

THE COMPLETE FLIGHT ATTENDANT INTERVIEW WORK BOOK

NEW FOR 2012

The Complete Flight Attendant Interview Work Book

+ Bonus Virtual Interviews

Designed by Industry Insiders for Flight Attendants

- Flight Attendant Interview Work Book
- Fully Interactive
- 2 Interactive Video Interviews to Practice
- Suitable for all airlines
- Unlimited email support from our professional consultant.

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1. INTRODUCTION

Flight Attendant interviews have evolved dramatically over the last decade. It is now one of the most competitive job markets worldwide and the process can be quite daunting for the unprepared.

Self-Introduction, Group Exercises, Personality testing and Panel Interviews are all part of the process these days.

The modern Flight Attendant Panel interview is now centered around the behavioral based concept developed

by human resource teams around the world and can seemingly have very little to do with the position being sought. Behavioral based interviews work on the premise that how you have conducted yourself in the past is an indication of how you will perform in the future.

There are three general categories of behavioral questions:

- Example Based Questions
- Negative or Difficult Questions
- Open Ended Questions

This work booklet will give you guidance and examples on how

to approach and prepare for your interview.

Whilst not designed to provide you with the answers, they must be in your own words, it will help you structure and deliver your responses in a clear and concise manner.

We are here to help, so please do not hesitate to email us should you feel you have a question that we have not been able to answer for you.

Best of luck!

The Team at Flightdeck Consulting
email: info@flightdeckconsulting.com



- Reference Check, Medical and Security Check

2. AIRLINE OPEN DAYS

Notes

The content and structure of the day's events will vary depending on each individual airline. We will cover all possibilities in order to prepare you for the day.

- Meet and Greet
- Checking your CV and your application form
- Group Exercises
- Individual Exercises
- Mathematics, Geography and/or Personality Test
- Group Briefing
- One on One interview

3. MEET AND GREET

FIRST IMPRESSIONS

From the moment you walk into the building your interview has begun. Everybody from the doorman to the receptionist is watching you and they will all form an opinion, so the old saying about first impressions applies from the moment you walk in the door until you're safely out of the building.

Within seconds of meeting someone a first impression is made and that impression is virtually irreversible. That vital first few minutes of meeting

the interviewers, your greeting, handshake, smile and body language will determine how your interviewers will perceive you and the tone for the day will be set. If their opinion of you is positive then throughout the day they will be looking at your actions and answers to confirm their decision, and vice versa if it is negative.

Much of what is required to make a good impression is common sense. But with a little extra thought and preparation, you can hone your intuitive style and make that first impression not just good but great. Just remember you want to be the standout candidate, but for the right reasons!

WHAT TO WEAR

Women’s Interview Attire

Men’s Interview Attire

Solid color, conservative suit, skirt or pant

Solid color, conservative suit

Coordinated blouse

White long sleeve shirt

Moderate shoes

Conservative tie

Limited jewelry

Dark socks, professional shoes

Neat, professional hairstyle, long hair

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must be tied back

Very limited jewelry

Tan or light hosiery

Neat, professional hairstyle

Sparse make-up & perfume

Go easy on the aftershave

Manicured nails, soft colour if any

Neatly trimmed nails

Portfolio or briefcase with pen

Portfolio or briefcase with pen



- Dress similar to a flight attendant
- Dress should be neat, tidy and appropriate. There is no such thing as over dressing in a job interview, however it is best to be conservative
- Make up should be conservative.
- No make up for males
- Nail Polish should be soft colour, clear or French Style
- A confident handshake, but not too firm, making eye contact with your opposite
- Have a pleasant and warm smile
- Make positive small talk, this will help to settle your nerves
- Be courteous and attentive

- Have a positive, confident outlook on the day
- You have worked hard for this day, don't blow it by making a joke that's taken the wrong way. I have seen so many jokes back fire on the candidate, it's not professional and has no place in today's professional job interview

MORNING BRIEFING

At the beginning of the day and as a group you will all be introduced to your facilitators. They will present a briefing that will cover the process of the day, information about the company and the position of Flight Attendant.

Some airlines such as Singapore, Easyjet and Emirates take this opportunity to ask the candidates several questions about the company and the position. They expect your participation. If you know the answers by all means put your hand up, it is a good idea to get involved and answer one or two questions. Remember it is best to let others have the opportunity to answer questions too even if you know all of the answers.

CHECKING CV AND APPLICATION FORM

At the completion of the introduction and prior to the group exercises

you may be asked to present your paperwork to the facilitators. The facilitator may take this opportunity to ask you informal questions about your CV or how your day has been so far. They may also question why you wish to join their company as a Flight Attendant, so be prepared!

You MUST know the information you have included in your CV and be able to expand on areas of employment.

You must complete and have all the relevant documentation with you. It must be neatly presented and make sure you have a pen handy for last minute forms.

If you can't complete the application form correctly or if you don't have all the required documentation, then don't expect to proceed beyond this point of the interview process.

Remember to be upbeat and positive, think of the whole process as a fun day out.



Notes

4. GROUP EXERCISES

You will then be separated into groups of 8-10 people. All groups are assigned the same exercises.

The whole idea of group exercises is to see how you interact with others. It is not about the end result of the exercise. There are no winners when it comes to group exercises.

Remember the facilitators will be watching you work within the group throughout the exercises, monitoring your behaviour.

You need to show your confidence, your ability to interact with different nationalities, people from different backgrounds and people of all ages. You must be understanding, polite with the ability to show empathy.



TIPS

- Pay attention, follow directions and get involved
- DO build on ideas from someone else
- DO include others in the conversation, be collaborative
- DO make your points and if criticized, be able to move on while diplomatically explaining your

points. Opinions are valid without emotion

- DON'T be overbearing
- DON'T interrupt someone when they are expressing their ideas
- DON'T automatically reject someone else's idea
- DON'T sit idly. This is a group exercise, get involved
- DO help the group reach a conclusion within the time allocated

INTRODUCTIONS TO THE GROUP

The first group exercise may seem quite straight forward.

You may be asked to introduce yourself to both the group and facilitators. Be prepared to answer a short question as well, such as why do you want to work as a flight attendant.

Having to stand up and introduce yourself can be a nerve wracking experience for anyone. Having a plan and rehearsing what you intend to say will not only put your mind at ease but will give you with the best chance to succeed. Your one minute chat about yourself must be unique and catch their attention, passion is the key and you will have to do some work on this.

Let's have a look at two examples:



“Hi my name is Lisa, I am 24 years old, I currently live at home and work as a sales assistance for a travel agent. I enjoy catching up with my friends, watching movies, skiing and travel. I have always wanted to be a Flight Attendant member as I have always loved to travel and I would really enjoy the lifestyle.”

The above example is simply too bland and very standard, you could be describing anyone in the room.

This type of introduction will not distinguish you from the other candidates, giving the facilitators nothing for them to remember you by. You simply won't stand out.

Be a little bit more creative.



“Hi, My name is Lisa, I am 24 years old and currently employed within the travel industry. I work for a travel agency where I coordinate and advise travel plans for new client's, this can range from a group business trip for

a local company to the trip of a lifetime around Europe for a family. One of my favourite parts of the position is when families return to share their travel photos and stories with me. I love to travel, seeing new cultures and trying new food, especially going skiing overseas with my friends. Our last trip was to Japan, where I was fortunate enough to see and experience the Japanese food and culture. I would love to be part of your team where I could blend my customer service skills and love

for adventure with your company culture”

The next exercise may ask you to introduce yourself to the person next to you and find out some information about them in return.

- Who they are, what they do and an interesting fact about that person.

OR

- What is their most embarrassing moment?

OR

- What would they do with \$1 million?
- You will then be asked to stand up and talk about that person for 1 minute.
- Another exercise you may be asked to do is stand up and present to the group one of the following:
- Your favourite movie actor and why?
- The three most influential people in the world and why?
- Three politicians you would like to rule the world and why?
- If you were invisible for a day what would you do and why?

- Who do you admire most and why?



When it comes to answering these type of questions, keep in mind there is no right or wrong answer to who you chose or what you decide to do. The key is WHY! As long as you can explain “why” with good understanding and reasoning then you have answered the question correctly. Think of the truth and what you believe in, then try to articulate this.

For example, if your mother is the person you admire most, then explain why. “My Mother is the person I admire most. She always has a smile

on her face and sees the positives in everything, She has kept our family firmly together through all of the tough times, financial and personally. She is someone I can always turn to and rely on. I am very proud and lucky to have her as my mother, I admire her for her character and strength.”

Notice how I answered the question by starting with the actual question. This gives you time to lead into your answer and helps to keep you on track. I also ended with the question, it helped me to wrap it up.

Further information on how to answer these type of questions can be found within the chapter “Tricky Questions”.

PRESENTATION TO GROUP

Another exercise you can be asked to do is to talk about a topic, normally trying to sell something as interesting, the latest craze or even a destination, standing up again and presenting it to the group.

Normally you will be required to stand up and talk on this topic for about 1-3 minutes and you only have about 1-3 minutes to prepare.

Here are several examples:

1. Given a photo of a place and asked to sell it as the “new” destination to the group.

2. Given lego and asked to build something, or a toy and then asked to sell it to the group as the new toy on the market for sale.

3. Given a boring object (pen, paper clip or even clipboard) and asked to sell it to the group as the latest craze for kids.

4. Given an actual new product for in-flight and asked to talk about the positives (pros) of the product or the negatives (cons) of the new product. This could range from an in-flight bar/ massage service / to in-flight entertainment etc.

Follow a few simple rules and this can be quite easy and fun.

Firstly you will feel time pressured, so get to work in your head quickly.

Use your imagination, it's all about having fun, nothing you say will be incorrect, it is all about HOW you say it and HOW you present it. Don't be shy!

Split the presentation into 3 sections:

- Introduction: Name of product, what it does and the market it is aimed at
- Middle: Features or interesting facts
- Summary: Re-cap the main features, then the cost, where you can get the product and a quick sales pitch that is almost silly!!

For Example:

Given a photo of a beautiful sandy beach, blue seas and palm trees and told to sell the destination.

Introduction:



“Good morning everyone my name is Lisa and I am here to tell you about our new exciting destination “Frangipani Island”. This beautiful island speaks for itself! It is the holiday destination that will make you feel like

you are on a deserted island in the middle of nowhere, but the unique attraction is that it has all the modern amenities. AND it is located just 3 hours from (your local main city) Sydney. It is on the same time zone and now sports an upgraded international airport to speed you through the immigration process”.

Middle:

Now it is time to talk about the place in detail, 3 points, such as activities, who goes there primarily (honeymooners or

families) accommodation details and anything the destination offers that is unique, i.e. the best “turtle watching in the world”.

Then finish with your summary recapping the main points.

Summary:



“If you are looking for your little piece of paradise where you can unwind in the company of breeding turtles whilst sipping on a cold glass of something special, then this is the place for you and

your loved ones. If you act fast we have a special offer for the first 250 customers, with every holiday deal we will throw in an all inclusive and exclusive access to the new and amazing day spa, let yourself be pampered. Frangipani Island, the place where you can enjoy your own little secluded piece of paradise in the company of those who know the art of service.”

Now you may be wondering what on earth does all this have to do with the interview process to become a Flight

Attendant? It's simple. Remember the facilitators are looking for a certain type of person and personality. You need to show them you have the following qualities.

1. That you can follow directions, speak up and ask questions if you didn't understand the first time.
2. That you show you have initiative and are willing to give anything a go.
3. That you have confidence and can believe in yourself and your own abilities.
4. That you can enjoy the company of others and work well in a team and

have fun and laugh at yourself!

FURTHER GROUP EXERCISES

As a group you may be tasked with the following and then asked to present it to the other groups and facilitators.

For Example:

Create a new airline, name it, destinations, type of market you wish to capture, uniform style and colour, branding of aircraft etc.

Or/ Launching party for a new destination for your airline; where the party will be held, type of food to serve,

time of day, 5 VIP's to have as guests and theme.

Also you may be asked to either debate a topic or discuss the positives and negatives of a topic.

For Example:

Positives of Dubai as a city to live in against the negatives of Dubai.

Or/Debate the idea of Low cost carriers, good or bad?

You may be asked questions at the end, such as what ideas were yours, or how did you contribute to the outcome etc. So make sure you contribute and are

aware of your input.



SOLVING PROBLEMS AS A GROUP

You will be assigned the same task as other groups and be asked to solve a problem usually within a time constraint.

Sometimes you will be given a problem to solve without all of the information

and other times it may require using your own experience and knowledge to complete the task. Be aware too that if your task is given to you in written format sometimes you may not be given the same information as the rest of your team, you will not realise this until the end, so never assume in group exercises.

There is such a wide variety of exercises that you can be asked to complete, just REMEMBER that it is ALL about your participation and your behaviour throughout the exercise and NOT about the end result.

You will be observed from a distance by the facilitators. They will be observing

how you behave within a team environment.

The facilitators are looking for a variety of characteristics. These can be summarized below.

- Team interaction and participation
- Ability to speak up and voice your own opinion in front of the group
- Leadership skills without being overbearing
- Ability to follow instructions
- Friendliness and respect towards your work colleagues
- Your overall personality

The facilitators on the day are looking for an overall behavior that will suit their airlines own aircrew profile. Always be upbeat and positive. Contribute as necessary however remember to follow your instructions and respect others in the group. If you do have an idea, or opinion you must be able to back it up with a reason as to why you believe your idea or opinion is valid.

Balance is the key.

EXAMPLES:

Complete a jigsaw puzzle within a tight time frame, where other groups may have some of your pieces. Thereby

looking at group to group interaction.

1. Emergency situation problem solving, like being stranded in the south pole, what equipment would you take to walk to base camp? Choose only 20 items from the 40 items listed
2. Stranded in the desert, what equipment would you like to have if you could have 10 items. List them in order of importance
3. You are in the South Pole, need to move equipment to base camp, weather is improving, ice is thinning, you have several loads of equipment and a set number of people with a choice of transport. Choose only one as

your mode of transport as a group and reasons why.

Choices of transport are:

- 5 Skidoo's
- 2 Ice moveable 4WD style vehicles
- 1 Large 12 seater people mover with room for all equipment and people

With this example there are many things you must consider:

- Ice is melting, will you be too heavy and crack the ice and possibly fall through, therefore weight of equipment?

- Speed of equipment over the ice, are you time limited?
- What if your transport breaks down, is there back up, room on other equipment or did you just take the one?
- Exposure to the elements, are you out on the skidoo or in a car?

Group Exercise

Example 1

On your way back from a holiday in South America, your shuttle flight to the airport is forced to make an emergency landing in a small clearing in the Brazilian rainforest. You, the pilot, and your fellow passengers have only sustained minor injuries but the

plane has broken into pieces and the communication equipment has been destroyed in the impact.

Before the plane crashed the pilot had reported a problem with one of the engines, so there is a good chance that the authorities will start looking for you when you fail to arrive at your destination. However, the forest is very dense and it will take days to reach the edge of it on foot.

You cannot remain where you are as there is a danger that the aeroplane fuel will catch fire. On searching through the wreckage and the remains of your suitcases you find the following items:

- A guide to South American plant species
- 3 elasticised luggage straps
- 6 frozen airline meals
- 4 blankets from the plane
- A pack of 24 anti-malaria tablets
- A 3 metre square piece of opaque plastic sheeting
- Tourist map of Brazil
- 2 large bottles of factor 12 sunscreen
- Mobile phone with GPS, fully charged
- 1 litre bottle of the local alcoholic spirit
- 3 boxes of chocolate chip cookies
- 4 current paperback novels

- First aid box
- Compass Flare gun with one flare
- A Swiss Army knife
- A book of matches from the hotel

You are unable to carry more than 7 items from this list (items containing more than one object still count as one item). This is an example of one kind of group exercise that you may encounter at an assessment centre:

- You and your group have found yourselves in a perilous situation as described in the above document. There is a long list of items that you can use to aid your survival, but you can only take a

small number of these items with you.

- Your task is to work out between yourselves which items you will take, and explain why you have chosen these items.
- The assessors will normally watch from the edge of the room, with each assessor focusing on a specific candidate. They will play no part in the exercise and you will normally forget they are there.
- There will be no definite right or wrong answer to this task: the assessors are interested more in how you work as a team and the process through which you come to a group consensus. Group

members will be scored on their individual input, rather than the overall result for the group, so someone may still do very well in a team that has failed to reach a conclusion.

- The exercise will usually last 15 to 20 minutes. At the end of the exercise, a member of the group will be asked to write a list of chosen items on a flip chart.

Notes

INDIVIDUAL EXERCISES

Some airlines will ask you to stand in front of a panel interview and role-play a scenario with one of the facilitators. Normally you will be confronted with a dissatisfied customer.

You will feel put on the spot and possibly out of your comfort zone. Be comforted by the fact that they are simply looking for your ability to think on your feet, to show initiative, how you can maintain your friendliness and be able to calm a situation that could otherwise get out of control.

There is no right or wrong, nor a specific result. Remember to keep calm and confident and continually come up with ideas and solutions to help solve the problem with the idea that “the customer is always right” attitude.

They will not give you the opportunity to refer to your “manager”, you must be able to deal with the situation yourself.

For some of us who aren’t naturally dramatic this is a very daunting task. Just remember it will only last for a few minutes and to ultimately think of it as a challenging, fun game to play. You will not be judged by your acting ability.

Usually you are given a briefing sheet with around 1 minute to prepare. It is conducted in the privacy of a separate room away from the other candidates and should only last around 5 minutes. Expect to be given a scenario where you are working in customer service and you have a customer who is unhappy about a product or service your company has provided.



1. Completely throw yourself into the situation and believe it is really happening and try not to laugh it off, this is serious, you have an upset customer to deal with.

2. It is imperative that you get the customers name and introduce yourself, from then on address the customer by their name.

3. Let the customer have their say, DO NOT CUT them off.

4. Show empathy immediately and let them know straight away that you are there to help them in anyway possible within your capacity.

5. Remain calm NO MATTER WHAT, speak slowly and in a low voice even if they start to rant and rave, you must remain calm.

If you have to, get down on their level if they are seated (in-flight) bob down,

it is best to not stand over people when they are complaining.

6. Repeat back to the customer what the situation is and what they are concerned about, using their words. This clarifies that you understand the situation from their point of view. Once this is established you can then move on to solving the problem.

7. If they have only complained and have not asked for anything, ask them what they would like, how they would like you to help solve the problem. This way you are solving the problem the way they want you to and their idea may be something you hadn't thought

of or even be a much simpler solution to the one you had in mind.

8. If they don't know what they want, then give them options. At least two options, including anything you can give them for free within your capacity, i.e. samples. Also do not tell them you will get back to them, they want and need an answer and solution NOW, not next week when the boss is back.

9. Don't give up, keep going and don't take it personally. REMEMBER this is not a personal attack on you, this is about the product or service that the company you work for has offered, you are just the front person.

10. At the end of it all have a good laugh!!

5. MATHEMATICS, GEOGRAPHY AND PERSONALITY TESTS

MATHEMATICS

Some airlines require you to complete a skills and mathematical test. The mathematics test is basic school level mathematics primarily relating to the position of Flight Attendant.

An example of this type of question is the purchasing of onboard products, giving the correct change, in the

correct currency. Passengers changing their minds, so multiple addition and subtraction.

Example:

Passenger buys a sandwich for \$7.90 and a can of soft drink \$3.50 and gives you \$20 what is the change you will give them?

The passenger now wishes to further order cookies worth \$2.50, what is the change out of \$20 now?

GEOGRAPHY

The geography test relates mainly to the ports that the airline services.

An example would be:

Where is Osaka, what is its ICAO designator (RJBB)?

In what International City is Charles De Gaulle airport located (Paris)?

In what country is Kuala Lumpur located (Malaysia)?

For these types of questions it is essential to study the airlines

destinations.

ICAO stands for the International Civil Aviation Organisation, all airports are designated a 4 letter code worldwide.

Information can be obtained through the companies website as well as through Wikipedia.

PERSONALITY TESTING

Personality testing forms part of the Psychometric testing and further information can be found in the ONLINE program as a separate tutorial.

Personality testing is not something you can study for, it is usually made

up of 200 multi-choice questions to be answered within 30 minutes.

Example:

Rate from 8 as more likely and 1 as least likely how this applies to you.

“At a party you are more likely to be the center of attention and the

party entertainment?”

Notes

6. PANEL INTERVIEW - HOW TO ANSWER THE QUESTIONS

THE FORMAT OF A TYPICAL PANEL INTERVIEW

Representatives from both the HR department and the Flight Attendant Recruitment Department will normally conduct your interview.

Questions will be asked in order to cover the following topics:

- About your career and customer service experience
- About yourself
- About the company
- Behavioral questions
- Scenario based questions
- Any Questions you may have for the panel

HOW DO I ANSWER THE QUESTIONS?



**YOUR ANSWERS MUST BE
WELL THOUGHT OUT AND
DELIVERED IN A CLEAR,
CONCISE AND POSITIVE
MANNER!**

SOUNDS SIMPLE DOESN'T IT!

THE THREE MOST IMPORTANT QUESTIONS

1. "Tell us about yourself?"
2. "What attributes will you bring to this company?"
3. "Why do you want to work for us?"

These are three questions that must be asked in any panel interview and they are also the three answers that you must perform well with in order to have any chance of getting through the interview.



QUESTION 1. "TELL US ABOUT YOURSELF" OR "TELL US ABOUT YOUR CAREER TO DATE"? OR "TELL US HOW YOU GOT TO BE SITTING HERE TODAY"?

Q "Nice to meet you Lisa, why don't you start by telling us a little bit about yourself?"

Some may call it an "ice breaker" but in reality it sets the tone for the remainder of the interview.

The structure of your answer should include:

1. Quick introduction of yourself, your interests and the current position held.
2. Your education.
3. Your career, highlighting customer service experience.
4. What you are looking forward to in the future/why the career change.
5. Your delivery should be around 1-2 minutes in duration.

Below is an example.

A "My name is Lisa Smith, I am 24

years old and live with my parents. I'm currently saving to move into my own apartment. After completing school I enrolled in a hospitality and catering college where I had the chance to experience and learn all facets of the industry. It was a fantastic experience with great challenges and I managed to meet some good long-term friends along the way. Upon graduation I have been employed in the hospitality industry for the last three years with a company called XYZ in the role of ABC, where I have gained more valuable experience. Some of the highlights have been when ... (Go on to explain some personal stories of your experiences at work and how they were challenging or exciting and what

you learnt from that experience, detail is important. Then sum it all up with something like this ...)

In my spare time I enjoy cooking for my friends and family, reading history books and mountain biking, getting out in the fresh air. I feel I am ready to take on the challenge of beginning my career as a Flight Attendant. I would very much love to be part of your team where I can combine my love for the industry with my passion for hospitality combined with my enthusiastic approach to work."

In the above example you will see it is divided into three unique sections.

1. Who I am.

2. What I have achieved.

3. Why I am here.

TRY AN EXAMPLE FOR YOURSELF

It is essential to rehearse this answer, however it must come over as fresh, interesting and unscripted. The best way to achieve this is by keeping the manner and grammar of your answer informal, as if you are chatting to a friend over coffee. It needs to come

from the heart and have your passion and enthusiasm shine through.

Stories about your time in a particular company will keep the interviewer interested as well as making your answer personal to you.

The importance of this is that when the company has the “wash up” of all the interviewees for the week and they review the notes on your particular interview you will stand out through your stories, not by a scripted, perfectly worded answer that is impersonal.

When you discuss employment at a company always talk about the positives of your time

there. Interviewers remember negative statements. Avoid using I haven't, or I don't, instead tell them what you are willing to do or try or what you are looking forward to.

If you find that there are areas where you had difficulty in certain positions and times in your career the less said the better.

Remember, everything is positive, all is good, you are an upbeat and happy person with a fantastic outlook on life! If this persona is displayed then this is how the interviewers will remember you. If you come across as a negative person who has had a hard career and feels hard done by,

then the interviewers will go away with a negative outlook on your performance and would think twice about employing someone with those characteristics.

Telling horror stories about previous employers can be discussed at the bar, AFTER YOU GET THE JOB!!!

If you have areas of non-customer service employment then by all means mention it, however keep it brief. For example

A "From 2002 to 2004 I was employed in various IT positions for two major

communications companies based out of London."



- Be confident, if you believe it they will too!
- Talk slowly and emphasis the important information.
- Be sincere, passionate and positive!
- Don't waffle or repeat yourself, keep it short and to the point.
- Be clear, concise whilst using positive words.
- Never make a personal comment or opinion on someone or something.
- Add in short examples of your time in particular companies

- When reviewing your work history highlight customer service experience. If your career is quite long then start at a point in your career that you feel is appropriate.
- If you are young and have minimal experience then you will need to concentrate more on who you are and what you have to offer.
- Remember your posture, it's not just what you say but how you say it.
- Be familiar with yourself, your work experience and the skills you bring to the table. Match these with the position and organisation you are interviewing for.
- Don't talk and waste time on irrelevant skills, certificates and experience, leave that information to the resume.
- Use positive body language, don't shift in your seat, or cross your arms, it states nervousness and disinterest.
- Be focused and pay attention to what is going on, having a good response to the questions being asked is crucial.
- Use the questions to your advantage, start your answer with the question, Incorporate the question within your answer and then end with the questions. This gives you time to structure your

answer, it helps you keep on track with your answer and can help you to wrap it up.

“I would like to work for Emirates because.... I would also like to work here because ... so these are the reasons I would like to work for Emirates airlines.”

QUESTION 2. “WHAT DO YOU HAVE TO OFFER OUR COMPANY?”

Other variants of this question can be:

- What attributes will you be bringing with you?
- Why should we hire you?

- How do you stand out amongst the other candidates?
- How would your current manager describe you?
- What are your strengths?
- The candidate before you has an impressive resume, why should we hire you over them?
- What do you have to offer over and above the other candidates we are interviewing today?
- This question is all about you and this is your moment to ...



A “I am dependable and reliable, recently my boss called me on a day off and asked if I could help out as they were suddenly short staffed. I was more than happy to help out and was ready and at work within the hour. I am also very honest, I am not afraid to admit fault, own up to a problem or speak up if I feel the need to. I believe my honesty and positive outlook on life makes me more approachable and empathetic. In the past when we have new recruits I am usually tasked

with showing them the intricacies involved in the business. I will often spend my free time helping them with a task in order for them to fully understand the position. I enjoy working within a team, just last month I was involved in meeting a deadline with two other colleagues, it was a great challenge for us and we were all very proud when we completed the task not just on time but early. These are the qualities I will be bringing with me to your airline”

There is a simple method to follow that helps anyone to answer this question. The best way to start is to write down 5 descriptive words that best describe you. Expanding the words into examples.

DESCRIPTION PLUS EVIDENCE
GIVES CREDIBILITY

Below are some descriptive words to get you started.

Motivated	Passionate	Show initiative	Driven
Hard working	Positive	Respectful	Team Player
Focused	Responsible	Energetic	Enthusiastic

Calm	Approachable	Professional	Unfazed
Composed	Gentle	Active	Honest
Reliable	Dedicated	Flexible	Friendly
Integrity	Loyal	Patient	Relaxed
Emphatic	Leadership	Communicator	

KNOW YOUR OPENING AND
CLOSING STATEMENTS BY
HEART AND MAKE THEM
POWERFUL!

CHOOSE FIVE DESCRIPTIVE
WORDS TO EXPAND ON.

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1.

2.

3.

4.

5.

NOW TRY COMBINING THE
FIVE WORDS INTO A COMPLETE
ANSWER.

*Q How do you stand out from other
candidates?*

A

QUESTION 3. "WHY DO YOU WANT TO WORK FOR OUR AIRLINE?"

The answer should be 90% about the company and only 10% about you.

There are two great resources to help you on your way.

- Visit the Airlines website. Click on “About Us”. Here you will find details on such things as the

companies “ethos”, headquarters, personnel, destinations etc. This is a handy insight into how the company views itself.

- Visit Wikipedia and search for your airline. Print it out and make notes to refer back too.

There are several topics that you will need to consider. Here is some background information to help you on your way:

Financial situation, business outlook and management style:

- Is the company financially secure, what profit did they make last year? Are they expanding, what

aircraft do they have on order and what new destinations will they start to fly to in the future?

- Is the business outlook positive, are they introducing new in-flight products (internet access, entertainment offers, passenger services, flat beds in business class etc), new ground products (self check in, sms check in, new lounges etc).
- Is the management style innovative, prepared to take risks, listen to customers through surveys and are they at the forefront of technology?

Type of Operation:

The type of operation will influence your answer. It will also clarify your understanding of the company and what you believe is important to make the operation a success.

- Low Cost carriers are there primarily to make travel affordable to everyone. They target holiday destinations, their facilities are basic with the ability for passengers to purchase products. They target in flight sales, it is one of their most profitable areas of their business and you will be at the forefront of this. They typically have young, vibrant Flight Attendants who are upbeat

and are there to have fun, enjoying the lifestyle while being paid minimal wages. The interview is more energetic and fun with a lot of team building exercises. The employee turnover is usually high.

- Flagship carriers are airlines that represent their country (British Airways, Emirates, Singapore Airlines, Korean Airlines, Malaysia Airlines, Cathay Pacific, American Airlines, Qantas etc). These airlines have a responsibility to treat passengers with full compliments. Tickets include, meals, drinks, comfort packs etc. There is minimal in flight purchasing, except for duty-free. They target,

safe, efficient reliable service to international and domestic destinations. They usually offer Business and First class, where passengers have the opportunity to be pampered. There is history and pride involved to not only represent the company but also the country. Respect, professionalism and maturity are important. The interview process is usually more formal and involved. Employees enjoy long-term stable careers, with large benefits.

- Small regional carriers service small regional areas linking them to the major cities. They operate smaller aircraft requiring only one

or two Flight Attendants. You will be part of a very small team. You are the forefront of the company and will be required to take on more responsibilities and be able to manage situations and make decisions using your own initiative. Roster flexibility is also expected. On Time Performance is usually imperative to the success of the company. The company usually has a small family feel to it and employees have the opportunity to enjoy a long-term stable career within a tight knit company. They are wary of employing Flight Attendants who will use this opportunity as

a stepping-stone into the major carriers.

- VIP and Corporate charter usually operate small jet aircraft where you will be the only Flight Attendant and your responsibilities will be numerous, sole passenger safety in emergencies, check in, baggage handling, immigration procedures, ordering catering, cleaning the aircraft and even stock taking. You will be part of a very small team and be the forefront of the company. You will need to demonstrate respect, privacy, confidence, and maturity. You would expect to enjoy

exclusive travel and perks within a tight nit group. Flexibility to your roster is paramount.



NOW MAKE YOUR OWN NOTES
ON THE FOLLOWING.

Company headquarters and key
personnel.

Brief History.

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Financial situation, business outlook
and management style.

Alliances.

Aircraft type, Numbers and Orders.

Destinations, frequency and future
destinations.

Key Markets i.e. Business, Leisure etc.

The type of people they employ.

And most importantly, what makes the

company unique.

Having now done your research combine your information into a unique answer.

Example: Virgin Australia

A “ Virgin Australia has an innovative approach to business with a very dynamic and forward way of thinking. I really like how they think outside of the square with their advertising campaigns. The company has a secure financial position with recent expansions

internationally into the Asia Pacific region providing plenty of opportunity for advancement. They have a modern fleet of aircraft that are highly efficient, flying to interesting destinations around Australia and the Pacific. Everyone within the company seems to have an energy about them that is contagious, they are open, energetic and friendly. On a personal note working for Virgin Australia would offer me a long-term stable career with boundless opportunities in an environment that is enjoyable, ever changing and one that I would very much like to be apart of.”

Example: Emirates Airline, UAE

A “Emirates is a powerful International brand that delivers a world-class product. Through its loyal and committed team it consistently provides high quality service securing the enthusiasm and loyalty of customers. Quality is the key. This quality of Emirates has been recognised throughout the years winning over 400 awards. It has one of the safest and youngest fleets worldwide with approximately 156 aircraft on active order. Emirates fly to over 100 destinations across 60 countries and 6 continents. On a personal note it would offer me a long-term exciting career and an international lifestyle with a difference. I would love to be part of your award

winning team where I can combine my passion for customer service, love for travel, positive attitude and pride in work.”

This answers show:

- You have done your research.
- You respect their company.
- You are enthusiastic about working for the company.
- You can see yourself fitting into the culture of the company.

NOTES

OTHER POWERFUL QUESTIONS

“Why do you want to be Flight Attendant?”

“What do you hope to gain out of employment with us?”

“What are your expectations of working with us?”

“How long do you see yourself working as Flight Attendant if you are successful with us today?”

“What challenges or problems do you think you will face with this job?”

“Tell us about the most stressful thing that has happened to you in the last year and how did you cope with it?”

The key to answering these questions is to be honest with them, highlighting the positives and looking forward to the future.

Let's have a look in more detail.

“Why do you want to be a Flight Attendant?”

Be honest with your answer. Why do you really want to become a Flight Attendant member with their company?

Some ideas to help you answer this question:

- You have a passion to work in the customer service industry
- Give you the opportunity to provide excellent service
- You love to travel, this is only a small part of your answer, it cannot be the main reason
- Exciting destinations, experience different cultures
- Meet and help new passengers everyday
- Opportunity to enjoy a lifestyle with a difference
- Enjoy working within a team

- Ever changing environment, never boring, always challenging
- Enthusiastic, exuberant environment to work in

Q “What do you hope to gain out of employment with us?”

Be honest with your answer without sounding too selfish.

At any opportunity bring in the positive aspects of the company. This answer is really a combination of your answer to “why you want to work for us” and “why you want to be a Flight Attendant member”.

Be honest with how you see your future unfolding with them.

A “I hope to gain a long term stable career within a company culture that I love. One where I can combine my skills in customer service, with airline safety and standards. Where I will be rewarded for my hard work and enthusiasm. Also where I can grow within the airline, achieve my dreams and upgrade to be In Flight Service Manager and possibly look at diversifying into a ground or in-flight teaching roll. I would also look forward to going to work each day knowing that I would be operating with a crew that are genuinely happy, enthusiastic and professional. Ultimately, I know I will enjoy the lifestyle of being a Flight Attendant member with ABC airlines.”

Try One

Q “What are your expectations of working with us?”

Talk about the positives of the company and the job and how it will change your life for the better.

Starting your answer with the question, this really helps to define your answer.

A “My expectations for working with ABC airlines would be going to work each day with a smile on my face being enthusiastic and happy. Looking forward to the different challengers I face every flight. I expect to work hard within a supportive and positive environment, one that is also safe and caring. I expect to deliver excellence in my customer service and be the face of the company, to wear my uniform with pride. I look forward to progressing through the ranks and hope to become Customer Service Manager in due course. To enjoy a unique lifestyle, experiencing a variety of countries, cities and cultures. So all in all that would be my expectations of working for ABC airlines”

Ending your answer with the question emphasises the point and helps you wrap up your answer.

Try One

Q “What challenges or problems do you think you will face with this job?”

A “The challenges of this role will be wide and varying. From adjusting to different time zones, diverse cultures and servicing different personalities. There will be tight schedules and long days and it is very

important at all times to remain the face of the airline. Two challenges I am particularly looking forward to are to maintain and build on the company's excellent safety and service culture."

See how we have ended what is considered a "negative" question with a positive statement.

Try One

Q "How long do you see yourself working as Flight Attendant if you are successful with us today?"

The best way to answer this is to think long term, the company will be interested in investing their time and money with someone who is going to stay for the long term. If you state short term, they simply won't be interested in you. Even if you think you will only do it for a few years, just to have fun, see the world and get paid for it, who knows you may really fall in love with the job and end up staying there for over 20 years!! So it is best to think on the positive side for the company, think long term!

A "This is a career move for me, I am in this for the long haul, I would really like to see myself move through the

ranks, upgrading to Service manager, being able to fly on all of your aircraft and move into a teaching roll given the opportunity, if I am fortunate to be successful today, I see this role as a career and I definitely see myself here for the long term.”

Try One

Q “What challenges or problems do you think you will face with this job?”

A “The challenges of this role will be wide and varying. From adjusting to different time zones, diverse cultures and servicing different personalities. There will be tight

schedules and long days and it is very important at all times to remain the face of the airline. Two challenges I am particularly looking forward to are to maintain and build on the company’s excellent safety and service culture.”

See how we have ended what is considered a “negative” question with a positive statement.

Try One

Q “Tell us about a time recently you have been under stress, how did you recognize it and how did you cope with it?” or “How do you cope with stress in general?”

What they are looking for is how you cope with stress in general and how you analyze problems from the past. Be honest about the problem and how it affected you without going into too much detail. Remember to add in how you cope with stress in general.

Q "A time recently when you were stressed?"

1. A close family member recently had health issues.

2. My family were struggling financially with their business and we had a lot of money tied up with it, the future was not looking positive and something need to be done quickly.

3. I accepted a new and exciting job which involved a move interstate. I had never been to the city before and had no family or friends who lived there and I was only give 3 days notice to make the move

Try One

Q "How did you recognize you were stressed?"

- I couldn't concentrate on anything at work, all I could think about was the problem.

- I became quite irritable and snappy, people commented on my bad moods.
- I started to blame other people
- I wasn't sleeping very well

Q "How did you deal with the stress?"

- I confronted the problem head on
- I organized a plan of attack to solve the problem
- I gathered information and explored options
- I wrote out a schedule of "must do items" in order of priority
- I admitted fault and communicated this to the appropriate people involved

- I opened up the communication lines

Q "How do you cope with stress in general?"

- Make an effort to deal with the problem, I don't ignore it
- Spend time with my friends, socialise and take time out for myself and try not to think about it for a while.
- I take the family dog for a walk, get some fresh air
- I do exercise, go to the gym, do yoga, go surfing, mountain bike riding
- I go to the movies, read a book, meditate

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- I talk with my boy/girlfriend about the problem and ask for their advice, opinion

Notes

NEGATIVE STYLE QUESTIONS

Negative style questions are there to trip you up. You must be very careful not to talk about your current employment in any way that can be looked upon as negative. You could easily end up contradicting yourself from what has already been discussed in the interview.

With a little forethought, there are some very easy answers to what can appear to be extremely difficult questions.



- Show positive and confident body language
- Be brief
- Don't justify, just state the facts
- Only mention one point
- Mention only positives about the company
- Don't act dejected

Q "What don't you like about your current job?"

Think more along the lines of what the job doesn't offer you rather than what you don't like in the day to day aspects of your job

For Example:

“Whilst my current job is enjoyable, I like to be challenged. I feel like I don’t get to use my potential or show my assertiveness.”

“I am currently the manager on the floor, I am the most senior person out of our group. I have no room for advancement so as much as I love the company and the position, it is not a career for me. I feel now is an ideal time to move on and start my career in an area that I can challenge myself along with enjoying the job and lifestyle.”

Q *“What would you change about the company you currently work for if you*

had the chance?”

For this style of question think about how you could improve the company in order to make it more efficient and effective and improve their bottom line.

1. *“I would implement a more structured rostering system, possibly a rolling four week roster, including a rotating standby system. Not only would this improve staff morale and even out the work load, it would also increase productivity thereby creating a more efficient and effective company.”*

2. *“ I would consider introducing basings at two of our busiest ports. Currently we*

have several crew that overnight in A and B cities with the added expense of hotels, meals and transport. If we introduced basing, which I know would be a popular decision among the crew, I believe the company could make significantly savings.

Q “If you had a job offer from both us and XYZ Airlines, which one would you choose?”

This is obviously a delicate question and one that will require a lot of thought on your behalf before the interview. Stay upbeat and positive, Here’s an example.

A “If I am fortunate to be offered

positions with both companies I will stick to my original goal of working with Jetblue. Jetblue can offer me the opportunities to fly on a range of aircraft both domestically and internationally. I also believe Jetblue has the right culture fit for me as a person”.

Word of WARNING! Avoid at all cost any situation or answer that may be construed as being negative.

Focus on the positives of the company you are interviewing for.

NOTE: In the example above there was NO mention of XYZ Airlines.

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Short, to the point and move on.

WEAKNESSES.

What is a weakness of yours?

Name three of your weaknesses?

What would you say is your biggest weakness?

What would your superior say is your biggest weakness?

When you mention weaknesses you want to select those that are actually similar to your strengths, or attributes. You should structure your answer to include the following:

- What it is
- Why you believe it is a weakness
- That you are aware of it
- How you cope with it
- What you are doing about it

If you have mentioned that you are “very reliable” as one of your strengths, because you always answer the phone on days off, always extend duty when required and rarely call in sick etc. Then you can use this as a weakness.

For Example:

What it is

“I find it hard to say ‘No’ to people.”

Why it's a weakness

"Sometimes I end up taking too much on, I don't end up getting the time to do anything for myself or/ I don't end up completing the task to the manner in which I would have liked because I didn't have the time/ or say yes to work when they call on a day off when I actually had plans with family and friends."

"I am aware of it"

What you are doing about it

"I am learning to balance my lifestyle between work and personal commitments and prioritising my

time.

Other ideas for weaknesses:

1. *"I am a perfectionist, it tends to take me longer to complete a task as I want to do it to the best of my abilities and get it right the first time. For example, when I do the stock taking, I do tend to take longer than the others, this is because I want to make sure I check everything correctly and avoid making mistakes, that is just me, I am aware of it and when I take on a task like that I just make sure I have the time available to do it to the standard I like to."*

2. *"I am very open and honest. Sometimes I tend to engage my mouth*

before my brain. Sometimes this can come across as rude or insensitive, when I certainly never intended it to be so. I am known for calling a spade a spade. I am aware of it, so now I slow down and make sure I think about things before I open my mouth!"

3. "With my carefree and positive happy go lucky attitude I tend to lose things. I get so caught up in the moment with either work or friends that when I leave a place I simply forget things like my keys, or mobile phone. Gosh, the number of phones I have left in taxi's!! I am certainly aware of it and I now make a conscious effort to check that I have those items before I move on."

4. "I am very trusting. I have found in the past that I have been taken advantage of because of this. I have lent money to friends, never to see it again. I am learning to say no and to trust my instincts."

5. My love and passion for sport can also be my weakness. I live and breathe it and tend to talk too much about it. I know this annoys those close to me. I now try to limit the amount of talk on sport or at least keep chatter to within an acceptable environment.

TRICKY QUESTIONS

If you were a car what would you be and what colour?

If you were an animal what would you be?

Who do you admire most and why?

If you won \$1 Billion dollars what would you do with it?

If you were invisible for a day, what would you do?

If you could invite anyone to dinner,

who would it be?

Now your first reaction may be “ok.... what?”

However you are in an interview and you can't argue with a question. Saying “I don't know, I wouldn't have a clue?” Is not an option.

What on earth are they asking you that for, you may ask? Simple, they want to see how you react under pressure and how you think on your feet. How you view yourself and how you wish others to view you.

Now I could give you a few great answers and examples, but I have all

the time in the world to think of good answers, you won't!

What you need is a tactic to enable you to come up with a quality answer quickly while under the pressure of an interview.



First tip: Take your time.

Ok easy enough, however, how do you do it in an interview? Easy, REPEAT the question out loud and SLOWLY.

It's natural to jump straight in with an answer, you don't want that "pregnant pause", so instead, just repeat the

question "If I was a car what would I be and what colour?". If you still need more time say "let me think about that for a minute'... "ok I think I have something ..."

DO NOT say 'that is a good question'. Very annoying for the interviewer and you don't want to annoy them.

Second tip: It's not the answer that matters, it's the thought process behind it.

Stating that you would like to be a sporty black convertible won't be enough, you will need to give them a reason why and this is where you can give the "right" answer.

“If I were a car I would be a black Audi TT convertible. I’m young and sporty myself, image does matter to me. I’m very driven, I know what I want and strive to get it. I’m also very active and always on the go.”

Colour is equally important and can be part of the question.

Just take a moment to think about what a colour represents.

RED: Fast, sporty, wanting to be noticed.

BLACK/BLUE: Conservative, slick

SILVER: Sophisticated

BRIGHT COLOURS: Young, energetic, fun.

WHITE: Safe

Third tip: Understanding the position you are going for and matching your qualities to that position and then adjusting it and highlighting it through a car or animal.

Last tip, keep the answer short and to the point then STOP!

Q “If you were an animal what would you be?”

For your answer, research the position you are applying for and consider your

personality, then select an animal that represents both.

Usually the best animal answers denote qualities such as teamwork, problem solving, reliability and hardworking.

Teamwork: "I'm a lioness, I look after my family, we all work together as a great team, I am hardworking, caring and won't let you down."

Problem solver: "I like to consider myself a dolphin, I like to be challenged. I love coming up with different ideas and options to the many requests and problems that come my way."

Reliability: "I'm the mother elephant. When something needs to be done, you can rely on me to put everyone into action and complete the task on time and with a great outcome."

Hardworking: "I'm like an army ant, put me to a task with the team, and nothing can stop me. I put my head down and get the job done."

Q "Who do you admire most and why?"

Be honest here and then go onto explain why.

"The person I admire most is my mother. She is the strong anchor within our family that has held us

together through the good and the bad times. She is strong, resilient, always positive and always has a smile on her face. If I could be like her then I would be a very proud and happy person.”

Q “If you won \$1 Billion dollars what would you do with it?”

Be honest yet watch being selfish.

“I would pay off my parents mortgage. I would take my whole family on a vacation. I would finally buy myself a nice sensible new car that didn’t break down!

I would certainly donate some to ABC charity, as this is close to my heart and I

would probably invest the rest .”

Q “If you were invisible for a day, what would you do?”

Q “If you could invite anyone to dinner, who would it be?”

For both of these questions it is not about what you would do or who you would invite, it is all about why.

Try One

OVERCOMING NEGATIVES

Most of us at some point in our careers have been let go from a job, had extended periods of unemployment or left a job on bad terms, everyone has that skeleton in their closet, including those who are conducting the interview!

The important thing is how you deal with it in under the pressure of an interview. If you go into the interview carrying baggage from a previous situation the interviewers will most

certainly pick up on it and probe deeper until your true feelings are exposed for the world to see.

Don't offer up any negative information, but at the same time don't avoid or lie about it.

As a general rule if it's not a problem for you it won't be a problem for them.

When given the opportunity it is best for you to say it first. If the first question is "Tell us about your career in customer Service" Then you clearly have the opportunity to explain why you left one job for the next. Don't go into the detail, or give excuses, just state the facts, it wasn't a problem,

what you learnt from the experience
then move on!



- Tell the truth
- Don't go into too much detail nor give excuses, just state the facts
- State what you learnt from the experience
- State any positive outcomes, (if it wasn't for that, then I wouldn't be here today!)
- Don't justify
- Stop talking and move on
- If you have had extended periods of unemployment highlight positively how you filled your time



"During the downturn of 2008 I found myself unemployed for a period of six months. Whilst still actively job hunting I filled in my extra time by starting a fitness regime of cycling, swimming and yoga. For mental stimulation every Friday I worked as a volunteer at the local school library, I also completed an online computer course."

If you were let go by your last employer state what you learnt from the experience.



“Following a disagreement with my supervisor over ... I was let go of my position. It was a good learning experience for me. After much self-analysis of the situation I came to the realization that by listening more carefully to my supervisor I would have avoided the conflict and the end result. I have now taken this experience and knowledge with me into this new position and I have a great working relationship

with my new boss.”

In the above example we have not avoided fault, haven't made excuses and have turned the situation into a learning experience.

When addressing negative questions it is best to keep the information to a minimum, short and to the point. Don't labor the situation, you will sound like you are making excuses and that you are trying to convince the interview team of your point of view, this can only lead to a negative outcome.

The acronym we encourage you to use is

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S A S

SUMMARISE and STOP

BEHAVIOURAL QUESTIONS

TELL US ABOUT A TIME ...?

These type of questions are known as behavioral questions and the theory, rightly or wrongly is that how you have behaved, reacted, managed, conducted yourself in the past is an indication of how you will behave in the future. They are a feature of the modern job interview and can be quite daunting to the unprepared.

Behavioral questions generally fall into

three categories.

1. Example Based Questions
2. Negative or Difficult Questions
3. Open Ended Questions

In preparation for these questions we recommend putting together a list of at least six scenarios that you have PERSONALLY been Involved with. If possible make them customer service related. Once you have thought out and planned your examples you can adapt them to virtually any question that is thrown at you.

The following areas must be covered:

- Planning, working to a deadline
- Teamwork
- Conflict
- Communication
- Error making and recovery
- Being assertive

WRITE DOWN A SHORT
EXAMPLE FOR THE
FOLLOWING:

1. WHEN HAVE YOU BEEN
INVOLVED WITH A TASK THAT
HAD A DEADLINE?

(Hint: End of tax year stock taking,

course assignments etc.)

2. AN OCCASION WHEN
YOU WORKED IN A TEAM
ENVIRONMENT.

(Hint: Remember a team can be made
up of just two people)

3. A TIME YOU WORKED WITH
SOMEONE YOU DIDN'T GET
ALONG WITH.

(Hint: State your differences in personalities, don't offer excuses, end on how you dealt with it.)

4. WHEN YOU HAD TO CHANGE
YOUR COMMUNICATION STYLE
TO SUIT YOUR AUDIENCE.

(Hint: Someone where English was their second language or teaching new

recruits.)

5. WHEN HAVE YOU LET
YOURSELF OR YOUR BOSS
DOWN?

(Hint: Forgot to pass on a message that was critical, financial transaction mistake.)

Now that you have your examples, when structuring your answers follow this three-part process using the acronym:

S. A. O.

S = The Situation.

A = The Action Taken.

O = The Outcome.

The situation:

Describe the situation or problem you encountered in detail. Include what, when and where. Be mindful that they are more concerned with your

actions and the options you came up with rather than the actual situation.

The Actions Taken:

Think hard about exactly what you did, your thought process, what you physically did and how you acted. The process you followed that lead you to come up with the options you came up with.

“I realized the customer was upset and a conflict was imminent. I quietly took them aside and said in a low, calm voice “how can I help you, what would you like us to do about this” and I apologised, I listened intently, I addressed them by their name,” etc.

The Outcome:

Highlight the outcome achieved including anything that was learnt from the process, i.e. the company procedures were amended to avoid the same situation occurring again.

“So in the end the customer left the store very satisfied and actually sent in a letter of appraisal to my manager about how I helped solve the situation.”



Start your answer with the question, this allows you valuable time to organize your thoughts. “A time when I lead a team to a successful outcome

was a few years ago when I was working...

Incorporate the question within the answer, this will help you stay on track and emphasis to the facilitators when you are actually answering the question

“This is when I realised I had to change my communication style in order to get my point across, so I slowed down, used less words...”

End with the question, “so that would be a time when I used logic to solve an unusual situation.” This helps you wrap it up.

Don't be too concerned about the actual story, they aren't really interested in what the situation was, they are more interested in the actions you took, the options you came up with and then what you learnt from the process.

Try an example on a friend and ask them if they have any questions, it's hard to know what you have left out when it is your story.

DO NOT use names or gender (instead use "My manager, or the customer " etc)

- DO NOT say anything personal, emotional or negative
- DO NOT offer up you opinions on a topic, just state facts

- DO be all positive and calm when telling the story

"Tell us about a time you lead a team to a successful outcome?"

The Situation.

On one occasion working as a Bar Tender for the Luxury International Bar and Restaurant in Munich I was rostered to work on a Friday night along with four other Bar Tenders. As I was one of the most experienced Bar Tenders on the night I was tasked with looking after the new recruit who

had only been with us for three days. Being Friday night we were aware it was going to be very busy with not only local customers but also our international clients who had finished their meetings for the week and who would be there to unwind. We also had two private functions booked.

The Action Taken

I decided to get to work early so I could be well prepared for the busy night ahead. When all four of us were there we got together

and discussed our plan of attack. We organised our workstations. Decided to prepare extra garnishing, such as lemon and lime slices. I made sure everything was organised and ready for the night. We also discussed that the other two would primarily attend to the private functions while the new recruit and myself would hold the main bar and the general public. However we were all there to help each other out at anytime during the night. This included stacking ice buckets

for everyone's stations whenever anyone had the chance. I also discussed with the new recruit that we needed to communicate efficiently and I stressed that I expected him to approach me with any concerns he had during the night. We also discussed each others strengths and weaknesses and decided that during peak times I would run our till, being more familiar with it and that he would serve the customer's. I also wanted to stress the importance of our product, the fact that

it was a Luxury Bar and to remember our interpersonal skills, my international language skills and to make every effort to make our customers as comfortable and satisfied as possible.

The Outcome.

The night was a success. We worked together as a very successful team. Throughout the night we used our communication to remain efficient and on a few occasions we put into use our plan to have one working on the

cocktails and myself on the till. I also managed to put to use some of my language skills to help some of the international clients. A few of the customers went out of their way to personally thank me and several of them rewarded us all with generous tips.



Now use your examples to answer the following questions.

Describe a time you used logic to solve
an unusual situation

The Situation

Your Actions

The Outcome

Describe to us a time you were involved
with a successful team

The Situation

Your Actions

The Outcome

Tell us about a time you have had a personal conflict with a work colleague

The Situation

Your Actions

The Outcome

When have you had to change your communication style to get your point across?

The Situation

Your Actions

The Outcome

THE COMPLETE FLIGHT ATTENDANT INTERVIEW WORK BOOK

Tell us about a time your performance was lacking.
How did you recognize it and what did you do to resolve the situation?

The Situation

Your Actions

The Outcome

More examples of behavioral questions you should be prepared for.

- Describe a situation in which you were able to use persuasion to

successfully convince someone to see things your way

- Describe a time when you were faced with a stressful situation that demonstrated your coping skills
- Give me a specific example of a time when you used good judgment and logic in solving a problem
- Give me an example of a time when you set a goal and were able to meet or achieve it
- Tell me about a time when you had to use your presentation skills to influence someone's opinion
- Give me a specific example of a time when you had to conform to

a policy with which you did not agree with

- Please discuss an important written document you were required to complete
- Tell me about a time you had to do a monotonous task, how did you keep motivated
- Tell me about a time when you had to go above and beyond the call of duty in order to get a job done
- Tell me about a time when you had too many things to do and you were required to prioritize your tasks
- Give me an example of a time when you had to comfort someone in the workplace

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- What is your typical way of dealing with conflict? Give me an example
- Tell me about a time you were able to successfully deal with another person even when that individual may not have personally liked you (or vice versa)
- Tell me about a difficult decision you've made in the last year
- Give me an example of a time when something you tried to accomplish had failed
- Give me an example of when you showed initiative and took the lead
- Tell me about a recent situation in which you had to deal with a very upset customer or co-worker
- Give me an example of a time when you motivated others
- Tell me about a time when you delegated a project effectively
- Give me an example of a time when you used your fact-finding skills to solve a problem
- Tell me about a time when you missed an obvious solution to a problem
- Describe a time when you anticipated potential problems and developed preventive measures
- Tell me about a time when you were forced to make an unpopular decision

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- Please tell me about a time you had to fire or discipline a friend
- Describe a time when you set your sights too high (or too low)
- A time you had to complete a task that was well below your skill level, how did you keep motivated?
- A time you had to deal with a change in your work environment
- Tell me about a time you exceeded the customers expectations
- A time you broke the rules for the good of the customer
- A time your work was criticised

SCENARIO BASED QUESTIONS

Building questions can play an important part in an interview, some airlines like to place the candidate under stress by asking a “no win situation” question. They will want to see how you handle the stress and whether or not you will dig yourself a hole and if so how will you handle it?

Q “The In-flight Service Manager (Chief Purser) breaks a rule in flight, what would you do about it?”

A “I would bring it to their attention, maybe they didn’t realize they made the error.”

Q “Ok now that you have brought it to their attention, they tell you they are your superior and to mind your own business, what will you do now?”

A “I would say that I was new in this position and that my understanding of the Procedure was.. I would explain that I have a long career to look forward to and that I would like to keep a clean slate with work and not have any incidents on record, so whilst we work together can we please use the normal procedures.”

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Q “How far would you take the matter?”

A “If it become a flight safety issue I would take action to address the problem. If it was a blatant act of breaking rules and they continued to do it on the following sectors I would advise him that if they didn’t stop that I would be forced to report them.”

Q “Would you really report them?”

A “Yes, but I would inform them that if they didn’t report themselves then I would be submitting a report in 2 days time. I would give them the opportunity to report themselves.”

The best way around awkward situations is to point out the basic facts and the company procedures, then put the onus back on the person.

Always give someone the opportunity to own up to an incident before you go and report them to their superior, always inform the person you are going to report him or her.

Q “You smell alcohol on the Captains breath, what are you going to do about it?”

A “I would take the Captain aside. I would explain that I can smell

alcohol on his breath and that I was concerned. I would also point out that if I could smell it then other people would too including crew members, ground staff and security staff. I would also suggest to him that it might be in everyone's best interest for him to report in sick."



Q "And if he refused or denied it?"

A "I would ask him not to put me into a position where I would have to report him"

Explain the facts, the consequences and offer a solution.

7. FINAL BRIEFING

At the end of the day some airlines conduct a final briefing with all candidates. This is normally an informal information session where the airline outlines what to expect as a Flight Attendant, roster examples, how to cope with sleep deprivation, pay, remuneration and basing issues. This is also a chance for you to

ask any questions. You are still under observation and it is best to sit attentive and avoid asking too many questions. You should have done your homework by now and know if you would like to take the position if offered. Speaking up now with an inappropriate question or comment may ruin your chances.

8. OVERALL BEHAVIOUR

The facilitators on the day are looking for an overall behaviour that will suit the airlines own Flight Attendant profile. Always be upbeat and positive. Be quietly confident about your own experiences yet humble about your achievements. Don't be afraid to speak up if required, however remember to follow instructions and respect others

in the group. You are there to have fun, to interact and be part of the days events. Try to always have a smile on your face, by all means be yourself on the day however try to be the very best version of yourself. Balance is the key.



9. HOW TO ANSWER THE QUESTIONS FROM THE ONLINE PROGRAM / VIRTUAL INTERVIEWS

www.flightdeckconsulting.com to
purchase our online program

Following is an outline of the ONLINE PROGRAM questions and our guide on how to answer them. Here you will find information on how to create and structure your answers and what the interviewer is looking for. We have included limited examples of

answers, specifically for your benefit. After working through the booklet and creating your own examples specific to your own experiences you should now be able to answer the questions in the ONLINE PROGRAM with confidence.

CABIN CREW INTERVIEW 1

[PLAY VIDEO](#)



1. What qualities do you possess that would be valuable to Virtual.

Your answer will be the same answer you use for the questions “Why should we hire you?”

2. Describe how your past employment would be of benefit to our company.

Consider experience in any of the following areas that involved:

- Customer Service experience
- Showing initiative through active decision making
- Showing empathy and understanding in the workplace with other employees or customers
- Teamwork skills
- Working to a deadline

- Managing employees
- Flexibility with roster or being called in on a days off.

3. Virtual Airlines has had some bad press lately, can you share your thoughts on the subject.

If this is the case make sure you have done your homework and read the recent news articles. Also check the companies website for any feedback from their perspective. A lot of the time the press information is bias against the airline. If it is a sensitive topic be very objective and short with your opinion. A lot of the time airlines receive bad press through passenger expectations during extended delays.

Lack of communication on behalf of the airline is normally the main complaint. Always end with a positive note. “ I am sure it wasn’t as bad as the press reported as everyone I have met within the company have always been so upbeat, friendly, professional and certainly very helpful.”

4. Do you have any friends working at Virtual?

If yes, do not offer up names. They may be a great friend to you however they may not have the best reputation at work.

5. What do they find most rewarding about working here at Virtual?

If you do have friends who work for the company make sure you have taken the time to talk to them about the position. Find out what they like the most about the job. More often than not their answer would be perfect to use.

Some things to consider:

- It’s a vibrant, fun and upbeat environment to work in.
- Enjoy the teamwork
- Enjoy the style of customer service and knowing that they make a difference to how someone enjoys their holiday.
- Everyday is different, new challengers and new passengers

with interesting stories. Never boring

- Enjoy the flexibility

6. Tell us about a time when you lead a team to a successful outcome.

This is a behavioural question, so keep to SAO.

The example does not have to be a large team, two can make a team.

7. Customer service is at the forefront of our profession, tell us about a time when have you had to handle a disgruntled customer, what was the problem and the outcome.

This is a behavioural question, so keep to SAO.

Remember that you remained calm, showed empathy and offered solutions to the problem.

8. Given hindsight would you handle the situation any differently?

Be honest with your answer, Yes or No.

9. What's unique about our service?

Use some of the information you have about why you want to work for them. Look at their website and how they talk "About Us".

10. Can you name some of the ports we fly to?

Do your homework.

11. A captain has unfairly berated you in front of the rest of your crew. How would you handle the situation?

I would remain calm, listen to the Captains thoughts and opinions and apologise. I would not enter into an argument. I would not discuss it further with the other crew. If for some reason I believed I was in the right and there was a misunderstanding I would approach the Captain at a later time, away from the crew and discuss my concerns outlining that I was sorry

again for the misunderstanding.

12. We all have weaknesses, what would you say yours would be.

Weaknesses in your character. Try to be honest: you should outline what the weakness is and why you believe it is a weakness and then how you deal with it. Think along the lines of what frustrates you or what people in your family get frustrated with you about your character.

A "I'm a bit of a perfectionist. When I take on a task I want to do it perfectly, because of this it does tend to take me a bit longer to complete things. I AM

AWARE OF IT and I make sure that I have sufficient time to take on the task."

A "I find it hard to say No. I end up taking on many things for friends and family and end up having limited time to do the things I want to do. I AM AWARE OF THIS and I am learning to say no and realising that is it ok."

13. How do you relax?

Be honest.

- I do exercise, go to the gym, walk, jog
- Play sport, swim, surf, mountain bike, play with the kids

- Go see a movie, hang out with friends
- Meditate, do Yoga
- Cook for friends

14. When have you had to change someone's opinion to your point of view and why

This is a behavioural question, so keep to SAO.

15. Tell us about a time you had to motivate a team, what was the situation and how did you proceed

Motivation is the driving force that moves you towards your goal. Things to consider:

- Remained calm and positive
- Split the goal into smaller more achievable tasks that combined together resulted in the ultimate goal
- Set up a foundation of good communication
- Reminded the team of the ultimate goal and their personal achievements
- Kept my sense of humour

16. When have you had to discipline somebody at work?

This is a behavioural question, so keep to SAO.

17. When have you handled a difficult or intimidating person especially well?

This is a behavioural question, so keep to SAO.

18. Virtual requires all employees to undertake a drug and alcohol test, do you have any problems with this.

No

19. Do you have any questions for us?

Normally you would have all the information you need at this stage. Do not go into asking questions about the remunerations or contract information. Get the job first then

decided if you would like to accept it based on the contract offered.

A question you can ask and that is more than reasonable is “If I am successful here today when should I expect a start date?”

Notes

CABIN CREW INTERVIEW 2

[PLAY VIDEO](#)



1. What sort of qualities do you think we are looking for at Virtual Airlines.

Your answer will be the same answer you use for the questions “Why should we hire you?” Without going into the examples about yourself. Such as

A “I believe virtual airlines would be looking for qualities such as someone who works well within a team environment. Who is very approachable and shows empathy, that is also very reliable and dependable as well as flexible with their time.

Then the next question you can expand on this as per your answer for “Why should we hire you?”

2. Do you think you possess these qualities?

A “ Yes I do. I am honest, dependable and reliable, recently my boss called me on a day off and asked if I could help out as they were suddenly short staffed at the

last minute and it had become a very busy day, I was more than happy to help out and I was ready and at work within the hour. I am also very approachable and empathetic, when we have new recruits I am usually tasked with showing them the intricacies involved in the business. I will often spend my free time helping them with a task in order for them to fully understand the position and I am more than happy to do this. I enjoy work well within a team, just last month I was involved in meeting a deadline with two other colleagues, it was a great challenge and we were all very proud when we completed the task not just on time but early."

3. Tell us what you know about Virtual Airlines

Your answer will be the same answer as the one for "Why do you want to work for us?"

4. Have you worked in customer service before?

Be honest.

5. Tell us about a time when a customer was unhappy with their service, how did you manage the situation.

This is a behavioural question, so keep to SAO.

6. Would you do anything different next time?

7. When were you faced with a situation that needed to be resolved without your manager's guidance?

This is a behavioural question, so keep to SAO.

8. Does your current employer know you're here today?

Be honest

9. Do they support your career change?

Yes, they understand and appreciate my desire for a career change and are

very supportive.

10. If we were to ring your supervisor how would they describe you.

Use your answer for "Why should we hire you?"

11. As a cabin crew member of the Virtual Airlines team you will be the public face of the company. How would you handle an irate passenger who has missed their flight through no fault of their own?

- Speak in a calm, reassuring voice
- Tell them that you will do everything in your power to help them

- Find out what they would like or what they expect from you
- Find out as much information as you can about a solution
- Stay with them until a solution was found
- Offer them anything you can that is available to drink, water, tea etc

12. What traits do you find motivating in others

- Look at the people close to you and who you enjoy being with. Think about what it is that you like about them.
- People who have passion and interest in their work
- Who strive to do the best they can

- Who have a positive, upbeat outlook on life and work
- Who achieve what they set out to achieve
- Who are driven

13. Ok then what motivates you

Be honest and look at what drives you to complete a task.

14. Describe a time you have had a conflict with a co-worker, how did you handle the situation and what was the outcome

This is a behavioural question, so keep to SAO.

- When conflict is involved remember that you remained calm, or that you stepped away and calmed the situation down.
- Moved away from other people, took the person aside, in to the office
- Let the person have their say
- Calmly stated your opinion
- Offered a solution

15. With hindsight what would you do differently

Be honest

16. Tell us a time when you felt you let your boss down.

This is a behavioural question, so keep to SAO.

This could be as simple as not being able to work on a day off due to other commitments. Or when you made a mistake that cost the company.

17. Can you identify a project you were involved in where errors were made. How did you rectify the situation, what did you do to prevent the same error from re-occurring

This is a behavioural question, so keep to SAO.

Always own up to mistakes and do not make excuses. Do not justify your

actions, just state the facts. Remember to add in what you learnt from the experience and what you do differently now to avoid the same mistake from occurring again.

18. We are interviewing twenty-five people a day over four weeks, why should we hire you over the other candidates

Use your answer for “Why should we hire you?”

19. The lifestyle of a Virtual Airlines cabin crew is unique. How do you see your lifestyle changing and how will you personally cope with those changes.

- Have a look at the reality of the change and be honest.
- Only mention the positive changes
- That you welcome the change and that it will be a positive challenge you look forward to
- Consider:
 - Roster, flexibility, early starts, late finishes
 - Overnights
 - Teamwork
 - Learning safety equipment and procedures
 - Extra pay
 - Wearing a uniform and being the face of the company

20. Before we wrap up the interview is there anything you would like to ask us

Normally you would have all the information you need at this stage. Do not go into asking questions about the remunerations or contract information. Get the job first then decided if you would like to accept it

based on the contract offered.

A question you can ask and that is more than reasonable is “If I am successful here today when should I expect a start date?”

10. HELP DESK

Should you require any further help with your interview preparation please do not hesitate to contact us at info@flightdeckconsulting.com

Flightdeck Consulting also offers the following products to help improve your performance in the interview:

Cabin Crew Online Package

Containing our Virtual Interview Program. Practice and perfect your interview technique

by attending our seven online virtual interviews.

One on One Interview Coaching Sessions

Our one on one interview coaching sessions can be done from anywhere in the world at anytime via telephone or skype. After receiving your CV and nominated airline our professional interview consultant Sasha will prepare customized interview session's specific to you and your airline.

Visit www.flightdeckconsulting.com