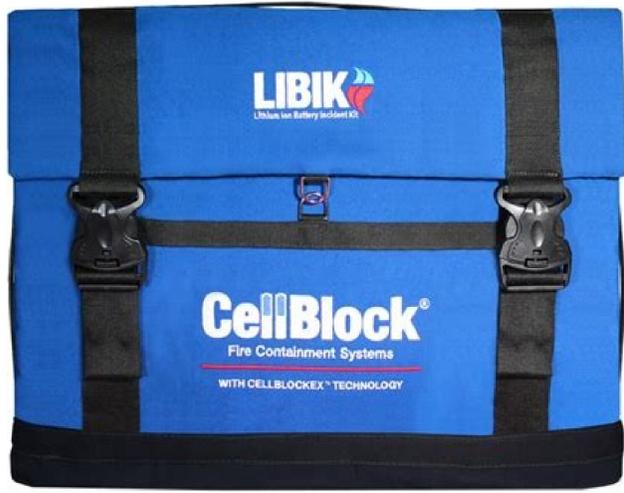


Cabin crew training videos

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Do I need to register for recruitment days? Yes, by clicking on the appropriate link on our website. After sending your application, you might expect to receive an invitation for an upcoming recruitment day, but you can also attend without the invitation (but only on events called Open recruitment day). If you haven't registered for the Open recruitment day prior to the event, you can still participate, but you need to submit your application on the spot in order to take part in the process. In which language should I apply? You should provide all documents in English. It is indifferent for me in which country I will work, which link should I use to apply? You can send your application as per your base preference by choosing the nearest Open recruitment day to you. If my application is unsuccessful - will I get any feedback about the reason? Due to the high volume of applications, we are not able to provide individual feedback at any stage of the recruitment. How is my personal data used? Your personal data is used for recruitment purposes only, please visit our privacy notice page for more information. Disclosure: This post may contain affiliate links. If you purchase an item that I link to then I may make a small commission, at no extra cost to you. (Last updated on: 13/12/2021) There are a number of different skills and qualities that Cabin Crew need to have to do their job effectively. Airlines will look for these skills and qualities in candidates during their interview and assessment day. This post will discuss 20 essential Cabin Crew skills and qualities that you will need to get a job as Cabin Crew! #1 Customer service skills Customer service plays a huge role in a Cabin Crew job. Cabin Crew are dealing with customers almost all the time when they are at work. The level of customer service that passengers receive will reflect their view of the airline. Cabin Crew are the face of the airline, so it's important they have excellent customer service skills to reflect the airline they are working for! Take a look at the post 'Why do I need customer service experience to become Cabin Crew?' for more information and tips on how you can improve your customer service. #2 Interpersonal skills Cabin Crew are constantly working with a number of different people. This is why having good interpersonal skills is so important. You will meet hundreds of different passengers on every flight. So, it's essential that you are able to speak to them and make them feel comfortable during the flight. You will also be working with different members of Cabin Crew on each flight, so you will need to be able to form good working relationships on each flight too. #3 Communication skills Another essential skill for Cabin Crew is communication skills. Cabin Crew are required to communicate with each other to make sure they work together effectively. For example, if there are any issues that arise during the flight or there are passengers with specific needs, Cabin Crew will need to make sure they communicate with their other team members that they are aware. Also, Cabin Crew need to effectively communicate with passengers to make sure they get any important information across to them or to generally answer and queries passengers may have. #4 Friendly and smiley personality It is important that Cabin Crew have a friendly and smiley personality. This makes sure that passengers are happy and comfortable on their flight, and ensures that Cabin Crew are approachable with any problems they may have. It is also important as Cabin Crew are the face of the airline they are working for. Friendly Cabin Crew will promote a much better image of the airline! #5 Well groomed Airlines look for Cabin Crew who are well groomed. Looks play an important part - you will need to make sure you live up to the standards of the airline! Some airlines are more strict than others, but in general, you will need to look presentable in your uniform. This is also to promote a nice image of the airline. The way Cabin Crew look also influences a passengers view of an airline. #6 Teamwork skills While on a flight, Cabin Crew have to work as a team to make sure they get all tasks done. Therefore, it is important that you have good teamwork skills! During a flight, Cabin Crew are a team who have to work together to make sure everything runs smoothly and that everything is complete. You will need to help other team members out and work together to ensure the flight runs as smoothly as possible. It is also important that Cabin Crew work together in the event of an emergency. #7 Selling skills Cabin Crew are often required to sell products during a flight. This is usually either food and drink or duty-free products. With good selling skills, you will not only be able to boost in-flight sales but will also be able to make commission and earn extra money. For more information on how to improve your selling skills, take a look at the post 'How to maximise in-flight sales and make more commission'. #8 Initiative Sometimes things will happen which are unexpected. You can't predict what will happen when you're in the sky! A passenger may have a problem that you have never encountered before or there may be an issue you're not quite sure how to resolve. It's important that you are able to use your initiative in the case of uncertainty to help these situations to the best of your ability. #9 Basic swimming skills All Cabin Crew need to be able to swim to at least a basic level. You don't need to be an excellent swimmer by any means but during your assessment day, you will need to be able to demonstrate you can perform a few basic tasks in the water. For example, this could be swimming a short distance or being able to tread water. Take a look at the post 'Do I need to swim to become Cabin Crew?' for more information on why you need a basic level of swimming to become Cabin Crew! #10 Professional Cabin Crew should appear and act professionally. After all, you are at work and in charge of a flight full of passengers. You will need to act in a professional manner and ensure passengers trust you to take care of them during the flight. #11 Responsible You will also need to be responsible during your time at work. While working as Cabin Crew you have the responsibility to be in control of the flight and to care for all the passengers. You will need to make decisions that may affect one passenger, or the whole flight. #12 Caring It is also important that Cabin Crew act in a caring manner. While working as Cabin Crew one of your responsibilities is to care for the passengers on the flight. You will need to make sure that you help passengers with any problems they may have, and make sure they feel comfortable during their flight. #13 Adaptable and flexible Another important quality Cabin Crew must have is the ability to be adaptable and flexible. You will need to adapt to new situations and problems. Every passenger and situation will be unique in some way, and as Cabin Crew you will need to be flexible to work with any situations that may arise. #14 Good general health Being Cabin Crew is a demanding job both physically and mentally! You will be working long hours, need to carry heavy things and be on your feet for hours. It is important that you generally have good health to make sure you can complete everything that's asked of you. Most airlines will include health tests as part of the recruitment process to make sure candidates are healthy. #15 Cultural awareness When flying across the world, it's inevitable that you will come across people from all walks of life. It's important that as Cabin Crew you are culturally aware to make sure you deal with passengers in an appropriate manner. You should be aware of different cultures and their beliefs and rules, to make sure you're not insensitive to anyone. #16 Good time management It is essential that Cabin Crew have good time management skills! It is important that you turn up to work on time and check in when needed. If you're late you could miss important parts of your day - such as your pre-flight briefing. It is also important that all Cabin Crew arrive on time to make sure the flight can depart as scheduled! Another reason Cabin Crew need good time management is because they are required to manage a number of different tasks during a flight. While working on a flight you may have to deal with delivering meals, passenger problems, and potential emergencies. Take a look at my post 'Why is time-keeping important when working as Cabin Crew?' for more information on the importance of good time management! #17 Basic maths skills As Cabin Crew you will need to work with numbers at times. You don't need to be an expert mathematician, but you should have some basic math skills. You will have to deal with money when selling goods onboard the flight and you may have to work with different currencies. #18 Able to speak English fluently Almost every airline will look for candidates who can speak fluent English! English is the most universal language in the world, and a lot of different countries will understand at least some English. Airlines look for Cabin Crew who can speak English so that they can communicate with as many passengers as possible. Most airlines will include an English test as part of their recruitment process to make sure your English is up to scratch! #19 Ability to work well under pressure Being Cabin Crew is a demanding job and you will often have several different tasks to complete in a short amount of time. You may also have to deal with important situations, including potential emergencies, so you will need to deal with them in a calm manner. Therefore, it's important that you are able to work well under pressure to deal with everything that's asked of you. #20 Good at problem solving Cabin Crew also need to be good at problem solving. You may be thrown into new situations and encounter new problems. If this happens, you will need to figure out the best possible solution and try to make resolve the situation to the best of your ability. It's important that you have all of these skills and qualities if you want to get a job as Cabin Crew. Airlines will be looking for these skills when recruiting new Cabin Crew, so if you're looking to become Cabin Crew you will need to make sure you demonstrate all of these qualities during the recruitment process. My online diploma in becoming Cabin Crew covers all of the employability skills that are required to become Cabin Crew.

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