



# Cabin Crew (Air Hostess)

A flight attendant or cabin crew is typically a member of an aircrew employed by airlines primarily to ensure the comfort and safety of passengers aboard airline flights, commercial flights, business jet craft, or military aircraft.

## What does the job involve?

- The primary responsibility of Cabin Crew is to make sure that everyone on board is safe, secure, and comfortable. Before take-off, you will go over numerous safety procedures.
- The passengers must be informed about the tentative descent and deplaning procedure. The passengers are kept seated throughout take-off and landing by Cabin Crew.
- Along with other pre-flight duties, Air Hostesses are responsible for inspecting and verifying the functionality of all safety equipment. During a deplaning procedure, Air Hostesses are in charge of a comprehensive check-up, so that passengers do not leave behind any expensive belongings.

## Routes and choices while at school:

Airlines vary in their entry requirements. Some ask for at least 3 GCSEs or equivalent qualifications, and others for more. Generally, these should include English and maths at grade 4 or C or better. Other relevant subjects include modern foreign languages, and travel and tourism. Getting good results will help you to compete for jobs and apprenticeships.



## Skills You'll need:

- Excellent communication skills
- Exceptional customer service
- Confidence in dealing with a range of people
- Good co-operation skills as you'll work with different teams day-to-day
- Competence in handling difficult situations and the ability to remain calm under pressure and in emergency situations
- The gift of being tactful and diplomatic with passengers but also assertive where necessary
- Commercial awareness and sales skills
- Flexibility in working unsocial hours on any day of the year
- Numeracy skills for handling cash, including foreign currency
- The capacity to work in a confined space
- The ability to diffuse situations calmly and quickly.



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## How to get into this role:

You can get into this job through:

- a college course
- an apprenticeship
- applying directly

## College

You could do a college course like a Level 2 Certificate or Diploma in Air Cabin Crew, or study a cabin crew module as part of a broader travel and tourism course.

## Entry requirements

You may need:

2 or more GCSEs at grades 9 to 3 (A\* to D), or equivalent, for a level 2 course

## Apprenticeship

You could start by doing a cabin crew advanced apprenticeship.

This will usually take 12 months to complete. You'll do on-the-job training and spend time with a college or training provider.

## Entry requirements

You'll usually need:

5 GCSEs at grades 9 to 4 (A\* to C), or equivalent, including English and maths, for an advanced apprenticeship

## Direct Application

You could apply directly to [airlines](#) for a cabin crew job. Entry requirements vary but good customer service skills will be expected.

## Career path and 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.

## Rates of Pay

Starting salary is in the region of £12,000 to £14,000.

Once you have some experience you'll be able to earn a base rate of £15,000 to £19,000 a year.

Base pay at senior cabin crew level, which can be reached after a few years, is around £20,000 to £23,000.

On top of your base rate you'll get an hourly flight rate for every hour you're on duty as well as a subsistence allowance for when you're flying. There are also performance bonuses and commission for inflight retail. Depending on your base rate, this additional income can boost your salary to up to £28,000 a year.

**Some airlines offer additional allowances on top of base pay for the number of languages spoken**