



JOB of the Week



Job name: Air cabin crew / Flight Attendant

Job description: Air cabin crew / flight attendants help make sure that airline passengers have a comfortable, safe and pleasant flight.

Tasks you will undertake in the job: As Air cabin crew / flight attendants you'll:

- **Before a flight** you could:
 - attend a staff meeting about the route and schedule
 - check supplies on the plane and make sure emergency equipment is working properly
 - greet passengers and check documents
 - demonstrate emergency equipment and procedures
- **During a flight**, you might:
 - make sure passengers are comfortable and respond to any requests
 - serve food and drinks, and sell duty-free items
 - make announcements
 - reassure passengers in the event of an emergency, and make sure they follow safety procedures
- **At the end of a flight** you'll often:
 - make sure passengers leave the plane safely
 - write a flight report, including details about any unusual incidents
 - add up and record food and drink orders, and duty-free sales

As a cabin crew member, you'll provide excellent customer care to passengers while ensuring their comfort and safety throughout the flight. You'll serve refreshments and meals and will also sell gifts and duty-free items to passengers.

As part of your role, you'll be trained to deal with security and emergency situations, which can include administering first aid to passengers.

It's also your responsibility to ensure that all emergency equipment is in working order prior to take-off and that there are enough supplies on board. You'll then take part in a safety demonstration to make sure passengers know how to use the equipment and what the safety procedures are.

Skills required for this job (core competencies):

Communication	Resilience	Organisation	Teamwork
Problem Solving	Initiative	Creativity	Digital literacy

Restrictions and regulations for Air cabin crew:

You'll need to: be over 18 years of age; have a good level of fitness; pass a medical check; pass enhanced background checks. You'll also be expected to: have a smart appearance; have a valid passport with no restrictions for the countries the airline travels to; live within 90 minutes of your base; have good written and spoken English. Many airlines also ask that you're able to swim up to 25 metres. There are rules about height and weight - these vary between airlines. As a general guide, most look for people between 5ft 2in (157cm) and 6ft 2in (188cm) with weight in proportion to height.

Salary: Air cabin crew are typically paid a starting wage of £15 000, this increases with experience; experienced flight attendants can expect to earn approximately £30 000 p.a.



Working hours: Working hours are usually around 30-40 hours per week (variable). It is likely that you will work during evenings and weekends / bank holidays and often away from home in a variety of countries

Qualifications to become Air cabin crew / flight attendants:

You can get into this job through: a college course / an apprenticeship / applying directly

College: You could do a college course like a Level 2 Certificate or Diploma in Air Cabin Crew, or study a cabin crew module as part of a broader travel and tourism course. Entry requirements - 2 or more GCSEs at grades 9 to 3 (A* to D), or equivalent, for a level 2 course

Apprenticeship: You could start by doing a cabin crew advanced apprenticeship. This will usually take 12 months to complete. You'll do on-the-job training and spend time with a college or training provider. Entry requirements - 5 GCSEs at grades 9 to 4 (A* to C), or equivalent, including English and maths, for an advanced apprenticeship

Direct application: You could apply directly to airlines for a cabin crew job. Entry requirements vary but good customer service skills will be expected.

More Information (Career tips) - Some airlines and private providers run 2-day cabin crew courses, which may help your chances of getting a job. Some airlines also have online career quizzes you can do to test whether working as air cabin crew is for you, before you apply. Being able to speak a second language gives you an advantage when making applications. You'll also need to demonstrate that you have great customer service skills, so experience of working directly with the public is useful.

Essential skills you need to show: To succeed as Air cabin crew / flight attendant, the following personal skills and attributes would give you an advantage:

- customer service skills for working with passengers
- excellent verbal communication skills
- patience and the ability to remain calm in stressful situations
- to enjoy working with other people and a desire to help people with a friendly manner
- knowledge of public safety and security
- the ability to accept criticism and work well under pressure
- sensitivity and understanding for dealing with customers' needs
- to be able to carry out basic tasks on a computer or hand-held device

www.icould.com

www.successatschool.org

www.nationalcareers.service.gov.uk

www.prospects.ac.uk/jobs-and-work-experience/job-sectors

www.ucas.com/careers-advice

www.kudos/cascaid.co.uk/#/ (you all have a log on for this service)

www.careersbox.co.uk (careers videos)

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Helpful sites for careers information
GAT careers links

<http://airhead.io/public/launchpads/XqbuOMJgb0OfqvMPCykcZA>

