Cabin crew interview questions and answers

1. Say why you want to be cabin crew

Why do you want to be cabin crew?	I love meeting people from different countries, and I enjoy helping people feel safe and comfortable.
Why do you want to work for our airline?	I flew with you last year, and my flight was late. The crew was kind and clear with everyone. I'd like to do that for other people.
Tell me about yourself.	I'm a recent graduate in tourism, and I work part time at a hotel. I like helping guests, and I'd love to do it in the air.

2. Tell her about a time with a difficult customer

Tell me about a time you dealt with a difficult customer.	At the café where I work, a customer shouted that his coffee was cold. I stayed calm, said sorry and made a new one. He thanked me and came back the next week.
Tell me about a time you made a mistake.	Once I gave a customer the wrong change. I told my manager right away and fixed it. Now I count the money twice.

3. Say you can work holidays and away from home

Tell me about a time you worked in a team.	At the hotel, two colleagues were sick on a busy weekend. We shared the tasks on a list, and every guest checked in on time.
Are you happy to work on holidays?	Yes. I know crews work on holidays, and I've worked on holidays before. I'd like the chance to meet passengers on special days.
How do you feel about being away from home?	I'm ready for it. I lived away from my family for my studies, and I keep in touch by video call.

4. Handle a passenger who won't fasten his seat belt

A passenger refuses to fasten his seat belt. What do you do?	I stay calm and say politely: "Sir, for your safety, please fasten your seat belt." I explain it's the rule for everyone.
And if he still says no?	I don't argue. I ask my senior crew member to help, because it's their decision from there.
How would you help a nervous passenger?	I'd smile, speak slowly and tell them what is happening. Then I'd check on them again in a few minutes.

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