

CABIN CREW OPEN DAY

Top 7 Questions & Answers

And How to Answer Them Like a Pro

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TIPS FOR A SUCCESSFUL OPEN DAY

Before diving into tips, let's cover some basics about what you can expect on an airline's Open Day.

What is an Open Day?

An Open Day is a recruitment event hosted by airlines to find new cabin crew members. These events are held worldwide, typically in hotel conference rooms.

Who Can Attend?

Anyone who meets the airline's basic requirements for cabin crew can attend. All you need is an updated CV/resume in English and a passport-sized photo. If you make it through the initial stages, you'll be asked for a full-length photo later.

What Should You Wear?

First impressions are everything. Business attire is a must—dress sharp and professional. Remember, you only get one chance to make a great first impression.

What Happens on an Open Day?

- **Gathering:** Candidates assemble in the hotel's lobby.
- **Briefing:** The recruiter will introduce themselves, provide details about the airline, its base city, the cabin crew role, and the lifestyle it entails.
- **Presentation:** You may watch a presentation on the airline's future plans, including fleet expansion and new routes.
- **Q&A:** This is your chance to ask any questions you have about the role or the airline.

The CV Drop

After the presentation, the CV drop begins. You'll hand over your CV to the recruiter and have a brief conversation—usually around 2 minutes or less. This is your moment to stand out.

- **Conversation:** During this quick interaction, the recruiter will decide whether you move forward in the process or not.
- **First Impressions:** The recruiter will assess your appearance, body language, tone of voice, and how confidently you communicate.

Key Tips for the Open Day

- **Smile:** A warm smile can make all the difference. If you enjoy interacting with people, this job will likely suit you.
- **Stay Calm:** Even if the recruiter seems a bit reserved, stay composed and keep smiling.
- **Speak Clearly:** Take your time answering questions. Speak slowly and clearly to ensure you're understood.
- **Don't Be Afraid to Ask:** If you don't catch a question, it's perfectly fine to ask for it to be repeated.

What Recruiters Are Looking For

Recruiters aren't searching for models; they're looking for individuals who can leave a lasting, positive impression. They need to see you as someone who can embody the airline's brand and provide excellent service to passengers.

Experience vs. Impression

Your experience is important, but it's not everything. A candidate with minimal work experience might advance if they make a great impression, while someone with extensive experience could miss out if they don't connect with the recruiter.

The Investment in Training

Airlines invest heavily in training their cabin crew, so they're selective about who they bring on board. Your goal is to show that you're worth that investment.

Common Questions & How to Answer

Recruiters often ask simple, straightforward questions. Answer honestly and confidently. Your goal is to come across as friendly, capable, and ready to interact with customers daily.

Use these tips to prepare for your Open Day. Approach the event with confidence, and focus on making a positive impression. Good luck, and may you land your dream job as cabin crew!

1. How are you?

This is a common way to open a conversation, similar to how you would greet your friends. It's also the first impression you'll make on a recruiter, so be mindful of your tone of voice. Respond with energy to show confidence. Ensure the recruiter can hear you clearly—avoid speaking too softly or too loudly. Confidence is key.

DO NOT answer with just "Fine," "Good," "OK," or "Cool."

DO NOT respond negatively, such as: "Well, not so good. The bus was delayed, and I had to run from the station to the hotel. On top of that, my mobile fell and the screen is broken. What a day!"

Let's be honest here—would you be impressed by hearing a similar answer?

Sample Answers:

1. "I'm very well, thank you for asking. How are you?"
2. "I'm great, excited to be here. Thank you for asking. How are you?"
3. "I'm very well, glad to be here. Thank you for asking. How are you?"
4. "I am very well, Ms. Rachel, really excited to be here. Thank you for asking. How are you?"
5. "I'm doing very well, thank you! It's a pleasure to be here. How are you?"
6. "I'm fantastic, thank you for asking. Really looking forward to our conversation today. How are you?"

Note:

For answers 1-3: Choose the one that best fits your character. If you use "excited to be here," say it with genuine energy. If you're not naturally energetic, use "glad to be here."

For answer 4: Use the recruiter's name if you know it.

These examples provide positive and engaging ways to respond, setting a friendly and confident tone for your interaction with the recruiter.

2. How do you pronounce your name?

The recruiter may not share the same nationality as you, so there is a good chance they might struggle to pronounce your name correctly. Therefore, this question may come up during your conversation.

Avoid giving too short an answer; simply saying your full name. Try to make your answer a bit longer.

Sample Answers:

1. "It's Novakova Katerina, but you can call me Kate if that's easier for you."
2. "It's Nikolaj Coster-Waldau, but please call me Nick."
3. "Well, the correct pronunciation is [insert pronunciation], but please call me [insert preferred name], as I'm sure it will be easier for you."
4. "My name is Alessandro Rossi, but you can just call me Alex if that's more convenient for you."
5. "It's Radhika Srinivasan, but feel free to call me Radhika or Radhi, whichever you find easier."
6. "My full name is Frederique Beauchamp, but please call me Fred, it's much simpler."

These examples provide a polite and helpful way to guide the recruiter in pronouncing your name while offering a more accessible alternative if needed.

3. What are you doing at the moment?

The recruiter is asking what you're currently doing meaning working, studying, or being unemployed.

Answer as it is stated in your CV.

Sample Answers:

1. "I am currently working as a waitress in a fine-dining restaurant here in Paris."
2. "I have just graduated from University where I studied Hotel and Tourism Management."
3. "I'm currently unemployed and looking for new opportunities."
4. "I am currently working as a sales assistant at a retail store in London, where I assist customers and manage inventory."
5. "I recently completed an internship with a travel agency, where I gained hands-on experience in customer service and event planning."
6. "I am currently taking a gap year after finishing my degree in Business Administration, and I'm actively seeking a position where I can utilize my skills in customer service."

These examples provide clear and concise ways to inform the recruiter about your current activities, making it easier for them to understand your background and how it aligns with the role.

4. Why do you want to be a cabin crew?

Be well prepared for this question.

DO NOT answer like hundreds of candidates before you. Talking about the amazing benefits this job is offering or describing how much you enjoy traveling and meeting new cultures and people. This answer will NOT impress the recruiter.

Focus on customer service and your passion to provide care for others.

Yes, I know that most of the candidates want this job because of the traveling opportunities and great benefits but DO NOT share this with the recruiter.

Sample Answers:

1. "I graduated from University where I studied Hotel and Tourism Management, so I'm well-trained in hospitality and customer care. I know that my background will help me make your customers happy and I'd love to build my career with (airline's name). And at the same time seeing the world sounds very exciting."
2. "Currently I'm working as a receptionist and my job requires that I make our customers feel welcome, important, and secure. And I know that this is part of the job requirements for cabin crew. This is exactly what I would like to do more in the future – and of course, the traveling is a great bonus."
3. "As a sales associate, I have honed my skills in understanding and meeting customer needs, resolving issues, and creating a positive shopping experience. I believe these skills are directly transferable to the role of a cabin crew member, where I can ensure passengers have a pleasant and safe journey."
4. "Working as a volunteer at various community events has taught me the importance of empathy, patience, and excellent communication skills. I am passionate about providing top-notch service and making a positive impact on people's lives, which aligns perfectly with the responsibilities of a cabin crew member."
5. "My background in nursing has instilled in me a strong commitment to care and attention to detail. I want to bring my expertise in providing comfort and support to passengers, ensuring they have a safe and enjoyable flight experience."

6. "In my current role as a customer service representative, I thrive on solving problems and ensuring customer satisfaction. I am excited about the opportunity to use these skills in a dynamic and diverse environment like an aircraft, where I can contribute to a memorable travel experience for passengers."

These examples demonstrate thoughtful and compelling ways to articulate your desire to become a cabin crew member, emphasising your passion for customer service and care.

5. Why do you want to work for our airline?

Do your homework and research the airline you are applying for.

Make sure you know the basic information about the company. Each of them has on its website information about the history, number, and types of aircraft, destinations, awards received, and many more.

Include some latest news about the company.

The more you know more impressed the recruiter will be.

Sample Answers:

1. "You're one of the fastest growing airlines in the world and well known for your outstanding customer service. You were recognised by Skytrax and won The Best Cabin Crew award. This is an exciting stage for (airline's name). I would love to be part of it and contribute with my excellent customer service skills."
2. "I would like to be a part of (airline name) because it is one of the best airlines and is well known for its excellent service. I would like to learn something new from different people from all around the world. I will put all my best efforts and all my past experiences as a cabin crew of (airline name)."
3. "I am impressed by (airline name)'s commitment to innovation and sustainability. Your recent initiative to reduce carbon emissions shows a forward-thinking approach. I am eager to contribute to a company that values environmental responsibility while delivering exceptional service."
4. "I have always admired (airline name) for its extensive network of destinations and its commitment to connecting people and cultures worldwide. Your recent expansion into new markets is exciting, and I would love to be part of a dynamic team that fosters global connections."
5. "The awards and recognitions that (airline name) has received for its superior in-flight experience and customer satisfaction are truly impressive. I am particularly inspired by your dedication to training and developing your staff, and I am eager to bring my customer service expertise to your esteemed team."
6. "I recently read about (airline name)'s community outreach programs and charitable initiatives, and I am deeply moved by your commitment to giving back. Working for an airline that not only excels in service but also prioritises social responsibility aligns perfectly with my personal values and professional aspirations."

These examples provide a compelling and informed way to express your interest in working for the airline, demonstrating your knowledge about the company and aligning your values with theirs.

6. Tell me about yourself.

You will most probably face this question in any job interview. Prepare for it perfectly to impress the recruiter. Show her/him that you have come to the Open Day prepared.

You should briefly describe your career and working history. DO NOT describe your childhood, hometown, or hobbies.

You are at an interview for a cabin crew, so your answer should include relevant customer care experience. If you don't have one then talk about your achievements.

Sample Answers:

1. "My name is Martina and I live in Prague. Currently, I'm working as a receptionist at the Marriott Hotel which allows me to interact with guests from all around the world and I love to provide them with the best customer service. Thanks to this job, I enhanced my communication and teamwork skills. Though I love my job, I always wanted to get a chance to be a flight attendant with (airline's name), and I'm excited about this opportunity."
2. "Hello, it's nice meeting you. My name is Emily Smith. I graduated from London University this year with a major in economics. I want to describe myself as cheerful and responsible. I got my cheerful personality from my family who considers and cares about others. This allows me to fit well in any group. I've had various part-time jobs in the service field, which gave me priceless experiences and helped me develop service skills and excellent customer handling. While working, I found my aptitude in the service field and decided to have a career as a service provider. I hope to grow in a major airline like (airline's name)."
3. "Hi, I'm John Doe. I have a degree in Hospitality Management and I've been working as a customer service agent for the past two years at XYZ Company. This role has taught me how to handle different types of customers and solve problems efficiently. I've always been passionate about travel and meeting new people, and I believe that becoming a flight attendant at (airline's name) would allow me to combine these interests with my customer service skills."
4. "Good day, my name is Sarah Lee. I recently worked as a flight attendant for a regional airline where I gained valuable experience in ensuring passenger safety and comfort. I am very passionate about delivering high-quality service and enjoy working in a dynamic environment. I'm excited about the opportunity to bring my skills and enthusiasm to (airline's name) and be part of your esteemed team."
5. "Hello, my name is Alex Brown. I have been working as a barista at a busy café, where I interact with dozens of customers daily, providing them with a friendly and efficient service. This job has helped me develop strong multitasking and communication skills. I am eager to transition to a cabin crew role with (airline's name) to continue delivering excellent service on a larger scale."

6. "Hi, I'm Maria Gonzalez. I have three years of experience working as a customer service representative in a call centre, where I handle customer inquiries and resolve their issues. I have developed excellent listening and problem-solving skills. I am excited about the possibility of using these skills to ensure a great experience for passengers with (airline's name)."

7. Why do you want to change your job?

If the recruiter asks you what you are doing at the moment, then this may be a follow-up question.

Answer honestly and be careful not to say anything negative about your current employer.

Sample Answers:

1. "This (your current) job has been a great experience, but growth is limited because the company is relatively small. So, to continue to grow, I need to look elsewhere, and working at (airline's name) sounds very interesting to me because, in a company of such size, there are many amazing career opportunities. I will have the chance to work with people from all around the world. And that was always my dream."
2. "I've enjoyed my time at my current job, but I am looking for new challenges that can help me grow professionally. I believe that working at (airline's name) will provide me with opportunities to develop new skills and advance my career."
3. "While I appreciate my current position, I have always been passionate about the airline industry. I want to change my job because I see more opportunities for career advancement and personal growth at (airline's name)."
4. "My current job has taught me a lot, but I am looking for a role where I can interact with more diverse groups of people and experience new environments. I believe that (airline's name) offers the perfect opportunity for this."
5. "I am grateful for the experiences I have gained in my current job, but I am ready for a new challenge. Working at (airline's name) excites me because of the dynamic environment and the chance to provide excellent customer service on a global scale."
6. "I have learned a lot in my current job, but I feel it's time to move on to a position that offers more growth and learning opportunities. (Airline's name) is renowned for its training programs and career development, which aligns with my professional goals."

NOTE TO ASPIRING CABIN CREW

This eBook is designed to help you prepare for your Cabin Crew Open Day. While the sample answers provided can guide you, it's important to tailor your responses to reflect your own education, experience, and personality.

If you're attending an Open Day in a different country, be ready to answer questions like "Where are you from?" or "Where do you live?"

Wishing you the best of luck on your journey!

Michal Zapsky.

ABOUT THE AUTHOR

Hi there! I'm Michal, and I've spent the last ten years working as Cabin Crew with Etihad Airways, one of the most prestigious airlines in the Gulf region. I attended my first assessment day without any prior aviation experience—and guess what? I passed on my first try and was offered the job.

My journey started in economy class, but over the years, I worked my way up to the position of Cabin Manager. During my decade-long career, I faced a variety of challenges, from the intense initial training to handling diverse passengers, including those with special needs and emergency situations.

As a Cabin Manager on the A380, the world's largest passenger aircraft, I was responsible for managing 23 crew members and ensuring the safety and comfort of nearly 500 passengers. My experience has been both rewarding and challenging, providing me with a deep understanding of what it takes to succeed in this field.

Now, I'm dedicated to helping people like you—those who dream of working among the clouds. I'm here to share my knowledge and experiences to help you achieve your goal of becoming a Cabin Crew member.

If this sounds like the career path you're aiming for, I'm here to guide you every step of the way.

More Information:

- cabincrewcareer.com – A resource hub for aspiring cabin crew.
- facebook.com/ccetihadmiratesqatar
- instagram.com/cabincrewtoday

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