



Typical hours (a week): 30 to 40

- customer service skills for working with passengers
- excellent verbal communication skills
- patience and the ability to remain calm in stressful situations
- to enjoy working with other people
- knowledge of public safety and security

- the ability to accept criticism and work well under pressure
- sensitivity and understanding for dealing with customers' needs
- a desire to help people and a friendly manner
- to be able to carry out basic tasks on a computer or hand-held device

Restrictions and Requirements

You'll need to:

- be over 18 years of age
- have a good level of fitness
- pass a medical check
- pass [enhanced background checks](#)

You'll also be expected to:

- have a smart appearance
- have a valid passport with no restrictions for the countries the airline travels to
- live within 90 minutes of your base
- have good written and spoken English

Many airlines also ask that you're able to swim up to 25 metres.

There are rules about height and weight - these vary between airlines. As a general guide, most look for people between 5ft 2in (157cm) and 6ft 2in (188cm) with weight in proportion to height.

Day-to-day tasks

Before a flight you could:

- attend a staff meeting about the route and schedule
- check supplies on the plane and make sure emergency equipment is working properly
- greet passengers and check documents
- demonstrate emergency equipment and procedures

During a flight, you might:

- make sure passengers are comfortable and respond to any requests
- serve food and drinks, and sell duty-free items
- make announcements
- reassure passengers in the event of an emergency, and make sure they follow safety procedures

At the end of a flight you'll often:

- make sure passengers leave the plane safely
- write a flight report, including details about any unusual incidents
- add up and record food and drink orders, and duty-free sales

Working environment

You could work on an aircraft

Your working environment may be physically demanding and cramped.

You may need to wear a uniform.

Career Progression

With experience, you could progress to cabin crew supervisor or a senior air cabin crew role.

You could also work in a ground-based job, like cabin crew training, recruitment, passenger services, marketing or sales.