



# Airline Cabin Crew

Written to support NCFE qualifications

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An appendix is provided separately for use with this learning resource.

# Aviation Terminology

Aviation has its own language so for the first part of this module we have put together terminology and abbreviations that you will need to be aware of

**2-Letter Code:** To simplify communication in the airline world, IATA (International Air Transport Association) has designated all scheduled airlines with two letter codes. These are used in reservations, tickets, timetables and fare tables

**ABPs:** Able Bodied Passengers

**Accompanied/Unaccompanied Baggage:** Accompanied baggage is carried in the same vehicle as the passenger (and may be checked or unchecked). Unaccompanied baggage is carried separately as cargo

**Airbridge:** The structure that enables passengers to embark (or disembark) an aircraft without having to walk across the tarmac (apron) or being exposed to external elements. Airbridges can be highly manoeuvrable or quite static depending on their design and location

**Aircraft type:** The type of plane used for a journey

**Airline Code:** Specifically, the unique two or three digit indicators that identify specific airlines in CRS systems.

**Aircraft configuration:** Arrangement or layout, as of an aeroplane's interior.

**Airside** The area of an airport where the aircraft takes off and land, load, or unload

**Air Traffic Control (ATC)** The air traffic control system gives guidance to aircraft, to prevent collisions and manage efficient traffic flow.

**Alliance:** A term for airlines that have grouped together – formed an alliance – to give them a stronger identity and larger market share

**Apex:** Advanced Purchased Excursion. A travel ticket which has an advance purchase requirement

# Exercise 1.1

Answer the following questions concerning aviation terminology.

1. What is the common name used for the Emergency Locator Transmitter?

2. What is the name of the tax charge payable on all tickets for flights departing from the UK?

3. What is a PED?

4. What is the name of the aircraft seat where there are no seats in front – only the dividing 'wall' between cabins and between cabin and cockpit?

5. What do the initials DRABC represent?

6. What is another name for a budget airline?

7. What is the term used for a type of aircraft which has two aisles in the passenger cabin?

8. What is the term used for an unexpected emergency on water and will always result in an evacuation?

# Qualifications of Cabin Crew

To be a fully-qualified member of a cabin crew team there are a number of requirements you must meet. Though this may vary from airline to airline they are typically:

- **Minimum age:** The minimum age for Cabin Crew is 18 years.
- **Height/Weight:** Minimum of 5 ft 2 in (157cm), maximum 6 ft 2 in (188 cm) with weight in proportion to height to enable you to wear the standard cabin crew safety harness.
- **Appearance:** You will be provided with the airline company's uniform and therefore you should be well presented with excellent standards of grooming and no visible tattoos.
- **Passport:** Applicants will need to be in possession of a full, valid passport with no restrictions
- **Health:** A good level of health is essential to cope with the demands of flying.
- **Swimming:** Candidates must be confident in water and be able to swim at least 25 metres unaided.
- **Education:** Levels vary from country to country but a competence in Maths and English is usual.
- **Work experience:** Have a minimum of six months face-to-face customer service experience, ideally in the sales and service industry.
- **Residential requirements:** You must live within 60 minutes travelling time to their base (home) airport.
- **Driving licence:** You must have a full, valid Driving Licence as you may be required on occasion to drive a hire car between airport bases.

In the final module we will look at how to get a job as cabin crew. First of all however, let's look at what to expect once you get the job...

## Rosters

Moving to a job in the airline industry means disrupted working patterns and always getting a 'weekend off' becomes a thing of the past, hence an idea of your roster can be beneficial. On the plus side the overall amount of time off (especially over the winter for short haul charter type airlines) can be rewarding. Generally, cabin crew are provided with their rosters six weeks in advance. They usually consist of six duty days with 3 days off duty. Rosters are usually based around early shifts and late shifts. Early shifts can be as early as 0500 hrs with one or two short-haul return flights.

### Short-Haul Example from Glasgow to Nice return:

Time	Action
06.15	Arrive for pre-flight briefing for return flight to Nice
07.30	Flight departs for Nice in France
10.40	Flight arrives in Nice on time (local time shown)
11.30	After so short turnaround the flight departs again for Glasgow
12.45	Flight arrives back on Glasgow
13.30	Post-flight brief then finish

Late shifts are very similar and usually start around 15.00 and finish at around midnight. This represents a 9-hour working day but with even small delays, this can extend to 10 or 11 hours.



# Departure: Checking In

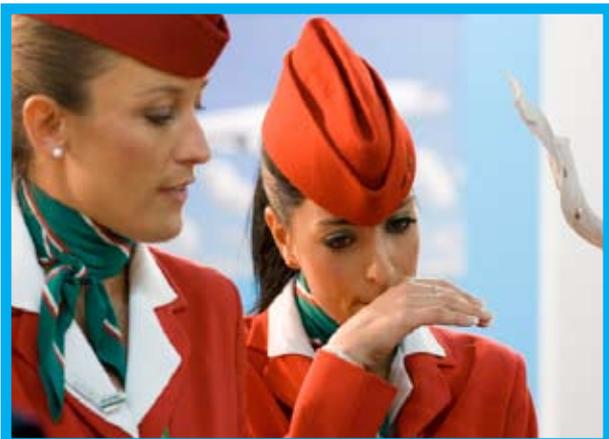
Upon arrival at the airport a passenger must 'check-in' for his flight at which time his ticket and passport must be shown.

When they check in, the agent brings up their reservation on the computer, will assign them a seat number (normally) and will print out one or more tags to attach to each piece of your luggage. The tag has all of the passenger's flight information on it, including their destination and any stopover cities, as well as a bar code that contains a ten-digit number. This number is unique to their luggage. All of the computers in the baggage-handling system can use this number to look up their itinerary. Once their bag has been scanned, the baggage handling system can track its movement and is aware of where the bag is at all times.

There are regulations governing how much luggage you can take with you. This depends on the airline, your destination and the class of travel you are booked in.

**'Carry on'** or **hand luggage** is luggage that you are permitted to carry on board the aircraft into the cabin.

**'Checked -in'** luggage will go into what is known as the 'hold' of the aircraft. This is a huge storage area that you do not have access to.



## Boeing 787 Dreamliner

In October 2011, the new airliner from Boeing - the 787 Dreamliner - made its first passenger flight, promising to revolutionise the way we choose our long-haul trips. The first flight was with All Nippon Airways (ANA).

Compared to similar aircraft flying now, it uses less fuel, so has a far greater flying range, and emits less carbon. It's less noisy, it has bigger windows and it is pressurised to a lower altitude, making flying a more pleasant experience. The Dreamliner is made of carbon fibre and other composite materials making it far lighter than traditional aluminium planes.

Unusually, the 787 will fly from our regional airports from the word go. Boeing thinks that this fuel-efficient plane with its gigantic flying range - up to 9,400 miles - will allow airlines to make money by flying less busy routes, slipping away from quieter regional airports. The Dreamliner could fly non-stop from, say, Bristol to Honolulu or Bali.

Of the British airlines, Thomson Airways will be the first off the runway. It's expected eight of its 13 requested 787s to arrive in early 2013. British Airways will get eight of its 24 later in 2013. Virgin Atlantic will take delivery of 15 planes in the second quarter of 2014.

Inside the 787 Dreamliner



# Jet Lag

Jet lag is a common condition that sometimes occurs when you are flying long distances. It occurs because your body finds it difficult to adjust to a new time zone. Jet lag can disturb your sleep pattern, leaving you feeling lethargic and lacking in energy.

Jet lag happens when you cross over a number of time zones and disrupt the body's normal "circadian rhythm", or "biological clock". Your internal body clock controls when you need to sleep and when you are alert. It also affects hunger, digestion, bowel habits, urine production, body temperature and blood pressure. Your biological clock is normally synchronised with your local time so that you feel hungry in the morning and sleepy in the evening. When you travel across time zones, your body needs time to adjust to a new daily routine.

Causes of jet lag may include:

- Dehydration
- Disturbance of the natural sleep-cycle
- Lack of exercise
- Lack of daylight
- Too much alcohol
- Too much food
- Busy schedules
- Inability to acclimatise

Anyone can get jet lag, regardless of how frequently they travel by plane. People of any age can develop the condition, although it is more common in those over 50 years of age, and is relatively rare in children and babies.

Jet lag is not always inevitable when you are flying long distances, and there are ways that you can help prevent the condition from occurring. Although jet lag may be problematic for people who have to fly frequently or who are travelling to an important meeting or event, it does not cause any serious or long-term health problems. Most people find that jet lag symptoms pass within a few days.

# Introduction to Customer Service

Customer service is...

**“the sum total of what an organisation does to meet passenger expectations and produce passenger satisfaction.”**

There are different types of customer service delivered at different stages. We can identify passenger service delivered before the sale of a product or service, during the sale and after the sale. At all these times, standards need to be set.

The key aspects of customer service as cabin crew and how you are measured include:

- Ensuring that your appearance and behaviour are professional at all times
- Being able to communicate with passengers in a way that maintains goodwill, organisational image, and standards of quality and passenger care
- Being able to predict passengers' needs and do all you can to meet them
- Considering passengers' comfort and wellbeing, when carrying out all activities
- Assessing passengers' condition and whether they are fit to fly
- Helping passengers whenever asked or needed
- Promoting organisational facilities, services, products and image at all appropriate times
- Acknowledging passengers' comments politely and take action/pass them on where appropriate.



# Exercise 8.4

Decide whether the following statements about communicating with passengers are true or false.

1. When talking to passengers it's important always to be respectful and courteous.

2. If you don't know the answer to a passenger's question it's better to make up an answer than say you don't know.

3. Using technical terms or industry jargon to passengers is perfectly acceptable.

4. Good verbal communication is really all about using the words and tone that are appropriate to the situation.

5. If something goes wrong it's best not to let passengers know until the matter has been resolved.

6. To listen effectively you need to concentrate on what the passenger is saying, try to see things from their point of view and pick up on the feelings behind their words.

# Passenger Announcements

There may be occasions when a passenger announcement will need to be made on the intercom during a flight. This means using a microphone in order for all passengers to hear.

Announcements on an intercom are likely to be made for the following:

- Welcome and hand luggage instructions
- During taxiing, Information of doors being closed and demo lights dimmed for take off
- Safety announcements
- Once airborne, details of turbulence that may be happening
- Details of in-flight entertainment
- Other flight services
- Before landing announcements such as details for EU and non-Eu travellers
- After landing announcements including thanks for flying



## Exercise 16.4

**What are the needs of the following passengers and how would you help?**

1. You are working as cabin crew on a scheduled flight from London to Hong Kong departing at 2200 hours. The passengers are boarding and you note one elderly man who is partially sighted and needing the use of a stick to walk. He is travelling alone. What might his needs be in relation to getting seated, his hand luggage and help during the flight?

2. You are working as cabin crew on a low-cost scheduled flight from London to Rome departing mid morning. The passengers are boarding the flight and you note a family of five consisting of the parents, two young boys (around 5 and 7 years) and a baby of about six months. The configuration is 3 + 3. What is this family group's immediate need and what needs might they have during the flight?

3. You are working as cabin crew on a low-cost flight to Amsterdam departing mid afternoon. There is a large group of young men obviously off for a stag weekend and one young woman with her partner who looks very anxious. What are the likely needs of the young men and what are the likely needs of the young woman?

## Exercise 17.4

1. When a passenger needs assistance at the airport because they are elderly or have never flown before, what is this known as?

Please circle your answer.

WCHR

VIP

UMNR

BSCT

MAAS

VGML

2. A passenger has a broken leg and cannot climb stairs. Which wheelchair would you request for him?

3. Give a definition of an UMNR.

4. What is the four letter code for a vegan meal?

5. I have two children under ten travelling with me. Can we all sit next to the emergency exit?

6. Explain how you would communicate with the following passenger types:

a) A blind passenger

b) A deaf passenger

# Problem Solving

We have covered this important aspect in the previous section. These are the areas where cabin crew can try to minimise and prevent problems from occurring:

- **Nervous passengers:** Approach nervous passengers early in the flight to reassure them
- **Agitated passengers:** Keep a close eye on those passengers who look agitated – it may be because they need a cigarette or they are not happy in a confined space
- **Unwell passengers:** Keep a close eye on any passenger who appears to be unwell – perhaps they have a cough, or a cold, or look very pale
- **Seating:** If it is possible try to seat passengers appropriately e.g. families together, travelling companions together, possible rowdy passengers away from families.
- **Alcohol:** Have a quiet word with those who already have been drinking and look set to continue. Minimise the opportunities for them to buy alcohol.
- **Turbulence:** Provide sufficient information in relation to turbulence to reassure nervous passengers
- **Delays:** Provide sufficient information with regard to delays and rerouting to pacify
- **Young children:** Provide assistance to those struggling with children and babies and reassure them
- **Unaccompanied minors:** Keep an eye on unaccompanied minors
- **Night flights:** Ensure some quiet cabin time during a night flight

Finally, be friendly, helpful and happy during the flight to put passengers at ease and to maintain good relations. Above all, be proactive in pre-empting passenger needs!

# Dealing with Complaints

Key guidelines should include:

- dealing with passengers' complaints according to the airline's standards of quality and passenger care
- dealing with complaints which you can sort out as soon as possible
- referring complaints which you cannot sort out to the appropriate person
- reporting and/or recording complaints in line with your organisation's procedures
- acknowledging dissatisfied passengers immediately and attend to them without delay
- dealing with dissatisfied passengers in a polite and helpful way at all times
- dealing with incidents involving passengers according to the standards of quality and passenger care and your organisation's procedures
- dealing assertively with unruly passengers
- referring incidents that you cannot sort out to the appropriate person
- reporting and recording incidents (including expert witness statements from passengers and crew) following an incident.



# General Opportunities

Products that are provided on most flights include:

**Bar service on a flight** which include:

- The equipment available
- The selection of beverages available
- Being aware of age restrictions and limits of bar sales
- Which brand names are available
- The presentation of beverages
- Care of spillages
- Awareness of hygiene and safe working practices
- Passenger proximity i.e personal space
- Serving order - from window seat to aisle
- Ensuring customer interaction with eye contact and smiling
- Use appropriate language throughout

**Procedures for a meal/snack service** which include:

- Unloading of ovens
- Meal trolley presentation
- Being aware of food hygiene legislation
- Meal choices including special meals,
- Service styles depending on the class of travel and the type of airline
- Flight crew meal service
- Tea, coffee, wine

• **Procedures for ancillary services** which include:

- Landing cards
- Pillows and blankets
- Hot towels
- Children's packs
- Amenity kits

# The UK: Civil Aviation Authority (CAA)

Formed in 1971, the CAA is the UK's specialist aviation regulator. Its specific responsibilities include:

- Air Safety
- Economic Regulation
- Airspace Regulation
- Consumer Protection
- Environmental Research & Consultancy

The CAA:

- ensures that UK civil aviation standards are set and achieved
- regulates airlines, airports and National Air Traffic Services economic activities and encourages a diverse and competitive industry
- manages the UK's principal travel protection scheme, the Air Travel Organisers' Licensing (ATOL) scheme, licenses UK airlines and manages consumer issues
- brings civil and military interests together to ensure that the airspace needs of all users are met as equitably as possible (DAP).

It consists of four groups:

- **Safety Regulation Group (SRG)** is responsible for UK civil aviation safety standards. Amongst other things SRG ensures standards are set and maintained to a high level; that airlines, flight crew, air traffic controllers and aircraft maintenance engineers are fit and competent, and that airports are safe to use.
- **Consumer Protection Group (CPR)** is responsible for managing the ATOL system, which protects holidaymakers and travellers from the consequences of tour operator failure. CPG also licenses and regulates UK airlines and enforces air consumer protection requirements, including denied boarding and passenger rights.
- **Economic Regulation Group (ERG)** is responsible for the regulation of the UK's air traffic control services (NATS) airports and airlines. Its aim is to secure the best sustainable outcome for users of air transport in terms of fares, competition and services.
- **Directorate of Airspace Policy (DAP)** is primarily responsible for ensuring UK airspace is used safely and efficiently to meet the needs of its users.

# Control Authorities

Control Authorities are...

**“Government organisations that check that people, baggage and freight coming into or leaving the UK comply with regulations on health, security and immigration”**

They also ensure that restricted or prohibited goods are not being smuggled in or out. Every point of arrival to or departure from the UK is monitored by the control authorities.

The UK control authorities are:

- HM Revenue and Customs
- Port Authorities
- UK Border Agency
- The Police/Special Branch

Let's look at each of these in more detail.



# Exercise 3.5

Answer the following concerning control authorities.

1. Which year was the UK Border Agency formed?

- a) 2002
- b) 2004
- c) 2006
- d) 2008

2. What is the universal language of aviation?

- a) English
- b) Spanish
- c) French
- d) All of these
- e) None of these

3. What do the initials BATA stand for?

4. Who is responsible for airport traffic control in the UK?

5. Which department is responsible for checking documentation of freight so that they comply with import procedures?

6. Where in an airport is the Special Branch normally situated?

## Other Laws and Regulations

As in any other job, air cabin crew are employees and there are a variety of laws that protect both the customer and the employee. The following should be noted.

**The Food Hygiene (England) Regulations 2006:** The Food Hygiene (England) Regulations 2006 provide the framework for the EU legislation to be enforced in England. There are similar regulations in Wales, Scotland and Northern Ireland. The Law states that food handlers must receive appropriate supervision, and be instructed and/or trained in food hygiene, to enable them to handle food safely.

**Fire Precautions (Places of Work) Regulations 1992:** A fire on board an aircraft would have very serious consequences and all cabin crew are trained to deal with fire incidents and to prevent incidents from happening. Fire regulations are also covered within Air Navigation Orders and Air Navigation Regulations and Joint Aviation Regulations. The main sources of fire hazard covered by the above regulations are in relation to refuelling of the aircraft particularly when passengers are on board, embarking and disembarking.

Cabin crew need to appreciate the dangers of re-fuelling an aircraft on the ramp, taking care when boarding themselves and their passengers and following procedures required by the regulations.

Possible fire sources in the cabin are:

- Electrical systems (IFE)
- Overhead stowage
- Air conditioning
- Faulty lights
- Passenger baggage (dangerous goods items, disposable cigarette lighters and alcohol)
- Smoking in the toilets
- Drug-taking in the toilets (using matches, lighters)
- Toilet flush motors, electrical faults and waste bins
- Ovens in the galleys
- Over spills of fat in the galleys
- Water boilers (electrical faults)
- Waste chutes
- Circuit breaker panels

# Responsibilities

All crew members are under the supervision of and are directly responsible to the Captain and shall perform all duties pertaining to the flight as directed by him/her. The chain of command of the crew is:

- Captain
- Co-pilot
- Cabin Manager (No 1)
- Senior Cabin Crew
- Cabin Crew

If there is more than one crew member of the same rank, seniority within that rank will usually be decided by length of service. All drills and procedures in airline SEP manuals are in accordance with the Joint Aviation Regulation Requirements.

## Complement of Crew

All airlines have to ensure that the legal minimum number of cabin crew is deployed on a flight. The minimum crew standards are one crew member per 50 passengers.

The total number of aircraft occupants must not be exceeded, this being the maximum number for which seating accommodation approved for take-off and landing is provided. This number excludes infants not occupying a seat.

An example is provided below:

757	–	247 occupants
767-200	–	304 occupants
767-300	–	342 occupants

Cabin crew titles are usually:

Cabin Manager	–	No 1
Senior Cabin Crew	–	No 2 and No 3
Cabin Crew	–	Nos 4-10

Cabin Crew are accommodated on jump-seats during take-off and landing. The jumpseats to be occupied and by which ranks are stipulated in the manual and are dependent on the complement of crew on board. The minimum number of crew is dictated by the number of passengers seats installed (not the number of passengers on board). The legal minimum is for 1 cabin crew member per 50 installed seats (or part of 50).

# The Role of Cabin Crew

This section is focused on the jobs that are required to be completed by cabin crew. Though the focus is very much on safety and security procedures, we will also cover other aspects of the role.

We have separated the role of cabin crew into four specific areas:

- **Pre-flight**
- **Embarkation**
- **In-flight**
- **Disembarkation**

It should be emphasised that it is critical in understanding the importance of effective communication between cabin crew and flight deck at each of these areas. It is necessary to understand why the information needs to be relayed and its effect on teamwork, cabin duties and customer service.



## Exercise 5.5

Answer the following questions concerning the pre-flight briefing:

1. Who usually completes the pre-flight briefing?

2. What are the key aspects of the pre-flight briefing?

3. What would happen if a cabin crew's knowledge of safety and emergency procedures is poor?

4. The pre-flight briefing is a legal requirement. True or False?

5. Which two categories of passengers would need special discussion?

# During Take Off: Cabin Secure Procedure

The Captain will receive the message 'Cabin Secure' from the Cabin Manager when the following has occurred:

- Passengers have received a Safety Briefing prior to take-off
- Passengers have their seat belts on
- All galleys are secured
- Toilets are closed and locked

Finally, cabin crew are strapped into their jump-seat using a full harness  
Cabin crew will have walked up and down the aisles of the plane to check the following:

## In the cabin:

- Aisles and rows are clear and free from baggage
- Any laptops and any other electronic equipment is switched off
- All seat tables and backs are upright
- Armrests are down
- Aircraft's own video monitors are stowed and headsets removed
- All window blinds are open
- Overhead compartments are closed

## In the galley:

- Tables and cupboards secure
- Galley curtains secured
- Restraining clips are in place
- Carts have brakes on
- No loose items

The checking procedure is listed and each cabin crew member knows exactly what they have to check and this is specific to the aircraft type.

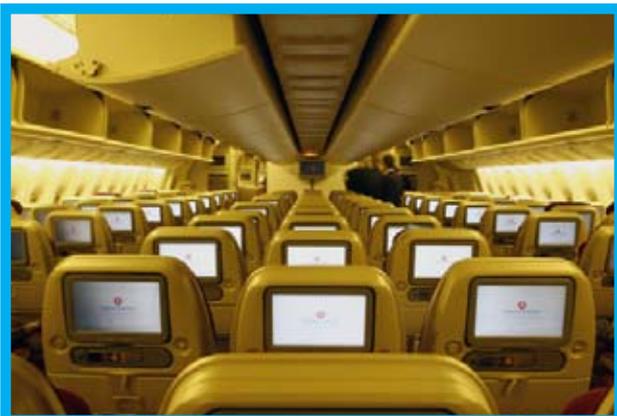
The Cabin Manager is responsible for following the procedures to communicate 'Cabin Secure' to the Captain.

# On-Board Health Situations

It is useful for potential cabin crew to have some knowledge of illnesses and health situations. The detail provided focuses on the symptoms and effects of the condition rather than the detailed procedure for dealing with it.

On the next few pages is an overview of the following situations:

- Fainting
- Choking
- Hyperventilation
- Hypoxia
- Diarrhoea and vomiting
- Air sickness
- Burns and scalds
- Indigestion and heartburn
- Perforated eardrum and ear ache
- Diabetes
- Cardiac conditions
- Asthma
- Epilepsy
- Anaphylactic Shock
- Fractures
- Sunstroke
- Unconsciousness
- Emergency childbirth and miscarriage
- Death



## Exercise 8.5

Having studied this last section on recognising and dealing with passenger health issues, answer the following questions:

1. One of your passengers is choking on an item of food. Which methods of removing the item will you use?

2. In cases of fainting, you must try and improve the flow of blood. How will you do this?

3. When would you be likely to use a paper bag to relieve symptoms?

4. What is the most likely cause of hypoxia on board an aircraft?

5. How would you recognise hypoxia?

6. In the case of burns, what is the first priority?

7. If a passenger collapses and is not breathing, what type of resuscitation should you use? What help would you seek?

8. What are the symptoms of a diabetic attack?  
How would you help the diabetic passenger?

9. When would you use the recovery position?

# Case Studies

Below, and on the next page, are three real-life examples of situations that occurred on scheduled flights. These are for information only and will give you an idea of how actual situations were effectively dealt with.

## Example 1

**A passenger who is drunk and disorderly:** A passenger on a flight from Singapore to Sydney became angry when the customer service manager told him he could not drink his own liquor. He was upsetting the passengers sitting next to him, so the Cabin Manager moved one to an empty seat and the other to a crew rest seat. The Cabin Manager seated male flight attendants either side of the passenger despite the fact that this diverted them from their usual duties. Six hours into the flight, one of the flight attendants had to leave the passenger briefly.

“He (the passenger) seized the opportunity and punched a passenger in the back of the leg and berated a child because she left the toilet door open,” the Cabin Manager said in an interview as part of the Qantas cabin crew expected behaviours project. The captain gave the Cabin Manager the handcuffs. Flanked by two flight attendants, the Cabin Manager told the disruptive passenger to “cease this immediately” or he would be restrained. The passenger settled down. On landing, he was arrested by police, charged and later convicted.

Asked what she had observed about the passenger, the Cabin Manager said: “He was very aggressive and he certainly didn’t like being told by a woman that he couldn’t do these things.” She got male staff members to help her control the passenger. Drawing on 27 years’ flying experience, the Cabin Manager said she decided to be firm with the passenger, giving him only one chance. In retrospect, she said, she should have put the handcuffs on him when he failed to stop being disruptive.

1. Which of the following organisations has its head office in Montreal, Canada?

- a) Civil Aviation Authority (CAA)
- b) International Air Transport Association (IATA)
- c) National Air Traffic Control (NAT)

2. Which organisation in the UK ensures that international aviation law is complied with?

- a) Civil Aviation Authority
- b) British Air Transport Association
- c) British Airports Authority

3. The aviation term, SEP, is used widely within the role of air cabin crew. What does it stand for?

- a) Security and Evacuation Procedures
- b) Security and Emergency Procedures
- c) Safety and Emergency Procedures

4. Who carries out the cabin crew pre-flight briefing?

- a) The captain
- b) The cabin manager
- c) The airline's training manager
- d) The junior cabin crew

5. Which of the following does **not** take place at the pre-flight briefing?

- a) Confirmation that the cabin crew have read the latest safety notices
- b) Testing on safety and emergency procedures
- c) Information on duty-free offers

# Airline Recruitment Requirements

To have the opportunity to work for an airline, there are certain criteria you need to meet. These are:

**Age:** Most airlines cannot set minimum or maximum age restraints on anybody wanting to work as cabin crew. For any international airlines the minimum age requirement may be set at 18, 19, 20 or even 21 and the maximum could be as low as 32.

**Education:** Most airlines require you to have qualifications in their own language and Mathematics as well as two other specific subjects. Some airlines also accept that not everyone excels in school and therefore will overlook qualifications if they have gained excellent customer service experience.

**Health:** Good health is essential and if you are successful in the selection process, you will normally be required to undergo a medical examination.

**Height:** Most airlines require you to be no shorter than 5ft 2in and no taller than 6ft 3in. This applies to both men and women. This is for safety, as you will be required to reach equipment that is carried on board the aircraft.

**Weight:** The airlines do request that your weight must be in proportion to your height.

**First Aid:** Although having a first aid certificate is not a minimum requirement set by all airlines, it does however help with your application for the position of cabin crew.

**Able to Swim:** Successful applicants will be required to demonstrate their ability to swim at least 25 metres, with some airlines its 30 metres.

**Second Language:** A second language is an advantage, however not essential to most airlines. We do however recommend having a second language, as this will help your application.

**Customer service Experience:** Customers are the highest priority, therefore airlines seek to recruit cabin crew who have enjoyed working and have excelled in customer contact positions. Also working with special needs, such as the elderly, children and infants and people with physical disabilities would be an advantage.

# Interview Skills

Two specific areas for any interviewers to focus on are to make a really good first impression and ensure you listen carefully to everything that is going on!

Once invited into the interviewing room the first impression you make will be hard to shift. The interviewer can make up their mind in the first four minutes of the interview. (That is not to say they will not change their opinions but you will have to work harder in order to do so).

55% of all communication is non-verbal so remember positive body language at all times:

- Greet your interviewer with eye contact and a relaxed smile
- Be ready to shake hands, but let the interviewer take the lead. Use a firm grip as a weak handshake indicates a lack of self-confidence
- Do not slouch in your chair but sit back, relaxed and comfortable. Lean forward slightly as this makes you appear interested
- Do not sit with your arms folded
- Do not fiddle with a pen, button or look at your watch
- Nod to signify that you are listening

**Remember – you never get a second chance to make a first impression!**

