

Cabin Crew Member interview checklist

Airline cabin crew hiring usually runs as an open day or walk-in with a grooming and height check, a group discussion or activity, a written or English test, a personal interview with recruiters, and a medical examination before training.

10 QUESTIONS TO PRACTISE OUT LOUD

1. What do you think is the most important responsibility of a cabin crew member, and why?

What it checks: Whether you understand that the job is first about passenger safety and emergency response, with service as an important but secondary role.

2. Tell me about a time you stayed calm in a stressful situation and helped others do the same.

What it checks: Evidence of composure and leadership under pressure, which recruiters treat as a core requirement for safety-critical crew.

3. This job involves irregular rosters, overnight layovers and time away on festivals. How will you manage that?

What it checks: Realistic understanding of crew lifestyle and whether you can commit to it without it affecting your health or family relationships.

4. A passenger refuses to fasten their seatbelt when the seatbelt sign is on. How do you handle it?

What it checks: Whether you can enforce safety rules firmly and politely, and know when to escalate to the senior crew member.

5. Describe a time you dealt with a demanding customer in a service job.

What it checks: Service attitude and conflict handling, with specific actions rather than general claims about loving people.

6. Are you willing to relocate to any base city we assign after cabin crew training?

What it checks: Your flexibility on base location, which airlines usually decide according to operational needs once cabin crew training is complete.

7. How would you respond if a passenger collapses in the aisle during a flight?

What it checks: Calm response to an onboard medical emergency, following first-aid training, teamwork and communication with the flight deck.

8. Tell me about a time you worked in a team where people came from very different backgrounds.

What it checks: Teamwork and cultural sensitivity, as crew often work with new colleagues on every flight and passengers from many cultures.

9. What draws you to our airline over other carriers hiring cabin crew right now?

What it checks: Research on the airline's network, service style and values, rather than a generic answer about loving travel.

10. What would you include when briefing passengers seated at an emergency exit row?

What it checks: Knowledge of exit-row requirements and the ability to give a clear, confident briefing that confirms passengers are suitable.

TIPS FOR THIS INTERVIEW

- Prepare your grooming carefully to the airline's published standards, including hair, nails, make-up or shave and a well-fitted formal outfit, as it is assessed from the first minute.
- Practise reading a sample in-flight announcement aloud clearly and at a steady pace, since many airlines include a PA or reading test.
- In the group activity, listen and include quieter candidates; recruiters watch teamwork and courtesy more than who speaks the most.
- Prepare short stories from service jobs, volunteering or college events showing calm, empathy and safety awareness, with clear actions and outcomes.

THE DAY BEFORE

- ☐ Confirm the time, venue or video link and the interviewer's name
- ☐ Plan your route and leave time for traffic, or test your camera, microphone and internet
- ☐ Keep copies of your resume, ID proof, certificates and photographs in a folder
- ☐ Iron your clothes and charge your phone and laptop
- ☐ Do one final run-through of your introduction, then stop and rest

ON THE DAY

- ☐ Arrive 15 minutes early, or log in 5–10 minutes early for a video call
- ☐ Greet everyone politely, including the receptionist or coordinator
- ☐ Listen to the full question, pause, then answer in a clear structure
- ☐ Take brief notes of names and key points
- ☐ Ask your prepared questions and confirm the next steps before you leave