

Cabin Crew
Excellence

Cabin Crew Interview Preparation
Practice Booklet



www.cabincrewexcellence.com

Practice Makes Perfect! Have you ever heard this saying before? Our parents used to say it to us during school days and wow it was true.

If you want to get good at something, you learn how to do it, then practice, practice, practice.

You are here to discover how to pass your cabin crew interview first time.

That's why we collected for you a series of exercises given at previous interviews of the biggest airlines in the Middle East. You can practice at your own pace from the comfort of your sofa.

Each airline might have a different format for each test, but the basics are identical for all.

The solutions to all exercises are listed at the end of this practice book, in the "Answers" section. Don't peak though! This is for your own good!

Remember: Proper Preparation Prevents Poor Performance.

You will pass your interview first time, so you need to take this seriously!

Once you've completed your practice, make sure to register for your CV & Photo resource - the complete guide to preparing an impeccable CV and taking perfect photos for your application.

[How To Create A Perfect Cabin Crew CV & Take Stunning Photos](#)

We wish you good luck and the bluest skies!

Monica & Simona

ENGLISH TEST

Exercise Type: FILL IN THE BLANKS

Instructions:

- You have to choose the correct answer from the 4 choices given for each question.
- Only one answer is correct.
- Print out an answer sheet and write your chosen answer (a, b, c or d) on it.
- Time the duration of your exercise.
- Once completed, compare your answer sheet with the result sheet and take note of your mistakes (if any).

Practice Questions:

- Mary ____ TV all day.
a) To watch
b) Has been watching
c) Watching
d) Will watched
- He ____ a teacher.
a) Is
b) Am
c) Be
d) Are
- If it rains on Saturday, the picnic ____ cancelled.
a) Will be
b) Might
c) Be
d) Was
- The children usually ____ the bus to school.
a) Taking
b) Take
c) Is taking
d) Are taken
- If you get a final mark of less than 80%, you ____ pass the level.
a) Are
b) Am
c) Aren't
d) Will not
- If I ____ another speeding ticket, I will lose my driving license.
a) Receive
b) To receive
c) Receiving
d) Will receiving
- If Brazil wins the next game, they ____ advance to the final.
a) Are
b) Aren't
c) Will
d) Being
- The gas station is ____ here.
a) Near to
b) Near
c) Nearing
d) Neared
- Does it ____ often in UK?
a) Raining
b) To rain
c) Rain
d) Rained
- I don't ____ with your opinion.
a) Agreed
b) Agreeing
c) To Agree
d) Agree
- We can ____ for coffee next weekend.
a) Meet up
b) Meeting
c) Met
d) Will meet
- I work only 10 minutes away ____ airport.
a) From
b) From the
c) Near
d) To

ENGLISH TEST - answer sheet

1	
2	
3	
4	
5	
6	
7	
8	
9	
10	
11	
12	

MATH TEST

1. You are flying from Abu Dhabi (AUH) to London (LHR).
Local time in AUH is utc+4 while the local time in LHR is utc+0.
If you are departing at 0800 AUH local time and reaching your destination at 1000 LHR local time, how many hours is your flight between AUH and LHR?
2. You are responsible with the duty free on today's flight.
A passenger wishes to purchase a perfume costing \$67 and will pay with Qatari Riyals (USD 1= QAR 3.65).
He gives you a QAR500 bill and wants to have the change in USD. He is leaving Qatar and the local currency will no longer be of use to him.
How many USD do you need to return to the passenger?

ROLE PLAY SCENARIOS

Using your judgement, do your best to find a solution to the below scenarios:

A. A FEMALE PASSENGER WANTS TO CHANGE HER SEAT. Due to cultural reasons, she refuses to seat next to a gentleman.

Most airlines have a rule that says changing of allocated seats on ground is not allowed due to weight and balance reasons or to ensure the ground staff can easily locate passengers in case of any problem. Passengers are allowed to change their seats only after take off.

However explaining such a rule to the passenger in this scenario will be useless because the cultural aspect is more important for the passenger than any imposed rule.

*Situations like this are very common in the Middle East/ Gulf Region airlines.

Your solution:

ROLE PLAY SCENARIOS

Using your judgement, do your best to find a solution to the below scenarios:

B. YOU SPILLED RED WINE ON THE PASSENGER

The first important thing to remember is not to panic.
What do you do next?

Your solution:





ANSWERS

Fill in the blanks

1	B
2	A
3	A
4	B
5	D
6	A
7	C
8	B
9	C
10	D
11	A
12	B

Math Test

1. 6 hours
2. \$70

Group Games (suggested solutions)

1. If nobody offered, suggest timing the task ("If everybody agrees, may I time the task?").

Suggest identifying the designated spokesperson to present the final solution. ("Would anybody like to be the presenter when the task is completed?").

The team agreed that the best initial approach is listening as much as possible to Mr. Jones. Once the problem is clear, the team finds the available resources to be used in compensating for Mr. Jones' feelings ("I think it is a good idea to look at all the resources we have on board to offer Mr. Jones as compensation. What do you think?").

If Mr. Jones' request (suggestion) is not reasonable (e.g. an upgrade to Business/First Class, a Business Class meal, etc.), apologise sincerely and explain it is not within your authority to fulfil that wish. ("I appreciate how an upgrade to a higher travel class would solve the problem, however we don't have the authority to upgrade during the flight").

If the request is reasonable, then the team will fulfil it without delay and will continue to monitor Mr. Jones throughout the flight to make sure he is comfortable. If he doesn't want to provide a solution, the team can decide to offer Mr. Jones a glass of champagne and to relocate him (if possible) to another seat with more legroom (in Economy Class still) or away from the rows where small babies are seated. If that is an acceptable solution to him, the team will continue to check on Mr. Jones throughout the flight.

If you are the timekeeper, remind the group at least once of the time remaining ("I would like to remind everybody that we have 5 minutes left").

You must provide the Purser of the flight with all info relevant to the incident. She will file a report and will ask the ground staff in the arrival station to assist Mr. Jones with his arrival formalities.

If you are the spokesperson, recap the final solution to make sure you are all on the same page ("So we all agreed that we will initially listen to Mr. Jones as much as possible, correct?")

When it is time to present the task, use WE (not ME) "Our team / our group came to the conclusion..."

2. If nobody else offered, suggest to time the task. Decide, with your group, who will be the spokesperson to present the final solution.

The team agreed on the following objectives, starting with the most popular:

- a) The Statue of Liberty because it is a world famous icon and a symbol of the well known freedoms of American citizens.
- b) Times Square Steps because it is a place of diversity where you can meet people from all countries, friendly and open to communication.
- c) Central Park because it is one of the biggest, greenest (in summer) central-located parks in the world.
- d) Empire State Building because people queue for hours to get the chance to go to the top for a peak over the entire NY City.
- e) The Broadway Theatre because it is another world famous place where we are sure cabin crew go to watch the most beautiful musicals ever.

If the other team members have a different order preference, that is fine. Always remember to not take things personally and to complete the task with calm, composure, politeness and open-mindedness.

Role Play and Scenarios (suggested solutions)

A. The only solution in this case is to re-seat the lady in an area where there is no gentleman seated next to her. If you have a full flight and that is not possible, you can find a nearby couple (husband and wife) and ask for the husband's help to seat next to the gentleman while the lady seats next to his wife. The husband in our scenario knows that if his wife/sister/daughter were traveling alone, she would be in the same situation and he would appreciate somebody else's understanding. He will, no doubt, change his seat without giving you any additional hassle.

Make sure to remember what seats you changed, in case the ground staff does need to locate any of your re-seated passengers.

B. Apologise to the passenger and offer paper napkins or a wet towel immediately. For red wine, soda water will work magic with removing the stain right away.

If you spilled a hot drink (tea/coffee), you would treat the situation not only like a severe service mistake, but like a possible first aid situation also.

Try to clean and dry out the passenger's clothes as much as possible.

Offer an ice pack if the drink spilled was hot and follow the first aid practices that you will receive in your initial airline training.

Keep checking on your passenger throughout the flight and respond to all his requests promptly.

Inform your supervisor about the incident.

FINAL WORDS OF WISDOM

No matter how many years of experience you gather in the industry or how dedicated you are to providing passengers with their best flying experience, you will not be able to make everybody happy all the time.

Not all situations will be up to you to fix and sometimes you will have to let some of your passengers down, and we want you to know that that's ok. The difficult situations will contribute to your professional and personal development just as much as the positive experiences.

Embrace them all and turn them into learning lessons. You will never know it all, so keep your mind open to learning every day, from your seniors and more junior crew alike. Remain genuine in your dedication and do your very best for every single passenger and colleague and they will appreciate it more than you know.

Before getting there though, the key is in your pre-interview preparation. Knowing what to expect, what the recruiters search for and how to let your personality shine through during the big day are all essential for your interview success.

With over 25 years of experience recruiting, training and coaching countless cabin crew, we are happy to bring the ultimate recipe to passing your interview first time.

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You know when you want to be fit and beautiful you can't expect somebody else to eat healthy and do your push ups. So, don't just daydream about traveling the world and walking through airports in your beautiful fancy uniform! Act on that dream and make it your reality!

