



CABIN CREW

Many people want to be Cabin Crew. Like Pilots they can work on long haul (long distance; Far East, Australasia etc), short haul (Europe, Scandinavia) and domestic flights (within the UK).

Cabin Crew are responsible for the care and safety of all airline passengers during a flight. They are specifically trained to deal with emergency situations.

There are different roles within Cabin Crew. A Cabin Manager for example will brief colleagues about the flight schedule and any passengers who have special requirements. Before passengers board an aircraft, Cabin Crew carry out safety and security checks. They make sure:

- There are enough medical supplies on board
- The aircraft is clean and tidy
- The seat pockets contain the correct information
- The right number of meals and drinks are on board.

Cabin Crew greet passengers as they board the aircraft. They make sure they are in the right seats; their hand luggage is safely stowed away and their seat belts are fastened. They then

demonstrate emergency procedures which now are often prerecorded or shown on video.

Cabin Crew may make announcements requested by the Pilot. They also serve hot meals or snacks and sell duty free products.

At the end of the flight, they make sure passengers leave the flight safely. They then write a flight report, record any unusual incidents, make an inventory (or list) of food, drinks and duty free sales and then start all over again.

It's not an easy job. It is physically demanding with Cabin Crew working long and irregular hours, often in a confined space. They must have excellent customer service skills. Like the Pilot's role it comes with a lot of responsibility and jet lag! Cabin Crew also spend a lot of time on their feet. For most, the rewards far outweigh the drawbacks.

IF YOU WANT TO JOIN CABIN CREW

You'll need

- 4-5 GCSEs (9 to 4) grades or equivalent including English and maths
- A foreign language (relevant to airline routes) is an advantage
- Height in proportion with weight
- Normal colour vision and good eyesight
- To be physically fit and able to swim a minimum of 25 metres unaided
- To be at least 18-21 years old
- Some airlines require staff to

live within a certain radius of the airport.

It's useful to have

- A driving licence
- Previous experience in a customer focused environment.

Training for Air Cabin Crew

Airlines provide training for their own cabin crew. It is usually intensive and lasts between four to six weeks. The training programmes include practical and written tests covering:

- Safety equipment and emergency procedures
- First aid and in-flight medical care
- Customer service
- Galley management
- Customs and immigration regulations
- Food preparation and service
- Personal hygiene and grooming.



Cabin crew waiting to board their flight as passengers disembark

TO BECOME CABIN CREW

You'll be

- A good communicator and have a clear speaking voice
- Tactful with the ability to be assertive when necessary
- Great at customer service skills and have a friendly manner
- Able to work quickly and efficiently.

It's essential that you are:

- Calm under pressure and in emergency situations
- A good team player
- Smart and presentable - air cabin crew wear a uniform and may be given guidance on how they should look.

You can expect to earn in the region of:

- New recruits from - £12,000

- Experienced Air Cabin Crew - £14,000 to £18,000
- Senior Air Cabin Crew - up to £25,000.