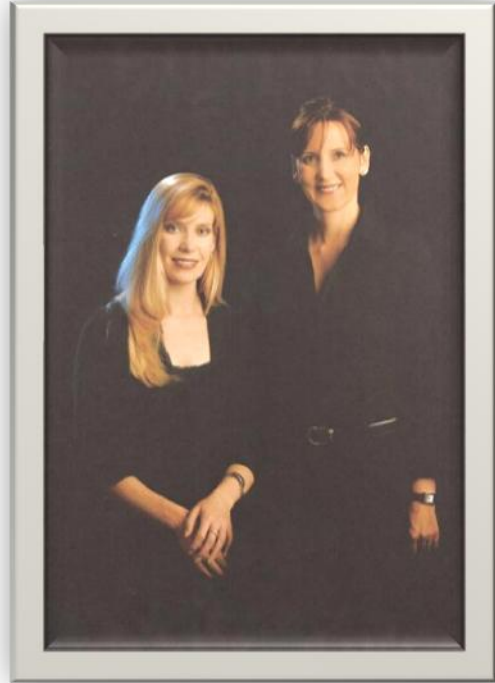


## COURSE INFORMATION

CABIN CREW  
*consultants*

StaffWeb.co.za



- ==oOo== What this course is all about!
- ==oOo== What is in it for you!
- ==oOo== Insight into the lifestyle of a Flight Attendant!
- ==oOo== Basic requirements for all airlines!
- ==oOo== Fees and payment facilities!
- ==oOo== Frequently asked questions!

Cabin Crew Consultants (cc) in association with Staffweb are South African based companies who have the privilege to assist the South African citizen wanting to become a Flight Attendant.

The members involved have more than 30 year's domestic and international airline experience.

### What this online course is all about!

- ✓ Correct knowledge and information is guaranteed and can assist both the younger candidate to plan his/her future and the advanced candidate to select the best airline.
- ✓ The Course includes details of the complete industry such as a focus on customer service, aircraft familiarization, emergency procedures, uniform regulations and grooming.
- ✓ The Course highlights interesting facts involving neighbouring and overseas countries and their cultures.
- ✓ The information will enhance your scope of interest in a customer-oriented environment and how to become aware of attitudes when dealing with difficult passengers.
- ✓ Fact: all EXTERNAL domestic and international courses are independent of airlines (even if they are endorsed and supported by certain airlines)! Airlines make their own decisions regarding the selection of Cabin Crew. By

enrolling in this course, you will understand the importance of receiving the correct information before paying huge amounts for courses with little or no guarantee for the position.

- ✓ This is an e-learning course. Candidates log onto the website and take the course online whenever you have time available.
- ✓ The information is specifically related to each airline regarding age, requirements and experience.
- ✓ Concerned parents are exposed to global information and can support their Grade 12's in making an informed decision about this career.

## What is in it for you!

- A complete understanding of the career.
- The advantage of knowing which steps to follow to reach your goal.
- Understanding what is expected of you when applying at different airlines.
- Insight into which airline will suit you best.
- An example of a proper CV which will ensure that you make the best possible initial impression.
- Having the right skills to enter an interview with confidence.
- Paying less for this course, than for any other airline industry-related course and receiving more than your money's worth.
- No extra costs involved, such as accommodation, car and petrol, tutoring, meals and additional (untold) expenses.
- No pressure to score 90%.
- The skills learned during the programme will be to your advantage throughout your career.
- Your exposure to the world and its people will increase your chances of employment with other companies in the future.

## The lifestyle of a Flight Attendant!

- This is a very specific career.
- No two days are the same and **boredom** is not part of the career.
- Flight Attendants travel and form part of a high percentage of tourists in the countries they fly to.
- Cabin Crew meet very interesting and high profile VIP's, such as well-known actors, musicians and red-carpet celebrities.
- Because crew work in a team environment, they often travel in a group environment and therefore the lifestyle is highly social.
- Flight Attendants do not work from 08h00 to 17h00.
- Crew at airports is always in the limelight and constantly exposed to the public.
- Cabin Crew form part of an elite team and professionalism is high priority.
- Many young, inexperienced potential candidates envy Flight Attendants.
- They live a life most ordinary people only dream of.

## Basic criteria for all airlines!

- ❖ Age 18 years and older
- ❖ The ability to speak English fluently and keep good conversation
- ❖ The ability to work in a team
- ❖ Min height 1,50m
- ❖ Good relation between height and weight
- ❖ Ability to swim
- ❖ Healthy and physically fit
- ❖ Well groomed

## Fees!

❖ Course fee : R500.00

## Account details!

Cabin Crew Consultants (cc)

ABSA bank

Lynnwood Ridge branch

406 795 0636

Please fax deposit to 012-348 7499.

## Frequently asked questions!

### **1. Where can I do a Cabin Crew Course that will guarantee me the Flight Attendant position?**

*Nowhere! That's why it is so important to first understand what the industry is all about before embarking on any kind of expensive course. **Not sure if this is OK.***

### **2. Must I first fly domestically before flying on overseas routes?**

*It all depends on the airline you choose to work for. For example, SAA operate domestic and international flights. Therefore you will be flying both domestically and internationally.*

### **3. What are the airlines looking for when selecting potential candidates?**

*They look at external as well as internal qualities. Externally, you must look the part – that is, well-groomed and well-looked after. Internally, you should be a people's person; easy to talk to; knowledgeable about the global world; know what it is to work in a team; have extremely good communication skills; friendly & kind.*

### **4. Do I need specific airline knowledge (CAA license) or previous airline experience before applying for the position?**

*No, on most occasions you do not need this. Only between 2 and 3 domestic airlines select qualified (CAA license qualifications) Cabin Crew. The rest select candidates FIRST and then TRAIN INTERNALLY.*

### **5. I am 18 years/39 years old. Am I too young/too old to become a Flight Attendant?**

*No, BUT... at age 18 you have not yet been exposed to the working environment, making it difficult to ask certain questions in an interview. Questions which relate to past working experiences and your ability to cope with very difficult customers. At age 39, with no former airline experience, the airline is not sure you will stay with them for a lengthy period of time.*

### **6. What will happen when I am selected for the position and find out halfway through the training that I am pregnant?**



*Most airlines employ candidates on a 6-month probation period. A temporary contract will be given to you during the 1<sup>st</sup> week stating details of your employment agreement. You need to read through this carefully to see what the airline's policy is regarding pregnancy.*

### **7. I want to fly for Emirates airlines. Where will I be based?**

*Emirates airline is based in Dubai, UAE. Although the airline select candidates from all over the world, every Cabin Crew member has to settle in Dubai as this is the home base from which all Emirates flights operate.*

### **8. Why must I be able to swim?**

*This is a requirement as many flights operate over the ocean. When an emergency situation occurs and the aircraft must descend immediately, there is no other place to land but on the water. In a situation like this, you need to be able to help yourself as well as passengers.*

### **9. I am 1,50m tall. Can I become a Flight Attendant?**

*You just make it. Height is in relation to the type of aircraft you have to work on. The bigger the aircraft, the taller you have to be. In pre-selection programmes, interviewers of international airlines make you stand on your toes and reach for a height of 2,12 metres. This is so you will be able to place a passenger bag in the overhead stowage and reach for emergency equipment when necessary.*

### **10. I am slightly overweight. Will this be to my disadvantage?**

*Remember that aircraft cabins have limited space. A trolley is made to fit in between the seats of the cabin. It is difficult to work in a small aisle when you are not that small. International airlines are stricter on weight than domestic airlines.*

**11. Must I be able to speak a 3<sup>rd</sup> language?**

*It is not compulsory as English is the global language. Any extra languages are to your advantage.*

**12. Must I be pretty?**

*No, airlines are not modeling agencies, but it is important to look after your skin, hair and overall health. It is compulsory to care about yourself.*

**13. What skills should I have?**

*Fortunately, skills can be taught and we will teach you this throughout the course. Acceptable skills are to be able to grasp concepts quickly, to know when to lead and when to follow concerning teamwork, to have exceptional social skills and the ability to converse intelligently.*

**14. What's it like living in Dubai/Doha/Abu Dhabi?**

*Difficult! Why, because you are the foreigner in a foreign country. Speak to Flight Attendants who have been there and you will understand. But, there is another BUT – to be offered the opportunity to travel the world, interact with different cultures, to learn from each other and to share the greatness of exceptional service and teamwork from an international airline opens many, many doors. If you are a strong candidate, you will see this as an experience of a lifetime!*

**15. What is a roster and how does it work?**

*It is similar to a school roster. Your flights are set out in advance in order for you to plan your month ahead. (It is always exciting to receive your new roster). Airlines differ in the planning of their rosters.*

**16. What kind of incentives and benefits do airlines offer to their Crew?**

*The first and foremost is the fact that you may travel (socially) on the airline's flights either for free or for a very small percentage of the ticket price. Those airlines offering permanent contracts often include pension and medical benefits. There are opportunities of advancement at many airlines, although being content with your current position (Cabin Crew member) should be the ultimate goal.*

**17. What happens on the Open Days of international airlines recruiting in South Africa?**

*Open Days are structured to benefit the airline. Mainly CV's are handed in and you have a chance to meet previous crew, now HR recruitment officers. We will address this very important issue under the heading, interviews.*

**18. How many interviews will I have to go through?**

*A minimum of 1 (general interview) with a maximum of 3 (pre-screening interview, targeted selection interview and scenario-based interview). You will also have to go through a psychometric testing, a ditching (swimming) test and a medical test before employment takes place.*

**19. I am a foreigner living in SA. Will South African based airlines employ me?**

*Unfortunately not. The position will be offered to South African citizens, because of our country's very high unemployment rate. You may be able to apply for international airlines based in the Middle East.*

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