

Flight Attendant interview questions

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What to expect

Airline cabin crew recruitment usually runs across an assessment day rather than a single interview, mixing group exercises with one-on-one questioning. Interviewers are checking two things at once: can you actually handle an emergency calmly, and can you deliver hospitality in a tight, tiring, public space for hours at a time.

- **Behavioural:** Past examples of handling difficult passengers, teamwork under pressure, or dealing with fatigue and disruption.
- **Scenario/judgement:** Hypothetical in-flight situations such as a medical emergency or an unruly passenger, testing decision-making under time pressure.
- **Safety/technical:** Questions on safety procedure, equipment checks and regulatory awareness, sometimes asked as a walk-through.
- **Client-facing:** Questions probing how you read and manage passenger expectations in a service role with no privacy and limited resources.

Group activities (often a group discussion or role-play) first, screening for teamwork and communication, followed by an individual interview covering behavioural, scenario and safety questions, sometimes with a panel of two interviewers from the airline's cabin crew and HR teams.

1. Talk me through how you'd conduct a pre-flight safety briefing and cabin check.

Why they ask

This checks whether you understand the actual sequence of compliance tasks rather than just the customer-service side of the role.

How to structure your answer

Walk through the process step by step in the order it happens: cabin and equipment check, briefing delivery, final compliance sign-off, noting what you're specifically looking for at each stage.

Example answer

"Before boarding I'd go through the cabin, galley and lavatories checking equipment against the safety checklist, oxygen masks, life vests, first-aid kit and defibrillator all present and in date. Once passengers are seated I'd deliver the safety briefing clearly, demonstrating seatbelt use, emergency exits and oxygen mask procedure, watching to see who isn't paying attention so I can follow up individually if needed. I'd finish with a final walk-through to confirm doors and overhead lockers are secure before signing off with the flight crew that the cabin is ready."

2. Tell me about a time you had to stay calm while dealing with a distressed or difficult passenger.

Why they ask

Interviewers want evidence you can de-escalate rather than let a situation build, which matters more in a sealed cabin than in most customer service settings.

How to structure your answer

Use STAR: describe the situation, the specific action you took to de-escalate, and the outcome for the passenger and the cabin.

Example answer

"A passenger became anxious and raised their voice after a long delay, worried about missing a connection. I moved to their row, lowered my own voice and gave them clear, honest information

about the connection options rather than vague reassurance. I also offered a drink and checked in again ten minutes later. They calmed down once they felt heard and had a plan, and the rest of the cabin didn't pick up on the tension because I'd handled it quietly at their seat rather than over the intercom."

3. A passenger becomes unresponsive mid-flight. What do you do?

Why they ask

This is a judgement-under-pressure scenario testing whether you know the escalation sequence for a medical emergency, not just first-aid technique.

How to structure your answer

Set out immediate actions in order of priority, then who you'd involve and how you'd keep the rest of the cabin managed at the same time.

Example answer

"I'd first assess responsiveness and breathing, call for any medically trained passengers over the intercom, and get the first-aid kit and defibrillator to the seat. I'd notify the flight crew immediately so they can consider diversion and arrange ground medical support ahead of landing. While that's happening I'd ask another crew member to manage the surrounding passengers and keep the aisle clear, and I'd log the timeline of what happened for the incident report afterwards."

4. Describe a time you worked as part of a team to get through a difficult shift or flight.

Why they ask

Cabin crew depend heavily on each other, especially during turbulence, delays or a full cabin with no backup, so this probes how you function within a small crew.

How to structure your answer

STAR, with particular attention to how you communicated with crew members and what you'd have done differently.

Example answer

"On a flight with a long ground delay we had a full cabin, hungry and frustrated, and only a short window to complete service before landing. I split tasks with the other crew member so one of us handled the trolley while the other took special requests and checked on anyone who seemed unwell from the wait. We communicated constantly over short check-ins rather than assuming, which meant we finished service just before descent without missing anyone."

5. How would you handle a passenger who refuses to follow a safety instruction, like keeping a seatbelt on during turbulence?

Why they ask

This tests whether you can enforce compliance firmly without escalating a situation, which is a core part of the safety-and-compliance side of the role.

How to structure your answer

Judgement scenario: describe your first approach, what you'd escalate to if it didn't work, and how you'd document it.

Example answer

"I'd approach calmly and explain the specific risk, not just repeat the rule, since people often respond better to a reason than an instruction. If they still refused, I'd inform the senior crew member and, if needed, the captain, since repeated refusal during turbulence is a safety issue that may need to be logged and reported to ground staff on arrival. I'd keep my tone neutral throughout so it doesn't turn into a confrontation in front of other passengers."

6. What would you do if a passenger complained about the quality of service or a meal, in front of other passengers?

Why they ask

Client-facing question checking whether you can protect the passenger's dignity and the airline's standards at the same time, in a setting with no privacy.

How to structure your answer

STAR or a brief scenario response, focused on tone and resolution rather than just apology.

Example answer

"I'd acknowledge the complaint quietly rather than debating it in the aisle, offer an alternative if one was available, and let them know I'd note it for the crew report. Keeping my voice low and moving slightly away from surrounding seats usually stops it becoming a bigger scene, and most passengers just want to feel heard rather than get a lengthy explanation."