

# Cabin crew

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Answers for the Cabin Crew Final Interview by Kara Grand [www.FlightAttendantCentral.com](http://www.FlightAttendantCentral.com) 2011 Flight Attendant Central. All rights reserved. Welcome to Flight Attendant Central! This special 25 Questions and Answers report is a powerful tool when preparing for your interview. I compiled this list based on the most commonly asked cabin crew final interview questions. You will find the questions, the guidelines on what your answer should or should not be and a sample answer. Have also included a blank area at each question where you have the space to fill in your answer as it applies to your experience.

I am giving this away to help as many people as I can. I believe that the more you give, the more you receive. The key to success in your cabin crew assessment day is preparation. Knowing what to expect and showing the best you can be are crucial factors in the process. I hope this guide gives you a view into some of the important things you need to think about as you prepare for your final interview. I am also looking forward to sharing a lot more powerful training and information with you! See you up there, Kara Grand Creator, [FlightAttendantCentral.com](http://FlightAttendantCentral.com). 1. Tell me about yourself. Remember to stay professional during your final interview.

This question is meant to ask you about your career and detailed work history. It is not about your childhood, home or hobbies. Remember that you are being interviewed for a cabin crew job, so your response should be focused on the relevant customer service job experience. Try to keep it short, this question is just a conversation starter. Do not reveal information that you don't want your future employer to know. SAMPLE ANSWER 'I have been working for the past 4 years for Company A. I started out as part-time junior  
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sales associate and have been promoted to senior sales associate and most recent to store assistant manager.

Meanwhile I graduated from College B with a major in Economical Studies. ' YOUR ANSWER [www. FlightAttendantCentral. Com](http://www.FlightAttendantCentral.Com) 0 2011 Flight Attendant Central. All rights reserved. 2. Why do you want to work for our airline? Do not go to your interview without doing some research about the company you would like to work for. Browse their website and read the 'About us' or 'History sections. The first part of the assessment day consists of a series of informative videos about he airline, how it was created, plans of expansion, financial results, life in their city, career prospects and other relevant information.

Take some notes and review them before your final interview. You don't know much about, be honest and tell them so. 'I know that your company has been one of the fastest growing airlines in the world, with numerous awards won (give some examples here) and openness towardscultural diversity. I would be honored to be part of such an ambitious team. ' 3. Tell me about yourdream Job. Stay away from a specific Job. If you say another Job, you will give an impression that you might be dissatisfied with he cabin crew Job. If you say cabin crew, then your credibility might be questioned.

Talk about the positive aspects that the Job will bring to your life rather than naming a position. 'My dream Job will give me the opportunity to travel and discover new cultures and interesting people. It is the Job that gets me excited to wake up every day, go to work and constantly learn something new. ' 4. Do you work better in a team or alone? This is not an easy question

to answer, however it is frequently asked during final interviews. You are interviewing for a cabin crew position. A key requirement for this Job is teamwork. Do not answer 'It depends on the situation'. I prefer to work in a group, but I also enjoy having a part of the work that is my personal responsibility. '

5. How would your friends or coworkers describe you? Prepare some quotes from your coworkers or friends. Stay focused on the skills and traits that are relevant for the cabin crew Job. Do not get into lengthy stories about your friends or coworkers. 'Both my friends and coworkers would say that I am a reliable individual. They all know that they can count on me to listen to their problems and try to help them find a solution. Errors he knows because my area was always clean and I never left home before tidying up the days work. '

6. Tell me about a time when you helped someone. Be prepared with some examples of situations when you helped either a customer or a colleague. Stay focused on the required skills for the cabin crew position. Use the names of your colleagues or customers. 'Mrs.. Smith, a regular guest in our hotel has just checked in together with her niece and twin babies. We were not informed that the babies will need sleeping cots, so the arrangements have not been done and we only had one cot available.

I talked to our manager and explained the situation. We ordered a new cot that was delivered in the same day, so I made sure that the room was arranged, together with complimentary toys and blankets and the schedule of the baby sitter. Both Mrs.. Smith and her niece were very grateful, and my manager also praised my efforts. '

7. Tell me about a time you made a suggestion to improve business. Talk about the time you gave a suggestion that was further used to benefit the company. Do not tell the interviewers

about suggestions that were ignored at the time only to be implemented later.

If this never happened to you, then answer honestly and focus instead on the efficiency of the company you worked for. 'In the restaurant I worked we used to have sugar packs on each table. We were consuming a lot of those packages every week. I suggested to my supervisor that we introduce sugar cubes on the trays when we serve coffee or tea. He told me that this cut the sugar consumption in the restaurant by 50% and the new set-up looked nice.

' 8. Tell me about the most fun you ever experienced on the Job. Discuss a successful project you enjoyed completing, not the workplace cafeteria ranks.

Take this chance to reinforce your team player skills. Keep the answer short and professional. 'Every December we have a 'sales person of the year' competition. Last year, the sales associates divided into 2 teams and we had our own competition to see who sells the most. We had great fun making daily charts and posting them for everyone to see. We sold so much that month, we became the best selling store and we were all praised by our manager. ' 9. What are your strengths? The interviewer expects you to give examples of how you have excelled in your previous Jobs.

Prepare 4 or 5 traits that are relevant for the cabin crew position and be prepared to also give examples of when you displayed these strengths. Talk about your strengths in the area of customer service, team work, communication, attention to detail or problem solving. Do not discuss your strengths outside your work area. 'I am a team player with excellent

attention to detail. I provide personalized service to my customers while aiming to go beyond all expectations and ensure that my customers receive the best possible service. I also have the ability to adapt in a fast paced environment.

10. What are your weaknesses? Do not give information which could hurt your professional image or decrease your chances of getting the job. Disclose a weakness only when you have already taken steps to compensate for it. Describe a challenge and how you overcame it, stating what you learned during the process. Do not say that you have no weakness.

'I feel that my attention to detail is my weakness. I want everything to be perfect. Sometimes I get so caught up in small details that I forget to see the big picture. Let was pointed out to me and I was able to improve myself.

I am now constantly finding ways to balance both the details and the overall situation.'

11. Tell me about a time when you had to deal with a co-worker who wasn't doing his/ her fair share of the work. What did you do and what was the outcome? Keep your answer professional, short and clear. Focus more on what you did to deal with the situation, rather than how much you positive experience.

'Sofia was my shift colleague. During lunch service I saw her being slow to take orders and attend to the new customers. I had to step in her area and do part of her work. After the service was over I asked her what was happening.

I learned that her ornamented was gravely ill and she just received the news that morning. I helped her out for the next days until she felt better. She appreciated my willingness to do something for her and we are now working very well together, taking extra work from each other whenever is

necessary. ' 12. Tell me about a time you misjudged a person. Use an example where you underestimated somebody, rather than an example when you thought that somebody was trustworthy and in the end they disappointed you. End your answer with a summary of what you learned from the experience. 'Our office boy was a very shy and reserved person.

One day I started to talk to him and I found out that he was actually an engineer in his country, but came here to provide a better future for his children. He was doing the job to learn the language better and understand our culture. We became friends and he was even giving me advice with some of the projects I was working on. I told to my manager his story, and after 1 year he was given a chance to interview. Now he is working in the planning department. I learned to never judge somebody just by the job they are doing. ' 13. Tell me about a challenge at work you faced and overcame recently.

Talk about the complaints you solved, issues you had to organize, conflicts that you had to resolve. Focus on the problem-solving, not on the problem itself. Do not put anybody else in a bad light. 'We received a new computer software that would take not only the reservations for the day, but also the customer details, the orders and the home-delivery schedule. It was taking a long time to input all the data while the customers were waiting. I asked the manager to get some training from the IT Company. In only 30 minutes they taught me all the shortcuts and I managed to be efficient when operating it. ' 14. Tell me about a time you resolved a