

JOB DESCRIPTION: Cabin Crew

A Career as an airline crewmember (Cabin Crew)

Air cabin crew ensures that passengers are comfortable throughout the flight and that the flying experience is a pleasant one. They attend to passengers' needs and provide a high level of customer service; serving refreshments and selling duty-free goods.

Cabin crew members from all countries fly on all airlines. Americans are much in demand for all airlines worldwide.



Tasks typically involve at British Midlands Airlines:

- attending a pre-flight briefing, during which air cabin crew are assigned their working positions for the upcoming flight (crew are also informed of flight details, the schedule and if there are passengers with any special requirements, such as diabetic passengers, passengers in wheelchairs or the number of infants on board);
- carrying out pre-flight duties, including checking the safety equipment, ensuring the aircraft is clean and tidy, ensuring that information in the seat pockets is up to date and that all meals and stock are on board;
- welcoming passengers on board and directing them to their seats;
- informing passengers of the aircraft safety procedures and ensuring that all hand luggage is securely stored away;
- checking all passenger seat belts and galleys are secure prior to take-off;
- making announcements on behalf of the pilot and answering passenger questions during the flight;
- serving meals and refreshments to passengers;
- selling duty-free goods and advising passengers of any allowance restrictions in force at their destination;
- reassuring passengers and ensuring that they follow safety procedures correctly in emergency situations;
- giving first aid to passengers where necessary;
- ensuring passengers disembark safely at the end of a flight and checking that there is no luggage left in the overhead lockers;
- completing paperwork, including writing a flight report

What are the requirements?

- Our minimum age is 18
- Between 5' 2" and 6' 2" in height
- Qualifications: minimum 4 GCSE's at grades A - C or the equivalent (NVQ level 2/grade 1 CSE only). Certificates must be presented at interview or before employment
- Applicants must hold a 10 year British or European passport before employment OR have the indefinite right to live and work in the UK in your own right, with the freedom to travel throughout the EU, as well as any relevant visas
- Experience in a customer-facing role
- A high standard of physical fitness and a visual acuity of 6/9, aided or unaided
- Able to swim a minimum of 25 meters unaided



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- A good standard of fluency in the English language, spoken and written
- Immaculate appearance

How are people selected?

In the United Kingdom, as in the United States, they will assess your application. Then you'll be invited to attend a recruitment event, which normally takes place at our training centre in West Drayton, close to London Heathrow Airport. Occasionally we may hold events in the Midlands, Scotland and Ireland.

The morning session, which begins at 9.30am, consists of group activities and lasts approximately 3 hours. If you're successful, you'll be asked to remain for the afternoon, to attend an interview to discuss your skills and experience further.

Foreign nationals will undergo an English assessment to ascertain that they have the required level of competency to successfully complete the initial training course, which involves unfamiliar and technical terms.

The assessment and interviews are conducted by a mixture of fully trained recruitment specialists and managers from the cabin services division.

What qualities are looked for in applicants?

We look for strengths and qualities that match ours, who are energetic and enthusiastic taking pride and pleasure in delighting people, with great team-working ability, initiative, flexibility and are genuinely friendly with excellent communication skills. You need to be warm and welcoming, with the desire to make our customers feel special whilst remaining calm under pressure. Language skills are particularly important to us, and we are currently seeking German, Italian, Russian, Arabic, Punjabi and Hindi speakers. Leadership skills will help with your future development and promotion.

Where are Cabin Crew based?

We currently have Cabin Crew based at the following airports: London Heathrow, Manchester, Birmingham, Edinburgh and Belfast.

We recruit more often for London Heathrow and popular bases such as Manchester generally have long waiting lists.

To apply for Cabin Crew positions register your details and complete the questions via our online application.

Once registered you have 14 days to complete and submit your application.

Apply for Cabin Crew positions

You'll remain at your original base for 12 months before you can transfer to another.

What hours do Cabin Crew work?

The length of your days will vary, depending on how many sectors you are scheduled to complete. A sector is a one way flight. The number of sectors may vary and is dependent on the length of the flight. You may have to start as early as 5.00am (which could mean getting up as

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early as 3.00am). You may finish as late as 11.30pm, or fly through the night. Some night stopping away from your base may be scheduled. Charter flights may require reporting for duty/finishing at any time of the day or night. In addition, your working day may be affected by delays or changes to your flights.

What is offered?

- First class training and career progression
- A competitive cabin crew starting salary
- London Heathrow weighting will be paid
- Earn hourly flight allowances and commission from saleable bars
- Salary review each year and pay scales dependent on rank, performance and length of service
- 21 days paid holiday plus 8 days in lieu of bank holidays
- After a qualifying period you will be entitled to concessionary travel
- Company pension scheme

Courtesy British Midlands International Airlines (BMI)



United/Continental Airlines Flight Attendant

Flight attendants are the most highly visible employees to our customers. The friendliness and quality of service provided by our flight attendants greatly influences our customers' perception of Continental Airlines. Therefore, applicants are expected to have specific qualifications and meet certain requirements.

Flight Attendant Qualifications

- Good judgment
- Excellent dependability
- Exceptional interpersonal skills
- Caring and nurturing disposition
- Ability to accept personal responsibility for resolving concerns
- Strong work ethic
- Good service orientation
- Excellent communication skills
- Professional appearance suitable for a conservative business environment
- Friendly and polite in all situations
- Ability to handle pressure in stressful situations
- Physical agility and strength for assisting customers and their luggage



Job Requirements

- Minimum 21 years of age
- High school diploma or equivalency
- Secondary education is preferred
- Basic computer literacy
- Ability to perform basic math skills
- Minimum 2 years direct customer service experience
- Ability to hear, read, write and fluently speak and understand the English language
- Bilingual fluency (ability to speak, read and write) in Spanish, French, Italian, German, Chinese Mandarin, Japanese, Hebrew, Portuguese or Russian is preferred

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Possess and maintain a valid United States passport or foreign passport with applicable visas.

Authorized to work in the United States as defined in the Immigration Reform Act of 1986

Ability to pass a Federal Aviation Administration (FAA) required ten-year work history review, a criminal background check and submit to fingerprinting

Ability to comprehend and retain information pertinent to the position

Ability to pass a rigorous training program

Willing to work holidays, weekends, nights and extended hours

Willing to work "reserve" status for a long duration

Willing to reside within a driving radius of your assigned base

Willing to relocate based on company's operational needs

Willing to submit to random drug/alcohol testing

Reliable transportation to and from the airport

Flight attendants work in an environment subject to frequent changes in geography, culture, climate, cabin altitude, G-forces, dry air, high noise levels, dim lighting, turbulence and continuous and frequent contact with others in flight. Flight attendants work in confined spaces of aircraft aisles and galleys. To accomplish service and cabin equipment operation needs for periods of long duration, flight attendants must stand, walk, kneel, bend, stoop, stretch, reach, lift heavy objects from the floor to above shoulder-level and push/pull equipment.

Additional Job Requirements

Minimum height of 5'0" and maximum height of 6'3" without shoes

Height and weight proportionate to maintain professional appearance; body size cannot exceed specific aircraft dimensions (example: jumpseat, harness without modification, cabin aisle and emergency exits)

Vision correctable to 20/40 or better (uncorrected 20/200 or better)

Push and pull beverage/meal cart (150-250 lbs.)

Lift liquor kit (up to 43 lbs.)

Lift emergency window exit (up to 60 lbs.)

Open emergency door (91-126 lbs. stress)

Maintain lifestyle free from alcohol abuse and illegal drug use

Successful completion of pre-employment examination revealing no physical or mental limitations that would impair ability to perform routine or emergency duties

Courtesy Continental Airlines

Link to Flight Attendant/Cabin Crew Information click below:

<http://www.continental.com/web/en-US/content/company/career/flightattendant.aspx>

<http://www.bls.gov/oco/ocos171.htm#nature>

http://www.prospects.ac.uk/air_cabin_crew_job_description.htm

<http://www.flightattendantcareer.com/>

Courtesy: Bureau of Labor Statistics, flightattendantcareer.com, British Midlands International Airlines (BMI), Continental Airlines

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