



THE
Flight Attendant
ACADEMY

Module 1

Defining the Flight Attendant





Welcome to the home study portion of the Flight Attendant program from The Flight Attendant Academy.

If you have any questions as you go through our program, please feel free to reach out to me anytime via email at: carolyn@theflightattendantacademy.com

I look forward to seeing you in person for our 5-Day hands-on portion of the program.

Carolyn Dillon
Executive Director
The Flight Attendant Academy

Module #1 will explain the career of a Flight Attendant; how the profession began and where it is today.

This will give you a clear view of what you are reaching for in this journey.

You will be walked through a FA trip, reserve, pay and training.

You will learn how to begin looking and acting like a FA.



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flight at·tend·ant

[ˈflaɪ(t) əˌtendənt]

NOUN

1. a steward or stewardess on an aircraft.
2. a person who attends to the needs of **passengers** on a commercial flight



Defining the CAREER – the Real Definition.

before you can find IT...you must know what you are searching for.... In other words, before you can land your dream job, you first need to know exactly what you are shooting for; what a Flight Attendant does, who they are and what it all means.

You need to know the good, the bad and the ugly, while keeping in mind that no matter what you read or hear.

It's the

**BEST
Job
EVER.**

I like to say, "The worst day as a flight attendant still beats the heck out the BEST day as an accountant" No offense to the accountants out there.

Name Calling:

Flight Attendant (FA), cabin crew, inflight crew, steward, stewardess or hey you.



FAs are employed by airlines to ensure the safety and comfort of passengers aboard commercial flights, select business jet aircraft, charter aircraft, private and on some military aircraft.

Although a flight attendant makes passengers comfortable on airplanes, that is not his or her primary responsibility. Passengers' safety and the flight deck's security are the chief duties.

They assist passengers in emergencies, keeping them calm and safe. They also serve beverages, snacks, and sometimes meals. FAs greet, assist with baggage and seating, hand out band aids and ibuprofen, so on and so on.

A FA has many exciting job duties and titles.

This career beautifully blends security with hospitality, making it an excellent choice for someone who wants to provide safety and service to people AND see the world.

We've come a long way baby!

Let's look at how the profession started.

Flight attendants were once called stewardesses, stewards, air hostess, and hostess. The name Flight Attendant had not been invented.

Only female, unmarried, childless nurses of a certain age, weight and height could be Hostesses. The only exception was out of Hawaii.

The Hawaiian culture only allowed men or stewards to fly.

The first female flight attendant was a 25-year-old registered nurse named Ellen Church.

In 1930, she was hired by United Airlines AND she HAD to wear a girdle. Girdle Checks! Imagine being required to wear Spanx and then having to prove it.

That eliminates a lot of us, doesn't it?

A **1936** New York Times article described the requirements:



The girls who qualify for hostesses must be petite; weight 100 to 118 pounds; height 5 feet to 5 feet 4 inches; age 20 to 26 years. Add to that the rigid physical examination each must undergo four times every year, and you are assured of the bloom that goes with perfect health.^[7]

Three decades later, a **1966** *New York Times* classified ad for stewardesses at Eastern Airlines listed these requirements:

A high school graduate, single (widows and divorcees with no children considered), 20 years of age (girls 19 1/2 may apply for future consideration).

5'2" but no more than 5'9", weight 105 to 135 in proportion to height and have at least 20/40 vision without glasses.^[9]

Fast forward Fifty years, **2019** and here is a summary list of ***Hiring Requirements for Flight Attendants:***

We are looking for great people that can:

- Set a high standard for consistent in-flight service.
- Handle a wide variety of situations while in continuous contact with the public.
- Work independently or as part of a team without supervision.
- Ensure the safety and comfort of our customers.
- Provide leadership by responding to a variety of emergency and non-emergency situations.
- Competent in handling difficult situations, problem solving and complaint resolution.
- Excellent communication and interpersonal skills; friendly reception of all customers.
- Must present a professional image.

- Height and weight must allow for safe operation of the aircraft and may not exceed specific aircraft dimensions (for example, must be able to sit in jump seat and fasten the harness, move throughout the cabin aisle, and operate emergency exits).
- Work in climates and locations across the globe and work variable shifts.

*These are the requirements in addition to the primary eligibility requirements **you reviewed** prior to enrolling in class.*

WOW! The profession has grown.

Many before you have worked hard, fought for recognition, work rules, pay and legislation to establish that Flight Attendant is a well-respected career.

Stewardess began as young, single nurses looking for a “husband” and the average tenure was just 14 months.

Now, there are over 116,000 FAA certified men and women in this profession.

The average age is 46 and the average seniority is 15 years, although, 40 years of seniority is more common than not.

Today’s typical flight attendant may be a college educated, 35-year-old mother or a 55-year-old grandfather.

The rank of flight attendant is diverse.

It is projected there will be 41,030 new airliners by 2036, Boeing expects 839,000 new cabin crew members from 2019 to 2036.

You are on your way to becoming one of those 839,000!

Employment of flight attendants is projected to grow 10 percent from 2019 to 2026, faster than the average for all occupations.

24% of customers' choice of airlines is influenced by their inflight experiences, shaped almost entirely by the flight attendant.

Airline competition for repeat business is fierce in today's market, and the need to cater to customers has never been greater.



Gracious and intelligent service is a more crucial factor now than youth, beauty, weight and gender.

Although being a Flight Attendant requires a great deal of passion and commitment, because Flight Attendants do work hard to serve the public.

There are so many things that make this job a rewarding, positive, and very exciting experience.

You will most assuredly meet many interesting and important people during your flight career.

Flight attendants meet many celebrities, athletes and musicians, and get to explore many parts of the globe that most folks never see.

There is nothing that compares to an African safari, a tour of the Louvre or the Catacombs, the Pyramids or Stonehenge, not to mention seeing the wonderful USA!

You can go see your Aunt Sarah in Wyoming or your best friend Linda in New Jersey - all courtesy of your airline.

You get complimentary or discounted travel on your own airline, and reciprocal discounts on other carriers.

You also have **more time off than most other fulltime jobs**, and the **salary goes up rather quickly** with seniority.

Airlines also offer full benefit packages, complete with paid days off, insurance and 401K plans.

There is also a unique camaraderie among flight crews more prevalent than that of almost any other job and ***your days will never be boring!***

Because it's not a boring 9-5 lifestyle, your work schedule is flexible so you will have the time off to see the world while you travel.

In the United States, what other employment opportunities afford you the time, flexibility and opportunity to travel like that of a Flight Attendant? ***None that we can think of!***

Here are just a few of the advantages of being a flight attendant...

Paid to travel – One of the biggest attractions to the flight attendant career is the travel.

Flexible schedule – There is no standard workday for a flight attendant.

Benefits – Most airlines provide generous benefit packages, which include paid medical and dental insurance, life insurance, pension plans, paid vacations, personal leave, stock options and credit unions.

Meet interesting people – Interesting people are among the passengers you will serve but they are also among your fellow flight attendants. At the larger airlines, your co-workers will be different with every schedule.

Not Micromanaged – Flight attendants have a supervisor in their domicile or home base, not on the aircraft.

Time off – Flight attendants have more time off than the average worker.

Travel Benefits - Travel benefits are provided by airlines to employees, spouses, parents and dependents. Free travel is offered as well as discounted travel through reciprocal agreements with other airlines. In addition, buddy passes are usually available with most airlines, and these can be given to friends or other family members,

The biggest benefit of all is putting on that uniform, pulling your wheeled flight bag through the terminal, with your head held high, knowing little girls and boys, grown men and women are watching with admiration and saying,



“That’s what I want to be!”

Just as you once did!

We’ve just talked about where the profession began and a little about what Flight Attendants do (we will continue this topic throughout), now we will explain what happens when you start with an airline.

Every airline has its own way of doing things.

A Boeing 737 flown by Southwest is different from a Boeing 737 flown by Delta.

The safety demonstration at Republic is not like that of SkyWest, Mesa or any other airline.

The location of the safety equipment onboard PSA Airline's CRJ aircraft is not the same as Piedmont's CRJ aircraft.

As simple as setting up a beverage cart to steps to prep the cabin for evacuation; rules, wording, steps, commands, etc. vary from airline to airline.

During this course, we will teach you the information that is common among all airlines.

Once you are hired, YOUR airline will teach you how they want things done. I.e. If Delta hires you- you will do it the Delta way.

Here what to expect after you get hired by an airline...

Initial Flight Attendant (FA) Training

Initial FA Training or Ground School is the FAA certified training given by the airlines.

Being selected for training does not guarantee you the job.

Successful completion of training is required in order to complete your employment process with the airline, so study hard - it's not brain surgery, but it is all vital to airline safety.

So, focus and pay attention, and you'll reap the benefits of a great career.

Like military boot camp, Flight attendant training is anywhere between 3 - 8 weeks.

The major airlines are 6 - 8 weeks because they have more aircraft to learn.

Room and board are provided, usually in a dorm or hotel and you will have a roommate.

The regional airlines pay you during training and the majors do not. Airlines will fly you to training. (except Compass)

Airlines send a training packet before training starts. The packet contains material the airline wants you to learn beforehand.

Learn it and know it well; you will feel more prepared and more confident. You may also be tested the first day.

Classes include daily classroom lectures, proficiency drills, oral presentations and announcements, homework and training flights.

Trainees are tested often and must maintain an 85 - 90% average; those who do not will be sent home.

Training topics include but are not limited to:

- Aircraft
- Aircraft equipment
- Emergency equipment
- Emergency procedures
- Cabin safety
- Food and beverage service
- FAA requirements
- First aid

- Company policies.
- Benefits
- Commuting
- Flying Stand-by
- Bidding/Schedules

After You Complete Airline Training You Begin Reserve – RSV

Every new FA begins their career on reserve. Reserve is the system of requiring FAs to be on standby to cover open trips, but anyone can **bid** a RSV schedule.

When a FA cannot make his/her flight for any reason or the flight is suddenly over booked and understaffed, they need a FA ASAP. Reserves are called to fill that position.

Each airline has their own rules and regulations for reserves. Generally, once called, reserves must report for duty within 2-4 hours.

There are times when as a reserve, you must stand-by at the airport.

There is no set length of time a FA will be on RSV. The length depends on the airline and it depends on the base within that airline.

Do not think of RSV as a bad thing, you are getting paid, it's very exciting, and you get some very good trips.

For Example: A 40-year FA has a March schedule with 24-hour layovers in FLL (look it up).

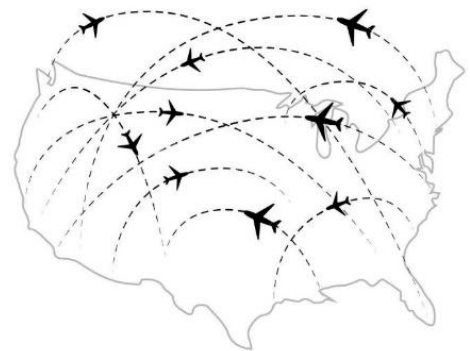
This FA also has vacation in March. Someone must fly the FA's trips while they are on vacation.

This is when crew scheduling will call a Reserve (RSV) to cover the trip. Junior FA now gets a very senior trip.

Trip Operations & More

TRIP OPERATIONS FROM START TO FINISH

- Report for Duty/check in
- Crew Briefing/Inflight Briefing
- Crew Boards Aircraft
- Pre - Flight safety checks (check equipment)
- Check Catering
- Board Customers – greet, assist with seating & stowage of baggage
- Secure Cabin and close cabin door
- Jetway pulls away from aircraft
- Arm Doors for departure
- Brief cockpit - cabin ready, shut cockpit door
- Sterile Cockpit
- Safety demo
- Walk thru – check, seats, tray tables, electronics, baggage, seatbelts
- Sit down & Buckle Up
- Silent Review/CLUE
- Take off
- Food & Beverage Service
- Secure Cabin
- Walk thru – check, seats, tray tables, electronics, baggage, seatbelts
- Sterile cockpit
- Sit down & Buckle up
- Silent review/clue
- Jetway moves toward aircraft
- Disarm doors



- De-Plane
- Debriefing

This is one flight.

You may have another flight, a layover for the night or this is end of your trip and you go home.

Example Day of a flight attendant.

● Let's say you have just completed your **Initial FA Training**, FAA certified training with the airline PSA. WOOHOO! You are based in CLT. (your DOM is CLT) You are on **Reserve**.

Based on your ****line of flying**, you are on call January 18-22.

****DEFINITION**-The monthly schedule a FA receives as a result of the bidding process designating trip sequences.

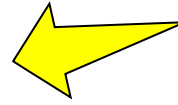
FA Rosie Cheeks is schedule to fly on Friday, January 18th. She is to report to base/check-in at 1055 for a 4-day trip.

Rosie Cheeks starts running a fever on the night of January 17th. FA Cheeks calls in sick. Cheeks is now off Friday, Saturday, Sunday and Monday.

Even if she is feeling better on Saturday, she is “sick” for her whole trip.

Your phone rings at 0500, Friday January 18th. Crew scheduling has assigned to you FA Rosie Cheek's trip, since she is sick.

NOW, **YOU** are to report at 1055.



Do not get all twisted because you don't understand the schedule on this

L7G24G : 18JAN				ONLY ON FRI				BSE REPT: 1055L				Operates: Jan 18 Only							
Base/Equip: CLT/CRJ FA01																			
DY	DD	DH	C	FLTNO	DPS-ARS	DEPL	ARRL	BLKT	GRNT	OA	EQP	TBLK	TDHD	TCRD	TDUTY/FDP	LAYOVER			
FR	18			5380	CLT-RIC	1129	1254	0125	0026		RJ7								
FR	18	*		5380	RIC-CLT	1320	1432	0112	0052		CRJ								
FR	18	*		5605	CLT-JAX	1524	1640	0116	0059		CRJ								
FR	18			5605	JAX-CLT	1739	1910	0131	0101		CRJ								
FR	18			5123	CLT-LYH	2011	2111	0100			CRJ	0624		0643	1031/1016	LYH 1259			
D-END: 2126L (NR 900) REPT: 1025L												KIRKLEY HOTEL		1(434)237-6333					
SA	19	N		TST	LYH-LYH	1025	1025	0000	0024										
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SA	19			5307	CLT-CHS	1423	1505	0042	0042		CRJ								
SA	19	*		5307	CHS-CLT	1547	1704	0117	0121		CRJ								
SA	19			5123	CLT-LYH	1825	1924	0059			CRJ	0258 0047		0414	0914/0859	LYH 1451			
D-END: 1939L (NR 900) REPT: 1030L												KIRKLEY HOTEL		1(434)237-6333					
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SU	20	*		5174	LYH-CLT	1111	1208	0057	0223		CRJ								
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D-END: 1945L (NR 900) REPT: 1015L												RADISSON STE HTL TORONTO		1(416)242-7400					
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D-END: 1438L												T.A.F.B.: 7543 DHD: 0255							
												Total: 1238 0255				1640 3323/2535			

4-day Trip. I understand it looks like a foreign language. This will be explained in due time AND this is one of those things that is **UNIQUE** to each airline.

- As a good **Reserve**, you went to bed all prepared; bags packed, uniform laid out and ready to go. But you now get up and triple check-

THE 6 Items Required Prior to Leaving for the Airport:

- **Company ID**
- **Timepiece with second hand**
- **Uniform**

- **Passport**
- **Updated Flight Attendant Manual (FAM)** Updated Manual - Must always be current and with you while on duty.
- **Flashlight**

1 Company ID – Cannot go anywhere without your ID. Do not lose it and Do not Forget it. It is that plain and simple. It is expensive to replace too.

2 Timepiece with second hand – Or as we common people like to call it – A Watch with a second hand. Everyone has a cell phone, why do we need a watch?

You cannot rely on your phone, it's battery or connection.

A good old fashion watch is required. You may also be wondering about the second hand. If you are ever involved in an emergency and the captain tells you, "You have 3 minutes and 42 seconds to prep the cabin." You will want all 42 seconds and you will want to be strapped into your jump seat at 3 minutes and 43 seconds.

3 Uniform- Self-explanatory.

4 Passport – Your scheduled trip may be within the USA; however, anything can happen in aviation and your flight may end up in the Caribbean.

5 Flashlight – Required for spying on passengers (pax) on night flights. Just kidding, but often necessary to see what is going on in the cabin. Flashlights are for checking safety equipment, checking seatbelts, retrieving items.

6 Flight Attendant Manual (FAM)- This is often referred to as the Flight Attendant Bible.

The Flight Attendant Manual outlines policies and procedures to be used by Flight Attendants in planning and executing safe and efficient flights and is meant to supplement existing operations manuals. It must be updated and with you while on duty.

This is a time of transition for the FAM. Airlines are in the process of going digital with all things, including the FAM. Until then, just know that it does not matter what format your FAM is in- It must remain updated and with you while on duty.

OK, now that you have triple checked, you shower and head to the airport EARLY because ...



- 1. You park in the employee parking lot and proceed to the **Domicile, where you will check in/report for duty. ** The city and associated airport a flight attendant is assigned to. The domicile is where all trips begin and end.

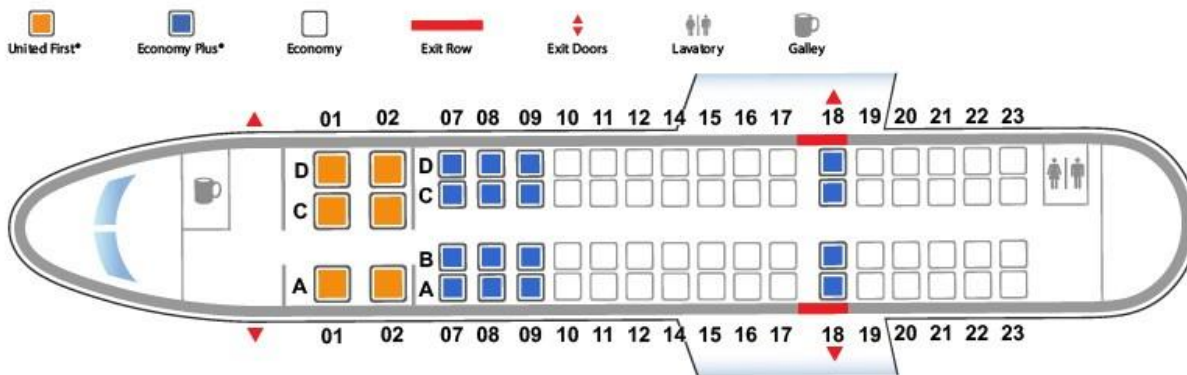
You have checked in on Friday the 18th for Flight (FLT) 5380 CLT-RIC, departing 1129 and arriving 1254. Your block time or flight time is 0125 (1 hour and 25 minutes) and you will be on the ground for 26 minutes. (ground time or layover time). You will

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 Base/Equip: CLT/CRJ FA01

DY	DD	HH	C	FLTNO	DPS	ARS	DEPL	ARRL	BLKT	GRNT	OA	EQP	TBLK	TDHD	TCRD	TDUTY/FDP	LAYOVER
FR	18			5380	CLT-RIC		1129	1254	0125	0026		RJ7					
FR	18	*		5380	RIC-CLT		1320	1432	0112	0052		CRJ					
FR	18	*		5605	CLT-JAX		1524	1640	0116	0059		CRJ					
FR	18			5605	JAX-CLT		1739	1910	0131	0101		CRJ					
FR	18			5123	CLT-LYH		2011	2111	0100			CRJ	0624		0643	1031/1016	LYH 1259

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be on an RJ7 aircraft.



● Here are the Highlights of your duty schedule.

- **Crew Briefing/Inflight Briefing**

Depending on your airline, you will either **brief** in your domicile or on the aircraft.

It also depends on how many FAs are in your crew. Your airline will train you on these procedures

Briefing – A meeting of the cabin crew prior to departure to discuss safety procedures and the flow of the trip.

- **Pre - Flight safety checks (check equipment)**

Safety Equipment- AED, PBE, Flashlight, Megaphone etc.

- **Arm Doors for departure**

Arm – The process of putting the slide in emergency mode so it will deploy when the door is opened, done when the jetway is moving away from the a/c.

When door is armed, the slide is physically attached to the aircraft.

- **Sterile Cockpit**

STERILE COCKPIT -Federal Aviation Administration (FAA) regulation stating no flight crewmember may perform, any duties during a critical phase of flight except those duties required for the safe operation of the aircraft.

Simple way to say this: no crewmember may contact the cockpit under 10,000 feet unless it is an emergency.

- **Silent Review/CLUE**

SILENT REVIEW- Reviewing your emergency procedures before takeoff and landing.

Every airline requires a silent review once you have taken your jump seat however, what you review is different and unique to each airline.

- **Disarm doors**

DISARM – The process of taking the slide out of emergency mode so it will not deploy when the door is opened, done when the jetway is moving toward the a/c.

When door is disarmed, the slide is no longer attached to the aircraft.

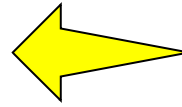
You have now completed your first flight! YES!

TRIP OPERATIONS. Now, you have 4 more flights or legs for the day.

You will complete the Trip Operation steps 4 more times for Friday the 18th.

Then, after your FLT from CLT-LYH, you will layover (l/o) in LYH and stay at the Kirkley Hotel. On Saturday, you will do this all over again.

Sound boring? OH NO. FAR from boring.



Every FLT you will

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Base/Equip: CLT/CRJ FA01

DY	DD	DH	C	FLTNO	DPS-ARS	DEPL	ARRL	BLKT	GRNT	OA	EQP	TBLK	TDHD	TCRD	TDUTY/FDP	LAYOVER
FR	18			5380	CLT-RIC	1129	1254	0125	0026		RJ7					
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FR	18			5123	CLT-LYH	2011	2111	0100			CRJ	0624		0643	1031/1016	LYH 1259

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meet new and interesting people; experience a different destination and you might even have a different FLT crew. No 2 FLT will ever be the same.

Let's review one last time...

TRIP OPERATIONS FROM START TO FINISH

- Report for Duty/check in
- Crew Briefing/Inflight Briefing
- Crew Boards Aircraft
- Pre - Flight safety checks (check equipment)
- Check Catering
- Board Customers – greet, assist with seating & stowage of baggage
- Secure Cabin and close cabin door
- Jetway pulls away from aircraft
- Arm Doors for departure
- Brief cockpit t - cabin ready, shut cockpit door
- Sterile Cockpit
- Safety demo
- Walk thru – check, seats, tray tables, electronics, baggage, seatbelts
- Sit down & Buckle Up
- Silent Review/CLUE
- Take off

- Food & Beverage Service
- Secure Cabin
- Walk thru – check, seats, tray tables, electronics, baggage, seatbelts
- Sterile cockpit
- Sit down & Buckle up
- Silent review/clue
- land
- Jetway moves toward aircraft
- Disarm doors
- De-Plane
- Debriefing

**“THE JOURNEY OF A
THOUSAND MILES BEGINS
WITH A SINGLE STEP.”**

—LAO TZU

Pay



Pay is one of the hardest things to understand in the airline industry when you are first starting out. It is not calculated like any other industry.

Forget everything you know about the 40-hour work week. Forget about how you have ever been paid.

FAs *typically* work between 75-120 hours per month.

The FAR regulates duty days and work rules to eliminate fatigue ensuring the safety of FAs and customers.

There are 2 primary ways a flight attendant is paid. **Hourly** and **Per Diem** pay.

Larger airlines (the Majors) pay more than the Regionals or National airlines.

Airlines guarantee a base pay, usually between 70 - 75 hours per month for RSVs where you will make your hourly rate. If an RSV flies over the guarantee, they will be paid an hourly rate for the overage.

If they fly under the guarantee, they still get paid the guarantee.

Hotels and ground transportation are prearranged and provided/paid by the airline.

- Report for Duty/check in **Per Diem Pay starts.**
- Debriefing **Per Diem pay ends.**

Per Diem is the pay you receive every hour you are away from your base. When you check in for your trip, your per diem pay begins. It ends when you arrive back to your base at the end of your trip.

Your per diem is paid around the clock – 24hrs, non-stop. The rate is anywhere between \$1.50 to \$3.50 per hour. Per diem is non-taxed and really adds up over the month.

- *Brief cockpit - cabin ready, shut cockpit door* - **Hourly pay Begins.**
- *Disarm doors* - **Hourly pay ends.**

Hourly pay is the pay you receive per flight hour.

Flight hours begin when the door is closed, and the brakes are released.

Block to Block.

Seniority

In the aviation industry, seniority is everything.

Some airlines use birth dates, some use social security numbers, and some draw numbers at random to determine seniority within the training class.

Bidding for monthly schedules, vacations, non-rev travel and pay are based on your level of seniority.

Unions

Most FAs are represented by a union. If the airline you work for has a FA union, you will be required to join. The dues are usually payroll deducted.

The largest FA union is the Association of Flight Attendants. (AFA) AFA's website has a list of all represented airlines and their contracts. www.afacwa.org

Relocating

Unlike traditional jobs, airlines do not always require their FAs to relocate. The ideal situation is to live at your base; however, many FAs live in another state or country and commute by air to and from their base/domicile. That is called commuting. Commuting" means not living at your base/domicile.

During the interview, when asked, you will always reply, "YES, I will relocate" It does not matter how far you travel to get to work or how close you are - Airlines want you there, on time and ready to work. PERIOD.

**Base," also known as domicile, is the airport from which the flight attendant's flights originate. "Living at base" means living in the city/environs of that airport.

Benefits

Airlines are known for having good benefits.

They have medical, dental, life insurance, paid vacation, 401K just to name a few. But of course, the benefit we all want, and it is the reason we fly- FREE FLYING.



Qualities of a Flight Attendant (FA)

Now that the GOAL has been defined and you know what you are reaching for.... let's start acting like a flight attendant.

Read each of these adjectives.

Do they describe you?

Begin right now. Practice these qualities in your everyday life.

- Neat (appearance), composed, poised, CLASSIC
- Outgoing and Friendly
- Positive Attitude
- Passionate
- Sensitive to the needs of others
- Adaptable and Flexible
- Public Speaker
- Reliable, Dependable, Punctual, Loyal
- Responsible
- Honest
- Patient
- Mature
- Self-Motivated
- Aware (of your surroundings)
- Leader
- Decisive
- Good Judgment
- Ability to Remain Courteous in Stressful Situations
- Tactful
- Energetic

Practice enthusiasm and happiness



“Flight Attendants are born with a serving heart.”
Start living it!

Now that you are acting like a Flight Attendant- let’s start looking like one.

DRESS CODE FOR THE AIRLINE INTERVIEW

You only get one chance at a first impression.

Airline recruiters attend our classes seeking prime candidates to fill their flight attendant positions.

To prepare you, we are providing guidelines for the proper dress. Please take note and make needed purchases before coming to Charlotte.

Remember - your chances of success will be compromised if you do not dress professionally.

Female Applicants:

Only a business suit (skirt and jacket) is acceptable to wear for an airline interview.

THIS IS SO IMPORTANT - you need to present the best possible first impression to the airline; they want a sophisticated, elegant, well-put-together look.

Remember - **you are dressing for the job you want**, not the job you have!

Suits should be navy, black or gray. Think classic when choosing a suit.

Make sure your clothes are not too tight or too loose!

They **MUST** fit properly! We don't want to see any of the 3 B's – the first one is belly and you can figure the other two out!

Skirts should fall at the top of the knee; jacket should button without pulling and sleeves must hit at the top of your thumb.

Your suit and shirt must be wrinkle free. Nothing says class like a starched and pressed white dress shirt. these little details will make your look polished.

You need some color. Wear a colored shirt or a scarf. When you see someone in a suit and a scarf, admit it, you think Flight Attendant. (If you can pull off an expensive, Jackie O, red suit, then do if.)



Panty hose or tights are required. Always have an extra pair in case of runs. Shoes should be pumps in black or navy, with heels no lower than 1 ½ inches and no higher than 3 inches.

A professional-looking hairstyle must be worn. Hair should be attractive and businesslike, clean and in good condition.

If longer than collar-length, wear in a twist, French braid, bun or similar simple style. Hair clips in gold, silver, pearls or tortoise shell can be worn (no jaw clips).

Do not have roots showing or extreme styles.

Most airlines **require** foundation, blush, mascara and lip gloss. It is possible to achieve a natural look while at the same time achieving a polished appearance, using minimal cosmetic application.

No woman should **EVER** go to an airline interview without wearing make-up.

You need a smooth look with a little color and definition to enhance your natural assets. A good place to get guidance in this area is with professionals at most major department stores.

Nails and hands should be clean, neatly manicured, and nails should not extend more than 1/4 inch beyond tip of finger.

Nails on both hands should all be the same length and polished, even if it is clear polish.

Acceptable colors are red, natural-looking colors or a French manicure. Chipped nails, glitter or designs on nails and extreme colors are all unacceptable.

One ring per hand, one bracelet, and conservative earrings should be worn.

Only one pair of earrings per ear, no larger than a nickel; gold or silver posts, pearl or diamond-type studs are the best choices.

And no ear gauges!

A string of pearls is very classic; you may also wear a necklace but do not wear more than one chain. Avoid jewelry with religious, ethnic or political themes.

Hold off on a lot of perfume – some people are allergic - and remember good personal hygiene.

If you feel you need to get your teeth fixed or lose weight before the interview, it is a wise decision and worth it.

Your purse or tote needs to match the color of your shoes.

FOR CLASS and the class interview- you do not need to match your tote or purse to your shoes because you will not be carrying them with you to the interview.

Male Applicants:



A suit including a pressed shirt with a collar, tie, slacks AND JACKET must be worn.

Candidates without a jacket and tie are considered unprofessional. Suits should be blue, black or gray. Add color with your tie.

Keep in mind, red is considered power.

No earrings or heavy colognes; one ring and one bracelet per hand; avoid jewelry with a religious, ethnic or political theme.

Shoes should be professional looking well-maintained loafers or wingtips, no athletic shoes or open-type shoes. Socks must also be worn.

Hair should be cut in a professional, current style and must not fall into the eyes. The back must not extend any longer than top of your shirt collar and sideburns may extend no further than bottom of earlobe.

Each airline has their own rules concerning facial hair. Some allow, some do not. If you choose to have facial hair, it MUST be tight and professional.

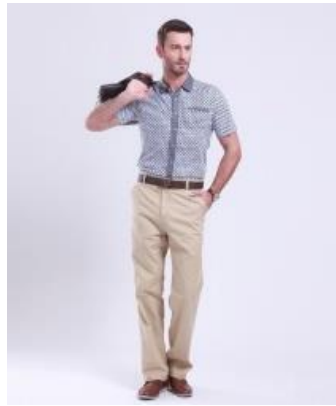
Hands and nails need to be clean and manicured; no nails beyond tip of finger.

No makeup.

Dress for the Flight Attendant Academy Class

Business Casual. It is not necessary to wear a suit every day.

NO: Jeans, Sweats, Tennis Shoes.



“There are no secrets to success. It is the result of preparation, hard work, and learning from failure.”

– Colin Powell

Module 1 Practice Test

True or False

1. T or F Being flexible is a quality of a flight attendant.
2. T or F Flying stand-by may be a topic in initial training.
3. T or F Do not worry about making a first impression, you will get another chance.
4. T or F In the Flight Attendant itinerary example, you had a 4-day trip.
5. Your nails should be no more than _____ in length.
6. What is the primary responsibility of a flight attendant?

7. When do you start receiving hourly pay? _____
8. What is per diem?

9. Name the 6 items you need before leaving for the airport.

10. WHY DO YOU WANT TO BE A FLIGHT ATTENDANT?

Answers are on the next page.

ANSWERS

1. T
2. T
3. F
4. F
5. ¼ inch past your fingertip. No long nails.
6. Safety
7. When the door closes, and the brakes are released.
8. The pay you receive every hour you are away from your base.
9. Company ID, Timepiece with a second hand, Passport, Flight Attendant Manual, Uniform, Flashlight
10. We will review in class.

Summary of Module 1:

The basics of the career of a Flight Attendant were explained along with how the profession began and where it is today.

You should have a clearer view of what you are reaching for in this journey.

We walked through an example of a Flight Attendant trip.

We mentioned how all Flight Attendants begin on reserve status.

We reviewed Flight Attendant pay and gave a quick overview of what to expect in the airline training.

You have just learned how to begin looking and acting like a FA.



Much, much more is in store, so keep going and in Module 2 we will be working on the City Codes and 24-hour clock (time schedule) that all aviation professions use!

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The Flight Attendant Academy

<https://theflightattendantacademy.com>

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