

15 TIPS TO PASS INTERVIEW

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1. Know Your Airline

You will know everything about the airline once you start flying, right?

Wrong!! Would you become friends with a person that doesn't know or care to know anything about you? What about one who takes the time to remember your name, your birthday, what you like and dislike and shares the same aspirations with you?

I'm sure you will want to be best friends with the second. The recruiters are the same. They love people who care about their airline, are interested in and love everything it stands for.

What are the requirements for the role, do you meet them? What is the culture of the airline, the logo, the promise to its passengers? How many aircrafts does it have, what about cabin crew individuals and nationalities? What's the lifestyle like in the country it is based in? Can you adapt to that kind of lifestyle? What are the steps to apply, interview and get the job? You get the point... Know everything there is to know!

The best place to do your research? Online, with trusted sources or professionals with years of experience in the field. Don't fall in the trap of listening to different social media groups. They are filled with people who fail and don't any know better than you!

Let's get something clear: your cabin crew interview is an exam! If you just walk in, smile and expect to pass just by being yourself, you are counting on luck and wishful thinking.

Remember: 95% of people applying for this job do the same and they fail.

If you pass this exam, it will change your life forever! Do you really want to leave it all to luck? I didn't think so. So, know your airline!

2. Get Your Application in Order

Whether you walk into the interview or apply online, you will need a series of documents. Of them, your updated English CV and 2 photos (1 passport & 1 full body) are compulsory for all airlines in the Middle East (and most in Europe).

When it comes to your CV, think of it as your business card. It is your first point of contact with the recruiters and you have 30 sec to 1 min to make it count. It must be well organized, brief (not longer than 2 pages) and must include all important details about you.

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Does your CV include your height and weight (remember image is extremely important for all airlines), your contact number (including country code), your education, professional experience, etc.?

Do your research right and you will know exactly what the photos must look like. An impeccable CV and perfect photos mean you are one step closer to your dream job.

A bad CV and photos mean you are not getting invited for an interview or are going home after spending only 1 min with the recruiters. Remember, the recruiters see tens, hundreds of CVs every day.

They can paint a very good picture of who you are just by looking at your CV for 30 sec. Make your CV impeccable because it will help the recruiters remember you and it will make them want to know more about you.

3. Prepare Your Interview Day Documents In Advance

It is important to have all your documents ready before the first day of your interview. You will avoid stress, save time and you will look focused, determined and very well prepared in front of the recruiters.

Besides the CV and photos, most airlines require you to submit, at different stages during the interview, different documents like original passport/ID card, registration forms, cover letter, service letters or additional (casual) photos.

During your initial research stages you found out everything your airline requires. All you need to do is get it all in one place and organize it neatly in the folder you will carry during the interview day.

If you omit this point, you will end up running around to collect documents, make copies or take photos during the interview days. It is an additional pressure you don't need! An excellent cabin crew can anticipate, is organized and always one step ahead.

Show the recruiters you are exactly what they are looking for!

4. Practice Your English

All airlines will ask you to take an English test (some do even if you are a native English speaker) because English is the language of aviation and even the language of the world.

Your knowledge should be above average because airlines are becoming more particular about their cabin crew being fluent in both spoken and written English.

If you feel you still have room for improvement, start practicing your speaking and writing skills! Read light literature (like children's books) and do it out loud. Get a

dictionary and translate any new words you come across so you can expand your vocabulary at the same time. Find somebody that is fluent (or at least much better than you) and practice speaking every single day!

In each airline, cabin crew come from over 50 or even 100 countries and if your English is poor, you will not be able to go through the training, communicate with your colleagues or understand instructions. Recruiters don't like that so they will always look for candidates with an advanced English level.

5. Be Well Rested and Well Nourished

You already know that your performance levels are highest when you are well rested and well nourished. This is very important if you want to focus on the interview tasks and not on your dry lips, headache or growling belly.

Get a good night sleep and stay hydrated before and during the interview. Carry a fruit, protein bar or small snack and a bottle of water in your hand bag. You have a long day ahead. You need to make sure you don't feel tired, lethargic or hungry because that will affect your interview outcome.

6. Look like a Cabin Crew

Ever wondered why there is a mandatory dress code for the interview?

Knee length skirt suit for ladies, suit and tie for gents - for all airlines the same standard. Why? It's simple: that is what their uniform looks like (more or less) and it is easier for the recruiters to imagine you already in the cabin crew role.

Airlines invest millions in their image and cabin crew are ambassadors carrying that image around the world. So look at the cabin crew of the airline you are applying for and mirror their outfit, make-up, hair style and attitude perfectly!

Have you seen cabin crew with messy hair or make-up, shabby uniform or grumpy faces in the airline commercials? Absolutely not!

When you look impeccable, have a flawless make-up and hairstyle suitable for the interview and carry yourself with utmost elegance, confidence and professionalism, the recruiters can easily picture you wearing the airline uniform and you become the image of the perfect candidate.

7. Be Punctual!

If you can't be punctual, you can't be a cabin crew - simple! Showing up late for your interview is a clear indication of your inability to be punctual. This isn't the impression you want to give the recruiters because showing up late for a flight is unacceptable! Recruiters don't want that kind of candidates.

Whether you are attending an Open Day, and Assessment Day or your Final Interview, always arrive at the venue 15-20 minutes before the announced starting time.

Now here is something you want to read twice: even for CV drop-off days you must show up from the beginning, not any time you feel like it during the day. If others tell you it's okay to go anytime during the day, don't listen to that advice! If the CV drop off is announced to start at 08:00 in the morning, make it your mission to be there by 07:45.

If you come later, you will miss the recruiters' initial speech with important instructions about the day and you will not understand what is going on once you get there. So get into cabin crew mode and be on time!

8. Smile

Take another look at the cabin crew in your airline's commercials. Do they seem sad, rigid or grumpy? Never!

When you start flying you will hear the saying "The smile is part of your uniform" very often. The smile of the cabin crew is their and the airline's business card, that's why they have it on all the time.

Have a generous, beautiful smile on your face throughout the day! It will help you look the part, seem friendly and pleasant to the other candidates and the recruiters and it will also make you feel optimistic and happy.

9. Body Language

You know that we communicate more through body language (93%) than through words (7%), right? This is no longer a secret and recruiters are very good interpreters of non verbal communication.

Remember that your interview could be starting long before you meet the recruiters at the interview. You never know who parked next to you at the venue or who is standing next to you in line for a cup of coffee before the day starts.

A closed/negative body language (slouching, leaning on the wall, keeping your arms/legs crossed, etc.) will make the recruiters think you are being defensive or closed to interaction and communication. Those are not good attributes for a future cabin crew.

So keep a positive, open body language and remain courteous and respectful towards everybody (candidates, hotel staff, etc.) you come in contact with during the day.

10. Be a Team Player

One of the most important requirements is the ability to work in a team because cabin crew are never on their own during the flight. Each team is multicultural and it changes with every flight so adapting to the team isn't the easiest thing. It requires a lot of flexibility and ability to adapt from every member of the team.

Try to get into the habit of thinking WE instead of ME. Be aware of different cultural specifics such as: it is rude to point your shoe soles at an Arab person, etc. Be considerate of other people's opinions, suggestions or beliefs. This way you avoid offending or insulting other candidates (your future team members) or even the recruiters themselves.

If you tend to get easily upset or can't have a disagreement with somebody without getting angry, you will find it difficult to be in such a diverse, multicultural environment and the recruiters will spot that in you.

If you are easy-going and treat everybody with the respect and consideration you would like to receive, you will be right at home within a cabin crew team.

11. Don't look at the recruiters for an indication on how you are performing or ask "How did I do during the interview?"

If you keep looking at the recruiters trying to guess if they like you or not, you will not focus on the tasks you must complete. The recruiters are assessing you non-stop. That's what the day is all about after all. If you don't complete the task or miss important details, the recruiters won't pick you.

Look at your team members (unless the recruiter is addressing you personally), know what you have to do and find solutions to the problems you are given. If you do that, you don't have to look at the recruiters to know you are doing the right thing.

"How did I do during the Interview" is one of the worst questions you can ask because it puts the recruiters in a very unpleasant situation! If you think they will actually explain what they thought of your performance, you are in for a big surprise. Learn to ask smart questions or don't ask anything at all.

12. Don't sabotage your own chances (scars/tattoos/birthmarks or any skin imperfections)

You probably feel the need to be overly honest with the recruiters and that isn't a bad thing. But you need to remember to be smart about the answers you give or you will make mistakes that will cost you the job.

On that note, you don't need to declare things that don't need to be declared. Let me explain. If the requirements state "no tattoos/scars/birth marks visible while in

uniform”, why do you want to declare a tattoo you have on the sole of your foot or your shoulder blade, a birth mark that can be discreetly concealed or a scar that is practically invisible unless you specifically point it out?

If it isn't visible, don't declare it! If it is visible or the airline has a strict “no tattoo” policy, remove your tattoo and apply when the mark has faded away completely.

13. Focus on what you can contribute to the airline, NOT on what you can benefit from it

It is all about giving first and asking later. Recruiters want to know what you can contribute to the airline and what sets you apart from the other candidates.

It is the time to dedicate all your efforts to fulfilling the airline's purpose, the promise it is making to its passengers.

Once you've done that, the rewards (promotion, salary increments, more benefits, etc.) will start pouring in. Remember this throughout your interview and even in the first 1-2 years (at least) of your employment.

Giving without expecting anything in return is an exceptional character trait and recruiters will like to see that you are naturally thinking that way.

14. Don't say anything negative about previous employers, colleagues or customers

How we speak about others tells a lot about us as well. When you speak bad about somebody who isn't present, the recruiters will think you will speak bad about them and their airline as well.

You have to avoid talking (or even thinking) anything negative about 3rd persons. Even when asked to provide examples of previous negative experiences, speak about the lessons you learned and how they helped you become a better person and professional. Don't use any strong or denigrating language when explaining the situations or describing the persons in question.

You can say somebody made a mistake (for example: my colleague didn't speak very good English and our customer got very upset. I did my best to help him improve his English so customers are satisfied with him in the future.) but don't use personal opinions or name-calling (for example: my colleague was stupid and always made mistakes so I had to work hard and fix it to make sure customers don't get upset).

15. For your Psychometric test, only one word: honesty

If you lie, think too hard or try to give the answers you think will please the recruiters, you will come across as confused, unbalanced or even a liar. So be truthful! It's very straight forward, right? Well, many make it very complicated.

The psychometric test is done (only by Emirates, so far) after the Assessment Day and before the Final Interview and is conducted online. It's a multiple-choice questionnaire that needs to be completed within a time limit. The first choice that comes to your mind when reading each question is always the correct one. Don't try to overthink it or match what you think the recruiters would like to see.

This test will tell the recruiters what type of person you are, how well do you fit into their company environment and the results of the test will follow you throughout your employment. Your best bet is to be honest!

Conclusion

Many make the mistake to believe it is enough to show up for an interview, smile and be yourself, without any previous preparation. But considering the high competition and the many obstacles you have to jump, stress and nervousness will be your companions during the day. That will affect your ability to be yourself and think logically about the best answers to give the recruiters.

So that piece of advice is poor and doesn't help you pass your interview. If you have the habit of going around social media groups asking for advice on how to pass your interview, stop! 99% of the people you find there are in the same situation as you are. Would you want medical advice from somebody who watched many episodes of E.R. or Scrubs? I bet not!

Then why would you waste time and take poor advice from people who don't know any better than you? The advice you listen to will make the difference between interview success and failure.

Now you have a strong base to build your interview preparation on. Read these tips as often as you need and take your preparation seriously because it will really pay off.

When you know what to expect, you deal with the interview with calm and composure and the recruiters will get to see the genuine, charming, professional, customer-focused, incredibly positive, team oriented, REAL you. When you earn your wings and start flying, your friends and family will be proud of you beyond words and you will be happy you took our advice!