



THE INTERVIEW

Being nervous is okay. It would not be reasonable not to be worried at this point. Your voice might be trembling; your hands might feel shaky or sweaty; even your knees might get a bit wobbly. Don't worry about the interviewer seeing your nervousness. It shows that you care about the result of the interview and getting the job is important to you. Once you start talking to them, you will forget all about it.

The recruiters are professionals and will do all they can to make you feel relaxed and give your best.

DO

Maintain eye contact and smile.

If you are seating at a table, put your hands together and place them on the table. If you are seating on a chair, put your hands together and rest them on your lap.

Keep your legs straight or cross your ankles.

Talk clearly. Use simple words to describe the situation.

Answer the question.

Always present your skills or qualities.

Ask questions at the end if given the opportunity.

DO NOT

- ✗ Bite your nails.
- ✗ Look down at your shoes.
- ✗ Put the elbows on the table.
- ✗ Sit cross-legged or with your legs parted.
- ✗ Blabber if you are not sure of the answer.
- ✗ Talk bad about your current or past employer or colleagues.
- ✗ Complain.
- ✗ Say, I don't know.
- ✗ Make jokes.



Tell me about yourself.

Remember to stay professional during your final interview. This question is meant to ask you about your career and detailed work history. It is not about your childhood, home or hobbies.

You are interviewing for a flight attendant job, so your response should be focused on the relevant customer service job experience.

Try to keep it short; this question is just a conversation starter.

Do not reveal information that you don't want your future employer to know.

SAMPLE ANSWER

'I have been working for the past four years for Company A. I started as a part-time junior sales associate and have been promoted to a senior sales associate, and most recently to store assistant manager. Meanwhile, I graduated from College B with a major in Economic Studies.'

Why do you want to work for our airline?

Do not go to your interview without doing some research about the company you would like to work for, browse their website, and read the 'About us' or 'History' sections.

If you participate in an Open House, most of the time the first part of the day will consist of a series of informative videos about the airline, how it was created, plans of expansion, financial results, life in their city, career prospects and other relevant information. Use the information you learned to answer this question during the final interview.

Do not explore unknown territory. If the interviewer brings up a subject that you don't know much about, be honest and tell them so.

SAMPLE ANSWER

'I know that your company has been one of the fastest growing airlines in the world, with numerous awards won (give some examples here) and openness towards cultural diversity. I would be honored to be part of such an enthusiastic team and contribute with my excellent customer service skills.'

Do you know anyone who works for us?

Only answer yes if it is someone you want the company speaking with. However, you may have to answer yes if it is a family member.

Do not discuss people you know whom you do not like or cannot count on for an excellent personal reference.

Do not bring up flight attendant you follow on social media.

Be extremely selective when answering this question in a job interview, but don't lie if the interviewer asks you about an employee working for the airline.



SAMPLE ANSWER

'Yes, I know Mary Smith, she has been a flight attendant for your airline for the past five years.'

Why do you want to be a Flight Attendant?

This answer should be very personal. The more details you give, the better.

Tell the story of the first time you encounter a flight attendant or the first time you traveled on a plane.

List a couple of features about the flight attendant job that you admire, and you want to pursue.

SAMPLE ANSWER

'First time my parents took me on a plane I was seven years old. We were going to Greece on summer holiday. It was then I saw the prettiest woman. She was tall and had beautiful brown hair and red lipstick. She gave us toys and talked to us like we were grownups. I remember that whenever we were in restaurants, the waiters would ask our parents what we want to eat; but not her. She asked us the kids if we like to eat chicken and then she gave us the food. In the end, she even brought a small note from the pilot congratulating us for our first flight. This memory sticks with me after all these years. I want to be a flight attendant because I wish I can leave such a powerful memory in somebody's life.'

What makes a great flight attendant?

List a couple of skills that makes not only a good flight attendant but also a good employee.

Only talk about personality traits that you have and would be able to show to your interviewer.

Stay away from the non-inspired answer: 'a caring person with a warm smile.'

SAMPLE ANSWER

'I believe that a good flight attendant is somebody who enjoys meeting new people, a good listener, and someone capable of treating people as individuals and make them feel special.'

What can you do for us that someone else can't?

Now is the time where you must be comfortable in praising yourself.

Talk about your record of getting things done and mention specifics from your resume or list of career accomplishments.

Say that your skills and interests, combined with a history of getting results, make you valuable.

Mention your ability to set priorities, identify problems, and use your experience and energy to solve them.

SAMPLE ANSWER

'My skills in dealing with customers and my interest for outstanding service and excellent job performance will make me a valuable employee for your airline.'



What do you find most attractive about this position? What seems least attractive about it?

List three or four attractive factors of the job.

Make sure that the attractive elements are not listing only the benefits you get as a flight attendant, such as ' free travel, 5-star hotels, and so on.'

Mention a single, minor, unattractive item.

SAMPLE ANSWER

'I am very excited to have the chance to meet many people from different cultures. I also think that the opportunity to see the world and the flexible schedule is very attractive.

On the other hand, as this is the first time for me to consider relocating, I am sure I will miss my family back home.'

What is your definition of the flight attendant position?

Keep your answer task oriented. Research the airline's careers website and see the description they give to the role. Think regarding responsibilities and accountability.

Make sure you understand what the position involves before attempting an answer.

SAMPLE ANSWER

'The flight attendant teams' primary responsibility is the safety and security of the passengers as well as making sure the aviation regulations are followed. Also, ensuring all guests have a pleasant experience with the airline and that they will return their business to us. When necessary, make sure all complaints are addressed and solved efficiently.

To put it in fewer words, I believe the flight attendant is the airline's ambassador in delivering service excellence.'

What values will you bring to this company?

List at least three of your personality traits that will benefit the airline. Be very specific.

Do not start explaining how each of your values might benefit the company.

SAMPLE ANSWER

'I can contribute with my great attention to details, a track record of excellent customer service, and my ambition to be the best in the job I do.'



Tell me about your dream job.

Stay away from a specific position.

If you say another job, you will give the impression that you might be dissatisfied with the flight attendant position. If you say, flight attendant, then your credibility might be questioned.

Talk about the positive aspects that the job will bring to your life, rather than name a job title.

SAMPLE ANSWER

'My dream job will allow me to travel and discover new cultures and interesting people. It is the work that gets me excited to wake up every day, be challenged to think outside of the box, and continually learn.'

Why do you think you would do well at this job?

Talk about how you progressed towards becoming a valuable employee you are today.

Keep your answers short but provide adequate information to respond to the question.

The job interview is not the time to discuss the philosophical implications or moral dilemmas you pondered when selecting your career.

SAMPLE ANSWER

'I have five years of customer service experience. During this period, I learned how to manage various situations to achieve customer satisfaction. I learned to be flexible and always consider the point of view of the people around me. I believe that I can apply all my knowledge and experience while working as a flight attendant, as I think that the aviation environment requires the highest customer satisfaction, as well as innovative problem-solving skills.'

What are the responsibilities of your current/last position?

The description of the responsibilities should match what is written in your resume.

This is the time when you can expand and explain more than the three bullets you included in your resume.

Be specific.

SAMPLE ANSWER

'I work as a customer service assistant in a five-star hotel. I am responsible for the well-being of the hotel's guests from the moment they arrive on the property until their departure. I ensure the welcome packages are in order before the estimated arrival time of our guests, I follow up the issues that might arise during check-in as well as the last-minute requests and arrange special tours or parts of the vacation package. During their stay, I follow up that their experience is excellent and address the issues that are brought to my attention. Before departure, I make sure that the payments are correct and all charges are communicated to the guests, as well as arrange the airport transfer.'



In your current/last position, what features do you like the most? The least?

Be positive. Describe more features that you like than dislike.

Don't bring up personal problems.

If you make your last job sound terrible, an interviewer may wonder why you remained there until now.

SAMPLE ANSWER

'I enjoy the daily interaction with my customers. I like that there are no two days the same, and I am challenged every day to find new ways to achieve customer satisfaction. I also love my team, and my supervisor has been a real inspiration. I have learned a lot doing this work.

I wish though that I had more time off so I could further pursue my education with a distance learning online course.'

What have you learned from the mistakes you made on the job?

Do not say that you never made a mistake on the job.

Everybody makes errors, and it is brave to admit to them.

Make it a small, well-intentioned mistake and mention the positive lesson you learned from it.

SAMPLE ANSWER

'I learned that everybody makes mistakes. However, the most important thing is to acknowledge when that happens and ask myself what I have done and what could I do differently next time so that the outcome will be positive.'

What have you been doing since your last job?

This question is asked if there is an employment gap in your resume.

Focus on specific activities, highlight what is keeping you busy and organized. Make sure these activities emphasize self-improvement such as staying healthy or furthering your education.

Do not answer the question with 'nothing' or appear indecisive.

During a job interview, the recruiter wants to find out more about your personality. Are you ambitious? Do you work hard? Are you motivated? These are the kind of workers they want to hire, so try and give an answer that highlights these qualities.

SAMPLE ANSWER

'I have been focusing on broadening my knowledge of online marketing. I have been reading many books and studies on the subject as I am planning to take a distance learning course. Also, I started running, and my goal is to complete a half marathon by the end of the year.'



What have you done in the past year?

This is the time to discuss the educational opportunities that you had in the past year.

Discuss that education (including self-education) is a lifelong process for you.

Make sure the interviewer understands that you are somebody who is constantly trying to improve and contribute to the well-being and success of the company.

SAMPLE ANSWER

'As I was recently promoted to the role of supervisor over a team of 5 people, I participated in my company's e-learning program and took three courses on performance management. I am trying to read as much as possible on the subject to improve my knowledge and help my colleagues perform better.'

Where would you like to be in your career five years from now?

Refer to a career path with the airline.

Show that you are an ambitious person but keep your answers realistic.

Do not say that your career plans do not stretch for such a long time, and you only want to get married and be a stay-at-home mom or dad.

SAMPLE ANSWER

'In 5 years, I wish I had gained a vast experience in this field, broaden my service delivery and aviation knowledge. My dream is to become a purser on the Airbus 380.'

Are you willing to put the interests of the organization ahead of your own?

Do not worry about the deep ethical and philosophical implications at this point.

This is a loyalty and dedication question.

If you're not sure of what they mean, ask for a specific example.

SAMPLE ANSWER

'Yes!'

What skills or qualities you think are important for dealing effectively with customers?

Provide an example of when you have displayed these.

Refer to what you consider to be the most important qualities that are also relevant to the flight attendant job.



List 2 or 3 skills in the customer service field that you feel are important to be successful.

SAMPLE ANSWER

'I believe it is crucial to have active listening skills. In order to be able to solve customer's issue, it is important to be empathic, knowledgeable, and be one step ahead. It is better to prevent something than to cure it.

I once had a group of 30 people coming into the restaurant for dinner. I knew that when dealing with such large groups, I will have to be very organized with my team and have good coordination with the kitchen. I asked them before the start of the service if they wanted to pay as a group or separately, so we could organize their bills in advance. I also managed to communicate with the kitchen so that everybody got their appetizers and main courses at the same time and they could enjoy their meals together. Drinks were also served efficiently. I achieved this by delegating specific tasks to different waiters. Some were responsible for bringing the food; one was responsible for replenishing the drinks, while I oversaw that the group was satisfied with the service and any extra requests were attended to in a quick and efficient manner. At the end of the night, the group leader said that by far this was the best experience they had in a restaurant since the beginning of their tour. This gave my team and I the great motivation that we were doing a wonderful job.'

Do you work better in a team or alone?

This is not an easy question to answer, especially if your preference is to work by yourself. However, it is frequently asked during flight attendant final interviews.

Keep in mind that a key requirement for this job is teamwork. Do not answer, 'It depends on the situation.'

SAMPLE ANSWER

'I prefer to work in a group, but I also enjoy having a part of the work that is my personal responsibility.'

How would your friends or coworkers describe you?

Prepare some quotes from your coworkers or friends.

Stay focused on the skills and traits that are relevant to the flight attendant job. Do not get into lengthy stories about your friends or coworkers.

SAMPLE ANSWER

'Both my friends and colleagues would say that I am a reliable individual. They all know that they can count on me to listen to their problems and try to help them find a solution.'

or

'John Smith, my colleague at Company A always said that I am the most organized person he knows because my area was always clean, and I never left home before tidying up the day's work.'



Tell me about a time when you helped someone.

Be prepared with some examples of situations when you helped either a customer or a colleague.

Stay focused on the required skills for the flight attendant position. Use the names of your colleagues or customers.

SAMPLE ANSWER

'Mrs. Smith, a regular guest in our hotel, had just checked in together with her niece and twin babies. We were not informed that the children would need sleeping cots, so the arrangements were not made. We only had one cot available. I talked to our manager and explained the situation. We ordered a new cot that was delivered on the same day, so I made sure the room was arranged, together with complimentary toys and blankets and the details of the babysitter. Both Mrs. Smith and her niece were very grateful, and my manager praised my efforts.'

Tell me about a time you made a suggestion to improve business.

Talk about the time you gave a suggestion that was further used to benefit the company.

Do not tell the interviewers about suggestions that were ignored at the time only to be implemented later.

If this never happened to you, answer honestly and focus instead on the efficiency of the company you work for and how this is achieved.

SAMPLE ANSWER

'In the restaurant I worked at we had sugar packs on each table. We were consuming a lot of those packages every week. I suggested to my supervisor that we introduce sugar bowls on the trays when we serve coffee or tea.

A couple of months later, he told me that this change cut the sugar consumption in the restaurant by 30% and many people gave positive feedback regarding the way the beverages were presented.'

Tell me about the most fun you ever experienced on the job.

Discuss a successful project you enjoyed completing, not the workplace cafeteria pranks.

Take this chance to reinforce your team player skills. Keep the answer short and professional.

SAMPLE ANSWER

'Every December we have a 'salesperson of the year' award. Last year, the sales associates divided into two teams, and we had our competition to see who sells the most. We had great fun making daily charts and posting them for everyone to see. We sold so much that month, we became the bestselling store.'



What techniques and tools do you use to keep yourself organized?

Refer to tips and techniques that helped you the most, how you acquired those skills and, if applicable, how you taught other people to use them. If you never had a job, refer instead to how you kept organized in school. Give specific examples.

SAMPLE ANSWER

'I learned that planning is one of the most powerful tools for being efficient. Friday afternoon I list all the tasks for the coming week, as well as the tasks that were not accomplished in the week that passed and should be addressed with priority. I highlight the deadlines and prepare the materials for meetings. I set reminders not only for myself but also for the other team members involved in the projects.

I also use calendar meeting reminders and excel sheets to keep track of my progress.'

Give me an example of a time that you felt you went above and beyond the call of duty at work.

Forget about modesty at this point and get comfortable praising yourself.

This example must be an extraordinary thing that you did at work that brought not only you but the entire business or team a great accomplishment.

Do not include something that you should be doing anyway as per your job description.

SAMPLE ANSWER

'Every year our shop was going through an audit to establish compliance with the company's standards of merchandising. There were four people in our department at that time. We started preparing for the audit and arranging all the products as per the set standard, but it was getting already too late, and my colleagues who finished their shift went home. When my shift was over, not everything was ready for the next day. I asked the floor manager for a couple of more hours to make sure that everything was perfect, but he could not approve the overtime allowance. I had to choose if I stay overtime without being paid, or bring my entire department score lower. Of course, I stayed until everything was exactly as it should be. Our audit was a success, and I was very proud to have been able to help accomplish this.'

What are the steps you follow to study a problem before making a decision?

With this question, the interviewer wants to find out if you are capable of solving problems or not, and more importantly, if you can avoid common pitfalls.

This question is asked to establish how you work with your management, employees or customers when things are not clear.

Stay positive and remember to show your team spirit.

SAMPLE ANSWER



'Before I make a decision, I want to make sure that I have as much information as possible. I achieve this by asking people who are involved in the situation open-ended questions. If it is not entirely my area of expertise, I ask clarifying details from my colleagues who are responsible for those aspects. If time permits, I run different scenarios with my team and see their reaction and questions that arise. I found that many times this step brought an entirely different perspective and helped me make an effective final decision. Finally, I propose a solution to my manager.'

Describe a time when your work was criticized.

Describe a situation that became a positive lesson you learned.

Do not get into extensive details about how you felt and how unfair it was to be criticized.

Keep positive.

SAMPLE ANSWER

'I was in my first weeks working as a barista at ABC Coffee Shop. It was my first experience of this kind, and after my week of initial training, I was assigned at the counter to prepare the drinks. It was rush hour, and the shop got very busy. I tried my best to be as fast as possible, but after my shift, the manager came to me and told me that he knows that I am just at the beginning, but I must speed up my work and become more efficient. My ego was hurt, but I asked him for practical advice on how I could achieve better results in the future. He was very helpful and gave me a couple of tips - things that I could prepare in advance and make my work easier when the busy time starts. This helped me tremendously, and I learned to be one step ahead.'

Explain what has disappointed you most about a previous job?

Do not get into many details and do not be negative.

As with any other negative question, keep your answer short.

Go to safe areas such as challenge, responsibilities or furthering your career.

SAMPLE ANSWER

'I left my previous job as a bookkeeper because the environment was monotonous, and my career development path would have been very slow if I had stayed in that organization.'

What is your greatest failure, and what did you learn from it?

Give an example of a minor situation that you were able to turn into a positive outcome and a great lesson learned.

Do not describe a major failure in your career. Do not talk about being let go from a job, unless the interviewer asks specific questions about this subject. Do not get personal.

SAMPLE ANSWER



'I was recently promoted to shift manager. We had a tight deadline for one of our most esteemed clients. Things did not work out that good, and we had to extend the delivery date. It was an embarrassing moment as I felt that I failed my company, the client and my colleagues. When I discussed the matter with my team, I realized they were not even aware of how important it was to finish in time and how tight the deadline was. That is when I understood that I could not expect my team to deliver unless I communicate clearly what the expectations are and motivate them to give their highest performance.'

If I were your supervisor and asked you to do something that you disagreed with, what would you do?

Ask for more information if this question comes up. Would they ask you to do something illegal or it was just something that could have been delegated to somebody else? Show that you are willing to go the extra mile for the job, but you still have strong principles.

Be honest.

SAMPLE ANSWER

'I believe that when you are a good worker, the supervisor will trust you more to assign certain projects knowing that the job will be done right. If the task I would be given interfered with my daily tasks, I will explain this to my manager or suggest another trustworthy colleague.

If it is something that somebody else could do, but my supervisor considered me more appropriate for the job, I will do it.'

When were you most satisfied with your job?

This is a question that refers to when the job brought you joy, not the other way around.

Specify the skills that you displayed to reach this satisfaction. Link this answer to excellent customer service skills if possible.

SAMPLE ANSWER

'I once had a customer with a small child who was very sick and needed constant care and attention. A doctor and a nurse were with them. I expressed my openness to assist, frequently checking with the parents if there was anything, we could do to make them and their child more comfortable. In the end, he was happy and smiling, and the parents were very grateful for our attention. That smile from a small boy that didn't have that much to smile about made my day and made me feel that my work and attitude made a difference.'

Can you describe a time when you had to be flexible in your job?



Be prepared with a detailed example for this question.

Stay away from stories that describe how you had to negotiate the company's rules, regulations or code of conduct.

Being flexible means that you can adjust to a set regulation without ignoring it.

SAMPLE ANSWER

'We once had a guest in our hotel who approached me saying that she loves our bathrobes and would like to keep one. It was not the hotel's policy to allow guests to remove branded items. I approached my manager, and we were able to find a brand-new bathrobe and informed the guest that she would be able to purchase it. She was very happy that we could arrange this for her.'

Can you describe a situation when you had to take charge?

Do not give examples of how you took charge and made decisions contradicting your supervisor's or went behind his back.

Give details about your achievement but maintain your modesty. Do not forget to praise the team you worked with.

SAMPLE ANSWER

'My supervisor was ill, and the store manager asked me to fill in his spot for the day, as we were expecting a visit from the main office. I gathered all my colleagues and explained that our supervisor was not coming in that day and the management asked me to fill in his position. I explained the expectations and asked for their full co-operation and doing their best for the day. Everybody was very supportive, we worked very well as a team, and the visit was a success.'

Have you ever had a deadline?

This is a yes or no question.

Answer honestly and be prepared to provide an example.

If you are asked for further details, describe a time you worked as part of a team, and it was successful.

SAMPLE ANSWER

'Yes, I worked in an environment where there were constant deadlines to achieve.'

Give me an example of a time when you did not agree with your supervisor. What was it and what did you do?

Keep the subject light and do not get into too many details. Do not insist too much on the cause of the disagreement and the emotions involved, but rather on how you reached a consensus. End on a positive note.

SAMPLE ANSWER



'We were implementing new accounting software in my department. During the test period, my manager wanted to run both the old and the new system until everybody was trained on the new one. That meant double input from the people who were already trained. I approached him and explained that the double workload would be difficult to manage, but he did not want to change his mind. He told me that there is no other way to work with both platforms at the same time. I approached our IT department who were aware of this issue, and within a couple of days, they were ready with a solution to run both programs on one database but inputs from both the old and the new software. I went to my supervisor, and I presented him with the suggestion. He was pleased with my initiative, and we implemented it in the department until everybody received the training.'

Describe a time when you had to deal with conflicting demands.

Only discuss how you successfully dealt with the issue, reinforcing your problem-solving skills and your ability to prioritize.

Do not discuss poor management decisions or talk badly about your co-workers or manager.

Do not give out more information than you should.

SAMPLE ANSWER

'I was fulfilling my weekly task of checking the merchandise stock and writing the next order. In the same time, my shift manager asked me to come to the store and train the new colleagues in the product placement standards. I approached my manager and told her that I was in the middle of my inventory and I would not be able to come, but she insisted that I do it immediately. I had to postpone my work, so I asked one of my senior colleagues to help me in checking the stocks, and I would fill in the estimates for the next order later. I also managed to finish the training faster by demonstrating the correct procedure and then supervising my colleagues in creating one or two displays. Everything was sorted out, and I managed to send my order in time.'

Describe a time you were faced with a customer of a different background, and you had to change the way you communicated and behaved towards them.

Keep the subject light.

Be respectful of all cultures and backgrounds, especially when they are different from yours.

The interviewers want to see that you can adjust your behavior and service delivery to meet the customer's needs and expectations without breaching company values.

Do not make any comments about religious beliefs, language abilities or specific behaviors.

SAMPLE ANSWER

'I was serving a traditional Arabic family that came to our restaurant. When I went to take the order, I noticed that the lady did not address me, and the order was given by her husband. To



make her more comfortable, I asked one of my female colleagues to take over serving her, while I would serve the gentleman. I could see that she was immediately relaxed and interacted with my colleague. The supervisor told me that even though we had to shift some of my fellow team members and reassign their work, this was the best solution and congratulated me for the initiative.'

Give me an example of a situation when you had to be diplomatic to your customer.

Show you can maintain a positive attitude even when under pressure.

Discuss your ability to use active listening and open communication with the customer.

Remember: 'Rule 1: The customer is always right. Rule 2: If the customer is ever wrong, re-read Rule 1.'
Except where **SAFETY IS CONCERNED**

SAMPLE ANSWER

'We had a couple dining at our restaurant. One of them was talking extremely loudly, and we received complaints from the other patrons. I went to him and asked if he had a good time and if he is pleased with our service. He was very content with his dinner and server. I asked him to kindly use a lower tone in their conversation as we could all hear what they were talking about. He said he did not realize that he was talking so loud and thanked me for bringing it to his attention.'

Give me an example of a situation when you had to say no to the customer.

Diplomacy is your biggest ally while answering this question.

Focus on the innovative ways you found to compensate for the 'no' you had to say to the customer, rather than the reaction of the customer.

Do not criticize or comment on the customer's demands.

SAMPLE ANSWER

'One of the customers in our restaurant told me she liked our salt and pepper shakers and she will pay whatever amount we ask as long as could she take home a set. I told her that it was not possible as it was against the policy; however, I volunteer to find out the place where she could buy them. I talked to my manager, and we obtained the name and address of our supplier. She was very pleased with this solution.'

Give me an example of a situation when you did something extra for your customer. What was it?

Do not be modest - this is an excellent opportunity to praise yourself.

Make sure that you showcase a skill that is required for the flight attendant position.

Describe in detail the reaction of the customer and highlight the impact that your action had over the relationship between the business and the customer.



SAMPLE ANSWER

'We had a mother with two children shopping in our store. They were quite active, running around and the mother seemed quite uncomfortable. I approached her and asked if while she took her time to look and maybe tried some items from our new collection, I may show the children around as we were preparing our new holiday theme window display. She agreed, and I spent some time explaining to the kids how we dress the mannequins and how we make the decorations for the windows. The mother was amazed to find her children absorbed in inspecting the different types of stars that we were planning to use. A couple of days later, my manager received a wonderful email from her explaining how special she felt and how her kids were taken care of without her asking anything from us. She described how precious it was for a busy mom to be offered half an hour in a shop just to browse around. I was very happy that I could do that for her.'

What are your strengths?

The interviewer expects you to give examples of how you excelled in your previous jobs.

Prepare 4 or 5 traits that are relevant for the flight attendant position and be also prepared to give examples of when you displayed these strengths.

Talk about your strengths in the area of customer service, teamwork, communication, attention to detail or problem-solving.

Do not discuss your strengths outside the work area.

SAMPLE ANSWER

'I am a team player with excellent attention to detail. I provide personalized service to my customers while aiming to go beyond all expectations and ensure they receive the best possible service. I also have the ability to quickly adjust to a fast-paced environment.'

What are your weaknesses?

Do not give information which could hurt your professional image or decrease your chances of getting the job.

Disclose a weakness only when you have already taken steps to compensate for it.

Do not say that you have no weaknesses.

SAMPLE ANSWER

'I feel that my attention to detail is my weakness. I want everything to be perfect. Sometimes I get so caught up in small details that I forget to see the big picture. It was pointed to me in the past, and I am striving to improve myself. I am now always finding ways to balance both the details and the overall situation.'



Tell me about a time when you had to deal with a co-worker who wasn't doing his/her fair share of the work. What did you do and what was the outcome?

Keep your answer professional, diplomatic, short and clear.

Focus more on what you did to deal with the situation, rather than how much you were bothered by your colleague not doing their work.

Turn your answer into a positive experience.

SAMPLE ANSWER

'Sofia was my shift colleague. During lunch service, I saw her being slow to take orders and attend to the new customers. I had to step in her area and do part of her work. After the service was over, I asked her what was happening. I learned that her grandmother was ill, and she just received the news that morning. I helped her out for the next days until she felt better. She appreciated my willingness to do something for her and we are now working very well together, taking extra work from each other whenever it is necessary.'

Give me an example of a time you did something wrong. How did you handle it?

An honest answer to this question shows that you are not afraid to admit when you are wrong, however, do not bring up examples of gross misconduct or disappointing performance.

Focus not on what you did wrong, but the steps that followed to correct your mistake.

Summarize what you learned from the experience.

SAMPLE ANSWER

'I was working as a hostess at ABC Restaurant, and my duties included handling the reservations. One day, I took a reservation for the evening when the entire restaurant was fully booked. I realized this only later when we were preparing for the dinner service. I approached the restaurant manager and explained my mistake. He approved one more table to be set up on top of our arrangement. This way we were able to accommodate everybody. I apologized to my manager, and he was very understanding and told me that for any problem, there is a solution. I took that along, and no matter what happens, I will always search for a viable resolution for any issues that may arise.'

Describe how you would handle a situation if you were required to finish multiple tasks by the end of the day, and there was no conceivable way that you could finish them.

This question is asked to establish if you can set realistic priorities for your work.

Do not say that you will do all in your power to finish the work, this is not the point.

Be clear and concise in your answer and offer a solution.



SAMPLE ANSWER

'There are two possible ways I would handle this. Firstly, I will solve the tasks that I could really do myself and set aside the tasks that I could ask help from colleagues or my supervisor. If that would not be possible, I will make a list of the tasks in order of importance, and I will handle each of them, starting with the most urgent. I would also be trying to establish which duties can be postponed for the following day. I will inform my manager before I start this and try to get his advice on how I can handle it better.'

Tell me about a time you misjudged a person.

Use an example where you underestimated somebody, rather than an example when you thought that someone was trustworthy, and they disappointed you.

End your answer with a summary of what you learned from the experience.

SAMPLE ANSWER

'Our office assistant was a very shy and reserved person. One day I started to talk to him, and I found out that he was an engineer in his country but came here to provide a safer future for his children. He was doing the job to learn the language better and understand our culture. We became friends, and sometimes he was offering his input with some of the projects I was working on. I told my manager his story, and after some time, he was given a chance to interview. Now he is working in the planning department. I learned to never judge somebody by the job they are doing and just stay curious.'

What's the most difficult decision you've made in the last two years and how did you come to that decision?

Relate this answer strictly to your professional life.

Talk about how you changed your job or major to do something you are passionate about.

Do not talk negatively about your former colleagues or manager.

End on a positive note with the lesson you've learned from the experience.

SAMPLE ANSWER

'I have been working at ABC Company for three years as a Personal Assistant to the General Manager. I liked the job, but I missed working with customers and meeting more people. In a fragile economy, I decided to change my career and look for employment in the hospitality industry. Because I did not have experience, I was offered a starter job in the housekeeping department of a reputable hotel. It was hard work, but after one year was promoted two times and eventually got a position working as a junior housekeeping manager. I met and assisted interesting people from all over the world, and I was very happy with what I achieved. It was a tough decision to take, but it eventually led me to where I am today.'



Tell me about a challenge at work you faced and overcame recently.

Talk about the complaints you solved, issues you had to organize or conflicts you had to resolve.

Focus on the problem-solving, not on the problem itself. Do not put anybody else in a bad light.

SAMPLE ANSWER

'We received a new computer software that would take the reservations for the day, in addition to the customer details, orders, and home-delivery schedule. It took a long time to input all the data while the customers were waiting on the line. I asked the manager to approve my training from the IT department. In only 30 minutes they taught me all the shortcuts, and I managed to be efficient when operating it.'

How are you planning to establish credibility with the members of your team?

Talk about your ability to integrate into a group and the skills that might assist you to get the job done.

Reinforce that team success is as important to you as personal success.

Do not say that people must consider you are knowledgeable because you have the highest education or broadest experience.

SAMPLE ANSWER

'A team expects from a new member to have the ability to improve their efforts. I am dedicated to helping my teammates complete the work, and I strive to achieve a common goal. I am open to learning how the team operates and I will listen to the advice and criticism that will be given to me. I will offer my experience and knowledge, and I will do the best I can to become a valuable part of the operation.'

Tell me about a time you resolved a conflict.

This question is asked to showcase how you deal with a possible difference of opinion that may arise in the aircraft.

Talk about a specific example when you excelled at solving a conflict. Do not talk about personal relationships with managers or co-workers.

SAMPLE ANSWER

'Two of the sales associates in my team were having a hard time getting along. The work has been delegated at the beginning of the week, and Amy oversaw the inventory, while Karen had to re-arrange the display. Each one of them was interfering in the other one's work. After I had talked to both, I found out that Amy was interested in the artistic part of the job, while Karen was studying accounting and was fascinated by bookkeeping. I explained to each of them how their issues were affecting the business. They understood and apologized to each other. I also realized that delegating tasks like these might not be the best approach. Since then, I ask the associates to volunteer



for specific duties. I found that this way people are more motivated to do the job they love and are interested in.'

Have you worked with someone you didn't like? If so, how did you handle it?

This is a trick question.

Speaking negatively about other people will show you as an unreliable colleague.

Stay professional and be diplomatic.

SAMPLE ANSWER

'Not really. I believe that when disagreements occur, the matters can be taken up with the concerned person in a polite and considerate manners and be immediately solved. '

What sorts of people do you enjoy working with?

Talk about your ability to smoothly and efficiently work in a team and be aware of improving yourself and your skill set.

Discuss the times when you and your team managed customer complaints or projects which ended up being successful.

Do not bring up race, class, religion, gender or other similar issues and do not discuss how sometimes it's difficult to work with your colleagues.

SAMPLE ANSWER

'I believe that there is something valuable to learn from every single person I encounter.

Once, I had a family who was just checking out and they had some issues with their room service. I asked the food and beverage manager to come and address the complaint. He was courteous, empathetic and proactive. He listened to the customers and acknowledged their concerns. He successfully turned the situation around, and the guests were delighted with his solution. As I watched the dialogue, I learned more about excellent customer service. In the end, I told my colleague that I admired the way he handled the situation. I love working with people like him.'

What is the kind of person you refuse to work with?

This is a trick question.

Airlines are multicultural, multilingual, multinational companies. Stay focused on how you are capable of learning something from everybody and on your willingness to be part of such a team.

Never admit there is a type of person you will refuse to work with unless that kind of person is a detriment to the company and its policies.



SAMPLE ANSWER

'I can work with all kinds of individuals. I believe that everybody has an interesting story to tell and something to teach me.'

What kind of situation do you find stressful?

Express your belief that being under pressure is just an opportunity to overcome a challenge and deliver excellence.

Give an example of a stressful situation and talk about how you successfully handled the customer demands while being under pressure.

Do not talk about problems with your coworkers or managers and do not badmouth your employer.

SAMPLE ANSWER

'We had very busy weekends at the restaurant where I was working as a hostess. My job was to show people to their table and present the menus, answer the phone, manage the reservations book and trying to accommodate the customers who came in without a reservation. I was striving to do everything, rushing with the new clients so I can pick up the phone and go the extra mile to accommodate the customers without a reservation. I felt exhausted and decided that perhaps I was not very efficient in my approach. I decided to prioritize and take my time and show the new patrons their tables and discussing the specials and the menu options. I talked to my manager and the times when I could not answer the phone; it was arranged that the call was redirected towards a voicemail where the customer would leave his name, and contact number and the desired timing of the reservation and I would return their call to confirm when the restaurant was less busy. This way I managed to offer personalized service and still be efficient with the other aspects of my work.'

Would you say that you can easily deal with high- pressure situations?

Explain your ability to work under pressure, without describing in too much detail why you thought a situation was stressful.

The flight attendant job is a high-pressure work environment, so do not say that you can't work well under pressure.

Do not spend too much time discussing the amount of high stress in everyday life.

SAMPLE ANSWER

'Yes, I can! I have been dealing with busy times in the restaurant. There is always pressure for the service to be completed in time. It motivates me to work faster and find innovative ways to be more efficient.'



Describe a situation where you had to make a quick decision.

This question is asked to establish if you can think about problems before they arise.

Give examples of successful decision making on your job. Keep your answers professional and relevant.

SAMPLE ANSWER

'I was working at the ABC Restaurant. We were preparing for a big event. Before any of my colleagues arrived at work, I was handling supplies delivery, when I realized that the supplier did not bring us all the necessary items. Oil and vinegar were missing from the list, and what we had left in the pantry was not enough. I decided to immediately drive to the nearest supermarket and buy the necessary quantity. Later, I explained to my supervisor what happened, and he was pleased with my initiative.'

What do you enjoy the most about working with customers?

Avoid the standard answer 'I enjoy meeting new people every day.'

Talk about the satisfaction you get from dealing with your customers.

Address emotional issues. You are aiming for the interviewer to be moved by your drive and dedication.

SAMPLE ANSWER

'I like to feel that I made somebody's day with something I did, or a small detail added to my service. I enjoy seeing people relaxing and having a good time. Mostly I am very proud when people tell me that it is the best service they received in a long time.'

When could your customer service have been better?

This question is asked to establish if you can recognize when your service delivery might need improvement, as well as the integrity to admit there is always room to perform better.

Bring up a minor incident and offer an explanation on how you realized your mistake and solved it, without the customer being impacted.

Do not talk about instances when you completely failed to deliver excellent customer service, regardless of the reason.

SAMPLE ANSWER

'The policy in our restaurant was to welcome the guests and offer a basket of bread, butter, and olives while waiting for the drinks and food to be ready. We had a customer who came often, and I served him many times. I knew he was always asking for brown bread instead of white, and typically I was serving him straight away the brown bread. This day I was distracted with other customers and forgot about his preference. He had to call me back to remind me of the brown bread. I apologized and told him I remembered his request from his previous visits, and I would fulfill it immediately. I realized then that excellent service is in the small details, no matter how busy or caught up I am in my work.'



Give an example of excellent customer service that you experienced as a customer.

This question is asked to establish that you can recognize superior customer service from others.

Do not be afraid to praise other people.

If possible, try to give examples in the aviation environment - in the aircraft, ticketing office or airport. Otherwise, talk about your experience in restaurants, cafes, or other hospitality establishments.

SAMPLE ANSWER

'I was going on vacation with my sister. At the check-in desk in the airport, there was a lady who greeted us with a smile, addressed us by our names and asked for our seat preference. She even noticed that for our connecting flight we did not have seats together and sent a message to that airport. We got to sit together all the way to our destination. She was polite, friendly, attentive, gave us personalized service and attention. She foresaw a potential problem in our experience and immediately solved it. I still remember her. When we were on the plane, we wrote a recommendation letter to the airline.'

Give an example of excellent customer service you provided.

Talk about going above and beyond the call of the job. Do not be shy.

Give the full story of how pleased your customers were and exactly what you did to accomplish that.

Talk about the reaction of your colleagues or supervisor.

SAMPLE ANSWER

'I was working in a department store, and I had a customer, an elderly lady who was looking to buy a wallet. The store was on seven levels and not very easy to navigate. I offered to escort the lady myself to the counter where she could find what she was looking for. I helped her out in choosing one, explaining the difference between them, the country where they were produced, and the type of leather used. She said that nobody takes time nowadays and everybody is in a rush to sell. She was extremely pleased that I took my time and showed her the way to the right floor as well as helping her find the exact wallet she wanted. In the end, she gave me a hug and every time she stopped by the store, she came to say hello to me.'

How can you deal with an upset passenger?

Emphasize your customer service skills such as active listening, empathy and problem-solving.

Think about the fact that you are in the air, with limited access to resources.

This is a hypothetical question, and you should be creative, but do not overdo it by offering solutions that you cannot possibly fulfill.



SAMPLE ANSWER

'I believe that the most challenging aspect of customer service on the plane is the limited resources that we have available. Therefore, I would use my soft skills and listen to the customer's complaint, use positive body language and open-ended questions. I would ask them to give me a solution to solve the issue, and to the best of my ability and following the airline's policies I will try to fulfill it. I would keep on checking on the customer throughout the flight to make sure that they feel happy and taken care of.'

If I spoke to your boss, what would she say are your strengths and weaknesses?

Mention three or four strengths relevant for the flight attendant position and one minor weakness.

Make sure that you also prepare an additional response that includes how you are addressing your weakness; shall the recruiter follow the question with this topic.

SAMPLE ANSWER

'She would tell you that I am a dedicated employee, eager to learn and be the best in my job, a good listener and an organized person.

She will also mention that my attention to detail sometimes takes priority over the big picture and that has an impact on my efficiency.'

What do you expect from a supervisor?

Be specific and give a couple of traits you appreciate in a manager. Focus on team spirit and integrity.

Do not start talking negatively about your previous supervisors.

SAMPLE ANSWER

'I expect them to offer guidance and support. I also appreciate a supervisor who is fair, honest and encourages the professional development of each person in the team.'

Do you think a manager should be feared or liked?

This is a trick question. Managers and subordinates do not need to be friends to achieve the goals of the company.

During the job interview, do not mention any negative aspects - no matter how trivial, about your previous managers.

Do not give an example and keep your answer short and professional.

SAMPLE ANSWER

'I think it is not important whether a manager is feared or liked. What matters is that the manager is capable and fair, and they promote what is best for the company, for the employees and for the customers. I know that managers sometimes have to make tough calls which are not agreed by all.'



What motivates you to do the best on the job?

This is a trick question.

You want to show the assessors that you are self-motivated when it comes to your work.

Do not answer that salary, travel benefits or flight attendant lifestyle are your motivators.

SAMPLE ANSWER

'I always felt that it is important both for the company and for me personally to provide excellent service and have extremely satisfied customers every day. This is my biggest motivator.'

If you had to choose one, would you consider yourself a big-picture person or a detail-oriented person?

There is no right or wrong answer.

Try to incorporate both traits but express your preference for one or the other. Elaborate your answer, do not give only a one-liner.

SAMPLE ANSWER

'At the core, I am a detail-oriented person. I used to be so attentive to details that I did not consider things to be acceptable until all the small aspects were perfected. Meanwhile, I understood that this might not be the most efficient approach, so I am trying to consider the overall picture. I am doing this without cutting back on the quality of service or products I deliver.'

How would you describe your work style?

Your work style is a combination of skills, knowledge, and personality traits that determine how you approach job functions.

Talk about how you communicate with others, what is your approach to deadlines and problem-solving techniques.

Make sure the answer showcases your strengths.

SAMPLE ANSWER

'I take my job very seriously. I enjoy the fast-paced environment in which I work and the unique challenges. Together with my team, we strive to find the fastest and most efficient solution to the issues that arise every day.'

What is your communication style?

It takes a lot of self-awareness to be able to see your communication style.

Talk about how you tend to solve a conflict, what type of verbal communication you prefer and what do you believe in.



Emphasize an assertive communication style.

SAMPLE ANSWER

'I think that everybody has something valuable to say, so I strive to always listen to the other person's point of view. I am using simple, easy to understand language and I encourage people to ask me if something I say is not clear. I believe most people have good intentions, and if there were a mistake made, I would look for solutions rather than find somebody to blame for the error. I have been told by my managers and colleagues that I am enthusiastic and motivating.'

How do you like to work with your supervisor?

This is one of the most asked questions during an interview.

It is asked to establish if your work style matches the company values regarding 'crew - management' relation.

Do not say that you prefer minimum input from your supervisor.

SAMPLE ANSWER

'I like to work with a manager who communicates clearly their expectations and the goals of the project we are working on. I prefer somebody who leads by example and is involved together with the team to accomplish the task at hand.'

List five words that describe your character.

Make sure you mention character traits that are relevant to the flight attendant job.

Do not be reserved in praising yourself. Be honest.

If you are not sure how to answer this question, ask your closest friends how they would describe you.

SAMPLE ANSWER

'I am reliable, optimistic, a good listener, problem-solver and passionate about continuous learning.'

Do you plan your day?

People who start their day having a plan, get more done than the people who just go with the flow.

Bring up how you focus on getting things done in order of importance. Talk only about day planning in the workplace.

SAMPLE ANSWER

'Yes, I do. I start my workday at 8:30AM with a meeting with the rest of the department where the daily goals are discussed. After the meeting, I focus on my daily agenda, starting with the tasks that are most urgent and important or the tasks that were not solved from the previous day. I like to take care of the



important clients early, to make sure I have plenty of time to address their queries, shall they arise. At the end of the day, I summarize my activity and make a list of what I need to do the next day.'

What will you miss about your present job?

By asking this question, the interviewer wants to know that you can map out the differences between your current job and the flight attendant job.

Do not say that you will not miss anything about your current job. Do not be overly sad about what you leave behind.

SAMPLE ANSWER

'I will miss my colleagues. We are a very tight team, and we grew together from new recruits with no experience to a motivated group achieving consistently high performance.'

What are your career growth goals with us?

Talk about your professional five-year plan with the company and how you are planning to achieve it.

Do not talk how the job of flight attendant with the airline may eventually get you another job in the private jet airlines or a higher position with your current employer.

Keep your answers short and straightforward.

SAMPLE ANSWER

'I am aiming to learn how to deliver the best customer service in Economy Class as well as Business and First Class. I am very passionate about self-development and performance management and eventually I would like to have a supervisory role in the aircraft, and perhaps a part-time training position.'

Who is your hero? Why?

Do some research before the interview and choose someone who had an impact in your field.

This question is asked to establish your personal beliefs and ambitions.

Do not choose people who are in the gossip tabloids or people who are religious figures. Also, make sure you do not mention someone who is one of the airline's competitors.

SAMPLE ANSWER

'My hero is Steve Jobs because he had a distinct vision about the products he designed. He created the most famous brand in the world by being focused on simplicity and unique customer service. Moreover, he never gave up his dream.'

What is the most important thing you learned in school?

You should talk about the knowledge and skills gained through your education that applies to the flight attendant job and your professional goals. Do not give details on your grades or other personal aspects.



SAMPLE ANSWER

'The most important thing I learned is how to be organized and prepare in advance. At the end of each semester we had six exams to take. It was a lot of information to take in, and I learned that the earlier I started with the preparation for my exams, the more successful was the outcome and the lesser my stress level.'

Your resume suggests that you may be overqualified or too experienced for this position. What is your opinion?

Emphasize your interest in establishing a long-term association with the airline.

Observe that experienced people are always a premium.

Suggest that since you are so well qualified, the employer will get a fast return on their investment.

SAMPLE ANSWER

'I assume that when performing well on the job, new opportunities will open for me. I believe that a strong company needs strong staff. A growing and visionary airline such as ABC Airways can never have too much talent!'

How do you want to improve yourself in the next year?

Talk only about your career goals and mention how you will achieve the next steps towards it.

Do not talk about hobbies or interests that are not directly related to your professional life.

Do not give personal information that you wish you had not revealed.

SAMPLE ANSWER

'I would like to pursue an aviation security course. This has been a dream of mine for quite some time. Also, I would like to take a beginner Arabic language course. I believe this will help me in better understanding the life in Dubai, as well as my future customers.'

If you had enough money to stop working right now, would you?

This is a hypothetical question, and as much as honesty is appreciated, a yes answer might bring a different image than the one you are aiming for. Do not start talking about how much money is enough money.

Reinforce your passion for a flight attendant career.

SAMPLE ANSWER

'Having enough money is quite a relative concept. I appreciate a steady income, but that you can get from any job. I want to become a flight attendant because it will be broadening my mind and teach me about other cultures. I also want to learn to deliver the 5* customer service that your company is well known for.'



Do you have any language abilities that might assist you in performing this job?

Mention only the languages you are confident about at conversational level.

When answering this question, do not consider language courses you took in high school or during one semester in college.

Be honest; you never know what languages the person in front of you can speak.

SAMPLE ANSWER

'I am born in an American-Swedish family, so I spoke at home English and Swedish, and I am proficient in both. I also took some Spanish classes; however, I am just a beginner in this language.'

Do you have any restrictions on your ability to travel?

A career as a flight attendant means plenty of travel. You should know this when applying for the job.

You will be away from home sometimes for a week at a time. If you are a family-oriented person and do not want to be away for extended periods, this is probably not the job for you.

If for any other reason, you are unable to travel to certain countries, now it's the time to say so.

SAMPLE ANSWER

'I am passionate about travel, and therefore I applied to be a flight attendant. I have no restrictions on my ability to travel anywhere in the world.'

Do you need additional training?

Be honest. If this is your first job as a flight attendant, you might feel that you need additional training in specific airline customer service approach or other areas that might be of benefit to you.

If you are already a flight attendant, explain your desire to learn more in the field of aviation and deepen your already existing knowledge.

Think of this as an opportunity to expand your qualifications and add to your skills.

SAMPLE ANSWER

'I feel confident that I will be able to apply the knowledge gained through the regular initial training your airline offers for the tailored service and customer service policies.'

As this is my first time working in a multi-cultural company, I think I might benefit from learning more about cultural diversity in such an environment.'

How will you be able to cope working such long shifts?

You will be required to operate flights that can be up to 14 hours long. Your duty can start at 2 AM or 9 PM.



Focus on how you deal with tiredness and stress. End on a positive note.

SAMPLE ANSWER

'I like the fact that even though the shifts are long, there will be enough days off to recover. I have been working six days a week from 9 to 5, and I am looking forward to having more flexibility with my time.

I also started running two years ago and found that it significantly improved my resistance.'

How long do you expect to work for us if hired?

This is the moment to talk about beginning a career with the airline. Talk about your career goals and your long-term plans.

Do not discuss planning to work with the airline just until you get enough experience to be hired by a bigger airline.

Keep it short and do not be specific. Otherwise, you put an expiration date on your career plans with them.

SAMPLE ANSWER

'I worked for my previous employer for five years. This demonstrates that I am a loyal person. I plan to grow, learn and improve myself continuously and I will be happy to work as long as possible in an environment that keeps me challenged.'

What did you do to prepare for this interview?

This is a perfect opportunity to tell them about the concerns you've had and what have you been doing to address them.

You want to come up as somebody who has researched not only the job but also the airline and the aviation industry in general.

Nobody wants to hear that you just rolled out of bed and showed up at the interview hoping for the best.

SAMPLE ANSWER

'I have been reading the aviation news online, and I subscribed to your airline's newsletter. I've also done some research on the cost of living etc. at your different bases.'

How would you react if we asked you to change your appearance to fit in with our company?

Remember that the flight attendant image is a full uniform, from the makeup to the hair, all the way to how you carry yourself.

Ask the interviewers to give you an example so you can see what they mean by this question.



If they expect you to abide by the strict grooming regulations, that is a legitimate question. If, however, they want you to color your hair in a particular color, then it is up to you to decide if it is something you consider doing.

SAMPLE ANSWER

'I admire your flight attendants and their polished appearance, and I am sure I will have no difficulties in complying with the airline's grooming requirements.'

Which is more important to you, the money or the work?

This is a trick question. As a principle, work should always be more important than the money.

Interviewers want to know you consider the work you are doing valuable. Try not to seem desperate, even if you need the job for the salary.

SAMPLE ANSWER

'I appreciate my work above all else; however, I expect to be fairly compensated for my contribution.'

Are you applying for any other airlines? What if more than one airline offers you the job?

Make sure that your answer stays professional and diplomatic.

Be honest but keep it short.

Keep your focus on the airline you interview for and what you can do for them.

SAMPLE ANSWER

'I will consider all the factors in my decision making, and I will choose the employer which best fits my career aspirations. Your airline seems to be such a place for me.'

Why should we hire you?

This is the time to sell yourself! It is all about how you fit into the position, not how the position fits with you.

Talk about your skills and strengths that will benefit the company.

Do not be general or desperate and answer with: 'Because I need a job' or 'I think it could be nice to travel for free.' This question is not about what the airline can do for you; it is about what you can do for them.

SAMPLE ANSWER

'You should hire me because I have the expertise and experience in the area of customer service. I aim for excellence in everything I do, and I will give my full energy to achieve outstanding service for your clients. I have reached and exceeded all my targets and customer expectations in my previous job by offering personalized care, attention to details and upbeat energy in my work.'



Do you have any questions for me?

This question is asked because the interviewers want to see you showing interest in getting the job with them. Once again, the key here is researching the airline beforehand. This is also a good point to ask for feedback on your performance, as well as contact details of the recruitment team.

SAMPLE ANSWER

'I would like to know what does the airline value the most?' or

'What is the most important thing that I should do to contribute in my first months of flying?'

or

'How do you think I performed during the assessment?'

Important points about the Final Interview

✘ Answer the questions to the point. There is no need to elaborate more than necessary.

✘ If the situation described does not apply to you, tell the interviewer that you were never faced with such a scenario.

✘ Do not reveal information that you do not want your potential employer to know about you.

✘ Be prepared with answers and examples for all the questions that might come up.

✘ If the answer does not come immediately to you, take a moment to think about it and tell the interviewer you need time to think.

✘ Be honest.

✘ Be extremely diplomatic in your answers.

✘ Use simple language.

✘ Be aware of your body language throughout the discussion.

✘ Do not talk negatively about your current or past employer or colleagues.

✘ Ask the interviewer for their contact information and etiquette for being in touch (when should you contact them, what method do they prefer - email, phone, etc.)