

Kritika Arora

Cabin Crew Trainee

New Delhi · [Phone] · [Email] · [Website or LinkedIn]

PROFESSIONAL SUMMARY

Aviation and hospitality diploma holder with ten months of customer service experience at an airport lounge and front desk work at a business hotel. Trained in in-flight service etiquette, emergency procedures and first aid, and comfortable with early-morning and night shifts. Applying for cabin crew roles with domestic and international carriers.

SKILLS

Passenger service · In-flight safety basics · First aid and CPR · Grooming and uniform standards · Announcements in English and Hindi · Complaint handling · Teamwork in shifts · Swimming

EXPERIENCE

Lounge Service Associate — Airport lounge operator at a metro airport, New Delhi

10 months · current

- Welcome around 300 premium passengers a shift, check eligibility and guide them to seating and buffet areas.
- Assist elderly and first-time travellers with boarding gate information and escort them when flights are called.
- Handle complaints about delays calmly and coordinate with airline staff on rebooking information.

Front Desk Trainee — Business hotel near the airport, New Delhi

4-month internship

- Checked in airline crew and transit guests, coordinating wake-up calls and airport transfers.
- Handled late-night arrivals and room changes while keeping records accurate for the morning shift.

EDUCATION

Diploma in Aviation, Hospitality and Travel Management — Private aviation training institute, New Delhi

Mock cabin training: safety demonstrations, galley service and evacuation drills

B.A. (Programme) — College affiliated to a central university, New Delhi

CERTIFICATIONS AND REGISTRATIONS

- Basic Life Support and First Aid, certified course
- Swimming proficiency, 50 metres, sports club certificate

PROJECTS

- Mock flight service — led galley and trolley service on a mock cabin during institute assessments

LANGUAGES

English · Hindi · Punjabi · French (basic)