

Welcome to your guide...

# 8 CV TEMPLATES FOR CABIN CREW

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The following sample CV's use fictitious information, names and contact details. Any relevance to living persons or otherwise is coincidence. The templates have been created to give you an idea of how some of the best ones are constructed when applying for the role of cabin crew. There is no set format for constructing a CV, and you will see that they all vary in content, design and presentation. Your CV should be unique to you, so please feel free to edit one of the templates to suit your professional needs. Good luck 😊.

## Cabin Crew 8 CV Templates

Welcome to your new guide which will help you to submit a winning CV to help you progress through the first stage of the application process to become Cabin Crew with an airline. Included in this guide will be 8 templates which you can modify for your own CV to use in your application for a cabin crew position. The CVs are fully editable so you can add your own specific information, and will come included with essential criteria already added to the CV.

### What is a CV?

A CV or Curriculum Vitae is a document which many employers ask candidates to send when they apply for jobs within an organisation. The purpose of the CV is to allow the employer to assess the candidate prior to offering them an interview or forwarding them onto the next stage of a selection process. In many cases a CV is the very first stage of the selection process and a candidate's opportunity to create a good first impression. From an employer's perspective this allows them to sift through the CVs to save time by rejecting any candidates whose CV does not meet the required criteria.

### What should a CV include?

Other than your personal information such as name, address, telephone number, qualifications and work experience, this should also include a personal profile which tells the employer about you as a person.

A CV in general should be no longer than two to three pages, ideally two. Any more than that you may find that the assessor may lose focus and reject your application. If you think about it from an assessor's point of view, and the fact they will probably be looking at numerous CVs, you should make them as short and as relevant as possible, so you can stand out as someone they would like to proceed to the next stage.

### Tailor Your CV

A common mistake which we see with CVs, is that candidates use the same CV for multiple jobs and applications. If you do this, you are unlikely to be successful. Why you may ask? Simply put, each position will come with a set-criteria, person specification, skills and qualities which are desired by the employer. So, to give yourself the best chance of success, you need to tailor your CV to match the role.

### Where do I find the Information to tailor my CV?

This information will be usually found within the job description, which will list the person specification, skills and qualities which are required for the role. Some organisations also include values which are specific to them as an organisation. These are vital and will also be applicable. Armed with the required information your task is to populate your CV where possible with the desired skills, attributes, person specs and competencies to give you the optimum chance of success. In the next section, we will look at what it takes to be part of a cabin crew team and the desired skills and attributes.

### **Cabin Crew Person Specification, Skills and Attributes**

Cabin Crew is a rewarding role, with successful applicants once fully qualified and after a number of years' experience, can earn up to £30,000, with a number of bonuses and flight sales commissions included, however this will vary from airlines, so please check the job description when applying. The role is popular with people who enjoy travelling, especially on the longer flights, where there are often overnight stays in various locations globally. Airlines also offer good progression opportunities and many see the role of cabin crew as an entry level position, which can lead to more lucrative and rewarding positions within the airline or wider aviation industry.

The role does require a certain type of person, and this is definitely not suitable for everyone. To be successful, in the position you need to be 100% a people person and enjoy taking to a wide range of people from a vast range of different backgrounds and cultures. You will need excellent communication and customer service skills and be able to solve problems whilst under pressure. Please see below list of essential skills and competencies you will have to demonstrate on your CV to have any chance of success.

- Be safety-conscious and able to operate under safety-critical conditions.
- Be responsible for your actions at all times and act with honesty and integrity.
- Follow and adhere to rules, procedures and operational practices.
- An ability to learn and absorb large amounts of job-specific information.
- Be a great communicator and be able to deliver time-sensitive messages to groups of people.
- Be able to work with people from diverse backgrounds and different departments within the airline and authorities.
- Take responsibility for your own personal appearance and look smart at all times.
- Maintain your own suitable levels of physical and mental fitness.
- Must be able to react calmly in an emergency situation.
- Stay customer-focused and act as a positive role model for the airline at all times.
- Have a flexible approach to work and be able to work unsociable hours and weekends.
- Work alone or as part of a team.

- Trustworthy and reliable.
- Be a good listener.
- Be able to demonstrate influential skills where applicable.
- Be able to diffuse situations which may otherwise escalate.

As you can see from the list above, this paints quite a comprehensive picture of the required skills and qualities desired from candidates, and your CV will need to include these where possible to have any chance of progressing to the next stage. Try to think about what the assessor is looking for and match it. So, when you are editing the templates to include your experiences and jobs, think about your previous tasks where you have demonstrated similar skills and competencies and ensure you include them!

### **8 Sample CVs**

In this section we have provided you with 8 different templates which you can use and modify to suit your experiences, qualifications, and personal information. Please ensure that all information is valid and true to yourself, as you are likely to be asked to elaborate upon the information contained on your CV during the latter stages of the selection process.

Finally, I cannot stress how important this is, ensure you match the skills, qualities for the role and values of the organisation you are applying to where possible within your CV, especially in the 'personal profile' and when explaining your duties for previous employments. The samples provided come with a number of elements already completed; such as the personal profile/statement, job tasks, and key achievements. These are there as examples only to show how you can include the key skills, attributes and values within these fields. To help you recognise these we have highlighted in yellow the keywords you should include. These are the only words you should attempt to retain on the sample CVs. The bulk of the information has to be based on your personal details, specific experiences, education and work history.

The templates included below, are there for you to view as part of your preparation and this document is not editable. There are editable copies of each of the templates included with the purchase, these are available via separate downloads.

## Template 1

### Name Lastname

**Address:** 1 Fiction street, Ficshire, F!7 6AA

**Email:** name\_lastname@email.com

**Phone:** 09876 4747474

### PERSONAL PROFILE

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I am an **enthusiastic, loyal and resilient** person who takes **great pride in my appearance**. Having previously worked in a **customer-focused** environment, I fully understand the needs of others and believe my patience is a valuable asset in situations where others require my assistance. I thrive in any team environment and always try to use my **excellent communication skills** to listen to what others have to say whilst making valuable contributions. I have a **friendly** and **caring personality** which enables me to be **supportive of my colleagues**, and I always treat everybody as an individual. I believe the skills which I have developed would allow me to excel in the role and make an excellent addition to your cabin crew team.

### SKILLS AND QUALITIES

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- Track record of making customer service a priority, having worked as a receptionist of a hotel for the last \*\* years.
- An advocate for **rules and procedures**, part of the **safety team** at the hotel ensuring all staff and guests comply with any **procedures and safety legislations**.
- **Reliable and adaptable** to the needs of my employer at all times.
- Often working long twelve-hour shifts covering disruption and sickness through peak times, I have always maintained **focus and concentration** to carry out my work **safely and successfully**.
- I much enjoy **communicating with others** to fulfil their needs, I am a **great listener** being able to absorb any required information, and use my **influence skills** to defuse any potential escalating problems with customers.
- I am willing to **take responsibility** and can **remain calm when having to work under pressure**, as shown in my current role at \*\*\*\*\*.
- I understand the importance of **self-development** and **take pride in my personal appearance** ensuring I look smart at all times to promote my employer in the best light.

### EMPLOYMENT

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#### Job title here

(From — To)

XXXX, XXXXXXXX

- Providing **excellent services** to our customers entering and leaving the hotel. Dealing with any special requests, queries or recommendations.
- Ensure customers and colleagues are aware of the hotel safety procedures and will always act in the best interests to enforce safety. if I witness someone acting in a way which puts themselves or others at risk of harm, or not following hotel procedures.
- Highly competent **communication skills**. For example, communicating with the customers, and colleagues, face to face, on the telephone and via email.
- I am an effective **team member**, happy to assist my colleagues as required.
- I am **flexible and often willing** to change my rostered shifts to help my colleagues and the needs of the business.
- Remaining calm under pressure when dealing with complaints, using **empathy**, **resilience** and sound **influential skills** to **defuse situations** and resolve the complaint to the customers satisfaction.

**Job title** (From – To)  
XXXXXX

- Successfully answered **customer queries** via email, telephone or in person. Ensure the company **policies and procedures** were followed at all times.
- Frequently worked **on my own** as well as in a **team environment**.
- Often worked to **strict targets**, remaining **focussed and calm when under pressure**.
- Prepared sales reports for colleagues which had to be **error free** and to the correct standard.
- Follow up **support for customers**, actively calling customers to see if they are happy with their purchase and see if there is anything else we can do for them.
- Dealt with customer complaints in a **professional manner**, always **remaining calm** even when the customer was angry. Showed **exceptional listening skills** to help formulate a plan to resolve the complaint for the customer.

**Job title** (From — To)  
XXXXXXX

- Managed a small team, organised monthly rotas and delegating daily tasks.
- Worked on the **customer service** desk dealing with refunds, exchanges and customer complaints.
- Created and implemented promotional and marketing activities to generate business.
- Often worked in the cash office, balancing ledgers and reconciling banking to the correct procedure, **Sound numeracy skills** and attention to detail were paramount for this task.
- Assisted with Interviewing potential employees.
- Deputising for the manager on occasions, dealing with any issues escalated from the customer services team. This often required dealing with irate customers, having to **remain calm under pressure** to resolve the customers concerns,
- Organised and led the training of new starters and ran refresher courses for existing employees on **new procedures** and further training.

**EDUCATION**

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- INPUT EDUCATION HERE
- INPUT EDUCATION HERE
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- INPUT EDUCATION HERE

**PERSONAL ACHIEVEMENTS AND HOBBIES**

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I have a number of interests and hobbies and in particular, I enjoy going on regular walks with my family dog and attending a weekly book club, which I find relaxing and helps my concentration levels. I am a keen history enthusiast and my favourite era was the 1930's and 1940's.

**REFERENCES**

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**Name:** INPUT HERE

**Email:** INPUT HERE

Template 2

## CV of

**Address:** 34 Fictown street  
Fictown  
Fictshire  
FC1TY6

**Telephone:** Telephone numbers go here.

**Email address:** Email address goes here.

**Date of Birth:** D.O.B. goes here.

**Marital Status:** \*\*\*\*\*

**Nationality:** \*\*\*\*\*

**Personal statement:** I am a hard-working, conscientious and **reliable team player** and I feel the time is right for me to apply for this cabin crew position with \*\*\*\*\*.

I have been interested in the role for a number of years, and although I have not applied prior to this, I have been honing my transferable skills in my previous employments to give me the best chances of success in this role.

I have developed a number of skills which I believe will help me become a competent member of your cabin crew team, such as being an **excellent communicator**, having developed a track record for delivering targets that are set by my superiors. I can be relied upon to work competently within a **team environment** or on my own. I possess excellent **concentration skills** and can be trusted to follow **company rules and procedures**. I am **flexible** and can **remain calm when working under pressure**.

I am also a strong believer in taking control of one's professional development and have recently gained a diploma in \*\*\*\*\* and a certificate in \*\*\*\*\*. I believe this shows I have **focus and determination** to succeed and I do feel, with the training I would receive become an asset to your airline and a highly efficient member of the cabin crew team.

**Educational qualifications:** Insert your qualifications and the year obtained here.

**Employment history:**

**Job title – Company name goes here**

- Provided high quality first line support and day to day queries for customers and act as a **positive role model for the organisation.**
- **Communicated** with colleagues on a day-to-day time sensitive issues and assist in **resolving any problems.**
- Coordinate projects on behalf of Operations Manager to a set **deadline at times under pressure.**
- Managed, supported and lead the administration and reception teams.
- Managed all fleet vehicles on site, ensuring all documentation, maintenance and **safety-critical** aspects were met and documented.
- Liaised and worked closely with customers to ensure we always provide the best level of **service** possible.
- Ensured colleagues understood and adhered to **company policy and procedures.**

**Date from - To**

**Key achievements**

- Enhanced the reception area and team which resulted in a more professional and **customer-focused service.**
- Streamlined and trained the reception team to a **standardised procedure** which enabled them to carry out additional administration duties during quiet periods.
- Played an integral part in forming a strong management team. Working towards goals and through many changes within the company.
- I became a vital part of the organisations '**Health and Safety**' Team' within my department which came with a different set of responsibilities.

**Job title – Company name goes here**

- First point of contact for customers offering **product support,** recommendations, and dealing with complaints, sometimes **under pressure** and to the **highest standards,** representing the **organisation positively.**
- Promoted the importance of following **procedures** when instructing users on how to use the product **safely and correctly.**
- Managed and worked with IT ensure the company's technology **procedures were followed.**
- **Collaborated** with the local council so our products were available in the local health centres.
- Ran workshops on how to use the **product safely** and to the **correct procedure,** to a **diverse audience.** **Listened carefully** and answered any questions from the audience

**Date from – To**

**Key achievements:**

- Was awarded employee of the month on three occasions due to my performances and **customer satisfaction** feedback rates, based on my communication, product knowledge and if the issue was resolved.
- **Took responsibility** for the local council to get our products in the local leisure and health centres. This helped increase sales locally 17%
- Assisted in creating a new customer service procedure to help the customer service team provide a more **efficient service** to the customer.
- Undertook an NVQ in customer service in my spare time to widen my knowledge in customer service.

**Further academic achievements and interests**

XXXXXXXXXX: Academic achievements here

XXXXXXXXXX: Academic achievements here

**Travel and Tourism:**

**References:**

Provide names, addresses, and contacts for references here.

## Template 3

# Name goes here

34 Fictown Street, Fictown, Fictshire. FT11TW

**Date of Birth:** Insert here

**Email:** Insert here

**Mobile:** Insert here

### Personal statement

I am a highly **organised** and **adaptable** individual who has a great passion for becoming cabin crew with your airline. My strengths lie not only in my ability to **remain focussed for long periods of time** and my excellent **communication skills**. I can also **remain clam under pressure** and have exceptional **customer service skills**, having worked with exceptionally **diverse array of customers** previously. I enjoy taking opportunities to learn new and interesting skills. More recently I achieved grade 5 in guitar which I believe demonstrates my ability to **learn and retain information**, but also demonstrates patience. I strongly feel that my skills and achievements to date would be of benefit to your organisation and the role of cabin crew would thrive in a working environment that prides itself on **professionalism** and high levels of **customer service**.

### Academic (Edit as Appropriate)

#### **2008- 2011: Smithtown University**

Events management, BA (HONS) 2:2

**Modules studied included:** Project Management, Tourism Development, Marketing, French and German.

#### **2005- 2008: Fictown Grammar School**

4 A-Levels (A-E grades): PE, Biology, ICT & Design Technology.

### Achievements & Certificates (Edit as Appropriate)

**Work experience training:** Manual Handling, Health & Safety, Risk Assessment, First Aid and Fire Awareness.

During my time at university I became involved with the sports society as their president for two years representing the Students' Union and University whilst **organising** trips to France for large groups of students. I also **volunteered** as a team leader during Fresher's Week and helped to plan and co-ordinate large events with the Students' Union including their annual Summer ball. The team leader role required me to use my communication, leadership and **customer service** skills. This also taught me the importance of following **rules and procedures** when planning the event, this was vital to the success and the **safety** of everyone at the event.

### Volunteer Employment

- Artist Liaison for Fictown Student Union events (3 years).
- Boardmasters Steward.
- Entertainment Officer for Fictown Student Union (1 year) – running of the Summer Ball and Student Union events on a weekly basis.
- Events Crew Member of Fictown Student Union (2 years) – total of over 250 hours.

- Spent eight weeks working at a local charity shop to gain work experience skills.

## **Employment History**

### **From – To      Job title here**

In my current role as a sales co-ordinator, my main task is to **communicate** with the customer, dealing with any queries or complaints, ensuring I **maintain professionalism** at all times. This is a very busy store which often requires me to **remain calm under pressure**, as I often have to **multi-task**. I also have to partake in weekly stock-takes which requires **accuracy, focus and concentration skills**, as this often takes place when the store is open, so it is important not to be distracted. I also deal with customer returns which requires me to follow set **policies and procedures**. My working week includes shifts and I have to work **weekends twice in every four weeks**.

### **From – To      Job title here**

Working as a Summer Break representative which involved ensuring the **satisfaction of the customers** at summer break as well as organising coach arrivals and departures to set **procedures** and administering first aid when required.

## **Personal Interests**

My favourite sport is hockey which I have a great passion for and wish to take further participation within in the future. I enjoy attending music festivals as I am a keen guitarist who has achieved grade 5 level through continued tuition. I try to travel as much as I can as I love to experience new things and widen my horizons. I apply to volunteering positions as much as possible as I enjoy working at events regardless of being paid as I feel that the experience is so much more appealing as well as the interaction I get with a multitude of different people.

## **Skills**

- Work well as a **team player** and as an **individual**. I am hardworking, keen to learn new skills and **highly organised** in every aspect of my life.
- I take pride in my appearance, maintaining excellent levels of physical fitness, following a **strict fitness plan**.
- Over 5 years' experience of **customer relations** and sales with my extensive background in both bar work, sales and representative work.
- Recognise the importance of **self-development**, both personally and professionally.
- Providing excellent **customer service: customer focused employment**.
- Excellent multi-tasking skills with a proven track record for delivering set targets and deadlines while **under pressure** to the **correct procedure/policy**.
- Have excellent **concentration and focus skills** which has helped me reach Level grade 5 guitar.
- Experience of working with people from a **wide range of backgrounds and cultures**.

## **References**

Insert the names and contact details of two references here.

## Template 4

### Name Last name

Fictown, Fictshire

Email address goes here

Telephone number goes here

### Profile

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An **honest**, highly **motivated**, **flexible** individual with over 10 years' experience in all areas of work from reception to office management, most recently managing the day-to-day operational aspects of a Business Centre, including accounts, tenancy agreements, **health and safety** and company **policy and procedure**.

After over 10 years in my current position, I am now looking for a new challenge and after reading the job description for this role with your airline. I strongly believe that my skills and experiences make me an excellent candidate for the position of cabin crew with your company. For example; I am able to provide exceptional **communication** and **customer service**, both face-to-face and via the telephone. I am an outstanding **team player**, which I have developed through my career working alongside colleagues at all levels but also with the ability to use own initiative; thriving on undertaking **individual responsibilities**.

I am a **quick learner** with the ability to **retain information** presented to me, and have a keen **eye for detail**, along with good **concentration skills**. Overall, I take pride in everything that I set out to achieve, ensuring that it is completed to a high personal standard and within given timeframes and to the correct **procedure**.

### Key Skills

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- **Customer focussed**, acting as a positive advocate for the organisation.
- Ability to **remain calm** and diplomatic at all times in a **pressurised environment**.
- Excellent **communication skills** both written and verbal.
- Methodical and organised.
- Willingness to train and learn new skills.
- Accurate data entry with an **eye for detail, able to focus for prolonged periods**.
- Ability to prioritise workloads and multi task to always meet deadlines.
- **Adaptable** to the needs of the organisation when required.
- Have excellent knowledge of technical systems needed to do my job and learns new skills with relative ease.
- Website maintenance.

### Career Summary

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#### From – To Job title

- Ensuring the smooth running of a Business Centre: **Communicating and collaborating** alongside a diverse range of colleagues and clients.
- Front line management: Deal with all **customer queries** and tenant complaints and queries. Always promoting the company in a positive light.
- **Communicating** with tenants, at times having to remain calm when in difficult circumstances.
- Composing licence agreements, to the **correct procedure & policy** requiring intense periods of focus and concentration.

- Taking monthly rental payments and chasing arrears: Showing empathy and **remaining calm** in sometimes difficult circumstances when chasing arrears.
- Achieving and maintaining approximately 95% occupancy as per company requirements.
- **Liaising** with maintenance personnel and subcontractors: Ensuring work is carried out **safely and to the correct procedure.**
- Arranging charity and networking events: Carrying out risk assessment and ensuring the events take place in a **safe environment** and as per required by any **official legislation.**
- Meeting room management, including catering:
- Health and safety, including weekly fire drill: Ensured the fire-drill is carried out to the correct **policy and procedure.**
- Maintaining company website: Including checking information is current and carried out weekly audit to ensure the website is error free.
- Parking control: Ensured the **company policy** was followed and enforced in regards of customer and staff parking.

## From – to Job title

- Providing assistance to the Office Manager.
- **Communicated** with the agency and professional teams working with a commercial property sales and lettings environment.
- Front line support, being the first point of contact for visitors and callers, dealing with a wide range of queries, complaints and requests.
- Preparing files for bank instructions with competitor analysis and building reports, which required a keen eye for detail and to the **correct procedure.**
- Arranging Surveyor viewings and valuation appointments.
- **Maintaining** client databases, which requires high levels of **focus and concentration.**
- Preparing marketing particulars and uploading to company website.
- Distributing incoming post and preparing outgoing mail.
- Maintaining an inventory of building keys.
- Creating an archive filing system.
- Stationery ordering and negotiating deals with suppliers.

## Education & Training

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- Qualifications go here.
- Qualifications go here.
- Qualifications go here.

## Interests & Hobbies

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I enjoy music, singing, cooking, films, swimming, country walks, photography, sport and socialising. I have a good sense of humour and enjoy making new friends and acquaintances. I am currently training for a sponsored swim and will raise £2000 for a local charity. I am a volunteer for Scope, helping people with disabilities get into work.

I hold a full, clean driving licence.

References available on request.

## Template 5

# Name Goes Here

55 – Smithtown Street – Smithtown – Smithshire – SM1SHT  
Phone: XXXXXXXXXXX · Email email@address

## PERSONAL PROFILE

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I am an **honest**, enthusiastic, hardworking and **reliable** person who has gained invaluable experience in the **customer-care** industry. I have a **positive and caring nature** and believe I can bring a number of excellent skills and attributes to your organisation in the role of cabin crew. I am a **quick learner** and am able to **retain job specific information** easily. I am able to work equally as well as **part of a team** or **on my own**. I understand that the position is a safety-critical role, where it is vital that you follow **operating procedure** and **safety policy** at all times, and I truly feel that my previous employment and university days has taught me the importance of this and this is reflected below.

## SKILL AND ACHIEVEMENTS

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### COMPUTER LITERACY

- Extensive experience with the Microsoft Office software suite and similar programs in both the academic and work environment.
- Successfully trained in the use of online payment systems and hand held payment terminals, to accept payments from customers, ensuring 100% accuracy.
- Proven ability to utilise online database sources effectively for academic based research. This requires prolonged periods of **focus and concentration**.
- Confident typing ability at 65 words per minute, requiring **strong attention to detail**.

### CUSTOMER SERVICE EXPERIENCE

- Customer service awareness and skills developed through working in service environments requiring face to face, telephone and written communication with customers.
- Experience of **working with customers** in a one-to-one environment providing service where needed, following company **guidelines and procedures**.
- Strong ability to **communicate** in a persuasive and confident manner with customers.
- Proven ability to think quickly on my feet and respond to complicated questioning in a **pressured environment**.

### EFFECTIVE COMMUNICATION

- Held the position of head of the Student Union at university which required **effective communication** with students and agents both internal and external to the university. This also required enhanced levels of flexibility as I was required to deal with issues at short notice so adaptability was vital.

- Travelling to many places around the world has developed my ability to communicate effectively with people from **different social and cultural backgrounds**.

### INITIATIVE AND MOTIVATION

- Introduced the annual charity event at university which raises money for local charities through sponsored events.
- Arranging events such as the London to Brighton cycle ride, including carrying out a **risk assessment** to ensure the event took place **safely** for all participants and the general public. This was a success as we raised over £5000 for local good causes.

### TEAMWORK AND LEADERSHIP

- Strong teamwork skills due to experience working with a variety of different people in a wide range of environments, ranging from office and sales environments to being head of the Student Union at university.

## EDUCATION

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XXXXXXXXXX College

XXX-Level: *(Qualifications go here)*

XXXXXXXXXX Senior School

GCSE: *(Qualifications go here)*

## WORK EXPERIENCE

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**From - To**                      **Job title**  
Smithtown charity shop *(Edit as required)*

**From - To**                      **Job title**  
General administration work *(Edit as required)*

**From - To**                      **Job title**  
*(Edit as required).*

## REFERENCES

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Employers' reference: John Doe – 0789018XXX

Personal reference: Jane Doe – 0789018XXX

Template 6

**CURRICULUM VITAE**

**SURNAME** : Insert here

**FORENAMES** : Insert here

**DATE OF BIRTH** : Insert here

**ADDRESS** : Insert here

**TELEPHONE NO.** : Insert here

**Email** : Insert here

**PERSONAL PROFILE**

I am a professional, highly reliable and adaptable individual, who now feels they are in the perfect position to apply for a position as a member of your cabin crew team. For the last few years, I have shown a keen interest in the role and I now feel with the skills and qualities I have gained from my work experiences are a strong match for the job description and person specification for this cabin crew position with your company.

Another strong reason, why I have applied, as a keen traveller, and user of your airline, I have witnessed in person the excellent service your organisation supplies and the professionalism of your staff is second to none. I too would like to work for such a company who works to such high standards and promotes such good customer service.

**EDUCATION**

Smithtown School, Smithtown Road, Smithstreet.  
(April 2008 – June 2011)

<u>GCSEs</u>	<u>Grade</u>
Subject here	?
Subject here	?
Subject here	?
Subject here	?
Subject here	?
Subject here	?
Subject here	?
Subject here	?





- Ensure all **safety policies** are adhered to in the case of an incident, which requires traffic to queue behind.
- Communicated with drivers in regards to delays and incidents **sometimes under pressure**, as at times drivers could be angry.
- **Diffuse angry confrontations** between drivers at accidents to avoid the issue escalating.
- Performed mandatory **safety checks** on my vehicle each day at the start of my shift
- **Collaborated** with the emergency services and colleagues at the scene of accidents and incidents.

**Acme Books      Book Retailer & Publisher**

**Position:        HR Assistant/PA**

**Duration:        From - To**

- Responsibilities:**
- Administrative support to three HR Managers, having to multi-task while **under pressure to meet deadlines**.
  - Extensive diary management and secretarial support to the HR and Training Director, **with no option for error**.
  - Creating and analysing quarterly absence and labour reports requiring enhanced levels of **concentration**.
  - Administration for all new starters and leavers.
  - Preparing contracts ensuring **details were accurate**.
  - Writing job descriptions which **required 100% accuracy**.
  - Working closely with recruitment consultants from our PSL
  - Assisting in first stage Interviews
  - Organising and conducting Induction tours

## EDUCATION & TRAINING

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**Higher:**            • [Qualifications here]

**Certificates:**    • [Add here]

**Basic:**            • [Add here]

**Safety:**            • [Add here]

## REFERENCES

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Template 8

**JOHN SMITH**

name\_lastname@email.com | 09876 4747474 | Ficshire, UK

As a [insert job role] with [insert number] \*\* years' experience in the \*\*\*\*\* industry, I have the skills, values, and passion to be part of the cabin crew team for [insert company].

**SKILLS & ACHIEVEMENTS**

- **Customer Service** – awarded employee of the month for receiving the most positive 10/10 positive feedback forms submitted by clients rating the customer service they had received from me over a 3-month period.
- **Safety Awareness** – I understand the importance of safety and can be trusted to operate to any **policy and operational procedures**, especially in such a **safety critical position**.
- **Attention to detail** – I am able to **concentrate on repetitive tasks** for prolonged periods of time, which I have demonstrated in my previous role as a factory inspector, with competent efficiency.
- **Adaptable** – **Flexible and adaptable** to the needs of my employer. Always willing to help and are used to working shifts and weekends in previous employments.
- **Communication** – I am an **excellent communicator** and **listener** in my current position, I often have to deliver time sensitive messages, via telephone, public address system, via email and signage.
- **Remain Calm under pressure** – I am able to remain calm under pressure when faced when challenged and have excellent influential and de-escalation abilities.

**EXPERIENCE**

From – to

(Job title here)

- **Assisted customers** with any queries or complaints, helped with \*\*\*\*\* and any customers who required special assistance. At all times using a high level of professionalism and

empathy in sometimes **pressurised situations**. This is backed up by my employee of the month award over the last 3-month period.

- Delivered **safety critical communication** verbally in person, or via the public address system. Created and issued any important signs for use at the station.
- Dispatching trains from the platform, ensuring that this was done to the **correct procedure** and **safety critical conditions**.
- **Adaptable** to the needs of the company, working extra shifts to cover sickness and absence. Experienced also with covering at the ticket office when required, **servicing customers** and advising on times and pricing.

**From – to**

**(Job title here)**

- Inspect electrical components, to ensure they are to the correct **specification and quality**. This required high levels of **concentration and focus as this task repetitive and lengthy**.
- Carried out audits to ensure that components were manufactured to the correct **operational procedure and process**.
- Followed a **standardised inspection procedure** for each component to be inspected.
- Feedback to the operations team leader any issues found with components, so any issues could be rectified.

## HOBBIES & INTERESTS

I am a very active person who enjoys going to the gym. I try to visit at least 4 times each week, when work commitments allow. I am also a keen long-distance runner, and I am currently in training for my fifth marathon, for which I am also raising money for charity. When not training, I enjoy relaxing with a good book and enjoy taking my dog out for long walks which I find relaxing. I also enjoy travelling and have visited wide range of different countries taking in the different cultures which I find fascinating.

## REFERENCES

References go here

References go here

The above sample CV's use fictitious information, names and contact details. Any relevance to living persons or otherwise is coincidence. The templates have been created to give you an idea of how some of the best ones are constructed when applying for the role of cabin crew. There is no set format for constructing a CV, and you will see that they all vary in content, design and presentation. Your CV should be unique to you, so please feel free to edit one of the templates to suit your professional needs. Good luck 😊.

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