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## Flight Attendant interview questions

This **Flight Attendant** interview profile brings together a snapshot of what to look for in candidates with a balanced sample of suitable interview questions.

### Flight Attendant Interview Questions

Use these interview questions to hire the right Flight Attendant for your airline. For this position, the barrier to entry is low (only a high school diploma/GED required) but the competition is high. There will be piles of applicants to go through, and the interview phase will be critical for evaluating the soft skills that are indicators of future success on the job.

Soft skills to look for include empathy, the ability to work well under pressure, and outstanding communication and customer service skills. You'll want someone who describes themselves as a "people person," someone who genuinely enjoys talking to others and has a great desire to help. Candidates with previous customer service experience are desirable.

Most of the questions below are situational. They're open-ended and written to help you evaluate your candidates' thought process and situational judgement. When speaking to your candidates, listen closely to how they solve problems, diplomatically deal with difficult people, and work with a team. Interviewers may want to add some role play questions where they take on the part of a passenger or teammate. The best flight attendants are alert and observant. Be sure to pay attention to the questions they ask, as well.

### Operational and Situational questions

- Describe a time you went above and beyond to deliver great customer service.
- How would you handle a coworker who wasn't doing their share of the work?
- You've noticed a coworker violating safety standards. How would you respond?
- Describe a time you were recognized by your teammates for doing a great job.
- Describe a time you experienced a crisis at work. What was the crisis? What was the outcome?
- If you were going to be on a plane for twenty hours as a passenger, who would you sit next to and why?
- How would you talk to an economy class passenger who was trying to use the first class bathroom?
- A passenger is talking to you, but you don't understand what they're saying. What would you do?
- A passenger's child is on the floor while the plane is taking off and the "fasten seatbelt" sign is on. How would you respond?

- How would you deal with a passenger being rude or abusive to a fellow passenger?
- Describe a time you resolved a situation with an angry passenger.