

# An Introduction to Careers in Flight Attending



This information pack and associated workshop will provide you with a useful overview on the flight attending role in today's airlines of the world, and also explains the process involved in applying for a position with an airline. A useful directory of locally based airlines, and current recruitment criteria is also included with this information pack.

## Special Note:

*Airlines around the world all conduct their own flight attendant training – something that is required under international aviation rules. Airlines operate a wide range of aircraft – each with its' specific operating and safety conditions, and airlines carry out their training to suit those aircraft and their in-house rules.*

*Because of this you will find that **it is not necessary to attend a specific flight attending training course** prior to making your application to an airline. What you **will need** is to meet the airlines' basic entry criteria [see this workbook for details] **and** it is desirable to have had general travel, tourism or hospitality training, or experience that is relevant to airline work. For further information checkout the useful websites from the list provided at the back of this workbook.*

# Contents

OVERVIEW .....	3
The work .....	3
Hours and Environment .....	3
Skills and Interests .....	3
Entry Requirements: .....	4
Opportunities .....	4
Working Conditions .....	5
Prime Responsibilities .....	6
WHAT DO FLIGHT ATTENDANTS DO? .....	7
Training: .....	7
Employment Opportunities: .....	9
Requirements:.....	9
Grooming Standards: .....	10
Delivering Customer Services to Airline Passengers: .....	11
Special Assistance: .....	11
Special Diets:.....	11
Travelling with children: .....	11
Babies:.....	11
Customer Handling Skills .....	12
Emergency Training .....	13
AIR NEW ZEALAND FLIGHT ATTENDANT CAREERS – INFO .....	17
Training .....	18
Registering your interest with Air New Zealand .....	19
APPLICATION TIPS .....	22
CV's and Letters .....	22
Photographs: .....	22
Interviews .....	22
WHERE TO FROM HERE?.....	26
LOCAL [NZ] DIRECTORY OF INFORMATION.....	27

# OVERVIEW

## The work

- Air cabin crew, also known as flight attendants, are primarily responsible for ensuring passenger safety during a flight.
- Prior to a flight, they receive a briefing on the flight and schedule, and check all cabin equipment, making sure the plane is carrying sufficient supplies.
- Before take-off they greet the passengers, direct them to their seats, ensure luggage is stored safely and give a safety demonstration showing passengers what to do in an emergency.
- During a flight the crew serve meals and drinks, and sell duty free goods. In an emergency they stay calm, make sure the captain's instructions are followed, and check safety equipment is being used correctly. If a passenger becomes sick, all cabin crew are trained to administer first aid.
- Cabin crew are required to complete some paperwork before the end of a flight, including, customs and immigration documents, accounts of duty-free sales, and meal and drink orders.

## Hours and Environment

- Hours of work can vary and include weekends, nights and public holidays. The amount of time spent away from home may change from job to job. Delays and cancellations could mean hours are disrupted.
- Conditions on the aircraft are restricted, with a lot of time spent standing or walking. Jetlag may be a problem when crossing time zones, and air cabin pressure may cause fatigue or other health problems. Bad weather can make flying conditions uncomfortable or even dangerous.
- Air cabin crew are expected to have a smart appearance, and usually wear a uniform.

## Skills and Interests

As a member of an air cabin crew, you should:

- be tactful but assertive
- enjoy team work
- be calm under pressure and in emergencies
- be confident, friendly and good with people
- be sensitive and reassuring towards people who are anxious or upset
- be able to work quickly and efficiently
- be confident with money, including foreign currency.

## **Entry Requirements:**

- Entry requirements vary between airlines so it is important to check, however, most will require you to have achieved well at school, and/or have relevant work experience or a vocational qualification, i.e. travel and tourism or hospitality.
- Air cabin crew are normally required to meet certain height and weight restrictions, and be physically fit with good eyesight.
- Some airlines demand that you can swim at least 25 metres.
- For airlines operating out of New Zealand and Australia, you should be fluent in English, and some airlines expect knowledge of a second language.
- A smart appearance is essential, and visible tattoos or body piercings are not usually permitted.
- Previous experience in customer service is desirable, and travel and tourism, nursing, or hotel and catering experience may be particularly useful.
- The minimum age for recruitment is normally 18/19 years. The maximum age varies between airlines, however, many have a compulsory retirement age of 50 or 55.
- A valid passport is necessary to allow unrestricted world travel.
- Within New Zealand there is currently no nationally recognised qualification for people who want to work as air cabin crew as airlines carry out the training themselves.

## **Opportunities**

- Competition for places with airlines is very intense. Air cabin crew are usually required to live near the airport where they are based. They could be based overseas as international cabin crew.
- Promotion to senior crew member is possible with experience, as is the possibility of a transfer to ground-based employment with an airline.

## **The Flight Attendants Job**

Most people have a preconceived notion that this is a glamorous job, however, it is in fact a physically and mentally challenging job. Flight Attendants are not just 'glorified waitresses' - rather they are there to provide passengers with safety in the air as well as a comfortable flight. They must undergo rigorous training sessions in order to be able to deal with any dangerous or unexpected situation that may present itself on any given flight.

It is also a very competitive industry to get into, as more people are choosing to apply, but there is now a much longer tenure of current flight attendants. It is a job people of all ages are choosing to make their careers, and although the long, irregular hours can be physically exhausting, the benefits, such as getting to travel around the world, make it worth while.

If you are interested in a career as a Flight Attendant – check your attitude! Do you have what it takes? Attitude is everything when applying for a position with an airline, and they will look closely at your attitude and personality to see if you have the passion, flexibility, adaptability and stamina to tackle such a job. Whether it's in the airport terminal or on an airplane, or en route to work, when you're wearing the flight attendant uniform - YOU are representing the company. You either leave the customer/potential customer feeling good about your airline because of your actions, or leave them with not-so-good thoughts about your airline.

## **Working Conditions**

Flight attendants spend about 75 to 85 hours in the air each month. This does not include the time spent on the ground, preparing for flights and compiling reports. With about one-third of the time away from home it's a job that can impact on family and social life, but flight attendants do however get about 11 days off per month. It's a demanding job physically as most working time standing or walking about the aircraft – and as it feels like walking uphill all the time due to the tilt of the aircraft it can be very tiring on the feet and legs!

Most of the Flight Attendants time is spent working on-the-move! Make sure that you don't suffer from motion sickness, and can you cope well with working at altitude with effects that has on skin and hair?!

Flight attendants must always be pleasant even if they are exhausted!. Common health problems that flight attendants have are back injuries and illnesses related to irregular sleeping and eating patterns. Dealing with tired and disgruntled passengers is also a problem that flight attendants have to deal with and as you can't escape the unhappy passengers this can seem quite stressful at the time!

### **Prime Responsibilities**

The primary responsibility of a Flight Attendant is passenger safety, followed by customer satisfaction and comfort. Flight Attendants are expected to handle all situations in a professional way, attending to providing excellent customer service whilst remaining extremely well groomed at all times. In addition to serving meals and refreshments, Flight Attendants have to be able to deal with a wide range of situations that may occur on board, including health and safety issues, terrorism, emergencies, evacuations and emergency landings.

All airline staff are expected to have a sound understanding of the airline industry, airline and travel terminology, the 24 hour clock, calculations of journey times around the world, city and airport codes, airline regulatory bodies, airline law enforcement, and airport authority and security procedures. In addition, Flight Attendants have additional knowledge and expertise in food and beverage service.

## WHAT DO FLIGHT ATTENDANTS DO?

The main job of a flight attendant is to make sure that the passengers are all kept safe during their flight. They must make sure the aircrafts safety regulations are all adhered to, and ensure that passengers are familiar with emergency equipment at the commencement of their journey.

They provide information on weather conditions, assist with any problems a passenger may have, supply food and beverages and administer first aid if necessary. A flight attendants job doesn't end when the plane has landed! They compile reports, and ensure all paper work is completed for Custos, and complete the ordering of items for the continuation of the flight or the next flight that the aircraft will make.

Flight attendants start their 'shift' by attending a briefing by the In-flight Service Director that takes place at least one hour before a flight departs. The briefing will cover such issues such as specific passenger requests, passenger loads, anticipated delays or other operational issues. Crew are introduced to each other as they may not have worked together before.

### **Training:**

After recruitment all flight attendants undergo extensive training with their airline. The training lasts for around 4 -7 weeks, and during that time trainees are usually given accommodation at or near the training centre. Most airlines will confirm final job offers once new recruits successfully complete their training – so trainees are expected to work and study hard during their training period.

**Safety Procedures:** Trainees are taught safety procedures, such as emergency procedures, how to operate emergency systems, first aid and how to deal with terrorist and hijacking situations. Once they near the end of their training they will take part in practice flights where they will demonstrate their newly learnt skills.

After graduation as a flight attendant annual training in emergency procedures is provided to maintain high safety standards. All flight attendants **MUST** be able to swim before they are selected to commence training.

**Cabin Services:** Extensive training is provided in Cabin Services - how to deliver a beverage trolley service, what wines to recommend to accompany different meals, the delivery of different meal services [breakfast, lunch, dinner, snacks] as well as tea and coffee services that accompany each meal.

**Technical Aviation Training:** Trainees will also learn about the factors of flight and will acquire the ability to identify and describe technical features of a variety of aircraft including, B737, B767, and B747. This is valuable information as flight attendants will be required to fly on many different aircraft and will be expected to know the safety and emergency features on those that are most commonly used within their airline.

**Fire Prevention:** Any flight can and does carry the element of surprise! Small fires can occur and Flight Attendants must be able to extinguish in-flight fires in a calm and confident manner. Prevention techniques and basic fire fighting skills are taught to flight attendants to prepare them for this eventuality.

**St John's Ambulance First Aid:** How to handle minor medical emergencies will be covered in any flight attending training course, providing trainees with the skills to deal with a range of incidents that can occur during a flight. Training will include basic CPR, wound treatment and a general understanding of medical procedures to assist passengers until fully trained medical personnel can take over the situation. All flight attendants must hold a current first aid certificate before they commence their initial training.

## **Employment Opportunities:**

There are usually minimum age requirements, which varies between airlines. Most airlines will not recruit Flight Attendants under 18 years, and 50 tends to be the maximum. There are opportunities for males and females, married, single, divorced, and people with or without children. There are many opportunities for flight attendants as the industry is expected to be one of the fastest growing until the year 2008.

Flight Attendants can progress through from working in economy class, business class then first class. They may gain promotion within the crew, or eventually may move to a ground-based job in an operational role with the airline or in the training and management of flight crew.

## **Requirements:**

Although not compulsory, applicants who have had college or work experience will have a better chance of being selected for the initial interview. A second language is also looked upon as a plus.

Applicants must be well groomed and have their weight in proportion to their height.

They must possess good interpersonal skills, and have a friendly disposition and good customer service skills.

They also must be flexible with their hours and be willing to relocate. Becoming a flight attendant is not a normal nine to five job; you spend most of your time away from your home.

Airlines look for candidates that meet or exceed their specifications. An effective resume/cv is imperative in increasing your chances of getting an interview. Professional development of your resume will highlight your education, skills and knowledge of the position you are seeking.

## **Grooming Standards:**

“You never get a second chance to make a first impression”! This statement is particularly true for candidates attending flight-attending interviews. It is imperative that you attend any interview in corporate business wear, and that your standard of grooming is immaculate in all respects. This includes attention to shoes, handbag or briefcase, hair, nails and makeup.

During the training course all trainee flight attendants wear business attire at all times. Grooming standards must be of the highest standard throughout the course and failure to maintain these standards can result in failure in the course.

The first two weeks of most flight attending courses are spent on Personal Grooming and Cabin Services and it is usually a requirement to ‘pass’ these first two weeks to be able to continue on the rest of the course.

Female trainees must ensure that their hair is always neatly presented and their dress standard is at a higher/more corporate level than for a normal office environment, with a tailored suit being the norm. Male trainees hair must be neat and tidy, with all facial hair neatly trimmed. The standard dress is usually a suit, work shirt, and tie.

Company uniforms are not normally issued until about 2 weeks before completion of the training course due to each candidate having to pass their emergency training and cabin services training before they are issued all their uniforms.

Most airlines employ specialist consultants who teach trainees makeup and hairdressing appropriate for flight attending jobs, and this training will provide trainees with information and help in how to present themselves for work each day. Personal hygiene is a high priority within this industry as you are dealing with the travelling public and your presentation must be flawless.

All uniforms are provided and Flight Attendants are expected to maintain all the Company's grooming and uniform regulations. A high standard of presentation in uniform is expected at all times and Flight Attendant's personal presentation and grooming should reflect a professional, sophisticated image for the Airline. The first impression of a Flight Attendant should always convey a friendly, natural, pleasant personality possessing confidence and warmth.

## **Delivering Customer Services to Airline Passengers:**

A little special attention can make the difference in anyone's travel experience. Personalised services give the crew a chance to focus attention on passengers' individual needs. From unique diets to boarding assistance, care for mothers and babies or families traveling with small children, or even help given to children traveling alone, the in-flight experience can be tailored to meet individual needs.

### **Special Assistance:**

Comfort is sometimes simply knowing that personal needs will be given special attention. In efforts to make all passengers feel at home, airlines extend particular help to mature and disabled passengers. By letting them know in advance, usually through their travel agent or airline booking service, the airline is happy to provide help with boarding, disembarking or any other needs a passenger may have.

### **Special Diets:**

Whilst airlines provide pre-prepared meals for all passengers, they can also provide special meals designed around specific diets, such as vegetarian, vegan, gluten free, kosher or halal. These must be pre-arranged at the time of booking the flight and feature on the passenger 'manifest' [list of passenger names] so that flight attendants can identify and service the special meals during flight.

### **Travelling with children:**

Travelling is a fun experience for most children but can be very tiring, particularly for the parent or accompanying adult! Most airlines provide some kind of childrens pack with a wide range of activities and entertainment to keep the little ones occupied. The packs may include a backpack, coloured pencils, drawing books, mini playing cards or sticker sets, magazines with stories, jokes and activities. Some airlines provide special food options for children, even including boxes of McDonalds!

### **Babies:**

Even the tiniest passengers needs are considered, and most airlines provide a range of special amenities free of charge to all customers travelling with infants. These can include disposable nappies, baby lotion, fresh milk or milk formula, infant drinking cups and jars of baby food. Passengers can also have the use of a baby bassinet or sky cot provided they have requested it when making their flight booking. Where possible the airline will place them and their infant in designated seats for additional space and comfort. Flight attendants will take extra special care of passengers traveling with infants.

## **Customer Handling Skills**

### **Forms of Address**

It is important to address passengers correctly at all times, and airlines will usually prefer formal terms of address, such as 'Sir' or 'Madam.' and these terms are used at all times when addressing passengers, serving refreshments etc. i.e. 'Would you like some coffee sir?'

Flight attendants who work in first or business class will meet VIPs such as members of royal families, celebrities or politicians and will be given special training and briefings on how to address particular VIP's.

Greetings and farewells with passengers must always be warm and sincere. [remember what we said about first impressions? Well last impressions are just as important!] Flight attendants are expected to have high standards of interpersonal communication, and this will be tested at interview. Subsequent training will also focus on communication skills, with key points including:

- Correctness of speech (Both tone and clarity)
- Listening skills
- Ability to remember people/places/events
- Importance of posture and not invading passengers personal space, i.e. not sitting on armrests during conversations with passengers, no lounging or leaning over the back of seats.
- Need to not demonstrate any discrimination to customers at any time, in terms of their age, race, religion, disability, and culture.
- Importance of engaging and talking to as many customers as possible
- The intention to make every passenger feel safe and welcomed

## **Emergency Training**

Trainee Flight Attendants must pass their Emergency Training module before they are 'hired' or accepted for further training with an airline. The training is intense and all flight attendants are reminded that their primary duty is their passengers **SAFETY** first. A recognised Safety Approved Organisation conducts this type of training.

Information is given to passengers during the pre-flight safety demonstration carried out by the Flight Attendants. Every aircraft is different: emergency exits are located in different places and operate differently, lighting that illuminates exits may be on the floor or cabin roof, oxygen masks or life jackets may have some small differences.

Flight attendants are trained in operating all this equipment, and in helping passengers in the event of an emergency. In a dark, smoke-filled cabin, would passengers be able to find their way to their nearest exit before smoke-inhalation or panic caused them to pass out?

## **Pre-flight safety demonstration**

During the pre-flight safety check, passengers are advised on emergency precautions. Flight Attendants should ensure that passengers listen carefully during the safety check. Some important points to consider include:

- Where they are sitting in relation to the nearest emergency exits; are there exits. How many seat-rows is it to their nearest exit?
- How do those exits operate? The safety instructions card stored in the seat-back provides details of their operation. In an emergency, if the crewmember was incapacitated, could they open the door themselves? Not all aircraft doors open outwards, some open upwards or downwards. The emergency lights may have failed and passengers may be doing this in complete darkness.
- Where are the self-help exits? These exits are usually over-wing hatches and it is up to the passengers sitting adjacent to them to operate them in an emergency. They are quite heavy and cumbersome and have to be 'thrown out' vigorously - the evacuation path is off the wing. Because of this responsibility, there are rules governing which passengers may be seated there. They must not be: elderly, handicapped, pregnant, obese, a child, or a deportee under escort.
- Hand baggage at these self-help exits should be placed in the overhead locker in order not to restrict the floor area.

After the crew have 'armed' their doors, [closed them securely] they will begin the safety demonstration.

First they will point out the safety instruction card. It relies on symbols to explain various safety aspects specific to that aircraft – helping to avoid language confusion or difficulties.

Next the flight attendants give a demonstration of how the seatbelt operates as seatbelts must be fastening before takeoff and before landing, and at other times as the captain sees necessary because of turbulence or other factors.

The crew will point out all the exits on the aircraft which helps passengers to identify their nearest exit to be used in the event of an emergency.

As soon as the aircraft begins to move, an instruction is given over the public address system to the crew to: 'arm doors' or 'set doors to automatic'. In doing this the crew are doing are placing the door into a special emergency-only mode. Should the door be subsequently opened, a chute will deploy and inflate which can be used for passenger evacuation on land or water.

As the cabin crew carry out safety demonstrations they point out floor or seat-mounted emergency lighting. This low-level lighting automatically illuminates if the aircraft power fails. White lights indicate the escape path and either red lights or strobe lights indicate exits.

## **Decompression**

During the safety demonstration the flight crew will include the subject of decompression or depressurisation. If for any reason the pressurisation system fails, or a break occurs in the aircraft structure, the result will be decompression. A slow decompression may occur where, for example, a door seal fails, resulting in a gradual rise in cabin altitude and a decrease in cabin temperature (the external temperature at cruising altitude is over minus fifty degrees Celsius).

Flight attendants are taught all about decompression and the importance of helping passengers with their masks as quickly as possible.

## **Ditching and the lifejacket**

The last item on the safety demonstration agenda is usually the lifejacket, or life vest, which is needed in the event of the aircraft 'ditching' [landing on water.]

If an aircraft undergoes an emergency and has to ditch, the passengers and crew will need to evacuate the aircraft via slides which are deployed by the crew on landing.

Larger aircraft have slides, which can be used as a buoyancy device, so that everyone evacuates onto them and the crew then detach them from the aircraft. Long haul aircraft have slides which convert to rafts, with canopies to provide protection from the elements

The pre-flight safety demonstration includes a demonstration of how to open up and put on the lifejacket and an explanation of its features [whistle, blow-up nozzle, light etc]. Passengers are told to not inflate their lifejacket until they leave the aircraft as an inflated lifejacket may hamper evacuation, and may get caught on debris inside the aircraft and deflate. Some airlines may not provide lifejackets, in which case, the seat cushion may be used as a flotation aid.

Emergencies such as ditching are not common, but cabin and flight crew must be fully prepared for all emergencies! Because of this you can see how important the pre-flight safety checks are to both the airline and passengers.

Flight Attendants are charged with passing on this information to passengers and in ensuring that they have listened, taken it in, and are ready for emergencies should they occur.

## **In-Flight Training**

This training is conducted by the airline staff - normally by current Flight Attendants or dedicated training staff. The training is intense and once a candidate passes this section they are normally accepted to fly with the airline. Some of the subjects covered under this section include:

- In -Flight meal service
- Special meals & needs of passengers
- In - Flight Bar service
- In - Flight Duty Free Shopping
- In – Flight Passenger Safety and comfort
- Time Zones
- Airport Abbreviations
- Ordering and replenishing of dry goods
- Ordering and replenishing of bars
- Customer service off the aircraft
- Looking after Mums with Babies
- Language Skills

## **AIR NEW ZEALAND FLIGHT ATTENDANT CAREERS – INFO**

Air New Zealand is the National Airline of New Zealand – the flag carrier. They are the largest employer of Flight Attendants within New Zealand. As with all national airlines, their recruitment standards are rigorous and competition for a position within the airline is tough!

We have provided here the latest information on their application process, entry criteria, and career paths, current at the time of publication.

### **About the Role**

- The working schedule of a Flight Attendant is a busy one with the duty periods rostered up to 18 hours with extensions to 20 hours in a disruption situation. You can also expect to be away from home for up to 10 days at a time.
- This job is of a physical nature including the lifting of heavy luggage and galley equipment.
- Long night flights, time zone changes and extended periods on your feet are all aspects of the job that are physically tiring. The impact on social and family life are significant with 18 days away from Auckland out of each 28-day roster period. Working through weekends and public holidays is often required.

### **Recruitment Process**

- After you submit your application, the Air New Zealand HR Services team reviews the details you have provided.
- Candidates whose details closely match the requirements of the position are then contacted for a telephone interview. This could occur several weeks after the original application has been submitted.
- Within 10 days of the telephone interview, candidates are notified whether they will progress through the remainder of the selection process.
- At times, there may not be an immediate need to recruit for Flight Attendant positions, however, the company continuously maintains a 'candidate pool' of successful candidates from the telephone interview stage.
- These candidates are reassessed when a need for new Flight Attendants is established, and at that point candidates whose skills and experience most closely match the requirements of the position are contacted and invited to an assessment centre.
- At the assessment centre, candidates attend a one on one interview as well as participating in a number of group activities and assessments.
- Candidates who are successful from the assessment centre have verbal referees contacted, and attend a pre-employment medical check, as well as obtaining Aviation Security clearance.
- Offers are extended to successful candidates based on operational requirements.

## **Training**

- All Flight Attendants are based in Auckland, Wellington and Christchurch. Upon being offered a role as a Trainee Flight Attendant, a 5 week training course is undertaken at Air New Zealand's' In-flight Services Training Centre in Auckland.
- Material covered during initial training includes emergency procedures, customer care and service delivery, aircraft and equipment knowledge, products and services training including image and presentation.
- To successfully complete the 5-week training course high standards must be attained and maintained in all subjects.
- Assessments of all practical and written work will be carried out throughout the course and an outline of levels to be achieved will be available at commencement of the course.
- Ongoing training is given to further develop the skills and career path of Flight Attendants.

## **Career Path**

- Upon graduation from the Air New Zealand Training Centre a Flight Attendant becomes a Flight Attendant Pacific Class whose main duties will be to provide in-flight service to customers in the Pacific Class cabins of the aircraft.
- In-flight performance reviews are carried out regularly to ensure standards continue to be met. Pacific Class Flight Attendants can apply, and will be selected on merit to operate as a Flight Attendant Premium Service.
- In this position a Flight Attendant is responsible for providing service to our Business and First Class customers.
- An In-flight Service Director is responsible for the overall service delivery as well as conducting performance reviews of the Flight Attendants.
- The In-flight Service Director is deputised and supported by an In-flight Service Co-ordinator.
- Both these positions are selected from Flight Attendants Premium Service who display a strong sense of customer service and leadership.

## **Uniforms and Grooming**

- All uniforms are provided and Flight Attendants are expected to maintain all the Company's grooming and uniform regulations.
- A high standard of presentation in uniform is expected at all times.
- A Flight Attendant's personal presentation and grooming should reflect a professional, sophisticated image for the Airline.
- The first impression of a Flight Attendant should always convey a friendly, natural, pleasant personality possessing confidence and warmth.

## **Registering your interest with Air New Zealand**

Air New Zealand publish information on recruitment and careers within the airline on their website at:

[http://www.airnewzealand.co.nz/aboutus/careers/flight\\_attendants.htm](http://www.airnewzealand.co.nz/aboutus/careers/flight_attendants.htm)

Applications for Cabin Crew with Air New Zealand can be made online through this website. You will be asked to register as a new user, with e-mail address, username, and password. This will provide you with access into their recruitment database and you can build a personal profile online, which Air New Zealand will then use to assess your suitability for vacancies.

You must complete a comprehensive online 'cv' which includes your qualifications, career history, achievement, references, health and other key details.

The process will take an hour or so, so we recommend that you prepare yourself for the application, gathering together your cv and other information you may need [qualifications, education history etc], set aside plenty of time and give it your full attention!

Air New Zealand Flight Attendants may be based in different locations, and may work on short haul or long haul routes:

### **International (Long haul) - Auckland based Flight Attendants**

Auckland is the home of Air New Zealand's International Flight Attendants and they currently have around 1300 Cabin Crew in this base. Auckland based Flight Attendants operate to all international destinations with the exception of London, Noumea and Norfolk Island.

### **Pacific (Short haul) – Auckland, Wellington and Christchurch based Flight Attendants**

Pacific Cabin Crew are based across three geographic locations in New Zealand. They fly domestically and regionally to destinations of no more than 4 hours in duration. Short haul crew operate domestic, Tasman and Pacific services.

### **Temporary Flight Attendants**

As the aviation industry is subject to peak seasonal demand, there are occasionally opportunities for temporary Flight Attendants who work on a fixed term basis. The selection criteria for temporary crew is the same as for permanent positions, and they operate the same routes and rosters as permanent crew members.

### **London Based Flight Attendants**

Air New Zealand employ Cabin Crew [around 130 staff] who are based in London and who operate solely on the London - Los Angeles route. These crew are employed directly from the United Kingdom and all applicants must have UK patriality, [*UK passport holder or the right to a UK passport*] or the ability to work indefinitely in the United Kingdom. Recruitment is conducted according to operational demands, and there can be periods of up to 12 months where there are no intakes of Flight Attendants.

## **Air New Zealand Requirements for Flight Attendants:**

There is strong competition for the relatively few vacancies which become available according to operational requirements and not all applicants will be interviewed. Applicants must meet the requirements as outlined below:

### **New Zealand Residency**

Only permanent New Zealand residents will be considered including those born outside New Zealand. You must reside in New Zealand at the time of application.

### **Age**

The minimum age requirement is 18 years due to the Sale of Liquor Act amendment. [Flight Attendants are involved in the serving of alcohol]

### **Passport**

Applicants require a current passport allowing unrestricted access to all Air New Zealand destinations, with an expiry date of at least two years from the date of application.

### **Health**

Good health is essential and if you progress through the selection process, you will be required to undertake a medical examination.

### **Height**

Applicants must be able to reach overhead emergency equipment and this will be specifically tested during the selection process. For safety reasons the acceptable height range is 160cm-185cm. *Airlines are very strict on this criteria and both height and weight are verified at interview.*

### **Eye Sight**

Your unaided vision must be sufficient for you to perform all Flight Attendant safety related duties in an emergency. If you wear glasses or contact lenses you will need to submit to an optometrist's report detailing the level of unaided vision.

### **Personal Attributes**

A warm, natural and friendly personality with a strong sense of responsibility is essential. Flight Attendants must have a practical and mature approach to all situations and be able to work well in a team environment. Communication skills are most important, along with the ability to deliver service in a relaxed and refined manner. Vitality, resourcefulness, enthusiasm and flexibility are also attributes Air New Zealand looks for in candidates. Naturally, the ability to relate to all customers from a diverse range of cultures is a key prerequisite for this position.

## **Security**

Prospective employees under-go Aviation Security Clearance and Policy checks as part of the application process.

## **Education & Qualifications**

Air New Zealand has a minimum requirement of three years secondary education, with a preference for applicants who have successfully completed further education and/or any vocational study.

## **First Aid**

Prior to attending an Assessment Centre you need to hold a current First Aid Certificate (St. John's or Red Cross). First Aid Certificates are not required for registered nurses.

## **Swimming Ability**

Successful applicants will be required to demonstrate their ability to swim 50m unaided.

## **Preferred Skills:**

### **Languages**

Special attention is given to the cultural and language needs especially relating to the Air New Zealand's key markets such as Asia, Japan and Europe. A second language is preferred and priority will be given to applicants who are fluent in Japanese, Cantonese, Mandarin, German, French and the languages of the South Pacific. Flight Attendants with language skills are tested, and may be rostered on the appropriate routes.

### **Customer Service and Service Industry Experience**

Air New Zealand places high value on customer service skills, and seeks to recruit Flight Attendants who have enjoyed working in and have excelled at customer contact positions. Experience could be in restaurants, hotels, catering or other positions that involved a strong customer service focus. *[ITC Note: experience in the travel or tourism industry will be relevant here]*

The position will often involve meeting the requirements of guests with special needs, such as the elderly, children and infants, the sick and people with physical disabilities.

## **APPLICATION TIPS**

Most airlines now offer online application facilities for cabin crew positions, and these will require you to complete a full resume/cv which will then be matched against the airline requirements.

### **CV's and Letters**

If you are preparing a cv to send to an airline rather than use an online application process, ensure that the cv meets the highest standards of professional presentation. The content must include, as a minimum all your personal details, including weight, height, nationality, passport status, education and qualifications, work history, interests, and recent references.

Letters accompanying cv's should match the font, paper and style of your cv, and should be professionally laid out, grammatically correct and error free. The internet is an excellent source of examples of both cv's and application letters, and your local library will also contain reference books to help you. If you are studying at a College you will be able to access help with your application from your tutors or Careers Advisors.

### **Photographs:**

It is usual for airlines to request a full length photo either at the initial application stage or prior to interview. A number of photographers specialize in these photos, and it is recommended that you invest in professional photos. In any event these should be of yourself in your corporate suit – dressed exactly as you would attend an interview. The photo should not be of you on your last holiday, at the beach, or washing the car with your dog beside you!

### **Interviews**

You will need to prepare yourself fully so that you perform to the best of your ability during the flight attending selection process.

Interviews for flight attendants/cabin crew normally include a panel or group interview which involves you and a number of other candidates meeting together with airline assessors.

The process may take the form of a group discussion, with opportunities for each candidate to talk about themselves and their career goals, followed by participation in group tasks or activities. During these activities the assessors will be evaluating how well you get along with other people, how easy you find it to work with new people, what kind of personality you have etc. You may be asked to perform practical tasks such as making morning tea for another group, solving a puzzle or debating a topical issue.

After the group interview there may be an opportunity for you to meet the interviewer/assessor on a one-on-one basis. Most airlines will make a selection of people from this process to move forward to the next stage and you will be notified if you have made it through to the second stage.

The second stage varies a lot from airline to airline, but may involve individual interviews, written assessments or personality profiles/questionnaires. Candidates who make it through the second stage may then be invited to the final process, which may also involve a medical check. The process may seem quite lengthy – but if you make it through you'll have a fantastic job!

### **Before your Interview**

- Check that you are aware of the exact location where the interview is being held.
- Plan your route or journey and allow yourself an extra half hour in case of any unforeseen delays. Under no circumstances arrive late!
- If you are driving make sure you check for parking facilities, and the location of these.

### **Dress Code & Grooming**

Recruitment decisions are based on several different factors, but it is worth remembering that first impressions really do count! You should dress appropriately for a flight attending position, such as:

- Office style smart attire to wear for your interview – a businesslike suit in a conservative colour
- Ensure that you are well groomed, with clean tidy hair, make up (if applicable) and clean, unscuffed shoes.
- Your clothes must be tidy, clean, and crisply ironed
- Hair should be clean and neatly styled
- Visible body piercings should be removed
- Makeup should be neat and natural in appearance
- Jewellery should be minimal and unobtrusive
- Make sure that you feel comfortable with your appearance.
- Do one final check of your overall appearance prior to arriving at the interview venue and during break times.

### **Documentation**

- If you are required to take documents/certificates etc with you, ensure that you have them all laid out in a smart folder and available for the interviewers to see.
- Always prepare your documents a few days before the interview to ensure that you have all the necessary certificates and paperwork that you are required to take.

## **Research and Preparation**

- Find out as much as possible about the airline you have applied to. You may be asked at the interview to provide information about the airline that demonstrates your background knowledge and interest. Typical information to research includes history of the airline, aircraft in the fleet, route network and special features of their services.

## **Nerves**

- It is perfectly normal to feel nervous before and during the interview process! Prior to attending the interview ensure that you spend some time relaxing and that you get a good night's sleep before.
- To help your nerves take deep breaths and remember that the recruitment team will make allowances for the fact that people are nervous.
- Prior preparation will help to ease nerves.

## **DURING THE INTERVIEW PROCESS**

### **Communication With People You Meet**

- From the minute you arrive at the interview you will be assessed by the recruitment team. Your appearance, your welcoming behaviour and warm disposition will be crucial at this stage as first impressions are vital.
- Make use of the time you have available prior to starting to get to know the other candidates attending the interview. Try to memorise names and other information you may find out from the other candidates.
- Remember to always address people in a friendly and courteous way.
- Never try to be someone you are not. Be yourself. Recruitment personnel are highly trained and will spot anyone who tries to impress by being someone they are not.

### **Body Language**

- Your body language will be vital during the whole recruitment event, and you must maintain open body language to make you appear welcoming and receptive to the recruitment team and fellow candidates.

### **Team Work & Exercises**

- At almost all airline interviews you will be required to take part in team work exercises. Ensure that you are an open communicator with all team members, and that you participate in all discussions and exercises.
- It is advisable that you are aware of current affairs and news relating to the airline industry. Some exercises may involve subjects relating to these.
- Remember during exercises you have to be friendly and open with other candidates.
- Don't try to hog the conversation! Allow other people to contribute – demonstrate you are a good listener as well as a good talker!

### **Examples of areas discussed during interviews**

- During the interview process you may be asked questions and have to complete exercises on the following subjects:
  - ▶ Team Work
  - ▶ Communication
  - ▶ Customer Service
  - ▶ Safety
  - ▶ Current Affairs
  - ▶ Airline Industry
  
- Have examples prepared on the above subjects as the interviewing panel may ask you to give examples of previous experience and/or knowledge on the above.

### **Questions**

- Think of good questions to ask about at the interview. You will normally be given the opportunity to ask the recruitment team any questions you may have.
- Questions must be relevant to the company and the job. Avoid asking questions on issues that have been covered during any presentations given to you by the recruitment team.

### **After the interview**

- Remember to thank the recruitment team for inviting you to attend an interview. Recruitment teams in airlines work hard during such events and your genuine appreciation will be welcomed.
- Remember that in some airlines the recruitment process may be divided into different sessions. This may be completed in one day or in some cases you will be invited to attend on a later date.
- Don't ask for feedback on your performance as airlines never provide such information. In addition, after you have left the interview the recruitment team will still be discussing your performance and assessing your qualities.

## WHERE TO FROM HERE?

After reading through this information pack and checking out some of the websites suggested you will have determined whether you are likely to meet the entry criteria for airlines.

- a) If you believe **you meet** the entry criteria you are then ready to make your application directly to the airline of your choice
- b) If you **do not meet** the entry criteria, and need to improve your potential for selection for interview, you should start acquiring qualifications and experience that are relevant to a career as a flight attendant or cabin crew.

Studying a general travel and tourism programme which includes cabin crew or flight attending workshops will help you to build your qualifications ready for the day that you make your application. Learning about the travel and tourism industries, aviation and international air travel will prepare you for a career not just as a flight attendant, but will provide you with a huge range of career opportunities around these exciting industries!

**Remember than only around 4% of applicants to airlines succeed in their dream to become a flight attendant!** With limited airline employers here in New Zealand it's important to prepare for a wider career in airline, travel and tourism. You should equip yourself with skills, knowledge and abilities that will help you into other jobs and career paths in and around airlines/airports, and these could lead into flight attending in the future.

The International Travel College of New Zealand is a leader in provision of training for the airline, travel and tourism industries and can help you. A Tourism Award Winner, ISO accredited, University of Cambridge [UK] and Microsoft accredited, we can provide you with the right training course and employment assistance to establish your career goals and dreams.

Contact us now on 0800 TOURISM [0800 868 747] or [college@itc.co.nz](mailto:college@itc.co.nz) [web: [www.itc.co.nz](http://www.itc.co.nz)] for further information on courses and programmes that include Cabin Crew Preparation training at our campuses in Auckland City, Botany Town Centre and Takapuna Beach.

ITC programmes include the worlds' leading online Cabin Crew training course: [www.cabincrew.com](http://www.cabincrew.com). endorsed by major airlines, and flight attending workshops conducted by experienced former flight attendants.

## LOCAL [NZ] DIRECTORY OF INFORMATION

Air New Zealand – Flight Attendant information pages	<a href="http://www.airnewzealand.co.nz">http://www.airnewzealand.co.nz</a>	18+ years. 1.60-1.85 tall. NZ resident.
Freedom Air – Cabin Crew information	<a href="http://www.freedomair.co.nz/en/about-us/recruitment.jsp#cabincrew">http://www.freedomair.co.nz/en/about-us/recruitment.jsp#cabincrew</a>	Must be 20+ years. 1.6-1.85m tall
Origin Pacific – regional airline based at Nelson	<a href="http://www.originpacific.co.nz/Home">http://www.originpacific.co.nz/Home</a>	Not operating aircraft with flight attendants at this time
Qantas Airways website for flight attendant info and training	<a href="http://www.qantas.com.au/info/about/employment/flightAttendants">http://www.qantas.com.au/info/about/employment/flightAttendants</a>	Must be 18+ years. 1.63-1.83 tall + Australian resident
Emirates Career Centre	<a href="http://www.emiratesgroupcareers.com">http://www.emiratesgroupcareers.com</a>	21+yea. Armreach of 212 cms. Must be willing to be resident in Dubai.
Pacific Blue – part of Virgin, cabin crew application site	<a href="http://www.jobseeker.cabincrew.staffcv.com/public/detail.asp?empID=10200">http://www.jobseeker.cabincrew.staffcv.com/public/detail.asp?empID=10200</a>	18+ years. 1.63 – 1.83cm NZ citizen, resident or work visa
Mount Cook Airline	<a href="http://www.jobseeker.cabincrew.staffcv.com/public/det-entry.asp?empID=695">http://www.jobseeker.cabincrew.staffcv.com/public/det-entry.asp?empID=695</a>	20+ years. 1.50 – 1.80cm NZ resident or work permit.
Jetstar Airways – owned by Qantas and based in Australia	<a href="http://www.jobseeker.cabincrew.staffcv.com/public/det-entry.asp?empID=10240">http://www.jobseeker.cabincrew.staffcv.com/public/det-entry.asp?empID=10240</a>	18+ years. 1.63-1.83cm Australian citizen or permanent resident.