

CABIN CREW INTERVIEW UNIT 1

SMALL TALK

In every conversation, a little small talk goes a long way. Similarly, in a job interview, small talk matters more than you think. The interviewer aims to get the interviewee to relax and feel more comfortable before jumping right into the serious and nerve-racking interview questions.

This is also a chance for the interviewee to focus and leave a good first impression. Here are some example situations and small talk questions that you might encounter in your next job interview.

- #1 How's the weather outside?
- #2 What did you do this morning?
- #3 How did you find out about our job opening?
- #4 Are you still nervous?
- #5 How did your parents come up with your name?
- #6 How was your commute here?
- #7 Did you have a hard time finding our office?
- #8 Do you play any sports or musical instruments?
- #9 How did you get here?
- #10 Did you watch the news last night?
- #11 Did you get here all right?
- #12 Are you here alone?
- #13 Talking about your name.
- #14 How are the other applicants outside?
- #15 Do you like traveling?
- #16 Do you have any habits when you get nervous?
- #17 Is this your first job interview? Or have you had other interviews before?
- #18 Have you applied to other airline companies before?
- #19 What do you think about our airline?
- #20 Have you flown _____ airlines before?

SITUATION #1 How's the weather outside?

Interviewer : Hello. Good morning.

Interviewee : Hello, ma'am. Good morning to you too.

Interviewer : Please take a seat.

Interviewee : Thank you.

Interviewer : How are you today, Ms. Kim?

Interviewee : I have to say I'm a bit nervous, but this is usually how I feel during interviews. I think I'm going to be fine.

Interviewer : Good to hear that. How's the weather outside?

Interviewee : It was a bit cloudy during my commute here. However, when I looked out the window 10 minutes ago, the sun was out and it's a very bright day.

Key Expression

How's the weather outside? 밖의 날씨는 어떤가요?

- **cloudy**

1. 흐린, 구름이 잔뜩 낀
2. 탁한

- **commute**

1. 통근하다
2. 감형하다

- **bright**

1. 밝게, 환히
2. 밝은, 눈부신, 빛나는

SITUATION #2 What did you do this morning?

Interviewer : Good morning!

Interviewee : Good morning, sir. Can I just say it is an absolute honor to be here?

Interviewer : That's very nice of you to say. Please take a seat.

Interviewee : Thank you, sir.

Interviewer : Can you state your full name, please?

Interviewee : I'm Yenny Lim. My Korean name is Ye Eun Lim. It's a pleasure to finally meet you.

Interviewer : The pleasure is all mine. So, what did you do this morning?

Interviewee : I was a bit busy this morning. I woke up at the crack of dawn to do yoga first. After that I reviewed my notes and prepared for this interview. I ate my breakfast, put on my make-up, got dressed, and finally left home to come here early.

Interviewer : You were quite busy. Do you have any other appointments today?

Interviewee : I actually do. I live in Gwangju so I don't get to come to Seoul often. That's why I'm planning to meet some friends in a restaurant after this interview.

Key Expression

What did you do this morning? 오늘 아침에 뭐 했나요?

- crack of dawn

1. 새벽녘
2. 새벽

- prepared for

1. ~에 준비가 된
2. ~을 준비하다

CABIN CREW INTERVIEW UNIT 2

Interview Questions

This is the interview proper.

Now that you've gotten through the small talk part, it's time to put your best foot forward. Although the small talk part is crucial in getting the attention of the interviewer and leaving a good first impression, it is during the interview proper that you get to shine bright and wow them with your skills, qualifications, and wit.

It doesn't matter whether you're a seasoned professional or an entry-level, fresh graduate; all's fair in a job interview. So, remember to take a deep breath and brace yourself!

- #1 Introduce yourself in not more than 5 sentences.
- #2 Why do you want to be a flight attendant?
- #3 Why do you think we should hire you?
- #4 Do you think your personality suits this job?
- #5 Have you ever traveled abroad?
- #6 Can you share a lesson that you have learned from your trip/s abroad?
- #7 What are some of your strong points that can be useful in this job?
- #8 What do you consider to be your weakness?
- #9 Can you share your philosophy in life?
- #10 What is it about being a cabin crew that attracts you the most?
- #11 What do you think are the responsibilities of a cabin crew?
- #12 What is the most important skill of a cabin crew?
- #13 What is something that a cabin crew should never do?
- #14 Do you have what it takes to be a cabin crew?
- #15 What is the hardest thing about being a cabin crew?

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- #16 What is the easiest thing about being a cabin crew?
- #17 With technology and innovation, do you think flight attendants are unnecessary, and will be replaced by A.I. and robots, in the future?
- #18 What do you know about our airline company?
- #19 What made you decide to apply here?
- #20 How much is your salary expectation?
- #21 What was the most recent news that you've heard about our airline company?
- #22 Are you willing to work different shifts during the first few months?
- #23 On a scale of 1 to 10, how would you rate your patience?
- #24 Tell me about a time when you worked really hard to achieve a goal.
- #25 Have you tried applying in other airlines before?
- #26 What would you do if you were offered a position in another airline company right now?
- #27 How do you feel about doing unpaid overtime work?
- #28 Does a flexible and changing schedule bother you?
- #29 Have you ever worked in the service industry before?
- #30 Did you have any part-time jobs? Tell me about the most recent one.
- #31 What was the most challenging thing about your last job?
- #32 Have you ever received a complaint from a customer?
- #33 How do you deal with difficult people at work/school?
- #34 What kind of student were you in college?
- #35 Were you active in school activities/clubs/organizations?
- #36 What subject did you excel in?
- #37 What subject did you dislike?
- #38 What kind of people do you get along with?
- #39 What areas do you think you need to work more on?
- #40 How do you deal with stress?
- #41 What was the biggest and most difficult project you've ever taken on?
- #42 Tell me about a conflict you've had at work/school.
- #43 Have you ever had a bad experience while flying?
- #44 What was your first impression of our airline?

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- #45 Have you ever witnessed or experienced bad customer service? What did you do about it?
- #46 How do you deal with a difficult or negative situation?
- #47 How do you take negative criticisms about your work?
- #48 Have you ever been misunderstood? How did you deal with that situation?
- #49 Tell me, who do you think is our biggest competitor?
- #50 If you are not applying in our company, which airline would you work for instead?
- #51 Can you give me at least one of our airline's customer care policies?
- #52 If you could suggest a way for us to improve our service, what would it be and why?
- #53 Do you think our social media presence is enough?
- #54 What do you like the most about our airline?
- #55 What do you think is our weak point?
- #56 Why do you think you are perfect for this position?
- #57 If a passenger is unsatisfied with the service, what would you do?
- #58 How would you help a nervous, first-time flyer?
- #59 What would you do to make things more comfortable for a child who's flying alone?
- #60 If a passenger's baby is crying and other passengers are complaining, what would you do?
- #61 Do you prefer to work in a team or alone?
- #62 Tell me about the most successful team project or group activity you've participated in.
- #63 Out of all the careers out there, why did you choose this one?
- #64 What would you do if a passenger keeps on asking you out on a date?
- #65 What would you do if a passenger keeps on kicking another passenger's seat?
- #66 Give three challenges of being a cabin crew.
- #67 What would you do if a passenger is acting rude and violent toward another cabin crew?
- #68 Where do you see yourself in 10 years?
- #69 What are your long-term goals?
- #70 What are your short-term goals?
- #71 On a scale of 1 to 10, how would you rate your qualifications for this job?
- #72 How do you deal with a demanding passenger?
- #73 If one of your coworkers is being deliberately rude to a passenger, what would you do?

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- #74 Why do you think some passengers take out their anger and frustrations on the cabin crew?
- #75 What would you do if a passenger complained about another passenger snoring loudly?
- #76 If you catch a passenger smoking in the lavatory, what would you do?
- #77 How would you handle a passenger who is putting themselves in danger in order to follow a religious custom?
- #78 What would you do if a passenger complained about a kid kicking their seat?
- #79 How do you deal with an extremely nervous and anxious passenger?
- #80 What would you do if a passenger complained about the food and asked for a refund?
- #81 What can you bring/contribute to our airline?
- #82 Do you like being around people?
- #83 What was the most memorable trip you've had?
- #84 What annoys you the most about traveling by plane?
- #85 What do you think is the biggest advantage of traveling by plane?
- #86 How would you handle a drunken passenger?
- #87 How would you handle a fighting couple?
- #88 If a passenger suddenly keeps on screaming profanities at you, how would you deal with it?
- #89 If a scuffle erupts between two passengers, what is the first thing you would do?
- #90 What would you do if a passenger insists that you move the Muslim passenger next to them to another seat?
- #91 What would you do if a passenger demands to be moved to a window seat?
- #92 If there is a famous celebrity in the cabin, are you going to give him special treatment?
- #93 If a VIP passenger keeps on hitting on you and threatening to file a complaint if you don't give your number to him, how would you deal with him?
- #94 A passenger keeps on using their phone and wouldn't turn it off even when you've told them to do so several times. What would you do?
- #95 If you could live anywhere in the world, where would it be and why?
- #96 Name one famous person who you look up to. Why do you look up to him?
- #97 If a senior coworker is slacking off, would you confront him?
- #98 If you were an animal, what would you be and why?
- #99 Describe yourself in one word.
- #100 Do you have any questions?

QUESTION #1 Introduce yourself in not more than 5 sentences.

My name is Jiyeon Lee, I'm 22 years old, and I majored in Communication Arts. During my university days, I have gained a deep appreciation of the wonderfully diverse cultures around the world through traveling. The people who I met on my journey made me love traveling more. It also gave me an insatiable desire to experience new things in other countries. With my vast travel experience, pleasing personality and ability to communicate in English fluently, I believe that being a flight attendant suits me well.

Key Sentence Patterns

My name is _____.

During my university days, _____.

I believe that being a flight attendant _____.

- **majored in**

1. ~을 전공하다

- **journey**

1. (특히 멀리가는) 여행
2. (특히 장거리를) 여행하다

- **insatiable**

1. 채울 수 없는
2. 만족할 줄 모르는

CABIN CREW INTERVIEW UNIT 3

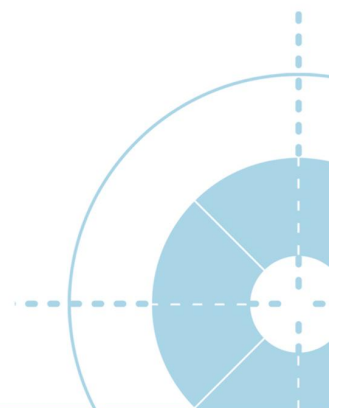
In-flight Announcements

Here are some of the common in-flight announcements made on an airplane.

As a cabin crew, it is your job to read these announcements with a modulated voice, a clear pronunciation, and proper intonation. Remember that these announcements can differ depending on the airline, the flight schedule and destination, the type of aircraft, and of course, the time of the day.

Practice reading them with your teacher.

- #1 Pre-boarding Announcement
- #2 Final Boarding Announcement
- #3 Pre-flight Announcement
- #4 Safety Briefing
- #5 Take-off / Ascent
- #6 Turbulence
- #7 Descent / Final
- #8 Landing
- #9 After the seat belt sign has been turned off by the captain...



1. Pre-boarding Announcement

Good morning. Calling all passengers of Korean Air flight 341 bound for Jeju Island. We would like to call the attention of passengers with small children, senior citizens, and any passengers requiring special assistance. Boarding will begin in a minute so kindly line up at Gate 3A and please make sure your boarding pass and identification are ready. Regular passengers, please standby for further announcement.



Keywords



- **bound for**

1. ~행의

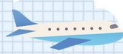
- **identification**

1. 신원 확인, 신분 증명
2. (존재, 중요성 등의) 인지

2. Final Boarding Announcement

Good afternoon. Calling the attention of the following passengers: Soo Hyun Kim, Cody Morris, and Gina Rodriguez; this is your final boarding call. I repeat, passengers Soo Hyun Kim, Cody Morris, and Gina Rodriguez booked on Air Asia flight 593 bound for Cebu, Philippines – this is your final boarding call. Please proceed to Gate 1D immediately. The final checks are being completed. In approximately five minutes, the doors of the aircraft will be closed. Soo Hyun Kim, Cody Morris, and Gina Rodriguez, please proceed to Gate 1D immediately. Thank you.

Keywords

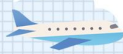


- **proceed to**
 1. ...으로 나아가다
 2. ...에 이르다, 향하다
- **approximately**
 1. 거의 (정확하게)
 2. ...가까이
- **aircraft**
 1. 항공기
 2. 항공

3. Pre-flight Announcement

Ladies and gentlemen, welcome aboard Aseana Airlines flight 274 bound for Singapore. The time now is 7:45 in the morning. We are expected to be in the air in approximately 15 minutes. We apologize for the delay. We are currently fourth in line for take-off. We ask everyone to remain seated at this time and fasten your seatbelts. Kindly secure all your carry-on baggage underneath your seat or put them in the overhead compartments. Please turn off all electronic devices and gadgets as well. Seats and table trays should be in their full upright position for take-off. Lastly, we would like to remind everyone that smoking on the aircraft, as well as tampering with, disabling, or destroying the lavatory smoke detectors, are strictly prohibited and punishable by law. Thank you for flying Aseana Airlines. Enjoy the rest of your flight.

Keywords



- **Announcement**

1. 발표 (내용), 소식
2. 방송으로 알리다

- **apologize**

1. 사과하다

- **lavatory**

1. 변기, 화장실
2. 공중 화장실