

8

Getting a job

STARTER

Airlines often give cabin crew applicants a test of general and aviation knowledge, and problem-solving skills. Take the short practice test.

GENERAL KNOWLEDGE

- | | |
|--|--|
| 1 What is the three-letter ICAO airline code for British Airways? | 6 What is the largest country in South America? |
| 2 What is the name of the currency used in Japan? | 7 In aviation, what does the abbreviation ATC stand for? |
| 3 When the time is 13.00 in New York, what's the time in London? | 8 Which airport is the busiest in the world, in terms of passenger numbers? |
| 4 What is the national airline of Germany? | 9 Which airport is known as LAX? |
| 5 What is the capital of Australia? | 10 If you had to explain the location of food on a plate to a blind passenger, how would you do it? |

Compare answers with a partner. What else do you think usually happens on interview day?



- 1** Look at the schedule for the interview day. Listen. Number the situations in the order you hear them.

E-Z AIR INTERVIEW DAY

- | | | |
|---|-----|--|
| a | ___ | Height and weight check (10 minutes) |
| b | ___ | Welcome and introduction to E-Z Air (15 minutes) |
| c | ___ | Personal interview (30 minutes) |
| d | ___ | Document check (10 minutes) |
| e | ___ | Team assessment (20 minutes) |
| f | ___ | Customer service role-play (15 minutes) |
| g | ___ | Maths and general knowledge test (20 minutes) |

2 Listen again. Answer the questions.

- 1 If twenty people attend the interview day, about how many will be offered a job?

- 2 What documentation does the interviewer not want to see?

- 3 How tall is the applicant?

- 4 What does the interviewer say about calculators?

- 5 What imaginary situation is the team dealing with?

- 6 What are they role-playing?

- 7 What does the interviewer ask the applicant to talk about?

3 What part of the interview day are you the most nervous about? What do you think will be the most enjoyable?**4 The team assessment exercise helps interviewers understand how you work with a group. Work in groups of five or six. Do a practice team assessment.****PARTNER FILES**

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TEAM ASSESSMENT TIPS

- Keep your sense of humour and smile consistently.
- Show interest.
- Be positive.
- Listen to others.
- Give positive feedback, e.g. *Great idea!/I like that idea!*
- Participate as much as possible, but don't stop others from participating.

5 The individual interview gives you an opportunity to discuss your own work experience and qualities in detail. Answer the questions.

- 1 Why do you want to be a cabin crew member?
- 2 Why do you want to work for E-Z Air?
- 3 What skills and qualities will you bring to the job?
- 4 What skills and qualities do you need to improve?
- 5 Have you ever had to deal with an angry customer? What happened?
- 6 Have you ever worked with someone from another culture? Did you learn anything?
- 7 What do you think will be the most difficult part of the job?
- 8 Would your current employer describe you as reliable?
- 9 What would you do if an older lady passenger seemed upset and appeared to be crying?
- 10 If we don't hire you for this job, what will you do?

6 Match the answers with the questions in exercise 5. Are they similar to the answers you gave?

- a ____ The company has a good reputation as an employer. I'd feel great about working for you. Also, it's just the right size: not too big, not too small.
- b ____ I'd like to develop more confidence in leading people. I expect working as a cabin crew member will help me achieve this.
- c ____ Definitely. They would tell you I've never been late for work, and I've had only one sick day in three years. That doesn't mean I go to work when I'm ill, it means I take care of myself!
- d ____ I'll take it as a learning opportunity. I'll definitely go back and try to improve myself, then apply again.
- e ____ At the hotel where I work, guests come from all over the world. Communication can be challenging. I've learned to speak slowly and calmly. I don't mind repeating myself, and I try different words, too. I'm always interested in meeting people from different places.
- f ____ I have good experience with customer care from my job in the hotel. I'm cheerful most of the time, and I don't mind taking responsibility for my actions – doing what needs to be done. I love team work, too.
- g ____ Once, there was a mix-up over a room at the hotel. A customer arrived with his family, but the booking was for a single room. He was furious. I kept apologizing, and immediately got them seated in the restaurant for a free meal. We sorted out the room and left a fruit basket. He was never entirely happy, but he could see that we'd tried to make it right.
- h ____ I like the idea of the exciting lifestyle. I've never enjoyed too much routine, and I really enjoy working with people.
- i ____ I would offer her a tissue and a glass of water. I would ask if she needed anything else. If she said no, I would keep an eye on her, but not say anything else.
- j ____ I think being on call and waiting for a phone call in the middle of the night must be pretty tough. But I want this job because I like a challenge, and I want to avoid a nine-to-five routine.

Now work with a partner. Take turns asking and answering the questions in exercise 5. Use the phrases below.

- | | |
|---|--|
| 1 I like the idea of ...
I've never enjoyed ...
I really enjoy ... | 6 I'm always interested in ...
I never try to ...
Instead, I ... |
| 2 I'd feel very good about ... | 7 I think ... must be pretty tough. But |
| 3 I have good experience with ...
I don't mind ...
I love ..., too. | I want this job because ...
I want to avoid ... |
| 4 I'd like to develop ... | 8 They would tell you ... |
| 5 Once, ... | 9 I would ... |
| | 10 I'll take it as ...
I'll definitely go back and try to ... |

INTERVIEW DAY TIPS

- Be honest and open.
- Show that you can 'think on your feet' (solve problems quickly).
- Be prepared for the interview. Practise interviews with a friend. Practise, practise, practise!
- Don't prepare a long speech! Think about your own qualities. Practise answering a lot of different questions naturally.

7 What are the job requirements for working as cabin crew? Discuss your ideas with a partner.

8 Use the words to complete the text. Were your ideas from exercise 7 correct?

additional language • customer satisfaction • customer-service experience •
good health • healthy weight • maximum height • minimum age • perfect eyesight •
unusual hairstyle

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CABIN CREW: What are the job requirements?

Your questions answered.

Are there any age requirements or restrictions?
Some airlines may set a _____¹ of 18–21 and a maximum as low as 32.

What about height and weight?
Cabin crew need to be able to reach all of the equipment on the aircraft, so you must be a minimum of 158 cm tall. You also need to be able to move around the cabin comfortably, so the _____² is usually 190 cm. You must be a normal _____³ for your height.

What are the health requirements?
_____⁴ is essential. You normally need to have a medical examination as part of the selection process.

My eyesight isn't very good without glasses. Will that be a problem?
You might have to take an eye test once you have been hired. If you don't have _____⁵, you will probably be required to wear glasses or contact lenses on the job.

What about education?
Most airlines require that you have completed secondary education with at least average marks. However, if you have excellent _____⁶, some airlines may hire you even if you lack strong formal educational qualifications.

I had a job as a sales assistant. Will that help?
While customer safety is the highest priority, _____⁷ is very important for airlines. Applicants successful in other customer-contact jobs may have an advantage. Experience working with elderly people, children, or people with physical disabilities may also be an advantage because it shows you are willing to take responsibility for people.

Do I need to have first aid training?
Airlines don't generally require that you have first aid training, but it can be helpful in getting a job.

I can't swim. Will that be a problem?
Most airlines require that you are able to swim 25 to 30 metres. You should learn to swim before you apply for a job.

Do I have to speak a foreign language?
In addition to be able to communicate clearly in your first language, it usually helps your application if you can speak an _____⁸ or languages.

Are there any other requirements?
Your appearance should be neat and attractive. Most airlines don't want cabin crew with a visible tattoo or _____⁹.
You also need to be very flexible and adaptable. You may be at work at almost any time of day on any day of the year, and you'll be expected to be cheerful and efficient while you're there.

9 Mark the sentences True (✓) or False (X).

- | | | | |
|--|--------------------------|---|--------------------------|
| 1 Some airlines have age requirements. | <input type="checkbox"/> | 5 Good marks in school are necessary for getting an airline job. | <input type="checkbox"/> |
| 2 If you are 200 cm tall, you can't work as a flight attendant. | <input type="checkbox"/> | 6 First aid training isn't a requirement to apply for a cabin crew job. | <input type="checkbox"/> |
| 3 You definitely won't need to have an eye exam. | <input type="checkbox"/> | 7 Swimming ability is a necessary part of the job. | <input type="checkbox"/> |
| 4 If you wear glasses or contact lenses, you can't work as cabin crew. | <input type="checkbox"/> | 8 If you don't speak two languages, you can't work as a flight attendant. | <input type="checkbox"/> |

10 Do you think the requirements are fair? Why, or why not?

11 Read the job advert. Would you apply for the job? Why, or why not?

Cabin crew vacancies

Company E-Z Air **Location** Metro International Airport

Job type Full time **Salary** Competitive

Job description
The cabin crew member is responsible for the safety of passengers and for the delivery of quality in-flight service in line with company procedures. The cabin crew member is responsible to the senior cabin crew member and works as part of the cabin crew team.

Key responsibilities	Minimum requirements
1 Ensure safety and high on-board service standards throughout the cabin	1 A verifiable five-year education and employment history
2 Show willingness to take and accept responsibility for crew and customers	2 A good standard of education or excellent customer service experience
3 Take initiative to address difficult issues	3 Fluent in English (spoken and written – a test will be given)
4 Contribute to cabin crew's delivery of on-time performance	4 Height 1.58 m to 1.90 m and normal, healthy weight
5 Ensure that in-flight sales targets are met	5 In good health, physically fit, and able to pass a medical examination
6 Be responsible for cash taken in-flight	6 Able to swim 25 m
7 Maintain cabin crew qualification	7 Confident in dealing with customers
	8 No visible tattoos or body piercing
	9 Able to arrive at Metro International within 90 minutes

Application process
To apply for this job, [click here](#)

12 Read the advert again. Find the phrase or sentence that means:

- 1 your direct boss will be a crew member with more experience _____
- 2 use your own ideas to deal with problems _____
- 3 continue to receive training and certification as a flight attendant _____
- 4 a record of your activities for the past five years which can be checked _____
- 5 in less than an hour and a half _____

13 Read tasks a–g. Work with a partner. Match each task with one of the 'key responsibilities' in the job advert.

- a _____ Encourage passengers to buy duty-free products and make other in-flight purchases.
- b _____ Demonstrate the use of the life jacket and emergency exits.
- c _____ One of your colleagues has forgotten to secure the food trolley after meal service. Secure it and then say: 'I've secured this trolley.'
- f _____ Count and safely put away the money from duty-free sales.
- g _____ Make sure that any pre-departure job you have, for example securing a door, is done quickly and at the right time.

14 Read the 'Minimum requirements' in the job advert. Tick the ones you meet. Mark the ones you don't meet with X.