

Welcome to your guide...

21 ETIHAD AIRWAYS CABIN CREW INTERVIEW QUESTIONS & ANSWERS

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Q1. Why do you want to be cabin crew?

Sample Answer:

Thank you for interviewing me for this cabin crew position today. Not only have I been working toward this position for a while, but more crucially, it's been my long-term dream to join the cabin crew exclusively with Etihad Airways. I firmly feel that the position of cabin crew is a good fit for my unique personal qualities, professional traits, and long-term career goals. Working as cabin crew for Etihad Airways is a prestigious position, and I am completely aware of the enormous responsibility that goes along with it. I want to work as cabin crew because I want to be in a position where I am accountable for providing outstanding levels of service, accountable for other people's safety, and also accountable for using strong interpersonal and communication skills to cope with a variety of challenging situations. Finally, the opportunity to positively influence people's everyday lives by providing them with exceptional care, attention, and service is what makes the position of cabin crew so appealing to me within the Etihad Airways family. If you employ me in this position, I will be a reliable, valuable, and customer-focused employee who will be proud to work for the Etihad Airways brand and deliver excellent customer service and value to your customers.

Q2. Why do you want to join Etihad Airways?

Sample Answer:

Simply put, I want to work for Etihad Airways because it is the best airline in the world, and I would be incredibly proud to wear the uniform and insignia. Since Etihad Airways is known for providing outstanding service, I believe that my professional goals and aspirations are a good fit for the company as I too always strive to deliver consistent outstanding service. I read and researched as much as I could about the airline during my research before submitting an application to work as cabin crew with Etihad Airways. Because of how well your customers respond to the service you provide, you are one of the fastest-growing and most innovative airlines in the world, which makes you more desirable to work for. Your fleet of cargo planes and the newest generation of aircraft, connect more than 100s of locations every day. Industry-leading innovations such as facial recognition check-in for crew, paperless planes, and using machine learning to reduce food waste really stands out to me as an airline that is always striving to be the best. On top of this, the values such as acting with integrity and taking responsibility, that underpin your airline are clearly listed in your Code of Business Conduct. I have been working incredibly hard to ensure that I can meet the exceptionally high standards of these values, the high standards of safety and the high standards of customer service demanded of your team because I only want to serve as cabin crew for Etihad Airways.

Q3. Tell me what you think it will be like working for Etihad Airways as Cabin Crew?

Sample Answer:

Working for the world's leading and most innovative airline will be a very proud experience for me, but it will also come with a huge amount of responsibility. Whilst working for Etihad Airways, I will need to ensure the manner in which I present myself for work is in line with the organization's brand guidelines and code of conduct. I will be expected to ensure everything I do is in adherence with the strict safety rules and procedures I will learn during my initial training, and also the levels of service I offer to your passengers and customers is outstanding. I will need to ensure I work tirelessly as part of a team to make every flight experience the best it can be, and also be prepared to take responsibility in difficult and potentially emergency situations. I will also need to be flexible in my role and be prepared to work long and unsociable hours and also be available at short notice to fly as and when needed. Finally, I would need to be an exceptional communicator and be able to deal with a wide range of situations and scenarios as expected whilst performing my duties as Cabin Crew for Etihad Airways.

Q4. As Cabin Crew, how would you deal with your emotions?

Sample Answer:

As Cabin Crew for Etihad Airways, I would be expected to provide a consistently high level of service. There will undoubtedly be some challenging times during each flight and it would be my responsibility to manage my emotions effectively. I am naturally a calm and composed person, and my emotions very rarely get the better of me. On that basis, I am confident that, when I am dealing with either dissatisfied customers and passengers, or if there is a pressurized and challenging situation to deal with, I can be relied upon to maintain the highest standards achievable. In order to manage my emotions, I would always remain calm, focus on what it is I wanted to achieve, remember that I am working for the best airline in the world, and above all, always remember to follow my initial Cabin Crew training and operational procedures.

Q5. Where did you find out about Etihad Airways?

Sample Answer:

I found out about Etihad Airways after seeing your brand advertised in a number of locations, including when I have previously travelled through airports. The one thing that stood out to me was the professional branding you employ in all of your communications and advertising. Your brand oozes quality and exceptional service, and that is one of the reasons why I decided to look into your airline, with a view to applying to become Cabin Crew. The second reason is, you have a well-deserved reputation within the airline industry across the world for being the market leader, and that is simply down to the fact that your passengers and customers love the service you offer. I have very high personal and professional standards

myself, and I would nothing but immense pride if I was fortunate enough to become Cabin Crew with Etihad Airways.

Q6. What's your biggest weakness?

Sample Answer:

I guess my biggest weakness is that I tend to take on too much work sometimes, as I find it hard to say no to people. My nature is that I want to please people, and on occasions in the past, I have taken on too much work which meant that I wasn't able to complete some things to the standard that I wanted to. However, I am learning to make sure I complete all tasks thoroughly and diligently before taking on additional work and I would hope that my willingness to take on lots of work would actually be a positive thing whilst working as Cabin Crew for Etihad Airways.

Q7. When have you been flexible in a previous work situation?

Sample Answer:

Whilst working in my current role as a hairdresser, I was asked by my employer to work late every Saturday evening. The reason for this was that several clients could only make appointments between 6pm and 8pm on Saturday evenings. Although I usually go out on a Saturday night, I decided to agree to the additional hours. The salon was doing well and was beginning to get a very good reputation. I wanted to help the salon provide a high level of service to its customers and understood that if I didn't work late on those evenings, they would lose the custom. Fortunately, 2 months on, another member of the team has volunteered to help me cover the Saturday evenings, so I now only have to work every other Saturday. I fully understand that cabin crew members need to be flexible in terms of their roster and working hours. My personal life would allow for this and I believe it is a small sacrifice to pay for such a rewarding career. I can be relied upon to be flexible when required.

Q8. What challenges do you think Etihad Airways will face in the future and how could you, as Cabin Crew, help us to overcome them?

Sample Answer:

I believe the challenges you will face include the need to provide more increasingly competitive prices for your passengers whilst maintaining outstanding levels of customer service and care. The airline industry is ultra-competitive, and as Cabin Crew, I would need to always be on top of my work in respect of making your passenger feel safe whilst providing exceptional customer service that is in line with the Etihad Airways brand. Finally, the cost of fuel, I would imagine will continue to increase and, on that basis, you

will become even more reliant on passengers coming back to use your services time and time again. Again, it would down to me as Cabin Crew to continue to provide brilliant service that make sure the passengers and holiday makers return in the future to use your services. Whilst I understand there will be many more challenges, those are the two where I feel I can make a significant contribution whilst working as a Cabin Crew.

Q9. If you are successful in becoming Cabin Crew with Etihad Airways, how do you think you will cope with the change in lifestyle?

Sample Answer:

Despite the fact that I've dreamt of wanting to do this for a while, I've still given the lifestyle shift considerable thought to see how it will affect me. Even if there will be some challenging situations, I am positive that I will not have any trouble adapting. My personal circumstances allow me to use the roster system without difficulty, and I am ready to travel for extended periods of time as needed. My friends and family are fully supportive of my career and, if I get the job, I won't have many personal obligations at home, and I'll be ready for the lifestyle adjustment. In fact, I am eagerly anticipating the shift in lifestyle because I have been wanting the role for a very long time. I am someone who loves to travel and embrace other cultures, so being able to visit alternative destinations frequently, is certainly something that really appeals to me. My personality is one that can adapt and fit into any situation, and I always try to embrace life to the fullest.

Q10. What makes you better than the next candidate and, therefore, why should we offer you the position of Cabin Crew with Etihad Airways?

Sample Answer:

I have researched both the role that I am applying for, and your airline. Looking at the required skills of the role and the type of person you are looking for, I believe I am the best person for the job. I have a proven track record in delivering a high level of customer service and have experience in dealing with customer complaints. I have been on a number of training courses before and always ensure that I put in the required amount of work to successfully pass them to a high standard. I am a confident and reliable person who works very well in a team environment. In my previous role as a restaurant manager, I often had to work to tight schedules and always remained calm when under pressure. Finally, my personal circumstances are extremely flexible and, having studied the role of a Flight Attendant, I understand the obligations and requirements in terms of availability. If successful, I promise that I won't let you down and I will work hard to make sure that I live up to expectations of the airline.

Q11. How would you deal with somebody who was part of the Cabin Crew team who was not doing their job properly during a flight?

Sample Answer:

I am currently a waiter at a nearby restaurant and recently I was aware of a coworker who was taking longer breaks than he was allowed. The rest of the crew would have to fill in for him while he was taking these extra breaks. Unfortunately, as a result, the customer would suffer as a result of the longer wait time to serve them. I made the decision to speak with my colleague to find a solution. I approached him and politely invited him to join the rest of the team in serving the clients. I explained to him that we were busy and that he was needed, I also made sure he was okay and checked there wasn't any serious reason he was avoiding work. Fortunately, he gave a constructive response and realised that he was abusing his downtime. There hasn't been a problem ever since. The group must get along and function well as a unit. Confrontational circumstances are unaffordable, and the best approach to handle situations like this is to be open and diplomatic. We would all need to work together to guarantee the flight was safe and up to the high expectations of customer service, therefore I would always handle the matter swiftly, positively, and warmly to ensure the cabin crew member was back up to speed as soon as possible.

Q12. At Etihad Airways, we pride ourselves on delivering exceptional service. What is the best example of customer service that you have come across?

Sample Answer:

Whilst working as a shop assistant in my current role, a member of the public came in to complain to the manager about a pair of football shoes that he had bought for his son's birthday. When his son came to open the present on the morning of his birthday, he noticed that one of the football boots was a larger size than the other. He was supposed to be playing football with his friends that morning and wanted to wear his new boots. However, due to the shop's mistake, this was not possible. Naturally, the boy was very upset. The manager of the shop was excellent in her approach to dealing with situation. She remained calm throughout and listened to the gentleman very carefully, showing complete empathy for his son's situation. This immediately defused any potential confrontation. She then told him how sorry she was for the mistake that had happened, and that she would feel exactly the same if it was her own son who it had happened to. She then told the gentleman that she would refund the money in full and give his son a new pair of football boots to the same value as the previous pair. The man was delighted with her offer. Not only that, she then offered to give the man a further discount of 10% on any future purchase, due to the added inconvenience that was caused by him having to return to the shop to sort out the problem. I learned a lot from the way my manager dealt with this situation. She used exceptional communication skills and

remained calm throughout. She then went the extra mile to make the gentleman's journey back to the shop a worthwhile one. The potential for losing a customer was averted by her actions and I feel sure the man would return to our shop again.

Q13. What do you think makes a successful cabin crew team?

Sample Answer:

A successful cabin crew team would include a number of essential components. First of all, it's crucial to have a variety of people with various personalities, viewpoints, and perspectives. By doing this, you increase your chances of finding a variety of options and fixes for issues as they emerge. Having said this, it is important that we are all united on shared values of integrity, taking responsibility, and serving others. The team members must be upbeat, enthusiastic, and able to get along with one another. There should be no conflict among team members and a shared understanding that they are all working toward the same objective of providing excellent service while assuring the complete safety of passengers. Each team member should be able to communicate effectively and listen to the thoughts and opinions of others. The team needs to be adaptable so that, when necessary, new and different ideas can be tried. When in situations of pressure, each team member should support one another and work diligently as a unit. Passengers look to the cabin staff as role models, thus everyone on the team should uphold those ideals and values of the airline.

Q14. Have you ever lost your temper?

Sample Answer:

On the whole I am a calm person and do not become aggressive or confrontational. Whilst it is only natural to be annoyed with people from time to time, I see no point in losing my temper. It is just wasted energy. I understand that cabin crew staff cannot lose their temper with passengers, it would be highly unprofessional. I appreciate that it must be frustrating at times dealing with difficult passengers, but the way to resolve issues is to remain calm and be patient.

Q15. If you were not successful today would you re-apply?

Sample Answer:

Yes, I would, most definitely. I have researched many different airlines and this is the one that I would like to join. If I am not successful at this attempt, then I will go away and look for ways to improve. Whilst I would be disappointed, I would not be negative about the situation. One of my qualities is that I can accept, and work on, my weaknesses. If there was the option for feedback, I would take this up and improve on

the areas I needed to work on. However, I would love to be successful at this attempt and do believe that I am ready, now, to become a competent and professional cabin crew member with your airline.

Q16. How many times have you called in sick within the last year?

Sample Answer:

I have had no days off sick within the last 12 months. I am an honest person and would only ever call in sick if I really could not make it to work. I understand that the airline needs to employ reliable people and if a member of the team goes sick, you will need to find somebody else to cover for them.

Q17. What would you do if you saw another cabin crew member being rude to a passenger?

Sample Answer:

I would try and soften the situation by offering the passengers free drinks or refreshments. I would say to them that I was extremely sorry for what had happened and that I can assure him/her that it won't happen again. I would then assess their response to see whether they wanted to take the matter further. If they did, then I would speak to my senior member of the cabin crew team. Having said that, reporting a work colleague would be a last resort and I would try my hardest to resolve the situation on my own.

Q18. What are your strengths and how will these assist you in the role of Cabin Crew for Etihad Airways?

Sample Answer:

To begin with, I am an excellent communicator and I am able to deal with people from diverse backgrounds comfortably and proficiently. I really enjoy working with other people and I have a happy disposition and a caring nature. Another of my strengths is that I have a flexible approach to work and life in general and I am always highly professional in a work-related situation. Finally, I am adaptable and can be relied upon to work very hard for any organisation.

Q19. What's the most challenging situation you have ever faced?

Sample Answer:

I was driving home from work one evening when I came across a car accident involving two vehicles. I quickly pulled over in a safe place and called the police and ambulance service using my mobile phone. I then carried out a quick risk assessment to make sure it was safe for me to go over to the cars. When I walked over, I saw a driver of one of the cars was injured, and so I asked her to stay seated in the car whilst the ambulance service arrived. I felt it would be dangerous for her to get out of the car in case she

had suffered a spinal injury. I asked another member of the public, who had also stopped by, to check on the other driver whilst I held the injured person's head still so as to prevent any further injury. It wasn't long before the ambulance service arrived, and when they did, I gave them a thorough brief before waiting for the police to arrive to give them a statement. Whilst it was a challenging situation, I can always be relied upon to remain calm in difficult and challenging situations.

Q20. Why do you want to join only our airline?

Sample Answer:

Ever since I dreamt of becoming cabin crew, working for Etihad Airways as cabin crew has always been my goal. In addition, I have, of course, researched a number of different airlines before deciding to apply for Etihad Airways. I've been impressed by the quality of service the airline offers and I already know that it has an excellent reputation, having been a passenger with Etihad Airlines myself. Your customer service standards are second-to-none and the quality of training all cabin crew members receive is exceptional. Having spoken to some of your existing employees, all of them were very happy in their work and stated that you are a very good employer. You are an exciting airline that has achieved much to date, and I like the fact that you are always looking for innovative ways to improve and develop. I would like to work for an airline that cares about its customers, which you do. If the customer is happy and their experience of flying with you is a good one, they are likely to come back again. I would love to be a part of this team and believe the qualities I have will help it to continue to move forward and stay ahead of its competitors.

Q21. That's the end of your Etihad Airways interview. Do you have any questions for the panel?

Sample Answer:

Q. Etihad Airways currently connects to over 100 destinations worldwide. Are there any plans to fly to other destinations over the forthcoming years?

Q. During my research, I studied as much as possible about Etihad Airways online. Apart from the research I have done already, are there any other resources you recommend I read or study whilst I wait to find if I am successful at interview?

Q. On typical Etihad Airways flight, how many Cabin Crew members would there normally be?

How to Use These Interview Questions and Answers:

These interview questions and answers are intended to guide you in your preparation for your job interview. These questions have been picked by the How2Become team because we believe that they are the best representative of what you will face in your interview.

The sample answers in this resource are collated from years of experience and research in the recruitment sector. The answers confidently display the appropriate qualities and competencies that the interviewer expects from successful candidates.

Read the sample answers carefully, and take note of what skills and competencies they demonstrate. You might notice that, when the question asks for examples, the answer uses the STAR method to construct the response:

Situation. Start off your response to the interview question by explaining what the 'situation' was and who was involved.

Task. Once you have detailed the situation, explain what the 'task' was, or what needed to be done.

Action. Now explain what 'action' you took, and what action others took. Also explain why you took this particular course of action.

Result. Explain to the panel what you would do differently if the same situation arose again. It is good to be reflective at the end of your responses. This demonstrates a level of maturity and it will also show the panel that you are willing to learn from every experience.

In order to get the best possible results, apply this system to your own examples and experiences in working life. These sample answers are intended to inspire you to create your own responses to the questions.

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