary judgment within acceptable limits with little or no guidance

**Job Fitness**

**Is free of physical and mental limitations for required job performance.**

A flight attendant assists passengers with carrying baggage, stowage in overhead lockers, walking support for the elderly in the aisle and toilets, and stowage of their own overnight baggage. Service trolley and galley work require the physical strength to maneuver heavy objects in a confined space.



Meal preparation and delivery also require fluency and a steady hand, and turbulence presents stability challenges at all times.

Examples of activities/behaviors include:

- Pulls/pushes trolleys
- Lifting objects including bags
- Can reach and pour tea and coffee
- Works with equipment within a confined area
- Sufficiently tall enough to reach lockers and stowage areas with ease

## ***Teamwork***

**Partakes in activity geared towards a team outcome; is responsible for own actions and is aware, considerate and empathetic for the feelings and needs of others.**

A flight attendant is naturally a people person and can quickly blend to form a productive and congenial environment with people that they may or may not know. They divorce limiting personal emotions and influences like tiredness from their working environment and set and encourage great working relationships with crews to continually provide “an excellence of customer service” congenial with the crew.

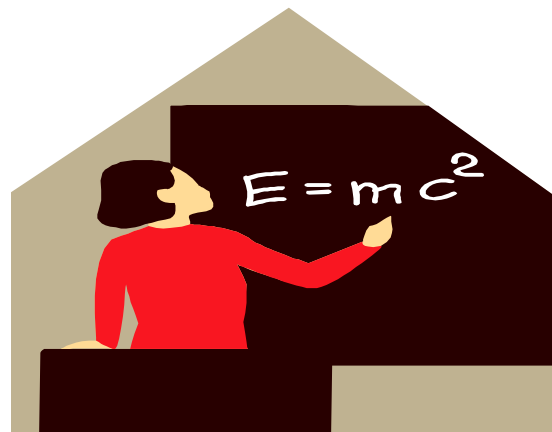
Examples of activities/behaviors include:

- Is responsive to the needs of other crew
- Works harmoniously with all crew members
- Quickly establishes effective working relationships as a team member
- Shares expertise and knowledge and helps others to achieve tasks
- Is aware of the effect of own behavior on colleagues and adjusts their behavior accordingly

## ***Ability to Learn***

**Can grasp new concepts with relative ease and apply where necessary in a timely manner.**

A flight attendant has to be proficient at general learning tasks, be confident and competent at performing new procedures and flight requirements as needed. This might be an intensive training session over a short period of time where the flight attendant has to quickly absorb and apply new information.



Examples of activities/behaviors include:

- Aircraft doors
- Terrorist tactics
- Grooming standards
- Aircraft configuration
- Emergency equipment
- Aviation medicine and first aid
- Civil Aviation Authority Regulation
- In-flight procedures and equipment
- Safety demonstrations and other safety procedures

## ***Motivational Fit***

**The degree to which the job description and role, and the company's ethos and operational procedures combine to make the work environment personally satisfying and the actual work enjoyable.**

A successful flight attendant naturally enjoys meeting customers' needs at all times. They enjoy contributing and working in a team environment and can maintain their professionalism when they are tired or under pressure. They will also be faced with having to work in different shifts/time zones and away from home. A flight attendant should be able to respond to these requirements easily and without fuss. They understand the expectations of customers and the requirements of the business and enjoy the unique demands and status that this creates.

**The effective flight attendant enjoys or derives satisfaction from:**

**(E) = Enjoys**

**(NBB) = Not bothered by**

- Meeting customer needs (E)
- Working closely with others (E)
- Taking responsibility for own performance (E)
- Putting the needs of others ahead of their own (E)
- Meeting a variety of people but not necessarily forming long-term relationships with them (E)
- Not deterred by dirty or offensive tasks (NBB)
- Changing work environment and work patterns (NBB)
- Travel and being away from home for extended periods (NBB)
- System of seniority which causes irregular amounts in pay (NBB)
- Is prepared to work within the constraints of established procedures (NBB)

## ***Work Standards***

**Sets high standards for personal performance, presentation and customer service that are consistent, of excellence and achievable. Is self-critical of performance, leads by example and is encouraging of others to achieve their best.**

A flight attendant is front line to the customer, and therefore bears the most influence on their opinions. This requires the flight attendant to display professionalism and an excellence of service at all times. As ambassadors for the airline, the flight attendant must readily identify themselves in such a role with loyalty to the company in providing the service standard of both the company and the customers that they serve.

Examples of activities/behaviors includes:

- Maintains promptness
- Is enthusiastic to learn more
- Is fervent to do the right thing
- Looks for and accepts new challenges
- Constantly strives to improve performance
- Is committed to doing the best possible job
- Maintains excellent standards of hygiene at all times
- Takes great pride in standard of dress and presentation
- Takes responsibility for meeting performance standards
- Takes responsibility for creating a positive work environment
- Takes accountability of job seriously even when not called on to regularly exercise knowledge (e.g., emergency procedures)

### **Communication**

**Is about conveying ideas in a way that is understood by the recipient, whether in groups or as individuals. This can involve speech, body language, writing and characteristics/mannerisms and terminology to meet with your audience.**

A flight attendant has to communicate with speakers with English and non-English speaking capabilities, with people having a hearing disability or with some limiting capacity to their communication process, as well as with people in all age groups. They may be required to use the public address system or effective non-verbal language to explain in-flight procedures and information to customers who find English difficult to understand. They must handle this situation with understanding and be clear and logical in their translation.



Examples of activities/behaviors include:

- Uses the public address system effectively
- Explains procedures and information clearly and logically
- Is flexible and proactive to communicate successfully
- Checks for understanding and comprehension when appropriate
- Being empathetic and resourceful in getting the message across
- Uses gestures/language and vocabulary appropriate for people with consideration of their cultures

### ***Time Management***



**Achieves expected outcomes in a timely and economical manner by identifying priorities, setting realistic goals and having the flexibility to change due to circumstances**

A flight attendant must possess a natural consciousness of duty time and timing. Punctuality is a priority and duties need to be prioritized in order to maintain scheduling, safety requirements and service standards. Flexibility to adjust to the many variables of both the work environment and industry in a professional and timely manner is paramount.

Examples of activities/behaviors includes:

- Ensure rosters are read and understood
- Inform necessary personal of their whereabouts and contacts when on reserve
- Signing on for work on time
- Attending briefing satisfactorily prepared
- Achieving all necessary pre-flight, in-flight and debrief activities within a specified timeframe
- Being sufficiently organized to perform duties with fluidity
- Bringing appropriate personal belongings on flights

### ***Tolerance for Stress***

**Stress in varying forms and degrees are common in the role of a flight attendant. Demands from the public are constant and scheduling is paramount in the aviation industry. Maintaining expected performance under pressure and handling or dissipating stress in a manner that is acceptable to all concerned is most important.**

A flight attendant meets with potentially stressful situations such as flight delays, interruptions to their routine and tight scheduling that places pressure on their work responsibilities and the need to remain composed and professional in a medical or flight emergency. Controlling a cabin of passengers and obtaining a successful outcome to the situation at hand requires control of oneself.

Examples of activities/behaviors include:

- Handles emergency situations without panic
- Competently handles any non-routine situations
- Copes with non-normal events calmly and with confidence
- Handles situations in which several people demand attention at once
- Responds effectively to any requirement of safety or first aid procedures
- Maintains composure and prioritises when time available is limited or interrupted
- Maintains composure while coping with physical requirements of disabled passengers (e.g., toileting, feeding)

### ***Customer Orientation***

**Offers and delivers an expected excellence of service to company staff and customers at all times.**

A flight attendant has to meet the needs of internal and external customers. They have to use their initiative and should anticipate needs of customers without the customer having to ask first. The flight attendant has to be able to deal with and effectively communicate with customers from different cultural and social backgrounds than their own.

Examples of activities/behaviors include:

- Responds promptly, to customers' requests
- Makes time for passengers who wish to talk
- Willingly answers questions from customers
- Works without expecting thanks from customers
- Uses appropriate eye contact when talking to customers
- Listens and responds with empathy to customer concerns
- Is genuine in their work ethos to meet the needs of others
- Displays patience, empathy and understanding to customers from all cultures in all circumstances
- Makes customers feel important and special (e.g. uses passengers' names wherever possible.)
- Makes sure that all customer needs are anticipated and met. (Including elderly, parents with children and business people)



## ***Following Procedures***

**The successful flight attendant follows the procedures for which they are trained.**

In normal operations, a flight attendant will deliver top-quality customer service according to company procedures. These procedures reflect safety parameters and company standards. Certain situations require varying normal procedures a little for quantifiable good reasons in the interest of safety and service.

Examples of activities/behaviors includes:

- Ability to follow procedures with medical emergencies
- Accuracy and competency to remain up to date with changes in company policy
- Ability to demonstrate the correct procedures for emergency equipment
- Ability to use correct procedures for non-standard situations such as smoking passengers, special attention passengers, group bookings, upgrading
- Following the in-flight procedures in all classes in respect to aircraft types, allocated position, pre-departure/embarkation, in-flight, pre-landing, arrival and disembarkation

## ***Job Related Knowledge***

**Having obtained a competency required to satisfy the role of a flight attendant, the necessity to keep abreast of progressive developments relating to their role are ongoing.**

A flight attendant keeps up to-date with the required knowledge in all areas. This includes information about the different aircraft configurations, in-flight procedures, and emergency equipment and any changes in company policy and procedures.

Examples of activities/behaviors include:

Is up to date with information relating to:

- Aircraft doors
- Bulletin updates
- Aircraft configuration
- Grooming requirements
- Emergency equipment
- In-flight turbulence practices
- Aviation medicine and first aid
- In-flight procedures and equipment
- Civil Aviation Authority Regulations
- Safety demonstrations and other safety procedures



A flight attendant knows their job description and the specific procedures and duties for any position within that roll.

### ***Situation Analysis/Judgment***

**Having the ability to plan a course of action and then if necessary, use common sense, working knowledge and people skills to change that action for a better alternative with due consideration to resources, operational constraints and organisational values.**

A flight attendant is a front-line customer service giver with limited immediate external sources. Flexibility and creativity together with company policy, procedural guidelines and in-flight safety have to be exercised when providing the expected customer service. Identifying a situation requires good interpersonal skills with operational knowledge and common sense to resolve a problem. This requires promptness, decisiveness and teamwork, especially when multiple situations present at the same time.

Examples of activities/behaviors include:

- Continually seeks to find solutions to everyday problems
- Identifies equipment faults and informs relevant personnel
- Practically and professionally translates learned procedures
- Identifies and remedies potential problems and hazardous situations
- Can exercise sound judgment consistently amongst conflicting priorities
- Is perceptive of the individual needs of the customer by observing behavior
- Identifies appropriate actions, products or services to meet customer needs
- Competently clarifies a customer's query and takes appropriate follow-up action
- Considers the outcome of actions/suggestions and seeks liaison with crew members for input
- Takes correct, decisive action or reaction to any progressive situations including turbulence, emergencies, etc.

### **Assessments and the Interview Process**

Now that we understand the Target Selection Interview System, let's now take a look at the assessments and the interview process.

Now, the whole interview process will normally start with group interviews, which then lead to the one-on-one interviews. The group interviews include presentations, role plays and exercises. Success at the group interviews and your one-on-one interview can then involve psychometric/psychological tests, which I'll explain shortly.

*I must add here again that every airline will conduct its own recruitment interview process, be it outsourced or done in-house. Some can be tedious and long, drawn out affairs, while others are pretty much straight forward and quick. For example, I have been to one that was 16 hours long, where I started the day with 1,800 other candidates and by midnight that evening, I was in the last 19. It was then 3 weeks before further notice! I have also been to one where I was in a group of 80 other applicants, and in a touch over 3 hours, I was one of 23 to be told that I had the job. So, be informed that your application may not follow this process to the letter; however, knowing what can be will only serve you better for the applications that you put forward and the interview or interviews that you have.*

Don't worry if you are selected to attend such an assessment; you'll be fully informed prior to attending, and on the day of the interview, you will be stepped through the process. The added plus is that the exercises that follow are only designed to examine your capabilities against the job role of flight attendant for which you should have, by now, already researched prior to attendance.

### **Group exercises**

Group interviews, exercises and activities look at how you work with other people, in particular, examining your initiative, communication, influencing and teamwork skills.

### **Group presentations**

The presentation is a chance to show your ability to communicate to a group of people. In a recent interview, I was given a piece of turned down paper, and come my turn, I was to stand up, turn it over and talk about whatever was pictured on the other side for two minutes. The picture, if you are wondering, was of a cup of coffee. Others at the table had pictures of a house brick, a tractor, a piece of fruit and other various objects.

Some people really had trouble talking for more than 10 or 20 seconds. If you want to test yourself right now, go into your bathroom, grab the nearest thing you can find on the vanity and talk to yourself in the mirror. Don't worry, shut the door and you'll be the only one looking!

*By the way, it doesn't matter where you go with it. I think I ended up being a coffee growing barrister in the highlands of Columbian coffee country that people rode for days on the back of a mule to get to, just to taste my coffee.*

### **Group Fact-finding**

The fact-finding exercise looks at your people skills and your ability to interact with someone else and obtain information from them. *(See more info below).*

### **Group Role plays**

Role plays, if you are anything like me, these will be your pet hate. They usually involve an assessor acting as your customer in a simulation exercise. I had one that was

basically stupid, but I had to play with it. I say stupid because in more than 16 years of flying at the time, I had never had a customer or passenger that I could not appease in some way, even if it were to agree to disagree. Anyway, my advice here is to be flexible and think outside the box because you never know what you might get to role play, and more to the point, you never know how unappeasable the assessor will be!

**TIP: Because this is role play with rules as guidelines, change the guidelines to fit the rules.**

Example: Let me tell you about a real situation and what the person under assessment did.

**Scenario:**

Two 'VIPs' come to your picture theater with tickets. They want to see the film and then attend a VIP dinner party straight after the film has finished. However, the film has just started and theater is full. You are told that you can't bring any extra seats in and you can't give them a refund or give them any compensation. The people have to see the film no matter what and they can't see a later film because of the VIP dinner party and they will not stop complaining until you do what has to be done. Your supervisor is also on extended break, so you cannot contact them and you are the only usher for that theatre.

You obviously advise them of this and they are quite angry. They carry on like absolute pork chops. They yell, rant and rave. (All while you are being observed!)

*(Yes – this is a real scenario. Any more ridiculous and you'd think I was making it up!)*

**Outcome:** The best role play result I heard on this stupid exercise was that the person simply asked the people in the two VIP seats (simulated full theater, so no actual persons) if they would like to help him out by seeing a later session so that the two *lunatics* that arrived late and demanded they see the film could have their seats. The two people said yes, the two VIP's saw the film and made their dinner party on time and everyone was happy.

Situation done and dusted in 30 seconds flat! (Much to the jaw drop of the assessor, as no one else had even thought to do this. The whole point was that the people in the theater were not real and basically did as the role player wanted without argument or question.

**NOTE:** Most other scenarios just ended up going in circles because of the stupid rules under which you were trying to do this role play. So, just be prepared to think outside the box... (remove two people from the theater and tell your assessor they were happy to do this. Remember they are make-believe so naturally they agreed with this). Hopefully, you will get a more reasonable role play to act out.

## The One-On-One Interview

The interview is about you and your experience. It's about establishing or predicting a person's future behaviour (you in this case) by identifying your past behaviour.

*Personally, I don't totally agree with this type of questioning, as it suggests that a person can't or won't change, which to me is farcical. However, these are the rules, so play by the rules to win!*

You will be asked questions that seek examples of how you behaved in different situations in your past. While it is ideal to relate a working question from a working history as opposed to a family, recreational or personal question, you may have to draw from examples such as school, university, sporting clubs or home life.

You shouldn't get any 'trick' or unrelated questions during your interview proper to see how you behave when caught off guard. While we will discuss this briefly, see step 3 - 'How to Answer Every Interview Question Perfectly' for an in-depth treatment.

## Psychometric / Psychological Tests

Tests of this sort are devised by occupational psychologists that I personally think are sometimes on drugs and need a psychologist themselves! However their aim is honorable in trying to provide employers with a reliable method of selecting the most suitable job applicants or candidates for promotion.

Psychometric/Psychological tests - There is a bewildering array of them covering nearly every category you can think of, and they can literally send you around the twist if you try to work them out. Having done several of these, some inside and some outside of aviation (and no, not every airline does them), my best advice is to just answer the question as best as you can.

For the uninitiated, some of these tests are timed exercises and some are not. That is to say, you will have a time frame to do them in, but you won't be timed to see how much you get done. Some of the tests are designed to look at and assess your ability and potential, others focus on verbal and numerical skills and others again aim to measure attributes like intelligence, aptitude and personality.

They provide a potential employer with an insight into things like how well you work with other people, how well you handle stress, deal with certain issues and whether you will be able to cope with the intellectual demands of the job, etc.



## Tests

As I said, some are timed and some are not. One such test that I did not so long ago included 200 or more questions. I did have a time limit and managed to get about 180 or so of the questions done. It was in multi-choice format with no right or wrong answer.

Remember, with some of these tests, you may not even fully agree with any of the answers and some of the questions you'll wish could be put into perspective, but just tick the most correct or applicable answer and move on to the next question.

Don't try to answer with what you perceive to be the correct answer. Many of the questions are designed to reinforce a trend, so trying to remember how you answered a previous similar question will prove to be challenging if you don't answer your own true or most correct belief.

## Aptitude Tests



Be confident that a good schooling record will stand you in good stead for these tests. Good life skills and experience will help.

You will be tested on your reasoning ability, ability to think laterally, common sense and appropriateness for the given job description. It is more important to emphasize correctness as opposed to trying to finish the whole test, so take your time with these; be thorough with your answers before moving on to your next question.

## Personality Assessment

Personality assessments are another favorite with airlines and HR departments in general. Again, these are designed to find out a bit more about you. Don't try to figure them out. While you may think flight attendants are 'cookie cut,' they aren't. Certainly they have similar values, traits and customer service skills, but all have their own personality and most airlines will recruit for diverse personalities. After all, passengers all have their own individual personalities as well.

Again, the airline you interview with may or may not employ personality or psychometric testing. Don't be upset if they don't; and similarly, don't be upset if they do.



## ***How do I prepare for these types of assessments and interviews?***

First up, you can go online and take any number of tests in almost any category to get used to the types of questions that are asked; but honestly, there are more of these types of tests than you can poke a stick at, so which ones do you do?



### **Some examples of the tests or questionnaires available are:**

- Verbal reasoning
- Numerical reasoning
- Inductive reasoning
- Personality questionnaire
- Motivation questionnaire

Perhaps do a number of them diverse in variety to get a 'feel' for the tests, but don't think you will hit the jackpot by doing ever more of them.

Personally, I'm not sure you can prepare too well for psychometric/psychological assessments because you can't be someone you aren't. By all means, if you are shy, timid or reserved, you will struggle to get through the assessment day and it might require you to put yourself in a social or work situation where you have to be more out there or confident in yourself and surrounds.

In the short term, simply call on your past. Reflect on what you have done at work, school, university or in the sporting area. Maybe you've had social or work interactions with people that have proved a challenge, or for that matter, a great experience. What were they, what did you do, what was the outcome? What skills do you have that are good and what do you need to brush up on to meet the flight attendant role criteria? Again, check out my website for answers and further information.

Read step 2, [Your Guide to Group Interviews AND How to Survive The Interview 'Cull' Process.](#)





Improve where you need to by doing whatever you need to. Remember, this job is just way too good to miss out on. In the end, ask friends or family for feedback or advice. Seek help from those that will be honest with you

## Interview Preparation

As with any meeting, social gathering or interview, confidence goes a long way. (*Note that I said 'Confidence' not 'Cockiness' or being a 'Know-it-all'!*)

You'll be your own best assessor as to your confidence level, but confidence is boosted by knowledge, presentation and familiarization, all of which you can get from this package. It's about being prepared, and good preparation is by far the best way to eliminate interview nerves. Remember the 6 P's...

- 1) Prior
- 2) Preparation
- 3) Prevents
- 4) Pretty
- 5) Poor
- 6) Performance

**Don't forget to read...**'How to Answer Every Interview Question Perfectly.'

So, let's take a look at Group Interviews.

## Group Interviews

Before you get to the Target Interview Selection process, you may be faced with mass group interviews, or effectively, broad cull sessions, perhaps termed as 'information sessions.' This may be a large walk-in type interview or smaller organized groups of approximately 10-12 applicants. While not yet as detailed as a Target Interview, you must understand you are being watched and are effectively under Target Selection Mode on a broader scale.

### ***A walk-in type Group Interview***

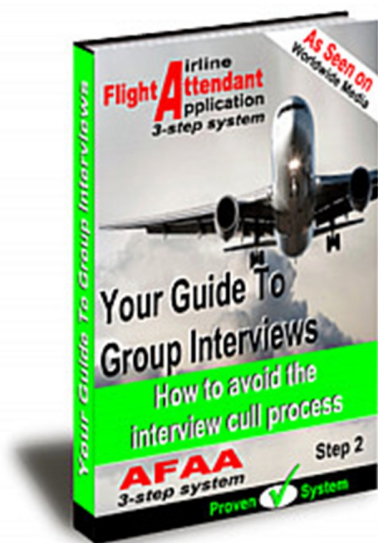
This will see you meet at a hotel or meeting room facility complete with the necessary details requested:

- You will be assembled in a seating area with tables and asked to complete a general information questionnaire.



- You will be given information, perhaps shown a video and have the chance to ask questions.
- You will then be asked to partake in a large group exercise or activity.

At its conclusion, you will have your name read out and asked to wait outside. The remainder will then be informed diplomatically that, unfortunately, they didn't make the next round of interviews, or you may be called back into the room where you will be informed that you are to proceed to the next stage.



**Don't forget to read step 2...** 'Your Guide to Group Interviews – And How to Avoid Being a Victim of the Interview Cull Process.'

### ***In smaller, organized, group-type interviews***

You may have a few directed questions given to you in an informal way, either in the whole group setting or a more personalised session of that group being split into smaller groups. You may also be asked as a small group of 3 or 4 to complete an activity involving teamwork.

Group activities may include answering questions on a given topic where, in small groups, you will need to rotate to each table and answer questions within a given time frame.

At the end, you will need to provide your answers or give a presentation to the whole group.

### **Further, you may be given a fact-finding exercise**

This could see you split into pairs to find out as much as you can about that person in a given time. You then have to come together as a whole group, stand up in front of the group and share what you learnt of that person with them.

Whatever the case, the outcome will be that some of you will get to the next stage and others will be asked to re-apply. It is their diplomatic way of saying that you didn't make it to the next stage.

While each of the airlines will have different and varied ways of doing this initial type of interview, understand from the outset that you are being **OBSERVED**.

The cardinal rules for any group activity or interview process

DO	DON'T
Groom immaculately	Forget your grooming
Walk, talk, stand and sit with purpose	Straggle, yatter, droop, or slouch
Listen, look and acknowledge	Tune out and forget
Smile and enjoy yourself	Be moody or unhappy
Be a Team player	Be a soloist
Be Confidant and enthusiastic	Be timid and bored
Be Considerate and encouraging	Be bossy and selfish
Be customer- and people-focused	Be self centered
Contribute and be supporting	Be arrogant and know it all
Be natural	Be false or smuckie
Be accommodating but confident	Be overbearing or dominant
Laugh if appropriate	Force any emotions
Complete tasks as directed	Alter or complain
Keep to your group	Involve the interviewer/observer other than possible clarification of directions
Your job	Do their job
Be proactive	Be reactive

The interviewers/observers will be observing your interaction within the group to see if in fact you are a team player, possess the necessary communication and social skills to achieve an outcome, and that you are someone they believe could deal with the environment that a flight attendant works in every day.

**NOTE:** See [Section 8](#) - Team Work Simulation and Assessment for more detail

### Third round interviews

While there is no hard and fast rules about the number of interviews you will be faced with, if you do attend a third interview, these are normally one-, two- or three-on-one type interviews that employ the same target interview system. However, the questions are generally more specific to the airline concerned. They may even look to reconfirm your original answers in another question. Basically, tell the truth throughout your interviews and be genuine or else you run the risk of coming unstuck at some stage.

At some stage throughout the whole interview process, you will most likely be asked to take an aptitude test, a psychometric/psychological, personality test or all of the above. On successfully completing the interview process and conforming to the personality profile and other tests, you will be then asked to have a medical examination by an approved airline doctor, then, or at a later date. This includes drug and alcohol tests. You will also have to be able to pass a criminal history check.

For more information about criminal history checks and drug information see – [Additional Information](#) at the end of this publication.

**Your Learning Check:**

1. How many target areas of interest are you now aware of?
2. What is the definition of “initiative?”
3. Complete this sentence... Communication is about conveying ideas in a way that is understood by the recipient be they in groups or individuals. This can involve...
4. In what circumstance could normal procedures be varied?



## Section 7

### The Target Selection Interview – What happens?

**On successful completion of this section, you will be able to answer these questions:**

1. What hint is provided at the bottom of the 7 points provided?
2. What is a “normal” interview process?
3. Why do airlines use the six components of Targeted Selection?
4. What virtues are the questions that are asked in an interview designed to show?
5. Following the SAO principle, answer your own questions from the 6 target areas provided.

To understand and take advantage of the interview process it is necessary to see both sides. That of:

1. The interviewer and
2. The interviewee.

## What Is the “Normal” Interview Process?

1. You are greeted and given the name and position of the interviewer. *Hint: Remember it and use it!*
2. The purpose of the interview will be explained. (This will acquaint you with the interviewer and will define the organization and position). *Hint: Research the organization and position beforehand.*
3. The interviewer will describe the interview and the interview process.
4. They will indicate that they will be taking notes throughout the interview.
5. You will be asked a few questions that will review your past jobs/experience.
6. You will be asked to clarify your answers in detail.
7. They may ask you if you have any questions. *Hint: Always ask a few questions. (This shows interest and communication skills and gives you the opportunity to build a brief but telling rapport).*



## The Six Components of Targeted Selection

1. Use past behavior to predict future behavior.
2. Identify the decisive job requirements for the position. (Selection Rating)
3. Organize selection elements into a comprehensive system, i.e.:
  - Sourcing applicants
  - Screening
  - Interviewing
  - Simulations
  - Reference Checks
  - Medical Checks
4. Use matrix for interviewing applicants.
5. Discuss interview results with fellow colleagues.
6. Combine all verbal and non-verbal feedback observed of the applicant for consistency of outcome.

Each component is used to improve the accuracy and fairness for offer of employment decisions.

### ***Why do they ask the style of interview questions that they do ask?***

Targeted Selection questions focus on applicants actions in

- Specific **SITUATIONS**
- This will pose a suitable **ACTION** that was taken
- Which provided a suitable **OUTCOME** or result.

This could be described as **(SAO)** or **Situation, Action, Outcome.**

To clarify;

1. What was the situation/problem?
2. What action/remedy did you take/do?
3. What was the 'enhanced' outcome? **(SAO)**

*Research shows that the best predictor of a person's future behavior is their past behavior*

#### **Behavior is not:**

- What a person would do, or
- What a person thinks should be done

Therefore, identifying past behaviors in an interview requires questions that are designed to show what an applicant's action in a real life situation was, and what the result or outcome has been.

### ***Why is this method used?***

- Because this method best provides proof of the capabilities of the applicants.
- Because it provides a systematic evaluation of job applications required by legislation.
- Because it is believed that past behavior is the best predictor of a person's future behavior.



## ***What style of interview questions won't they ask?***

### **Theoretical questions:**

Theoretical questions will or should be avoided at every opportunity. Examples of some theoretical questions are:

- What makes you a good team player?
- What makes good Customer Service?
- Who is a good negotiator or what does a good negotiator do?

These questions usually result in the applicant discussing **what they think** constitutes a good team player or negotiator, but does not provide evidence that the applicant has any of those qualities. It does not reflect a true event or give an actual account and verification of the applicant's capabilities sought from the question.

### ***Leading Questions***

Leading or suggestive questions will encourage applicants to respond with an answer they may believe the interviewer is expecting of them.

Suggestive questioning can lead to the gathering of erroneous or false information, which will bias the integrity of data on which to evaluate the strengths and capabilities of an applicant. Examples of some leading/suggestive questions are:

- You do have customer service experience don't you?
- You are used to high study workloads then?

## **What is a Selection Rating?**

During the interview you will be given a selection rating against all criteria and target areas and a grading of your standard of presentation and grooming.

### **An example of a selection rating used in the interview process is:**

A selection rating (number) is given for each question of the planned question section.

1. **MUCH LESS THAN ACCEPTABLE** – Considerably below criteria required for successful job performance.
2. **LESS THAN ACCEPTABLE** – Generally does not meet criteria relative to quality and quantity of behaviour required.
3. **ACCEPTABLE**- Meets criteria relative to quality and quantity of behavior required.

4. **MORE THAN ACCEPTABLE** – Generally exceeds criteria relative to quality and quantity of behaviour required.
5. **MUCH MORE THAN ACCEPTABLE** – Considerably exceeds criteria relative to quality and quantity of behaviour required.

Other possible ratings:

- O – No opportunity to observe or assess
- W – Weak data (EG 4W)
- 4/2 – Split rating; behaved differently under different conditions
- 5H – Too High
- (+ or -) Applicant's performance slightly above or below numerical rating

**Standard of presentation and grooming**

**Poor** – Inappropriate, untidy and lack of care in appearance.

**Good** – Was conscientious, made an effort and presented well.

**Very Good** - Presented as would be expected; suitably attired.

**Excellent** – Immaculate presentation. Great care and pride in appearance.

(In any of your work experiences, have you had to wear a uniform? How do you feel about wearing a uniform?)



**The Interview**

For the interview guide example we will choose six of the following target areas from the fourteen already mentioned:

- 4) Teamwork
- 6) Motivational fit
- 7) Work standards
- 10) Tolerance for stress
- 11) Customer orientation
- 14) Situation analysis/judgment

Note: Teamwork will be assessed in (two) group simulations after the planned question session.

***What sort of background ice breaker questions will they will start with?***

**Educational background**

- Tell us about the subject you most enjoyed at school.
- Tell us about what study you have enjoyed since then and why?
- Tell us about your worst classes and why?

**Work background**

- What were/are your major work responsibilities and duties?
- What did/do you like best about this position?
- What did/do you dislike about this position?
- Why did you (or why are you planning to) leave?

And now for the interview, complete with TARGET AREAS, their description and questions to suit



## MOTIVATIONAL FIT

*The degree to which the job description and role and the company's ethos and operational procedures combine to make the work environment personally satisfying and the actual work enjoyable.*

### EXAMPLE ANSWER

<b>Many jobs have interruptions and changes to daily operations. Can you tell us of a time when this has happened to you recently and how did you feel? How did you deal with this situation and what was the outcome?</b>		
<b>Disruption</b>	<b>Action</b>	<b>Result</b>
Forecast rough weather for a flight particularly around the time of hot beverage service.	Advised passengers the cabin service would be adjusted slightly in that hot drinks would not be served due to possible risk of spillage from the rough weather, saving pax from possible hot coffee burns. However, cool drinks would still be served.	Appreciative passengers because they felt they were appropriately informed and more than happy with the cold beverage service, as judged by the many comments made to me on disembarkation.
		Selection Rating ⇨

<b>At different times people are required to work independently or as part of a team. Tell me about a time when you were most satisfied working alone/or as part of a team? Why? What did you do?</b>		
<b>Situation</b>	<b>Action</b>	<b>Result</b>
Enter your experience here...		
		Selection Rating ⇨

**Many Jobs require that you work irregular hours and shifts or even away from home. Tell me how your work schedule may have caused you satisfaction or dissatisfaction and how did you deal with this?**

<b>Work Schedule</b>	<b>Action</b>	<b>Result</b>
Enter your experience here...		
		Selection Rating ⇨

### **WORK STANDARDS**

*Setting high goals and standards of performance for self and others; being dissatisfied with average performance; self imposing standards of excellence rather than having standards imposed by others.*

**What defines benchmark standards of success for you at work? What have you done to meet these standards? Give a recent example.**

<b>Standard</b>	<b>Action</b>	<b>Action/Result</b>
Enter your experience here...		
		Selection Rating ⇨

**Unfortunately, operational work deadlines are not always met. Can you tell me of a situation where you missed a deadline? Why was the deadline missed? What did you do?**

<b>Deadline missed</b>	<b>Why missed</b>	<b>Action/Result</b>
Enter your experience here...		
		Selection Rating ⇨

**Sometimes a process or job was not executed as perhaps it should have been. Can you recall an example where this has happened and what did you do and what effect did that have?**

Situation/Operation	Action	Result/Effect
Enter your experience here...		
		Selection Rating ⇨

### **TOLERANCE TO STRESS**

*Being able to perform given tasks under pressure or opposition to achieve the desired outcome competently. Being able to deal with stress in a manner that is acceptable to the person, others and the organization.*

**We all have times when we are exposed to great pressure within our jobs. Describe a time when this has happened to you at work as well as the outcome.**

Situation/Pressure	Action	Result
Enter your experience here...		
		Selection Rating ⇨

**We are regularly faced with new or unfamiliar situations. Can you describe a work or personal situation where this has occurred to you and where you had to quickly prepare for it? Explain. How did you react?**

Situation	How Reacted	Result
Enter your experience here...		
		Selection Rating ⇨

**To what extent do you face distractions or interruptions in your job? Explain how have you reacted to them? Give an example?**

Situation/Disruption	How Reacted	Result
Enter your experience here...		
		Selection Rating ⇨

**CUSTOMER ORIENTATION**

*Using effective interpersonal skills to understand and meet customer needs (both external and internal), giving high priority to customer satisfaction.*

**Some customers can be very demanding. Can you think of a situation when you had to deal with a demanding customer and how did you handle the situation?**

Situation	Action	Result
Enter your experience here...		
		Selection Rating ⇨

**Every industry experiences customers who complain. Tell me about a time when you had to handle a customer complaint? What was the outcome?**

Situation/Complaint	Action	Result
Enter your experience here...		
		Selection Rating ⇨



Sometimes it's difficult to know what customers really want, especially if they come from a different culture or background. Describe a time when you had to ask questions and listen carefully to clarify the exact nature of a customer's situation. How did you solve the situation?

Situation/Problem	Action	How
Enter your experience here...		
		Selection Rating ⇨

### **SITUATION ANALYSIS/JUDGMENT**

*Committing to an action after developing an alternative course of action that is based on logical assumptions and factual information and takes into consideration resources, constraints, and organizational values.*

Some things have the potential to get out of hand. Describe a situation in which you had to very quickly sum up a situation and take action to prevent further problems. (e.g., customer, staff member, colleague). What did you do? How did you respond?

Situation	Action	Result
Enter your experience here...		
		Selection Rating ⇨

Unfortunately, unsafe equipment or work place practices creep into the work place on occasions. Tell me about a time you had to deal with an unsafe situation or a piece of equipment that wasn't working properly.

Situation	How dealt with	Result
Enter your experience here...		
		Selection Rating ⇨

---

**Can you recall a time when you encountered an unexpected event in doing your job? How did you handle it?**

<b>Unexpected event</b>	<b>How handled</b>	<b>Result</b>
Enter your experience here...		
		Selection Rating ⇨



## Section 8

### Team Work Simulation and Assessment

On successful completion of this section, you will be able to answer these questions:

1. What are the three stated core assessment criteria?
2. There are many cardinal rules. Name the top three on the 'Do' side.



## Core Assessment Criteria

- Initiative
- Communication
- Team Work



### Initiative

Assessing ones influence in and around people and team members when achieving common goals. An active contributor rather than passive bystander; proactive in achieving goals beyond what is required.

### Communication

Expressing ideas effectively in individual and group situations (including non-verbal communication) adjusting language and terminology to the characteristics and needs of the audience. Be able to use effective interpersonal skills.

### Teamwork

Active involvement with appropriate participation effectively contribute for the common good.

Demonstrates consideration for the feelings and needs of others and is aware of the effect of one's own behavior on others.



### ***Task 1-Group decision-making task: Survival of the species***

#### INSTRUCTIONS (Duration 10 minutes)

1. Germ warfare has erupted between the world superpowers causing massive devastation.
2. Earth is expected to become uninhabitable within the next 48 hours.
3. A space shuttle is on standby to launch 5 passengers into space to start a new human colony on another planet.

4. Individually, pick 5 of the following persons who you would put on the spaceship and rank them in order of priority. Discuss your ranking with your group members.
5. Candidates will have a time limit of 10 minutes.
6. At the end of the discussion, submit a group decision on the 5 persons selected in order of priority.

Person	Your Ranking	Group Ranking
A Tibetan Monk		
A 64 year-old Grandmother		
A Male Tax Collector		
A Director of Prosecutions		
A Male Politician		
A Female Model		
A Male Cook		
A Female Astronaut		
A Male Model		
An Insurance Salesman		

**Assessment of team work simulation Task One**

Positive Behavior		Negative Behavior	
Candidate name:.....			
	Communicates effectively to seek clarification of task and input from group members.		Forces own views/opinions on others. Dominates group discussion and unreceptive to other people's view points.
	Encourages and supports the group as a whole using effective interpersonal skills.		Divisive and disruptive within the group.
	Demonstrates leadership without dominating the group.		Expects and demands authority/ leadership without consultation of the group.
	Demonstrates a conciliatory approach to achieve a group consensus.		Dogmatic in approach, not wishing to adapt own views to achieve compromise.
	Is able to facilitate group discussion		Does not partake in group discussion, and lets others decide.

**Team Work Task 2: Sharing**

1. Each applicant is given 7 plastic shapes.
2. Their aim is to construct a solid square.
3. The ultimate aim is for every group member to construct square, which requires swapping shapes and assistance from other members.
4. The group is given 10 minutes to complete the task.

**Assessment of team work simulation Task 2**

Positive Behavior		Negative Behavior	
Candidate name .....			
	Demonstrates ability to think laterally and strategically.		Unaware of impact of others in the group – “tunnel vision”.
	Logical completion of task and attention to detail.		Unfocused and unable to concentrate on task.
	A creative approach to problem solving and willing to share ideas with group members.		Original approach but unwilling to share ideas for group benefit.
	Supports and encourages other group members to complete task when own part completed.		Only interested in the completion of own task.
	Is able to negotiate swapping or arranging of pieces.		Dominates group for own benefit.

### Combined Assessment of Teamwork Simulation<sup>3</sup>

P/B –Positive Behaviour  
 N/B – Negative Behaviour  
 T/R – Task Ranking  
 T1 –Task One  
 T2 – Task Two

Date: ...../...../.....

Candidate		Task One		Task Two		Final Ranking
	P/B		P/B		T1	
	N/B		N/B		T2	
	T/R		T/R		F/R	
	P/B		P/B		T1	
	N/B		N/B		T2	
	T/R		T/R		F/R	
	P/B		P/B		T1	
	N/B		N/B		T2	
	T/R		T/R		F/R	
	P/B		P/B		T1	
	N/B		N/B		T2	
	T/R		T/R		F/R	
	P/B		P/B		T1	
	N/B		N/B		T2	
	T/R		T/R		F/R	

<sup>3</sup> Ansett Australia



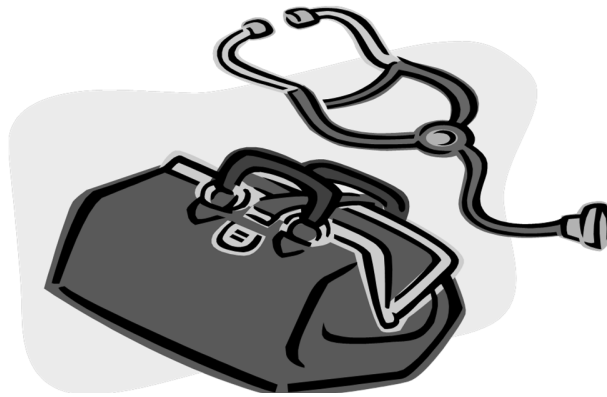
## 2<sup>ND</sup> Interview Assessment Sheet

Name of Applicant: .....

Criteria	Date	Conducted by	Status	Rank
1. Profile Test Results				
2. 1 <sup>st</sup> Interview			1. Motivational 2. Work Standards 3. Tolerance to stress 4. Customer Orientation 5. Situation analysis/judgment 6. Presentation/grooming Poor Good V/good Excellent	
3. Team Simulation			1. Initiative 2. Communication 3. Team work 4.	
4. Reference check & medical completed & returned				
5. Last contact with candidate				
6. 2 <sup>nd</sup> Interview Group meet and greet <ul style="list-style-type: none"> <li>• Customer service ability</li> <li>• Communication skills verbal/nonverbal</li> <li>• Social skills</li> <li>• Enthusiasm for position</li> <li>• Presentation/grooming</li> </ul>			Comments:	
7. Individual Interview				



## Medicals



This is normally at your cost with an aviation approved doctor. The medical is not so different to other medicals; however, due to the ever-changing pressurized environment of an aircraft cabin, particular attention will be paid to your bronchial tubes, heart, lungs, ears, eyes and any conditions that you may have that could affect your ability to fly.

### Learning Check:

1. What are the three stated core assessment criteria?
2. There are many cardinal rules. Name the top three on the 'Do' side.



## Section 9

### A Typical Work Day for a Flight Attendant

**On successful completion of this section your learning will be able to answer this question:**

1. Is flying for you?

A flight attendant operates from a monthly or bimonthly roster. Total duty hours rostered will depend on who you work for and under which enterprise agreement you work.

#### **You could work as a**

- Casual or permanent
- Regional
- Domestic, or
- International flight attendant

Duty hours will vary from approximately 70 to 140 hours per month. Because hours worked are rostered as a total for the month, it will mean some days can be very long and others very short. However, a twice return trip from Brisbane to Sydney or Sydney to Melbourne would be considered a normal day's work, or perhaps even Melbourne-Hobart-Melbourne-Perth-Melbourne.

Alternatively for International crew, a flight from Sydney to Taiwan or from Japan to Brisbane then on to Sydney (during the night) would be a normal day's work. For others it might Darwin to Dubai in the UAE, or LA to Sydney, Australia: 12 and 15 hours flying respectively!

Your working day can start and finish at any time of the day or night, 24/7. This includes Christmas Day, birthdays and weddings. *Personally, I worked 12 Christmas days in my first 14 years and I lost count of the birthdays and special events that I missed out on because of work commitments - but I love my career!*

A domestic cabin crew member will sign on for duty 45 minutes prior to departure. International crew members are normally required to sign on 90 minutes prior to departure. Flight attendants are required to check their personal mail box, the company notice board and e-mails, and then proceed to the pre-flight briefing. A briefing from the Cabin Manager will take place 40 minutes prior to departure.

The Cabin Manager/Purser/Flight Director will identify the lead flight attendant for the rear cabin (which may be you) and allocates "positions" for the other flight attendants. They will ask every crew member an emergency operation question. You must be able to answer this verbatim. Failure to do so could result in your failure to work that day and a requirement for you to meet with the base manager for an explanation.

The Cabin Manager gives passenger loads for the day and any special requirements of service. On completion of the briefing (approximately 5 minutes) the crew will then proceed to their aircraft.

After stowing your personal bags on board the aircraft, flight attendants are required to do an emergency equipment serviceability check for your area.

**You will check:**

- Torches
- Defibrillator
- Medical kits
- Megaphones
- Oxygen cylinders
- Fire extinguishers
- Seat pocket briefing cards
- Protective breathing equipment

**You will then** do a pre-flight security check throughout the cabin and report to the Cabin Manager "all checked and clear." Boarding of passengers starts at 20 minutes prior to departure. When all passengers are seated, you do a cabin secure check.

**You will ensure that:**

- Seat belts are fastened
- Seat backs are upright
- Babies are held correctly
- The galley is locked and secure

- Portable electronic devices are off
- Armrests and footrests are stowed
- The emergency exit rows are clear
- Window blinds and curtains are open
- Cabin baggage is stowed appropriately
- Tray tables, personal video and handset controls are stowed
- The seat recline lockouts are locked and the toilets are vacant and locked

After all passengers have boarded and the captain is given final figures along with the passenger name list, the entry door is closed and locked. “Pushback” approval is received from the control tower and you will then arm your door slides and carry out your pre-flight emergency demonstration to the passengers.

#### **You will actively demonstrate**

- A life jacket fitment
- The use of the seatbelt
- The use of a drop-down oxygen mask
- The location of emergency exits and alternative exits

You will then proceed to your allocated seat, store your emergency demonstration kit and get ready for take-off. After strapping in, you will mentally do a 20-second emergency procedure review just prior to take-off, just in case an emergency situation were to arise.



#### **You will review:**

- Evacuation commands
- Environmental conditions
- Emergency evacuation drills
- Door, window and slide operation
- Location of emergency equipment

On take-off you will assume a semi-brace position.

**This will require you to:**

- Sit on your hands with palms faced up
- Place your head lightly on your sternum if facing forward
- Have your four-point harness correctly and firmly fitted
- Place your head gently against the head rest if facing rearwards
- Sit back in your seat with your feet together squarely together on the floor
- After take-off, the captain will indicate when it is safe for you to leave your seat
- After cleared, you will commence the appropriate service to your passengers.

Aside from your food service duties, your passenger comfort duties will include:

- Ensuring comfort of all customers
- Closing separating curtains if applicable
- Assisting with special needs passengers
- Engage in conversation with wanting passengers
- Offering help to persons with babies or children
- Offering pillows or blankets if carried for that trip
- Advise on opening or closing of blinds if necessary
- Offering company merchandise or duty-free if international
- Depending on the company you fly with, you may have newspapers and magazines to distribute

Before arrival, the fasten seat belt will be cycled from the captain to indicate to you that you must prepare the cabin for landing.

This will happen at an altitude of approximately 15,000 ft.

**As with pre-take-off, you will ensure that:**

- Seat belts are fastened
- Seat backs are upright
- Babies are held correctly
- The galley is locked and secure



- Portable electronic devices are off
- Armrests and footrests are stowed
- The emergency exit rows are clear
- Window blinds and curtains are open
- Cabin baggage is stowed appropriately
- Tray tables, personal video and handset controls are stowed
- the seat recline lockouts are locked and toilets are vacant and locked

**You will then be given your signal to take up your position for landing in your crew seat. Once again, you will do a 20 second review.**

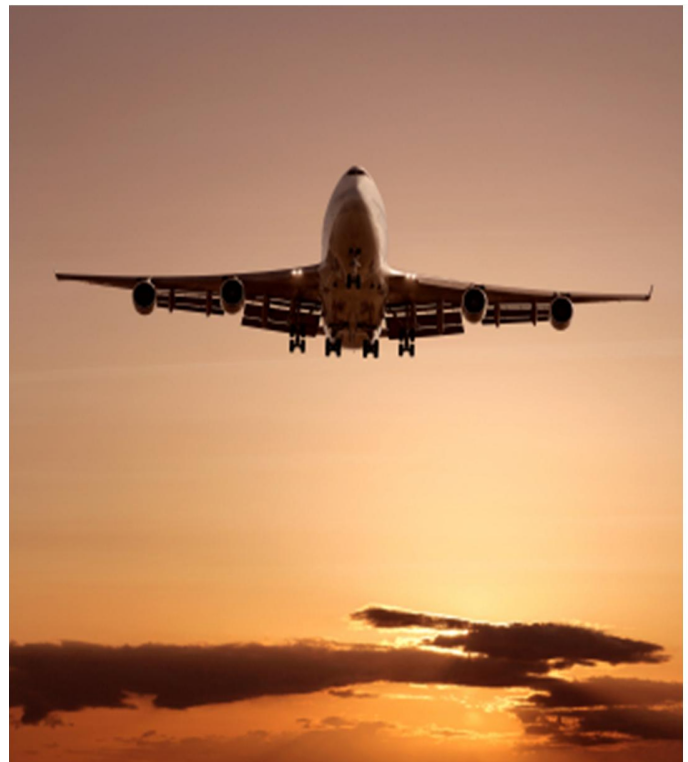
**You will review:**

- Evacuation commands
- Environmental conditions
- Emergency evacuation drills
- Door, window and slide operation
- Location of emergency equipment

On arrival, you will disarm your doors on the captain's signal, the aircraft will park and you will disembark the passengers.

After disembarkation, you will do a general tidy and clean of the aircraft ready for turnaround or the next crew.

If you are signing off at home base, you will return to the crew lounge and check your personal mail box and company information.



You may or may not need to have a post-flight briefing. This is at the discretion of the Cabin Manager, depending on availability of time or prior opportunity. It will cover:

- an appreciation of the flight as observed by the Cabin Manager
- any special note of appreciation or concern to cabin crew
- passenger feedback
- what went well

- what can be improved
- any reports or information should be noted to the company

If you have signed off away from your home base (on an overnight), you will need to catch the crew bus to the hotel. Your hotel will be pre-booked and paid for by the company. When you arrive at the hotel, you will be given your next sign-on time and the time that you will need to be back at reception ready for pick up for your transfer to the airport for your next flight. Time is then yours to do as you please.

### **Overnight expenses**

Your food expense on overnights is your cost; however, you are paid a tax-free traveling allowance that covers for this contingency.

### **Salaries**

Wages are very broad and really depend on who you fly for, in what capacity and even in which country you are based. Some countries have the added benefit of being tax free.

### **Uniforms**

You will be required to wear a uniform of some description with a supporting dress code. Airlines strive to be immaculate in their presentation. They all have a corporate image in the market and they take great pride in their uniforms. While most airlines supply uniforms at no cost, others are not so generous. Undergarments, stockings, shoes and personal accessories are likely governed by the airline but paid for by you.

### **Initial Training**

You can be expected to be extremely busy while in training school, which will take about 6 weeks of constant STRESS! I don't mean to be alarmist, but you will have to cover a lot of material, much of which is foreign and peculiar to flying, in the initial training period. There will be pass marks and competencies that you will need to pass and achieve on a daily basis.

You will cover topics such as:

- The company you work for, its fleet, routes flown, rules, regulations (internal and civil aviation) and corporate fit
- Aircraft type, their flight attendant positions, passenger numbers, emergency equipment locations and exits
- Emergency procedures (an extensive subject)
- Aviation First Aid (medicine)
- Flight attendant duties and responsibilities and grooming
- Cabin service and work place safety

- Familiarization flights and airport inspections
- Quarantine and customs procedures
- Applicable duty-free information

You will then be ready for on-line training. You will be accompanied for a minimal period to ensure that you have successfully transferred your training knowledge to the real world. After this line training, you will need to successfully perform through a probationary period of about 3 months. Some carriers extend this to 6 months. This is when you will officially receive your wings.

Congratulations, it is now open skies!

### **Revalidation**

All too soon you will be faced with revalidation. This is the emergency and aviation first aid sections of ground school revisited. Normally, this is over a two-day period. While some airlines have an annual revalidation program with periodic checks, others will require your knowledge to be formally tested every 6 months.

You will be required to sit and pass revalidation in Emergency Procedures and Aviation Medicine with a pass mark of normally 80% or better. While this is mostly competency based, the written paper will cover anything that is in your manuals. You must pass before you are allowed to fly again. Subsequent failure could result in dismissal.

### **There is humor in flying**

During your flying career you will experience many memorable moments. The following was an e-mail that I saw from somewhere in the world and is an excerpt out of a rather humorous flight attendant's day.

## **A USA FLIGHT ATTENDANT'S STORY**

### **A flight attendant with a sense of humor!!**

This is an excerpt "paraphrase" believed to have come from a retired Delta captain of a memorable safety PA from one their flight attendants. In his own words....

I was flying to San Francisco from Seattle this weekend, and the flight attendant reading the flight safety information had the whole plane looking at each other like, "what the heck?" (Getting Seattle people to look at each other is an accomplishment.)

So once we got airborne, I took out my laptop and typed up what she said so I wouldn't forget. I've left out a few parts I'm sure, but this is most of it.

## **Before takeoff**

Hello and welcome to Alaska Flight 438 to San Francisco. If you're going to San Francisco, you're in the right place. If you're not going to San Francisco, you're about to have a really long evening.

We'd like to tell you now about some important safety features of this aircraft. The most important safety feature we have aboard this plane is... the flight attendants. Please look at one now.

There are 5 exits aboard this plane: 2 at the front, 2 over the wings, and one out the plane's rear end. If you're seated in one of the exit rows, please do not store your bags by your feet. That would be a really bad idea. Please take a moment and look around and find the nearest exit. Count the rows of seats between you and the exit. In the event that the need arises to find one, trust me, you'll be glad you did. We have pretty blinking lights on the floor that will blink in the direction of the exits. White ones along the normal rows, and pretty red ones at the exit rows.

In the event of a loss of cabin pressure, these baggy things will drop down over your head. You stick it over your nose and mouth like the flight attendant is doing now. The bag won't inflate, but there's oxygen there, promise. If you are sitting next to a small child, or someone who is acting like a small child, please do us all a favor and put on your mask first. If you are traveling with two or more children, please take a moment now to decide which one is your favorite. Help that one first, and then work your way down.

In the seat pocket in front of you is a pamphlet about the safety features of this plane. I usually use it as a fan when I'm having my own personal summer. It makes a very good fan. It also has pretty pictures. Please take it out and play with it now.

Please take a moment now to make sure your seat belts are fastened low and tight about your waist. To fasten the belt, insert the metal tab into the buckle. To release, it's a pulley thing-not a pushy thing like your car, because you're in an airplane - HELLO!!

There is no smoking in the cabin on this flight. There is also no smoking in the lavatories. If we see smoke coming from the lavatories, we will assume you are on fire and put you out. This is a free service we provide. There are two smoking sections on this flight – one outside each wing exit. We do have a movie in the smoking sections tonight ... hold on, let me check what it is ... Oh here it is; the movie tonight is Gone with the Wind.

In a moment, we will be turning off the cabin lights, and it's going to get really dark, really fast. If you're afraid of the dark, now would be a good

time to reach up and press the yellow button. The yellow button turns on your reading light. Please don't press the orange button unless you absolutely have to. The orange button is your seat ejection button.

We're glad to have you with us on board this flight. Thank you for choosing Alaska Air, and giving us your business and your money. If there's anything we can do to make you more comfortable, please don't hesitate to ask.

If you all weren't strapped down, you would have given me a standing ovation, wouldn't you?

### **After landing...**

Welcome to the San Francisco International Airport. Sorry about the bumpy landing. It's not the captain's fault. It's not the co-pilot's fault. It's the Asphalt.

Please remain seated until the plane is parked at the gate. At no time in history has a passenger beaten a plane to the gate. So please, don't even try.

Please be careful opening the overhead bins because "shift happens."

(While not all airlines would perhaps be this flexible with the terminology used, any flyer will relate to its message).

**And just to prove that laughter can happen at work anywhere, one more funny...**



After every flight (leg), pilots fill out a form called the maintenance log, which is more poignantly referred to as the gripe sheet. This is where they document any problems encountered with the aircraft during the flight that need repair or attention. This gripe sheet is viewed by aircraft mechanics and engineers and depending on time available and the legalities of a problem that must be attended to, corrective action is taken and then a response must be given in writing on the lower half of the form as to what remedial action was taken.

Because aircraft run with many backup systems, the law allows in some situations for aircraft to fly with a fault. Reference to the conditions of this allowance is made in the minimum equipment list (MEL). *(If a fault flies under a MEL situation, it is given a time line when it must be fixed.)*

Therefore, after the priority of a situation is addressed, any further maintenance depends on time available. When schedules have to be met during very busy periods, this sees very busy people that sometimes sport a sense of humour to non-dangerous concerns. While I can't find the actual hard copy source of these maintenance logs, I do have it on very good authority from a friend of a friend of a pilot that the following occurred.

While serious in nature, it does not mean that you cannot have a little bit of a laugh as you work!

**(P = The problem logged by the pilot.)**  
**(S = The solution and action taken by the engineers.)**

**P: IFF inoperative**

S: IFF always inoperative in OFF mode.

**P: Mouse in cockpit**

S: Cat installed

**P: Target radar hums**

S: Reprogrammed target radar with lyrics.

**P: Aircraft handles funny**

S: Aircraft warned to straighten up, fly right and be serious

**P: Dead bugs on windshield**

S: Live bugs on back-order

**P: Number 3 engine missing**

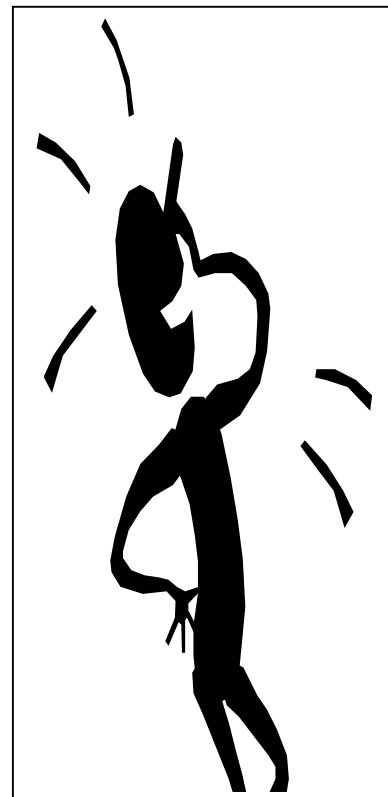
S: Engine found on right wing after brief search.

**P: Ill-fitting captain's headset**

S: Fits normal heads perfectly

**P: Coffee maker (106) not hot**

S: It won't get hot when heating element is turned off



**P: Something loose in cockpit**

S: Something tightened in cockpit

**P: Forward Toilet “on the nose”**

S: Removed nose!

**P: Suspected crack in windshield**

S: Suspect you're right

**P: Left rear galley door whistling**

S: Whistle removed

**P: DME volume unbelievably loud**

S: DME volume set to more believable level.

**P: Friction locks cause throttle levers to stick**

S: That's what they're they're for

**P: Test flight OK, except auto-land very rough**

S: Auto-land not installed on this aircraft

**P: Evidence of leak on right main landing gear**

S: Evidence removed

**P: Left inside main tyre almost needs replacement**

S: Almost replaced left inside main tyre

**P: Very annoying hydraulic sounds forward cabin**

S: Told to keep it down or its back to economy

**P: Autopilot in altitude-hold mode produces a 200-feet-per-minute descent.**

S: Cannot reproduce problem on ground.

**P: Noise coming from under instrument panel. Sounds like a midget pounding on something with a hammer.**

S: Took hammer away from midget

However, back to the subject...

**Learning Check:**

Is flying for you?





## Section 10

### Airline Starting Selection Criteria and 68 Airline Web sites

On successful completion of this section your learning will be able to answer this question:

1. What citizenship is required to be able to work for a New Zealand-based airline?  
(Along with other very useful starter guidelines)



The big bird of the worlds skies: The A380

Every airline has its own specific requirements, but here are the main points as a guide to satisfy before application to most airlines.

This information is approximate only.

		<b>Australian based airlines</b>	<b>New Zealand based airlines</b>	<b>Middle East based airlines</b>	<b>Hong Kong Based airlines</b>	<b>UK and European based airlines</b>
<b>AGE Minimum</b>	18-20 yrs	✓	✓	✓	✓	✓
<b>AGE Maximum</b>	30 to 34			✓ Depending on carrier		(Some limitations)
<b>Education Minimum</b>	Yr 10 likely to be yr 11	✓	✓	✓	✓	✓
<b>Height Minimum</b>	160 cm	✓	✓	✓	✓	✓
<b>Height Maximum</b>	180 cm		✓	✓	✓	✓
<b>Citizenship</b>		Australian	N/Z Australian	Variable	Hong Kong	British/ EU
<b>Language Required</b>		English	English	English	English Asian	English *German *Not all
<b>2<sup>nd</sup> Language Preferred</b>		Asian	Asian European	Any	Any	German European
<b>Bases</b>		Major Capitals Of Aust	Auckland Wellington C/Church	Dubai Bahrain Doha	Hong Kong	London Geneva Frankfurt Vienna (others)
<b>Experience</b>		Generally 6 months minimum front-line customer service. More is a distinct advantage, as is service contact with nationalities of passengers carried by airline of application				

### Learning Check:

What citizenship is required to be able to work for a New Zealand-based airline?

**Airline web sites of:**

1. Australian Based Airlines
2. Regional Australian Airlines
3. International Airlines
4. New Zealand Airlines
5. United Kingdom / European Based Airlines
6. Hong Kong Based Airlines

<b>Australian Based Airlines</b>	
<b>Airline</b>	<b>Web Address</b>
Impulse Airlines	<a href="http://www.impulse.com.au">www.impulse.com.au</a>
Qantas Airways	<a href="http://www.qantas.com.au">www.qantas.com.au</a>
Virgin Blue	<a href="http://www.virginblue.com.au">www.virginblue.com.au</a>
<b>Regional Australian Airlines</b>	
Air North	<a href="http://www.airnorth.com.au">www.airnorth.com.au</a>
Dakota National Air	<a href="http://www.dakota-air.com">www.dakota-air.com</a>
Eastern Australia Airlines – QantasLink	<a href="http://www.qantas.com.au">www.qantas.com.au</a>
Macair Airlines	<a href="http://www.macair.com.au">www.macair.com.au</a>
Network Aviation Australia	<a href="http://www.networkaviation.com.au">www.networkaviation.com.au</a>
Skippers Aviation	<a href="http://www.skippers.com.au">www.skippers.com.au</a>
Skywest Airlines	<a href="http://www.skywest.com.au">www.skywest.com.au</a>
Sunshine Express	<a href="http://www.sunshineexpress.com.au">www.sunshineexpress.com.au</a>
Sunstate Airlines – QantasLink	<a href="http://www.qantas.com.au">www.qantas.com.au</a>
<b>International Airlines</b>	
<i>(Note: Some restrictions of language may apply)</i>	
Australian Airlines	<a href="http://www.australianairlines.com.au">www.australianairlines.com.au</a>
Qantas Long Haul	<a href="http://www.qantas.com.au">www.qantas.com.au</a>
Emirates Airline	<a href="http://www.emiratesairline.com">www.emiratesairline.com</a>
Gulf Air	<a href="http://www.gulfairco.com">www.gulfairco.com</a>
Qatar Airways	<a href="http://www.qatarairways.com">www.qatarairways.com</a>
Thai Airlines	<a href="http://www.thaiair.com">www.thaiair.com</a>
Delta Airlines	<a href="http://www.delta.com">www.delta.com</a>
Korean Airlines	<a href="http://www.koreanair.com">www.koreanair.com</a>
<b>New Zealand Airlines</b>	
Air New Zealand	<a href="http://www.airnz.co.nz">www.airnz.co.nz</a>
Freedom Air	<a href="http://www.freedomair.co.nz">www.freedomair.co.nz</a>
Pacific Blue Airlines	<a href="http://www.rishworth.co.nz">www.rishworth.co.nz</a>
<b>United Kingdom / European Based Airlines</b>	
Air 2000	<a href="http://www.air2000.com.uk">www.air2000.com.uk</a>
Aer Lingus	<a href="http://www.aerlingus.ie">www.aerlingus.ie</a>
bmi British Midland	<a href="http://www.flybmi.com">www.flybmi.com</a>
bmibaby	<a href="http://www.bmibaby.com">www.bmibaby.com</a>
British Airways	<a href="http://www.britishairways.com">www.britishairways.com</a> AND <a href="http://www.britishairwaysjobs.com">www.britishairwaysjobs.com</a>

<b>United Kingdom / European Based Airlines Continued...</b>	
easyJet	<a href="http://www.easyjet.com">www.easyjet.com</a>
GB Airways – British Airways franchise	<a href="http://www.gbairways.com">www.gbairways.com</a>
KLM uk	<a href="http://www.klmuk.com">www.klmuk.com</a>
My Travel Airways	<a href="http://www.mytravelgroup.com">www.mytravelgroup.com</a>
Thomas Cook Airlines UK	<a href="http://www.thomascook.com">www.thomascook.com</a>
Virgin Atlantic	<a href="http://www.virgin-atlantic.com">www.virgin-atlantic.com</a>
JAL (Japan Airlines)	<a href="http://www.jal-europe.com">www.jal-europe.com</a>
Austrian Airlines Group	<a href="http://www.austrianairlines">www.austrianairlines</a>
<b>Hong Kong Based Airlines</b>	
Cathay Pacific	<a href="http://www.cathaypacific.com">www.cathaypacific.com</a>

***Some more web sites for you to check out***

1. Air Atlanta: <http://www.atlanta.is/>
2. Air Canada: <http://www.aircanada.com/>
3. Air Jamaica: <http://www.airjamaica.com/>
4. Air Pacific: <http://www.airpacific.com/>
5. Air Tran: <http://www.airtran.com/>
6. Air Transat <http://www.airtransat.com/>
7. Air Wisconsin <http://www.airwis.com/>
8. Alaska Airlines <http://www.alaskaair.com/>.
9. Allegiant Air: <http://www.allegiant-air.com/wh.html>
10. Aloha Airlines: <http://www.alohaairlines.com/aq/index.shtml>
11. American Airlines <http://www.aacareers.com/>
12. American Eagle <http://www.americaneaglecareers.com/>
13. American Trans Air <http://www.ata.com/>
14. America West Airlines: <http://www.americawest.com/>
15. Atlantic Coast Airlines: <http://www.atlanticcoast.com/>
16. Atlantic Southeast Airlines: <http://www.flyasa.com/>
17. Avjet: <http://www.avjet.com/>
18. Boston Maine Airways: <http://www.bmainairways.com/>
19. BWIA: <http://www.bwee.com/>
20. Canjet: <http://www.canjet.com/>
21. Calm Air: [www.calmair.com](http://www.calmair.com)
22. Casino Express: <http://westernescapes.com/CasinoExpress/>
23. Champion Air: <http://www.championair.com/>
24. Chautauqua Airlines: <http://www.flychautauqua.com/>
25. Colgan Air <http://www.colganair.com/>
26. ComAir <http://www.comair.com/>
27. Continental Airlines/ Continental Express: <http://www.continental.com/>
28. Crystal Airways: <http://www.crystalairways.com/>
29. Easyjet: <http://www.easyjet.com/>
30. Elite Aviation: (corporate) <http://www.eliteaviation.com/>
31. Express Jet: <http://www.expressjet.com/>

32. Funjet: <http://www.funjet.com/>
33. Freedom Air: <http://www.freedomair.co.nz/dyn/index.jsp>
34. Frontier Airlines: <http://www.flyfrontier.com/>
35. Hawaiian Airlines: <http://www.hawaiianair.com/>
36. Hooters Air: <http://www.hootersair.com/>
37. Horizon Air: <http://jobs.horizonair.com/>
38. Interstate Jet: <http://www.flyijet.com/>
39. Jetblue Airlines: <http://www.jetblue.com/>
40. Jetsgo: <http://www.jetsgo.net/>
41. Lufthansa: <http://www.lufthansa.com/>
42. Mesaba Airlines: <http://www.mesaba.com/>
43. Miami Air: <http://www.miami-air.com/>
44. Midwest Airlines: <http://www.midwestexpress.com/>
45. Northwest Airlines: [www.nwa.com](http://www.nwa.com)
46. Northwest Airlink/Pinnacle Airlines: <http://www.nwairlink.com/>
47. Omni Airlines: <http://www.omniairintl.com/>
48. Pace Airlines: [www.flypiedmont.com/pace](http://www.flypiedmont.com/pace)
49. PanAm: <http://www.flypanam.com/>
50. PSA Airlines: <http://www.psaairlines.com/>
51. Piedmont Airlines: [www.piedmont-airlines.com](http://www.piedmont-airlines.com)
52. Ryan International: <http://www.flyryan.com/>
53. Shuttle America: <http://www.shuttleamerica.com/Careers/FlightAttendant.html>
54. Southeast Airlines: <http://www.flyseal.com/>
55. Southwest Airlines: <http://southwest.com/>
56. Skywest Airlines: <http://www.skywest.com/>
57. Spirit Airlines: <http://www.spiritair.com/>
58. Sun Country Airlines: <http://www.suncountry.com/>
59. Transmeridian Airlines: <http://www.transmeridian-airlines.com/>
60. Transstates Airlines: <http://www.transstates.net/>
61. USAirways: <http://www.usairways.com/>
62. United Airlines: <http://www.ual.com/>
63. USA3000 Airlines: <http://www.usa3000airlines.com/>
64. Virgin Atlantic Airways: <http://www.virgin-atlantic.com/>
65. Virgin Blue Airlines: <http://www.virginblue.com.au/>
66. Zip Airlines: <http://www.4321zip.com/>
67. Westjet: <http://www.westjet.com/>
68. World Airways: <http://www.worldair.com/>

Your learning outcomes have been...



**Section 1 “Introduction (Your Flying Future)”** You read an overview of this manual and got the basics of what the fantastic job of flight attendant is about. This should have given you a touch of motivation and whet your appetite enough to prepare you for the fantastic information that was ahead of you.

**Section 2 “Check Ignition Pre-Take-Off (The Rules Of The Game)”** You discovered the importance of flight attendants on board aircraft and the interaction that they have between the employer, the customer and work colleagues to set and maintain a legal and positive work environment.

**Section 3 “Dressing for the Interview”** You now know why you need to make an impression when you attend your interview, and most importantly, the need to see yourself from your potential employer’s point of view. You learnt what to wear and how to dress for your interview from the tip of your toes to the top of your head for both men and women.

**Section 4 “Your Boarding Pass Sir/Madam”** You learnt how to establish a contact relationship with the person you need to positively influence so that they read your resume and do so with great expectation. You also know what to include in your application and your cover letter. This covered 8 basic points and includes the type of font and general layout that you should use in your cover letter. Two examples were included for your guidelines.

**Section 5 “Your Resume”** You now know what to include in your resume and the importance that a resume plays in obtaining an interview. This included the type of font and general layout that should be used in your resume. Two examples were included for your guidelines.

**Section 6 “The Targeted Selection Interview System”** You read about what the Target Selection Interview System is and why airlines use it. It gave you an overview of ‘areas of interest’ of airlines and further explained in depth the background you will be measured against in your interview. It provided the minimum qualifications you will need to have, qualifications that would be favorable, and in some cases, absolutely preferred.

**Section 7 “The Targeted Selection Interview”** You now know what happens at airline interviews and the general process that an airline will work through when conducting interviews. You will have gained an understanding of how the system works so that you can best prepare yourself at your interview. You will have recognised what questions are geared to have a ‘required answer’ and you now know that any targeted question posed will require three components in its answer. You also learnt what teamwork is and how it can be assessed, both positively and negatively

**Section 8 “Teamwork Simulation and Assessment”** You now know what the core assessment criteria for team work simulations are and what they mean. What positive behaviors you will need to display in your team work assessment, the cardinal rules for group activity and two types of assessments that will be used to assess you. Because telephone reference checks are used to gain information from your references, you can now rationalize that it would be beneficial to inform your referees of what they can expect when they are contacted.

**Section 9 “A Typical Working Day for a Flight Attendant”** Now you know what it means to be a working flight attendant. This told you what happens from the time you sign on for work until the time you sign off. You will have discovered the responsibilities of being a flight attendant through each stage of your working day. Included was detail on your initial training topics of study and revalidation requirements. Completing this section was a little humor on the lighter side of flying just to prove that it is not all hard work and no play.

**Section 10 “Airline Starting Selection Criteria and 68 Airline Web Sites”** Now you know the very basics of what is required in regard to education, age and the heights required as well the languages required and experience preferred before you start your airline application process. Finally, you were provided a passport to the web addresses of 68 of the world’s airlines.

#### **Additional Information**

Now that you have recapped your learning outcomes, the additional information section includes extra detail on drugs and other certificates and qualifications relevant to the flight attendant position.



## Question and Answer references:

### Section 1 Q & A

#### Introduction to your flying future

##### Questions

1. What is the very first step that you must take to achieve your employment dream?
2. What are 2 things required in your endeavor to become a flight attendant?
3. What is critical to your success?
4. Name 3 criteria considered necessary in identifying whether flying is for you.
5. What is possibly one of the best things about flying?
6. Why is your code of conduct observed and known by everybody?

##### Answers

1. Being prepared is the very first step that you must take, and this manual will give you the necessary basics required to confidently fulfill what you need to do to achieve your employment dream.
2. This includes your cover letter, resume, personal presentation and interview skills.
3. Understanding the interview process, and specifically, "Target Selection" is critical for your success.
4. If you love people, varied work hours including weekends and public holidays such as Christmas and Easter and living out of a suitcase plus you possess a strange penchant to the smell of Avtur, then flying is for you
5. The camaraderie of flying is fantastic and possibly one of the best things about it.
6. Because flying is a big family and your world becomes very small in distance/time measure, your code of conduct will be observed and quickly spread. This means if you aren't who you seem to be, you will be spotted eventually and your reputation will spread quicker than the bush telegraph.

## Section 2 Q & A

### Check ignition pre take off – the rules of the game

#### Questions

1. What is an airline's interview objective?
2. What makes it procedurally easy to answer any question asked of you?
3. What are the three most important aspects of your Flight Attendant application?
4. Give two reasons why Airlines carry Flight Attendants.
5. Give three responsibilities stated in the role specification of a Flight Attendant.
6. Why is it imperative that you be able to develop rapport with other team members very quickly?
7. What is discrimination?

#### Answers

1. The airline's objective is to select the most ideal person to fulfill the position of flight attendant. To maintain its uniformity of selection that meets with a given quality of criteria, it adheres to a matrix that provides for consistent professionalism and adaptive flexibility, in a caring and definite way.
2. When you know the reason for a question being asked and the subject area a question is likely to come from, you will have no difficulty in answering any interview question.
3. The three most important aspects of landing that job as a flight attendant in your application are your cover letter, your resume and your personal presentation.
4. First: They are legally required to carry a set number of crew to cover any emergency contingency. Second: customer service.
5. A flight attendant is responsible for:
  - Ensuring emergency procedures are followed in accordance with the instructions from the Pilot-in-Command and the Air Crew Emergency Manual
  - Performing under pressure within tight time frames in a professional and considerate manner
  - Communicating in a variety of styles that reflect the needs of others and within company guidelines
  - Being able to contribute and work within a team environment
  - Maintaining grooming standards in or out of uniform whilst crewing or positioning for work

- Maintain the company ethos through your personal demeanor with professionalism, integrity and pride.
  - Ensuring that you are thoroughly conversant with the content of all company Cabin Crew manuals
6. It is imperative that you develop rapport quickly with anyone at virtually the drop of a hat. Not only is this important from a customer service perspective but imperative from a safety aspect
  7. Discrimination refers to any practice that distinguishes between people or groups of people in a way that results in one person or group being treated less favorably than another.

### **Section 3 Q & A**

#### **Dressing for your interview**

##### **Questions**

1. What is the presentation standard for flight attendant interviewees?
2. Why?
3. What shoe ware is appropriate in your interview for:
  - Male
  - Female

##### **Answers**

1. Male or female, there is no excuse for less than immaculate presentation.
2. The first sense that is employed is the sense of sight.
3. Male: They should be black and lace up. NO BOOTS. No worn heels or scuffed leather or soles. You must be able to see your face in the shine from your shoes! If you can't, then clean them again!

Female: Never white and never sandals or open type shoes. No extremely pointy, buckled or ankle strapped footwear. Must be a court shoe Preferably navy or black or a color shade that is darker than your suit or skirt/dress. Must be new, clean, with no scuffs. Heal height between 2.5 and 5cms.

## Section 4 Q & A

### Your boarding pass

#### Questions

1. Name four things you would submit in your application.
2. Why must you include a cover letter? *(If not specifically advised not to)*
3. What two phraseologies are used to conclude a cover letter?

#### Answers

1. Always include:
  - A cover letter *(Note: As time goes by and online applications become more prevalent, some airlines such as Southwest Airlines will state that this is neither necessary nor desired. However, be directed by the individual airline application requirements that you are applying to.)*
  - A resume
  - A full-length photo (color)
  - A head and shoulders passport-sized photo (color)
  - If you are responding to an advertisement, include anything else asked for.
2. Cover letters accompany your resume and are used to establish a contact relationship with the appropriate person and lead them into wanting to read your resume.
3. Complete your cover letter with:
  - (a) 'Yours sincerely' if you have addressed your letter to A NAME, and
  - (b) 'Yours faithfully' if you if you have addressed your letter to Sir/Madam.

## Section 5 Q & A

### Your resume

#### Questions

1. What is the purpose of your resume?
2. What are the consistent rules in regard to the font used that should be applied to your resume format?
3. When is the only time you would include your age on your resume?

## **Answers**

1. Your resume is your passport to an interview. Your resume is your ad, not a history lesson. It must have the aim of getting you an interview only (*with an airline*).
2. 90% of resumes are in Times New Roman, so be different and stand out. Your resume still needs to be very easy to read, however. Arial or Tahoma are good font alternatives. Minimal use of anything else for effect ONLY. Font sizes of 10, 11 or 12 only for text (larger for headings or effect only).
3. Supply age only when it is asked for.

## **Section 6 Q & A**

### **The target selection interview system – What is it?**

#### **Questions**

1. How many target areas of interest are you now aware of?
2. What is the definition of initiative?
3. Complete this sentence...Communication is about conveying ideas in a way that is understood by the recipient be they in groups or individuals. This can involve...
4. In what circumstance could normal procedures be varied?
5. Two must-have certificates are named. What are they?

#### **Answers**

1. 14
2. Self-starter. Knows when things need doing and doesn't have to be told. Is acutely aware and proactive to achieve the required outcome.
3. This can involve speech, body language, writing and characteristics and terminology to meet with your audience.
4. Certain situations require varying normal procedures a little for quantifiable good reasons in the interest of safety and service.
5. Responsible Service of Alcohol certificate  
A current First Aid certificate (Level 2 or above).

## Section 7 Q & A

### The Target Selection Interview

#### Questions

1. What hint is provided at the bottom of the 7 points?
2. Why do airlines use the six components of Targeted Selection?
3. What virtues are the questions that are asked in an interview designed to show?
4. Following the SAO principle answer your own question from the 6 target areas provided.

#### Answers

1. Hint: Always ask a few questions. (*This shows interest and communication skills and gives you the opportunity to build a brief but telling rapport*).
2. Each component is used to improve the accuracy and fairness for offer of employment decisions
3. Targeted Selection questions focus on applicants actions in specific situations. This will pose a suitable action that was taken which provided a suitable outcome or result. This could be described as (SAO) or Situation, Action, Outcome.
  - To clarify;
  - What was the situation/problem
  - What action/remedy did you take/do
  - What was the enhanced outcome? (SAO)
4. Example Answer

Many jobs have interruptions and changes to daily operations. Can you tell us of a time when this has happened to you recently and how did you feel? How did you deal with this situation and what was the outcome?		
Disruption	Action	Result
Forecast rough weather for a flight particularly around about the time of hot beverage service.	Advised passengers that the cabin service would be adjusted slightly in that hot drinks would not be served due to possible risk of spillage, saving anybody from and hot coffee burns. However, cool drinks would still be served.	Appreciative passengers because they felt they were appropriately informed and more than happy with the cold beverage service as judged by the many comments made to me on disembarkation.
		Selection Rating ⇨

## Section 8 Q & A

### Team work simulation and assessment

#### Questions

1. What are the three stated core assessment criteria?
2. There are many cardinal rules. Name the top three on the 'Do' side.

#### Answers

1. Three Core Assessment Criteria
  - a. Initiative
  - b. Communication
  - c. Team Work
- 2.

DO
Groom immaculately
Walk, talk, stand and sit with purpose
Listen, look and acknowledge

## Section 9 Q & A

### A Typical Work Day For A Flight Attendant

#### Question

1. Is flying for you?

#### Answer

2. You won't regret that you make the effort.

## Section 10 Q & A

### Airline Starting Selection Criteria and a selection of Airline Web sites

#### Question

1. What citizenship is required to be able to work for a New Zealand based airline?

#### Answer

2. N/Z or Australian





## **Additional Information**

### **Criminal History/Record Checks**

In the world of aviation, and particularly international air travel, no issue is more important than safety and security. All airlines work hard to maintain this aspect of their operation and safety reputations can make or break airlines. Therefore, self-compliance is pursued with aggression supported by legislation that requires all airside access employees are fully compliant to the laws and regulations in that access.

### **Cabin Crew**

Legislation requires all crew and staff who have 'airside access' and other access to airport restricted zones as a result of their employment, to be subject to background checks before for any new application for a permanent restricted zone 'airside' security pass is issued.

As part of these background checks, you are required to pass a Criminal History/Record Check before you can commence employment as a flight attendant. This is a separate check that the company will do you via your given references and is conducted by the police/law enforcement services.

An authorized Criminal History/Record Check will display proof of whether or not you have any criminal convictions and will also show any unspent convictions against the list of disqualifying offences as defined by the Department for Transport.

PLEASE NOTE: Cautions, reprimands and final warnings are not considered to be criminal convictions

If you have failed your Criminal History/Record Check because you have one or more of the disqualifying offences, your job offer will be withdrawn.

### **DRUGS – What you need to know**

The health, wellbeing and safety of all personnel that work for any airline is of paramount importance to that safety of all who work and travel with an airline. It is also an airline's responsibility to have a Drug and Alcohol Management Plan and to provide a duty of care to its workers in accordance with OH&S legislation so as to minimise the risk of accident, incident and injury in the workplace arising from the use or consumption of drugs. The goal is for the airline to have and maintain a drug-free environment. One vehicle used to help achieve this goal includes random testing. This can take place at any time or place whilst on duty.

Many drugs can and do remain in a person's blood stream for long periods of time. Obviously this can and does adversely affect your performance in the workplace, and it is totally unacceptable for any airline employee or contractor to be under the influence of drugs whilst on duty.

With reference to <http://www.drugs.health.gov.au>, you will see further information following the names and 'street names' of many types of drugs and the amount of time they can stay within your system.

- ☒ Amphetamines (biphphetamine, black beauties, crosses, dexedrine, hearts); 1-2 days
- ☒ Anabolic steroids (stanzolol, stanazolol, nandrolene; steroids, roids, juice); oral: up to 3 weeks; injected: up to 3-6 months and more
- ☒ Barbiturates (amytal, nembutal, seconal, phenobarbital; barbs); 2-3 days
- ☒ Benzodiazepines (e.g., ativan, halcion, librium, rohypnol, valium; roofies, tranks, xanax); most, 2-3 days; a few, 4-8 days
- ☒ Cocaine (candy, coke, crack, flake, rocks, snow, white coat); 1-2 days
- ☒ Codeine (e.g., Fiorinal w/codeine, Robitussin A-C, Empirin w/codeine, Tylenol w/codeine); 1-2 days
- ☒ GHB (G, grievous bodily harm, Goob, liquid ecstasy, liquid X); 1-2 days
- ☒ Heroin (horse, smack); 1-2 days
- ☒ Inhalants, just a few hours
- ☒ Ketamine (K, Kit Kat, Special K, Vitamin K); 2-4 days
- ☒ LSD (acid, blotter, microdot, yellow sunshine); a few hours or up to 5 days
- ☒ Marijuana (bud, blunt, grass, herb, pot, reefer, sinsemilla, smoke, weed); 2-5 days (the daily, heavy user can sometimes be detected up to 30+ days)
- ☒ MDMA (Ecstasy); 1-5 days
- ☒ Methadone, 1-7 days
- ☒ Methamphetamines (crank, crystal, desoxyn, glass, ice, speed); 2-4 days
- ☒ Methaqualone (ludes, quaaludes); 10-15 days
- ☒ Opiates (i.e., opium: china, dreams, laudanum, paregoric; Dover's powder); 1-2 days
- ☒ Oxycodone (oxycontin, percolone, roxicodone); 1-2 days
- ☒ PCP (angel dust, boat, hog, love boat); 1-8 days

**Here's the message:**

If you need to take over the counter and prescription medication, check with your HR department for allowable and banned drugs and discuss with your doctor. If you take illicit drugs, you do not have a place in aviation. Period! Personally, you'll get more than enough 'highs' out of this job and will not need any illegal high to have a good time!

## Certificates, Qualifications and Additional Details of Interest

### ***Responsible Service of Alcohol Certificate***



This program is a prerequisite for most airlines. All staff need to have this information to:

- Trade within the law
- Lower any risks of staff committing offenses
- Provide a safe environment for passengers, patrons and staff

#### **What does the course cover?**

The course addresses 5 areas:

1. The context of responsible service of alcohol
2. The legislative framework for responsible service of alcohol
3. Impact of alcohol abuse and responsible service of alcohol
4. Implementing responsible service of alcohol strategies
5. Measuring the outcomes from responsible service of alcohol

#### **How long does it take to complete?**

Approximately 1 day

#### **How much does it cost?**

While courses vary slightly in cost and duration, this particular reference was from [www.liquor.qld.gov.au](http://www.liquor.qld.gov.au) and its cost at time of initial printing was \$99.

More details can be found by logging on to the above website or phoning the Liquor Licensing Division in Brisbane at (07) 3224 8076, or the appropriate division in your state/country.

### ***First Aid Level 2 Certificate (Australian Red Cross, St. John Ambulance or similar)***

#### **Purpose and Description**

This standard certificate course in first aid meets the requirements of employers, federal and state government departments and statutory authorities. It is designed to teach the fundamental principles, knowledge and skills of first aid and to prepare people to give competent emergency care until trained assistance is available. The Intermediate First Aid certificate is a prerequisite for enrollment in any of the advanced certificate courses. It is classified as a Level 2 course.

## **Course Content**

- Introduction to the structure and functions of the human body.
- Recognition and management of the unconscious person.
- Cardiopulmonary resuscitation (CPR).
- Control of bleeding and care for various types of wounds.
- Recognition and management of injury to bone or soft tissue.
- Injury resulting from extremes of heat and cold.
- Poisoning, bites and stings.
- Recognition and management of medical conditions that may need emergency care, including heart attack, stroke, asthma, diabetes and epilepsy.
- Practical first aid skills using prepared and improvised materials.

## **Prerequisites**

There are no prerequisites for this course.

## **Course Duration**

Minimum of eighteen hours.

## **Evaluation Method**

Continuous assessment plus formal examination at the end of the course. Participants are required to pass both practical and theoretical assessment tasks, including CPR.

## **Course Award**

Intermediate First Aid certificate (valid for 3 years from date of issue).  
(Source: Australian Red Cross)

## ***Other qualifications that will be to your advantage***

1. A second or third language
2. Notable exposure and understanding of other cultures
3. Bronze Medallion certificate
4. Previous airline experience
5. Further education
6. Public speaking
7. Customer service (silver service)
8. Negotiation skills
9. Conflict resolution
10. Life coaching
11. Leadership training
12. Sports coaching
13. Language learning
14. Cultural studies
15. Travel
16. Personal development

## **Languages**

While Asian and European languages are generally favored as second languages, any secondary language is seen as an asset. Proof of language will be asked for and your competency level may be tested. An independent testing authority will conduct tests and this will cost about \$150 to obtain the certificate.



### Testing will cover:

- General conversation
- Role play specific to the job
- Reading aloud from a given text
- Interpretation of text and PA announcement into English

### Gradings achievable are:

- Level 1-3: Elementary
- Level 4-6: Advanced
- Level 7: Fluent, as would be a native speaker

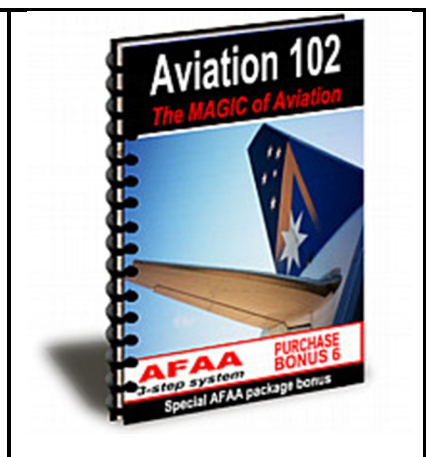
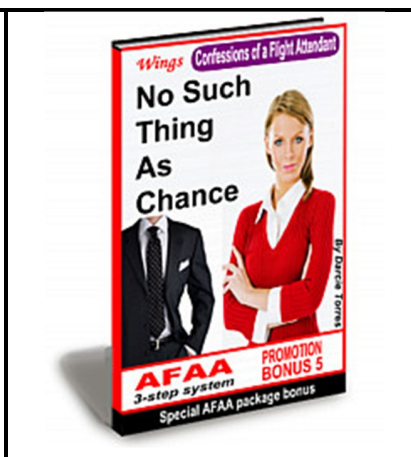
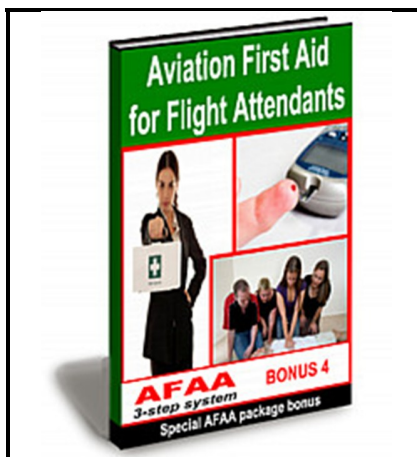
Normal minimal requirement is Level 4 with 5.5 and above preferred.

## ***Your minimum interview qualifications***

1. Evidence of required educational standards. Often year 12 or higher – GED equivalent.
2. Substantial, recent hospitality or customer service related experience.
3. Unrestricted passport with at least 12 months validity
4. Satisfy any minimum and maximum height requirements
5. Satisfy any other weight requirements (Weight in proportion to height)
6. Satisfy any language requirements
7. Satisfy minimum age requirements
8. Responsible Service of Alcohol certificate
9. A current First Aid certificate (Level 2 or above).

**Your beginning starts NOW! You have here some fabulous information, along with some incredible bonuses that are included in your Airline Flight Attendant Application 3-step system [AFAA] package.**





Use every bit to your advantage!



Good luck, never give up, make your dreams take flight and see you in the air!

Tom – [www.Flight-Attendant-Careers.com](http://www.Flight-Attendant-Careers.com)

**PS: More great info on the next page...**



If you liked the **Airline Flight Attendant Application 3-step system [AFAA] package** don't forget to become a free member of my Airline News ezine and receive regular updates of airlines hiring flight attendants and all the gos' of what's happening in the airline world.

You'll also receive these two great bonuses just for becoming a member...



**One more thing:**

Please pay it forward and send your friends this link

<http://www.flight-attendant-careers.com/flight-attendant-resume-sample.html>

so that they can become a free member of the Flight-Attendant-Careers.com Airline News ezine also...

Many thanks.

From the work horse at - Flight-Attendant-Careers.com