



THE
Flight Attendant
ACADEMY

Module 7

The Hiring Process





Welcome to home study Module 7 of the Flight Attendant training program from The Flight Attendant Academy.

If you have any questions as you go through this module, 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 of The Flight Attendant Academy

Module 7 covers the **hiring process**; this ***will NOT be on the written exam*** but is very important for you to learn because it's what **helps you GET HIRED by an airline.**

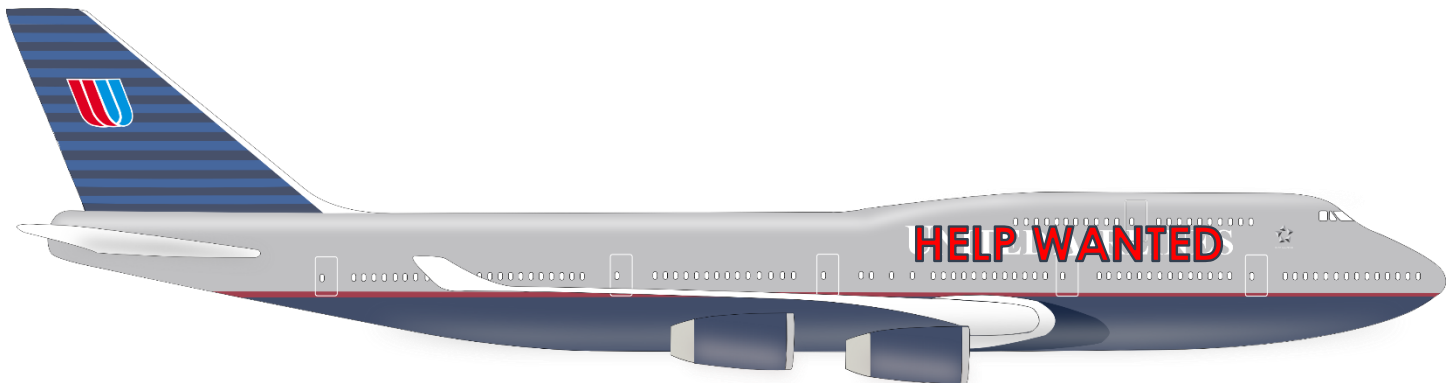
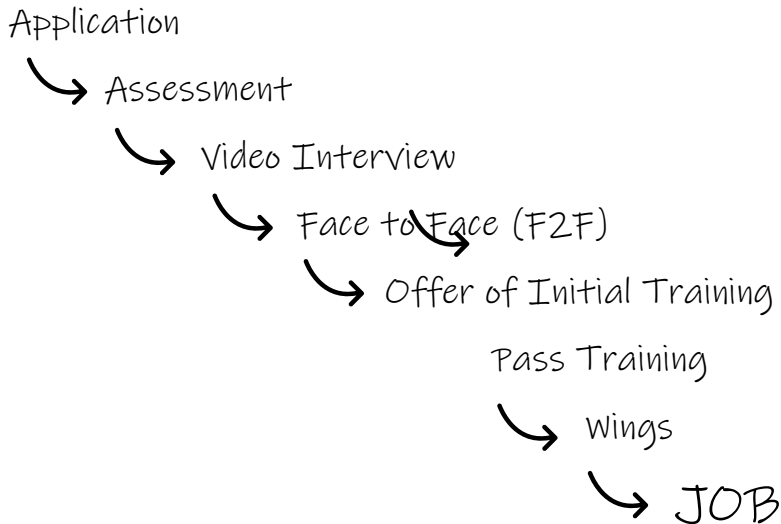


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THE HIRING PROCESS



Application

When exploring airlines for open FA positions, go directly to the airline's website.

Do not go through sites like Indeed or Glassdoor.

Before beginning the application, research the airline's values, mission statement and/or goals. You will want to incorporate these into your resume, cover letter and application.

When filling out the application:

Answer **YES** to relocating, even if you plan to commute.

Answer **NO** to visible tattoos. If you cannot see your tattoos- then they are not visible.

Answer **YES** to their height requirements.



Assessment

Take your time when doing the assessment. Think safety first.

We are programmed to know that the customer is always right. As a FA, the customer is right unless it pertains to a safety issue.

Keep In mind that you should not always answer to extremes.

You want to communicate steadfast moral views on what is right and wrong.

Always *strongly agree* with these types of statements:

- Most people are honest by nature.
- Employees who leave work early without permission are stealing.
- Most people can be trusted.
- Very few people steal at work.
- If someone is undercharged in a shop, they should tell the cashier.
- Teenagers who shoplift should always be punished.
- Most people have never shoplifted as teenagers.

Always *strongly disagree* with these kinds of statements:

- Most people cannot be trusted.
- Nothing is wrong with taking home supplies from work now and then.
- Teenagers often go through a shoplifting stage.
- No one is the victim when you steal from your company.
- It is human nature to steal from others.
- I have taken merchandise from work.
- The laws against shoplifting are too harsh.

You must not give any indication that you will become angry at work. You must also take a firm stance against vandalism, hacking, and other behavior considered anti-social.

Be sure to *strongly agree* with sentences like this:

- I cannot remember the last time I lost my temper at work.

- People who get angry at work should receive counseling.
- I have almost never become angry at work.
- People who know me would not say I had a temper.

Always *strongly disagree* with these kinds of statements:

- Sometimes my co-workers annoy me.
- Computer Hackers are punished too harshly.
- It's normal to lose your temper at work occasionally.
- When driving, I sometimes get angry with other road users.

It is OK to *disagree* with the following kinds of statements:

- I have never felt angry at a supervisor or manager.
- I have never been annoyed with a co-worker.
- I have always had the perfect job.

That is because the three issues above are pretty much universal to the human experience. If you have ever had a job, you have felt angry at a supervisor or annoyed with a co-worker at some point, and your job has not always been perfect.

Disagreeing with those questions can make it seem like you are either trying to fake the employment assessment questionnaire by looking perfect or are very detached from reality.

Agree or *strongly agree* with these types of questions:

- I rarely worry about how well I am doing at my job.
- I have confidence in my ability to handle my work responsibilities.
- I never get upset if my work is criticized by my manager.
- I have a positive relationship with my co-workers.
- I have never suffered physical symptoms due to stress at work.

Disagree or *strongly disagree* with questions like these:

- Work is the most stressful thing in my life.
- Sometimes I do not feel able to handle all my work responsibilities.
- I sometimes worry about losing my job because of office politics.
- I have had counseling to help me cope with stress.
- I have sometimes lost sleep worrying about work.

Again, it is OK to *disagree* with statements like these:

- I have never failed to complete a work assignment on time.
- I have never been tired at work.
- I have never arrived at work late.
- I have never made a mistake at work.

****If English is your second language, you may want to have an English speaker with you while you take the assessment.**



Video Interview

The key to a successful video interview is to practice beforehand, so that you avoid technology problems and feel confident with the process.

The process is often harder than a F2F because you do not know where to look, you do not have an interviewer to gauge your responses and you feel as though you are acting.

Review the following tips, to make sure you ace this type of interview. Keep in mind, a video interview carries ***as much weight*** as an interview conducted in-person, so you will want to make sure that you are well prepared to interview remotely.

The majority of VI's are not live.

Several allow for re-takes but, be prepared for both. Practice, Practice, Practice.



OPEN HOUSE

The Open House Interview (also called Open Interview Session or Job Fair) is a general information session for you and gives the airline a chance to screen a large group of potential candidates at one location.

Sessions are scheduled after successful completion of an online pre-screening (invited) or may be open to anyone (uninvited). Open House dates are usually published on the airline's website.

There is normally a morning and afternoon session. If there is a choice, we recommend scheduling the morning session, since interviewers are freshest and friendliest in the morning.

At the Open Interview Session, typically you will be asked to fill out a questionnaire and will be given a short speech about the airline by a flight attendant representative.

It is rare but, each person may be then be required to take a written, multiple-choice test, which includes some customer service questions.

Those that pass the test will be asked to remain while the others are excused. The remaining group will be asked to speak or read in front of the group.

Usually, the topic deals in some way with **customer service**. Resumes or applications are usually not collected at the Open House but, have one on hand.

Most successful candidates are advised during this session of their advancement to a second interview, although airlines have also been advising some candidates by email.

There are sometimes individual interviews at the Open House session.

*Be sure to watch, listen and learn.

*Introduce yourself to those around you and know something about a few of your fellow candidates.

*Airlines do not fly you to these interviews.



Face to Face (F2F) Interview

There are several forms of the F2F.

Interviews may be group, private, a combination of both, and /or a one-on one panel.

Applicants are sometimes taken aside for a second interview the same day or asked to come back at a later date.

Airlines will fly you to their home city to interview at no charge. If an airline is interviewing candidates, it usually indicates they are ready to start new hires in Initial

Training immediately or within a month, allowing you enough time to provide a 2-weeks' notice to your current employer.

Interviews are usually conducted in 2 parts.

The first part is usually a group interview and the second can be a one-on-one with the recruiter(s).

Most airlines conduct telephone or video interviews for the initial screening, and if you qualify, you will be contacted for a personal interview.

Be prepared to be there anywhere from 2 hours to all day.

Competition is quite fierce and often only about 5% of all applicants receive offers. If you make it to the interview, they have already determined that you meet their qualifications – **beyond that, you should establish chemistry with the recruiter.**

Miscellaneous INFO but no less important.



E-mail and Social Media: CLEAN IT UP!

Your written communication is as important as your spoken communication, if not more so, because it is often your initial contact with a recruiter.

If you initially contact airlines through e-mail, make sure that your punctuation and grammar are correct and professional.

Email is not text.

Email is the digital way of sending a letter.

Many people are accustomed to e-mailing their friends using shortcuts and lower-case letters; **THIS IS NOT ACCEPTABLE WHEN MAKING BUSINESS CONTACTS!**

You are not talking to your friends here, so be very careful to keep it businesslike. Be sure to **check your junk mailbox** - many servers dump mail they do not recognize into junk or bulk mail.

- No sleazy or immature e-mail address (ex: “likes beer@...” or “spoiled princess@...” or “hootchymama@...”)!
- No casual computer verbiage – avoid using shortcuts like “u r” instead of “you are”
- Avoid using all lower-case letters (ex: do not use “i” in place of “I”).
- Do not have pictures of yourself on social media, drinking, scantily dressed, partying, etc. Employers check these things!
- Do not post controversial topics. Consider unfollowing those that do until you have the job.
- Before applying, consider making a new email address especially for the job search.



Ability to Control Anger

ANGER: tips for on the JOB and the INTERVIEW (questions)

It is important as a Flight Attendant, to be aware of adult anger management. In your career, you will find many occasions where managing anger can pose quite a challenge but if you learn self-discipline and overcome emotional problems yourself, it will be easier for you to deal with these challenges on the job.

Your job is to keep any tenuous situation from escalating.

TIPS when dealing with difficult people when stress levels skyrocket and threaten to explode.

1. Slow down

Often when people get angry, they increase their activities, which makes them feel even angrier. They speak or move quickly in response to the fight-or-flight syndrome caused by increased adrenaline from an emotional or

physical trigger.

In picking up the pace, people sometimes forget to slow down and deal with corresponding issues one at a time. Instead, they jump into an argument looking for blood.

Whenever you get heated and ready to jump into a confrontation, force yourself to slow your pace and calmly assess the situation. Then you may feel calmer when it's time to act.

2. Step back.

When you become involved in a dilemma, a typical reaction is to try and jump in and put out the fire. But your best course of action could be to step back and reflect on what's going on.

Don't rush to respond in a way that could escalate tensions or provoke an offensive response. Let others present have their say and try to understand all the perspectives before taking your turn to offer an opinion.

Try to view the facts objectively by seeing the "big picture" when you sidestep the immediate feelings of anger that may be sabotaging your communication.

3. Breathe deeply.

Sometimes a physical break can be helpful, too. Pause in your response to slowly take a deep breath, releasing it slowly, as well.

Focusing on your breathing will deflect negative energy to a positive action, calming those around you.

4. Listen first, and then speak.

We have two ears and one mouth for a reason—to listen twice as much as we speak. When you are trying to diffuse a situation, take time to listen to what the other person has to say.

Make sure you understand that person's viewpoint. In fact, it might be a good idea for you to repeat it back to make sure you get the point.

Only then, when you have processed that information and reined in all emotions, should you offer a reply.

Listening skills play a significant role in adult anger management.

5. Step back and let another crewmember have a go at the situation.

There are times when slowing down and stepping back may not be enough. Stress may be igniting several others' emotions to create a confusing situation.

This would be the perfect opportunity to bring another negotiator into the picture. Another Flight Attendant may have a better chemistry and rapport with the customer and may be better able to diffuse the problem.



BUSINESS ETIQUETTE – Practice it

Telephone calls:

If you apply to an airline, expect to receive calls from them.

Here are some things you want to avoid when seeking employment:

- Silly or crude messages, profanity or street slang on your voice mail
- Long musical recordings – airlines will not wait through that.
- Phone that does not accept incoming calls or a full voicemail box.
- Putting a recruiter on hold when you are talking to them – **NEVER do this!**
- Returning calls that are on your caller ID without first checking your voicemail. It is rude to say, “Who is this - your number was on my phone”. Simply tell them

your name and that you see you missed their call.

- No noise in the background, such as a screaming child or people talking.
- Not speaking directly into the phone - hold the phone near your mouth when talking and ***speak clearly***; it is a strain to try to hear someone who sounds miles away from the phone or mumbles when they talk.
- You must identify yourself properly when you leave messages for people. State your full name and the reason for your call.



What NOT to do...

Here are some common errors which can automatically disqualify you:

- Not talkative enough; not asking any questions; over-answering a question
- Too Quiet
- Smoking before the interview
- Talking about personal problems
- Difficulty listening and frequent interrupting
- Improper grammar - ***KILLER - VERY IMPORTANT!!***
- Filling out forms incorrectly or incompletely
- Badmouthing former employers

- Phone ringing during interview
- Unprofessional appearance
- Too focused on salary and benefits
- Sounding rehearsed, unnatural
- Passive, indifferent, unenthusiastic
- Looking at your watch; asking how long interview will last
Poor attitude, arrogant, impolite
- Unease about relocation/reserve
- Writing “see resume” on app instead of filling out the app.
- Do not race to answer questions
- Do not leave to use restroom – take care of that before interview
- Dropping names
- Sarcasm
- Lack of goals or purpose
- Inflexible
- Poor body language
- Not following directions
- Immature, silly
- Evasive with answers
- Making excuses for problems in previous jobs

To Do...

- Research company history before any interview; learn key facts, name of the CEO.
- Be prepared to tell about a customer service situation in which you went OUT OF YOUR WAY, did something EXTRA, not just your job, to provide outstanding service.
- Airlines must go through hundreds of applicants, so you want to use important keywords in your application. Some have key words, like JetBlue - know the values – Safety, Caring, Integrity, Fun & Passion, in that order.
- Someone with the airline could always be watching you; be aware also that recruiters study the room and take notes on behavior within the group!
- Careful with grammar when you write – know the difference between “to” and “too”, “your” and “you’re”, “its” and “it’s”, and “their”, “there” and “they’re”, etc.
- Do not use any kind of slang, such “pissed-off”, “sucks” or anything like that.
- Be on time; you WILL be disqualified if you are tardy and attend the a.m. session if given a choice. “Early = on time; on time = late; late = terminate!”
- Have a pen for paperwork and note taking.
- Carry two copies of your resume – an extra one for the airline and one for you.
- TURN OFF YOUR CELL PHONE! AND NO TEXTING! In fact, leave it in the car!
- Avoid wearing religious, ethnic or politically based jewelry.

- The recruiter may ask you the same question, worded differently, several times, to see if you are honest and consistent. And be sure to fill out forms correctly.
- Answer questions fully and correctly, in the right order, and give creative answers.
- If you have your own business, emphasize that it will not be a priority over flying.
- Try not to talk about your family or anything personal.
- Add a little humor to your conversation, but do not try too hard to be funny, as you can be viewed as not taking the job seriously. And don't "try too hard!"
- Take your time answering a question – don't speak before you think.
- Show confidence, even if you are dying inside; show you can stand up under stress.
- Always have at least 2 questions for the recruiter, that have not already been covered.
- At the end, ask if there is anything else, they would like to know.
- Before leaving, shake hands and thank them for their time – never just walk out.
- Contact and get the names of all the interviewers; call them by name; send each a different hand-written thank you note, not an e-mail, within 12 hours.
- Do not get discouraged if you are not chosen - you may not fit into the culture of that airline; it is not the end of the world.
- Communicate for yourself. Do not let Mom, Dad or Grandma do your communication for you.
- Be concise, do not give answers that are too long – you may talk yourself out of a job!
- If you are not sure what the recruiter is asking you, request clarification.

- Stay on top of communications, do not make the airline TRACK YOU DOWN to get forms signed!
- It is not about being overly friendly – be relaxed and confident.
- Say YES. Do not say “no” to ANYTHING they would like you to do.

PASSION.

If asked why you want to work there, convince them that you want a job working for them, not just any company.

Give them specific examples to back up your information. You should show how you would fit in for this position, and that their company seems like a great fit for your personality and values.

All these things give them more reason to hire you!

Review the BASIC FLIGHT ATTENDANT REQUIREMENTS

- Professional image
- Weight in proportion to height – you must be able to fit on the jumpseat
- Sharp, crisp, and clean, well-groomed image
- Mature and positive attitude
- Flexibility
- Pleasing personality with a positive service attitude
- Able to anticipate the needs of others
- Able to relate to people of diverse cultures.
- Two year’s customer service or college
- A high school diploma or GED; secondary education or a college degree preferred.
- A second language is desirable but not required.
- Able to speak, write and understand English fluently
- Vision correctable to 20/40 or better
- U.S. citizen or be authorized to work legally in the U.S. without sponsorship, and must have unrestricted multiple entry into and out of the U.S.

- Clean background; airlines perform a 10-year background check
- Valid passport
- Age minimums differ from airline to airline, but there is no maximum age
- Good physical health – airlines perform a pre-employment physical
- Able to lift 50 pounds higher than shoulder level
- Able to relocate to any of the flight attendant bases in the airline's system.
- Full use of all 5 senses.

Practice Test

WHICH Applicant GETs THE JOB?

The following applicants have applied for a flight attendant job. Which one do you think will get the job? (**Note – the correct answer appears on the next page.**)

#1

This applicant is full of self-confidence and is impeccably groomed. During the interview with Spirit Airlines, the applicant asked several questions, mostly about pay and benefits. He does not wear a jacket to the interview, but he lives in Florida, where the dress is always more casual due to the constant warm climate. He ends the interview by shaking hands with the recruiter with an extra-warm, double handshake and sends a typed thank-you note the next day.

#2

The second applicant shows up for the ATA interview 10 minutes late, slips discreetly into the room, where she takes a seat on the back row. She is dressed in such a way that the recruiters can see how she would look in one of their uniforms and looks very professional. She interviews very well, and everyone can tell this applicant prepared well ahead of time. The recruiters warm up to her answers during the interview. She sends an e-mail thank-you note the next day, within 24 hours.

#3

Applicant #3 brings a carefully constructed cover letter and resume to the Southwest Airlines interview. He presents well at the interview but admits he has been interviewed by that airline before. He answers some of his questions differently than most of the other applicants are answering them, such as “is the customer, always right?”; he gives the unconventional answer, “no, the customer isn’t always right”. He also says a lot of good things about himself, and some of the other applicants think he is showing-off. He sends a handwritten thank-you note the next day.

#4

Applicant #4 arrives at the JetBlue interview on time, is attentive and polite. She knows all the 5 JetBlue values; she smiles frequently, is friendly and answers questions well. She does not have any questions about the job, because she doesn't want to appear "pushy". She provides references on her resume, so the interviewer does not need to ask for them. She appears well-prepared but forgets to send a thank-you note. Oh well – most people do not do that, anyway.

Answer Key

– Candidate #3 is the one who got the job. He admitted to coming back to the airline for a second time, gives creative answers, markets himself effectively, and follows-up with a handwritten thank you note. Lateness is never tolerated; casual dress does not work, and neither does blending in with the crowd.

Summary of Module 7

You should now know the important attributes of what the airline recruiters are looking for from a Flight Attendant applicant so you can position yourself in the best possible way to Get Hired.



Module 8

Coming up in Module 8 we will continue with the hiring process by getting into the specifics of **"The Interview"**. This will include STAR method, body language, situational / scenario questions and more...

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