

## **JOB PROFILE: AIR CABIN CREW**

### **WHAT'S IT ALL ABOUT?**

The higher you go, the further you see! If you are looking for a job that will take you around the world, is filled with variety and plenty of challenges, then air cabin crew could be just the career for you!

Air cabin crew are responsible for the safety and care of airline passengers and are specially trained to deal with security and emergency situations.

Before passengers board, air cabin crew are informed of passengers with any special requirements. They also check safety equipment, ensure the aircraft is clean and tidy and that all seat pockets contain the correct information and the right number of meals and drinks are prepared.

Before take off, cabin crew greet and welcome passengers on board the aircraft, direct them to their seats, ensure hand luggage is stowed away safely, check that all passengers are wearing seat belts and demonstrate emergency equipment and procedures. Some airlines show a video recording of emergency procedures.

During the flight they serve passengers with hot food, snacks and beverages, as well as offer refills and sell duty free goods. They also make in-flight announcements on behalf of the pilot. In emergency situations

cabin crew make sure passengers follow safety instructions and procedures and use safety equipment correctly.

When the aircraft has landed cabin crew ensure that passengers disembark safely from the aircraft, tidy the galley, complete an inventory of food, drinks and duty free sales.

Finally, they write a flight report, recording any unusual circumstances or incidents and fill in customs and immigration documents.

Air cabin crew is not for the faint hearted. The rewards are great but be prepared, the working hours can be long, irregular, involve shifts, rotas and long periods on your feet!

### **PERSONAL QUALITIES & SKILLS**

- Friendly and good with people
- Tactful and assertive – able to deal with difficult situations politely but firmly
- Excellent communication skills and a clear speaking voice
- A calm and reassuring manner
- Able to work quickly and efficiently
- Enjoy being part of a team
- Smart and well-groomed
- Physically fit
- Punctual

### **TRAINING**

Airlines run their own structured training programmes lasting from four to six weeks. Training covers a series of areas including:

- Safety and security issues
- Customs and immigration regulations
- First aid

- Customer relations and passenger care
- Galley management
- Food preparation and service
- Currency exchange
- Personal hygiene and grooming

Work based training courses are also available in Handling Aircraft Passengers at NVQ/SVQ Levels 2&3.

## ENTRY

Air cabin crew work for airline companies. Although competition for jobs can be intense there are opportunities in this area.

Criteria to be cabin crew include:

- A good standard of general education. Most airlines require: 4-5 GCSEs (A-C)/S grades (1-3) or equivalent including English Language and Mathematics
- Minimum age of entry; usually 18-21 years
- Height must be in proportion to weight
- Normal colour vision and good eyesight
- Physically fit and able to swim approximately 25 metres

Airlines may also look for:

- Previous experience in a customer focused environment
- Ability to converse in a foreign language

Airlines may also require that you have a driving licence and that you live within a specific distance of your base airport.

## PROGRESSION

There are opportunities for promotion and progression to:

- Senior Air Cabin Crew Attendant or Purser – will have responsibility for a specific part of the cabin i.e. first class, business class etc
- Cabin Manager

- Head of Cabin Services/Cabin Services Director – will have overall responsibility and will report to the Captain.

Cabin crew may progress to other airport work, such as passenger services or airport information assistants.

## SALARY

As a guide:

- New recruits: £12,000 per year + a flying allowance
- Experienced air cabin crew: £14,000 to £18,000 a year
- Senior air cabin crew: up to £25,000 a year

## FURTHER INFORMATION

For the latest information and advice visit the careers page on *GoSkills* website:

[www.goskills.org](http://www.goskills.org)

Or contact airlines directly – most now recruit through their websites.