

# Cabin Crew Interview Checklist

Your complete guide to preparing for your airline  
interview

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# Before the Interview

Research the airline thoroughly - routes, fleet, company values, recent news

Practice answering common interview questions out loud (not just in your head)

Prepare 2-3 real examples of handling difficult situations

Check your CV for typos and inconsistencies

Plan your outfit – professional, conservative, airline grooming standards



Test your camera, microphone and internet if it's a virtual interview

Know your route to the venue and leave 15 minutes early

Get a good night's sleep the night before



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# Your Appearance

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Hair neat and professional – follow  
airline grooming standards

Minimal, natural makeup

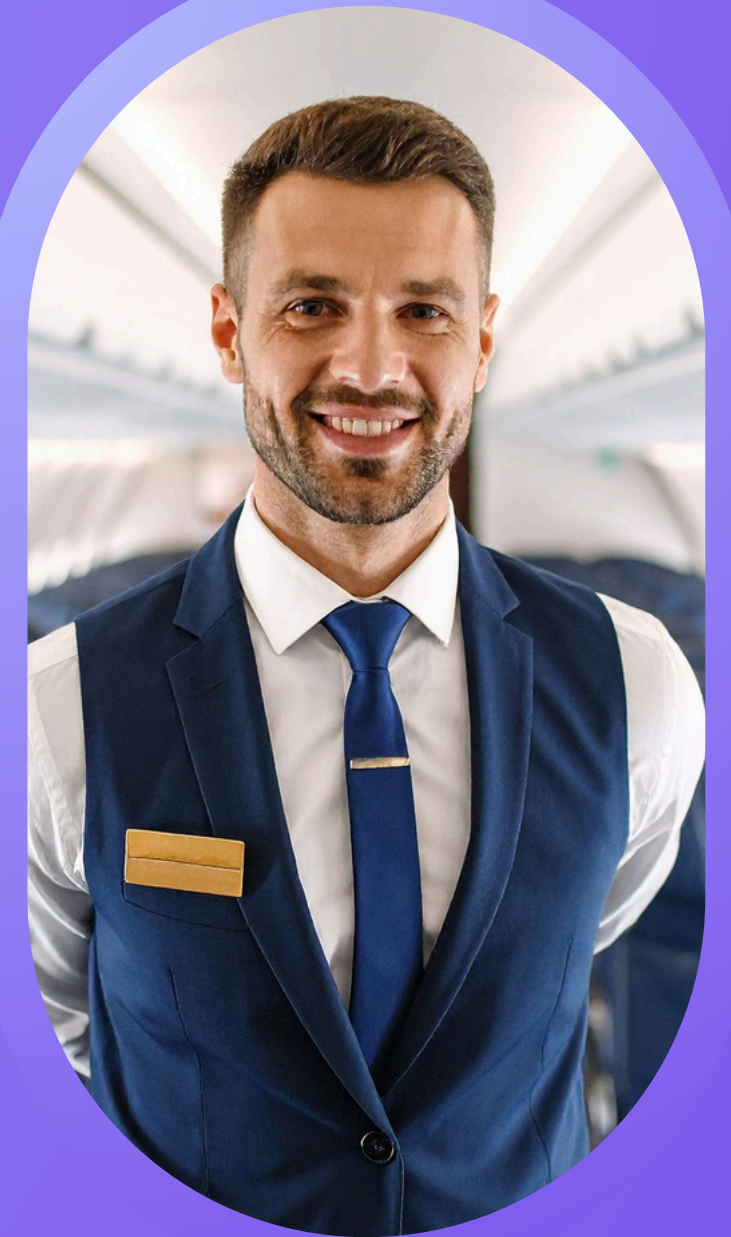
Clean, well-fitted professional clothing

Closed-toe shoes, polished and  
comfortable

No strong perfume or cologne

Nails clean and neat

Minimal jewelry – nothing distracting



# COMMON INTERVIEW QUESTIONS PREPARE ANSWERS FOR THESE

Why do you want to work for this airline specifically?

Tell me about a time you dealt with a difficult customer

How do you handle working under pressure?

What would you do if a passenger refused to follow safety instructions?

Describe a time you worked as part of a team

What are your strengths and weaknesses?

Why should we hire you?

How do you handle fatigue and irregular schedules?



These are the most common questions airlines ask – but knowing the question is only half the battle. How you answer is what gets you hired. Practice your answers out loud, use real examples from your life, and structure them using the **STAR** method: **S**ituation, **T**ask, **A**ction, **R**esult.

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## During the Interview

Arrive 10-15 minutes early

Make eye contact and give a firm handshake

Smile and show genuine enthusiasm

Speak clearly and at a normal pace

Listen carefully to each question before answering

Use the STAR method – Situation, Task, Action, Result

Avoid one-word answers – explain your thinking

Ask thoughtful questions about the role at the end



During the interview, stay calm, smile, and be yourself while remaining professional. Listen carefully, take your time when answering, and focus on showing your communication skills, confidence, and customer service mindset.

**Remember, airlines are not only assessing your answers, but also the way you present yourself and connect with others.**

# Red Flags to Avoid

During the interview, make sure you stay positive, structured, and professional in every answer. Show genuine motivation for the role, strong customer awareness, and good communication throughout. Small details such as posture, eye contact, and energy can make a big difference.

Don't bad-mouth previous employers

Don't give vague answers about why you want the job

Don't focus only on travel or free flights

Don't interrupt or talk over the interviewer

Don't check your phone

Don't exaggerate or lie about experience

Don't appear disorganized or unprepared



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# After the Interview

Send a thank you email within 24 hours

Mention something specific from the conversation

Reiterate your interest in the position

Keep your tone professional but warm

Remember, Airlines want to see confidence, reliability, communication skills, and a genuine understanding of the safety-critical nature of the role. They've seen hundreds of candidates — stand out by being thoroughly prepared, professional, and authentic.



**GOOD LUCK!**

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# Thank You

Get in touch

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**Ready to take your preparation to the next level?**

Visit our website and access premium support designed to help you stand out with confidence, including, **Personalized CV Review, Video Programs, Simulation Interview Sessions,** and fully tailored 1:1 coaching for future cabin crew candidates who want to arrive fully prepared.

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