

Airport Ground Crew interview questions

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What to expect

Interviews for airport ground crew focus on safety awareness, turnaround process knowledge, teamwork under pressure and your availability for shift work. Employers want to see that you understand the apron environment and can follow strict procedures without cutting corners.

- **Safety and compliance:** Questions about hazard reporting, manual handling, dangerous goods awareness and following airside rules.
- **Process and turnaround:** Walk-through questions on how you'd handle an aircraft turnaround from arrival to pushback.
- **Behavioural:** Questions asking for examples of teamwork, meeting deadlines and handling pressure on the apron.
- **Scenario:** Judgement questions about equipment faults, spills, bad weather or other unexpected events.
- **Equipment and technical:** Questions about operating tugs, belt loaders, stairs and using radios or scanners correctly.
- **Reliability and shift work:** Questions about working outdoors in all weather, rotating shifts and your availability.

Interviews usually start with a short phone screen covering availability for shift work, ASIC eligibility and right to work. If you progress, you'll attend an in-person or panel interview at the airport or a recruitment centre. That session typically covers safety awareness, a walkthrough of a turnaround, behavioural questions and a practical or site walk where they watch how you follow instructions and handle equipment. Some employers include a basic fitness or manual handling check. Expect questions about working outdoors in all weather and rotating shifts.

1. Walk me through how you'd handle a turnaround for a narrow-body aircraft from arrival to pushback.

Why they ask

This is a process question that tests whether you understand the sequence and can prioritise safety and time.

How to structure your answer

A walk-through structure: start with pre-arrival preparation, then arrival and chocks, then service sequence, then loading and unloading, then pushback and departure. Mention safety checks and radio calls at each stage.

Example answer

"Before the aircraft arrives, I check the bay is clear, set up the equipment I'll need, and make sure the belt loader and tug are pre-started and positioned. On arrival, I follow the marshalling signals to guide the aircraft in, then once chocks are in and engines are shut down, I coordinate with the team on the radio. We unload baggage and freight first, then load outbound bags according to the load sheet. I keep an eye on the time and call out any delays. Before pushback, I do a final apron check for FOD, confirm the tug and tow bar are connected, and radio the pushback team. Then I guide the aircraft out and clear the bay for the next arrival."

2. Tell me about a time you had to work under pressure to meet a tight deadline.

Why they ask

This behavioural question checks how you handle the time pressure of overlapping turnarounds and whether you can stay organised.

How to structure your answer

STAR: Situation, Task, Action, Result. Keep the situation brief and spend most of the answer on what you did and what happened.

Example answer

"On a busy Friday evening, two flights arrived within ten minutes and we were short-staffed. I was asked to lead the unloading of one aircraft while another crew took the other. I quickly checked the load sheet, assigned two people to bags and one to freight, and kept the radio calls short. We finished unloading in time for the outbound load, and the departure went out on schedule. The supervisor asked me to help with turnaround planning the next day."

3. What would you do if you noticed a fuel leak or hydraulic fluid on the apron while loading baggage?

Why they ask

This scenario question tests safety judgement and whether you know when to stop work and escalate.

How to structure your answer

Stop, assess, report, isolate. Describe the immediate action, who you'd notify, and how you'd keep others safe.

Example answer

"I'd stop loading immediately and keep everyone clear of the spill. I'd radio the ramp supervisor and the flight crew if needed, and use the spill kit if I'm trained to do so. I'd make sure no one walks through it and that the area is cordoned off until the safety team arrives. I'd also report it in the safety system and note the aircraft tail number and location so it can be investigated."

4. How do you handle working outdoors in all weather and on rotating shifts?

Why they ask

This reliability question checks that you understand the physical reality of the job and can sustain the roster.

How to structure your answer

Give a straight answer, show you understand the reality, and give an example of a tough shift you handled well.

Example answer

"I've worked in heat, rain and cold. I keep hydrated, wear the right PPE, and pace myself. On a 40-degree day last summer, I rotated through shaded tasks and took breaks when needed, and still kept the turnaround on time. For shifts, I plan my sleep and meals, and I let my supervisor know early if I need to swap. I know the job is shift-based and I'm ready for that."

5. Describe a time you spotted a hazard or damage and reported it.

Why they ask

This behavioural question probes attention to detail and your willingness to follow safety reporting procedures.

How to structure your answer

STAR, focus on the reporting and follow-up. Show that you didn't just walk past it.

Example answer

"During an apron check, I noticed a crack in a belt loader's hydraulic hose. I tagged it out of service immediately, told the shift supervisor, and logged it in the maintenance system. We used a spare loader for that turnaround so the flight wasn't delayed. The hose was replaced that day and the loader

was back in service the next shift.”

6. How would you deal with a passenger who is confused or anxious while you're escorting them to the aircraft?

Why they ask

This client-facing question tests customer service and whether you can stay calm while keeping to security rules and the schedule.

How to structure your answer

Listen, reassure, stay within security rules, and get help if needed.

Example answer

“I'd greet them calmly and ask what they need. If they're confused about the boarding process, I'd explain the steps and stay with them. If they're anxious, I'd reassure them that we'll get them to the gate and that the crew will look after them. I'd keep an eye on the time and radio ahead if we need assistance. If they became distressed, I'd call a supervisor or terminal staff. The priority is getting them to the aircraft safely and on time.”