25 Questions and Answers for the Cabin Crew Final Interview

by Kara Grand
Welcome to Flight Attendant Central!

This special 25 Questions and Answers report is a powerful tool when preparing for your interview. I compiled this list based on the most commonly asked cabin crew final interview questions.

You will find the questions, the guidelines on what your answer should or should not be and a sample answer. I have also included a blank area at each question where you have the space to fill in your answer as it applies to your experience.

I am giving this away to help as many people as I can. I believe that the more you give, the more you receive.

The key to success in your cabin crew assessment day is preparation. Knowing what to expect and showing the best you can be are crucial factors in the process.

I hope this guide gives you a view into some of the important things you need to think about as you prepare for your final interview. I am also looking forward to sharing a lot more powerful training and information with you!

See you up there,

Kara Grand
Creator, FlightAttendantCentral
1. **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.

Remember that you are being interviewed for a cabin crew 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 4 years for Company A. I started out as part-time junior sales associate and have been promoted to senior sales associate and most recent to store assistant manager. Meanwhile I graduated from College B with a major in Economical Studies.’

**YOUR ANSWER**

_________________________________________________________

_________________________________________________________

_________________________________________________________

_________________________________________________________

_________________________________________________________

_________________________________________________________

_________________________________________________________
2. **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.

The first part of the assessment day consists 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. Take some notes and review them before your final interview.

Do not explore unknown territory. If the interviewer brings up a certain 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 ambitious team.’

**YOUR ANSWER**

____________________________________________________________________________

____________________________________________________________________________

____________________________________________________________________________

____________________________________________________________________________

____________________________________________________________________________

____________________________________________________________________________

____________________________________________________________________________

____________________________________________________________________________
3. **Tell me about your dream job.**

Stay away from a specific job.

If you say another job, you will give an impression that you might be dissatisfied with the cabin crew job. If you say cabin crew, then your credibility might be questioned.

Talk about the positive aspects that the job will bring to your life rather than naming a position.

**SAMPLE ANSWER**

‘My dream job will give me the opportunity to travel and discover new cultures and interesting people. It is the job that gets me excited to wake up every day, go to work and constantly learn something new.’

**YOUR ANSWER**

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________
4. **Do you work better in a team or alone?**

This is not an easy question to answer, however it is frequently asked during final interviews.

You are interviewing for a cabin crew position. A key requirement for this job is team-work.

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.’

**YOUR ANSWER**

________________________________________________________________________________________

________________________________________________________________________________________

________________________________________________________________________________________

________________________________________________________________________________________

________________________________________________________________________________________

________________________________________________________________________________________

________________________________________________________________________________________

________________________________________________________________________________________
5. **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 for the cabin crew job.

Do not get into lengthy stories about your friends or coworkers.

**SAMPLE ANSWER**

‘Both my friends and coworkers 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.’

**YOUR ANSWER**

__________________________________________________________________________________________

__________________________________________________________________________________________

__________________________________________________________________________________________

__________________________________________________________________________________________

__________________________________________________________________________________________

__________________________________________________________________________________________

__________________________________________________________________________________________
6. 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 cabin crew position.

Use the names of your colleagues or customers.

SAMPLE ANSWER
‘Mrs. Smith, a regular guest in our hotel has just checked in together with her niece and twin babies. We were not informed that the babies will need sleeping cots, so the arrangements have not been done and we only had one cot available. I talked to our manager and explained the situation. We ordered a new cot that was delivered in the same day, so I made sure that the room was arranged, together with complimentary toys and blankets and the schedule of the baby sitter. Both Mrs. Smith and her niece were very grateful, and my manager also praised my efforts.’

YOUR ANSWER

________________________________________________________________________________________

________________________________________________________________________________________

________________________________________________________________________________________

________________________________________________________________________________________

________________________________________________________________________________________

________________________________________________________________________________________

________________________________________________________________________________________

________________________________________________________________________________________
7. **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, then answer honestly and focus instead on the efficiency of the company you worked for.

**SAMPLE ANSWER**

‘In the restaurant I worked we used to have sugar packs on each table. We were consuming a lot of those packages every week. I suggested to my supervisor that we introduce sugar cubes on the trays when we serve coffee or tea. He told me that this cut the sugar consumption in the restaurant by 50% and the new set-up looked nice.’

**YOUR ANSWER**

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
8. **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 ‘sales person of the year’ competition. Last year, the sales associates divided into 2 teams and we had our own 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 best selling store and we were all praised by our manager.’

**YOUR ANSWER**

________________________________________________________________________________________

________________________________________________________________________________________

________________________________________________________________________________________

________________________________________________________________________________________

________________________________________________________________________________________

________________________________________________________________________________________

________________________________________________________________________________________

________________________________________________________________________________________
9. **What are your strengths?**

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

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

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

Do not discuss your strengths outside your 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 that my customers receive the best possible service. I also have the ability to adapt in a fast paced environment.’

**YOUR ANSWER**

_________________________________________________________

_________________________________________________________

_________________________________________________________

_________________________________________________________

_________________________________________________________

_________________________________________________________

_________________________________________________________

_________________________________________________________
10. **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.

Describe a challenge a how you overcame it, stating what you learned during the process.

Do not say that you have no weakness.

**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 out to me and I was able to improve myself. I am now constantly finding ways to balance both the details and the overall situation.’

**YOUR ANSWER**
11. 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, 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 gravely 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 is necessary.’

YOUR ANSWER

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________
12. **Tell me about a time you misjudged a person.**

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

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

**SAMPLE ANSWER**

‘Our office boy was a very shy and reserved person. One day I started to talk to him and I found out that he was actually an engineer in his country, but came here to provide a better future for his children. He was doing the job to learn the language better and understand our culture. We became friends and he was even giving me advice with some of the projects I was working on. I told to my manager his story, and after 1 year he was given a chance to interview. Now he is working in the planning department. I learned to never judge somebody just by the job they are doing.’

**YOUR ANSWER**

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

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

Talk about the complaints you solved, issues you had to organize, conflicts that 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 not only the reservations for the day, but also the customer details, the orders and the home-delivery schedule. It was taking a long time to input all the data while the customers were waiting. I asked the manager to get some training from the IT Company. In only 30 minutes they taught me all the shortcuts and I managed to be efficient when operating it.’

**YOUR ANSWER**

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________
14. **Tell me about a time you resolved a conflict.**

This question is asked to showcase how you deal with possible issues.

Talk about a specific example when you excelled at solving a conflict.

Do not talk about personal relationships with bosses 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 Anna was in charge of the inventory, while Karen had to re-arrange the display. Each of them was interfering in the other one’s work. After I talked to both of them I found out that Anna was really interested in the artistic part of the job, while Karen was studying accounting and was fascinated by book-keeping. I explained to each of them how their issues were affecting the business as a whole. 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 the specific duties. I found that this way people are more motivated to do the job they love and are interested in.’

**YOUR ANSWER**
15. **Have you worked with someone you didn't like? If so, how did you handle it?**

This is a trap question!

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

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 and be immediately solved.’

**YOUR ANSWER**

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

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

This is a trap question!

Airlines are multi-cultural, multi-lingual, multi-national companies. Stay focused on how you are capable to learn 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 type of person is a detriment to the company and its policy.

SAMPLE ANSWER
‘I can work with all kinds of people. I believe that everybody has an interesting story to tell and something to teach me.’

YOUR ANSWER
_________________________________________________________________
_________________________________________________________________
_________________________________________________________________
_________________________________________________________________
_________________________________________________________________
_________________________________________________________________
_________________________________________________________________
_________________________________________________________________
17. **Would you say that you can easily deal with high pressure situations?**

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

The cabin crew job is a high pressure work environment, so do not say that you can’t work well under pressure.

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

**SAMPLE ANSWER**

‘Yes. I have been dealing with busy times in the restaurant where there is time-pressure for the service to be completed. It actually motivates me to work faster and more efficient.’

**YOUR ANSWER**

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________
18. **What do you expect from a supervisor?**

Be specific and give couple of traits that you appreciate in a manager.

Focus on team spirit and integrity.

Do not start talking negatively about your previous supervisors.

**SAMPLE ANSWER**
I expect him/her to offer guidance and support. I also appreciate a supervisor who is fair, honest and encourages the professional development of each individual in the team.'

**YOUR ANSWER**

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________
19. **What motivates you to do the best on the job?**

This is a trap 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 cabin crew lifestyle are your motivators.

**SAMPLE ANSWER**

‘I always felt that it is important both for me personally and for the company to provide excellent service and have extremely happy customers every day.’

**YOUR ANSWER**

________________________________________________________________________________________

________________________________________________________________________________________

________________________________________________________________________________________

________________________________________________________________________________________

________________________________________________________________________________________

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

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

Focus on how you generally deal with tiredness and stress.

End on a positive note.

SAMPLE ANSWER
‘I like that even if sometimes the shifts are long, there will be enough days off to recover. I started working out 2 years ago and found that it greatly improved my resistance. I have been working 6 days a week from 9 to 5 and I am looking forward to have more flexibility with my time.’

YOUR ANSWER
______________________________________________________________________________________
______________________________________________________________________________________
______________________________________________________________________________________
______________________________________________________________________________________
______________________________________________________________________________________
______________________________________________________________________________________
______________________________________________________________________________________
______________________________________________________________________________________
21. **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 about 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 5 years. This demonstrates that I am a loyal person. I plan to continuously grow, learn and improve myself and I will be happy to work as long as possible in an environment that keeps me challenged.’

**YOUR ANSWER**

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________
22. **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 for your airline’s newsletter. I’ve also done some research on the life in Dubai and the work life of flight attendants.’

**YOUR ANSWER**

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

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

Make sure that your answer stays professional.

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 chose the employer which best fits my career aspirations. Your airline seems to be such a place for me.’

YOUR ANSWER

_________________________________________________________

_________________________________________________________

_________________________________________________________

_________________________________________________________

_________________________________________________________

_________________________________________________________

_________________________________________________________
24. Why should I 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 a nice to travel for free’. This question is not about 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 customers. 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.’

YOUR ANSWER
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
25. 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
‘When your top performing crew leave the airline, why do they leave?’
or
‘How do you think I performed during the assessment?’

YOUR ANSWER

_________________________________________________________

_________________________________________________________

_________________________________________________________

_________________________________________________________

_________________________________________________________

_________________________________________________________

_________________________________________________________

_________________________________________________________