



AIRLINE CABIN CREW

JOB DESCRIPTION

Airline cabin-crew members ensure that passengers experience a safe, comfortable, and enjoyable flight. Duties include checking the aircraft's cabin, greeting and seating passengers, giving safety demonstrations, and selling and serving refreshments. Cabin crew are trained to respond to emergency and security situations, and to administer first aid. They must deal with a wide range of clients and situations.

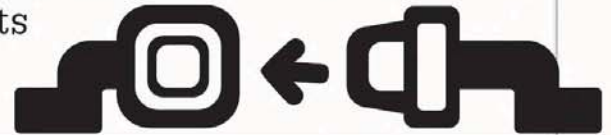
SALARY

Newly qualified cabin crew ★★★★★

Senior cabin crew ★★★★★

INDUSTRY PROFILE

Strong competition for jobs • Most employees work on a temporary basis—permanent contracts are more rare • Overtime and flight allowances can increase earnings



RELATED CAREERS

- ▶ **HOTEL MANAGER** *see pp. 304–305*
- ▶ **AIRLINE CUSTOMER SERVICE AGENT**
Checks passengers onto their flight, weighs luggage, and issues boarding passes.
- ▶ **CUSTOMER SERVICE AGENT** Answers customer queries, handles complaints, and provides information about an organization's services. A customer service agent is often a member of the public's first point of contact with a company.
- ▶ **RESORT REPRESENTATIVE** Ensures that tourists have a comfortable and pleasant vacation, meeting vacationers as their flights arrive, arranging onward transportation, and offering advice once at the resort.

Aviation is expected to expand in the next decade, with more opportunities for cabin crew, especially in Asia and South America.

AT A GLANCE



YOUR INTERESTS Aviation • Travel and tourism • Hospitality • Working with people • English • Mathematics • Languages • Geography



ENTRY QUALIFICATIONS Cabin crew must have a good basic education, be at least 18, and pass fitness tests. Prior customer service experience is helpful.



LIFESTYLE Due to the 24-hour nature of air travel, cabin crew work irregular hours in shifts that include nights, weekends, and public holidays.



LOCATION Most time is spent working in the cabin of an in-flight passenger aircraft. Significant time away from home is normal in this career.



THE REALITIES Jet lag and standing for long periods make this job physically taxing. Tired or anxious passengers can be difficult to deal with.

CAREER PATHS

Experience in customer service roles and fluency in one or more foreign languages will help gain entry to this profession. It takes between two and five years in the job before achieving promotion to more senior roles, such as managing the cabin.

HIGH SCHOOL

GRADUATE If you have a good school education, you can apply for cabin-crew training programs run by the major airlines.

GRADUATE

You do not need a degree to work as a cabin-crew member, but undergraduate study in travel, leisure, and tourism, hospitality management, languages, social science, or business may be helpful.



AIRLINE CABIN CREW

You take up your first job after completing training in areas including passenger care, customer relations, and security, customs, and immigration regulations. With experience, you can be promoted to a senior cabin-crew or ground-support job.



LANGUAGES

SPECIALIST Works as part of the cabin crew on long-haul flights in which a good knowledge of specific languages is required.



PURSER/SENIOR CABIN CREW MEMBER

Manages part of the cabin on an aircraft—such as the first-class lounge—and oversees other staff. Chief pursers are responsible for managing the whole aircraft.



VIP CABIN CREW

STAFF Looks after very important and prestigious passengers onboard either commercial aircraft or private jets.



CABIN CREW SUPPORT

Supports the work of cabin crew through roles including training, recruitment, and human resources. This role is generally only available to highly experienced cabin crew.

SKILLS GUIDE



Good communication skills for understanding and attending to passengers' needs.



The ability to work efficiently and supportively with colleagues in usually cramped cabin conditions.



Excellent customer service to deal with passengers in a polite, professional, and sensitive manner.



Good numerical skills for handling and exchanging foreign currency during in-flight shopping.



Being able to think quickly to keep passengers calm during difficulties, such as emergency landings.



Physical stamina and resilience to deal with jet lag and remain on duty for long hours in the cabin.