

Job of The Week

Cabin Crew

Key Skills

- a desire to help people and a friendly manner
- to be able to carry out basic tasks on a computer or hand-held device
- customer service skills for working with passengers
- excellent verbal communication skills
- patience and the ability to remain calm in stressful situations
- to enjoy working with other people
- knowledge of public safety and security
- the ability to accept criticism and work well under pressure
- sensitivity and understanding for dealing with customers' needs

Salary

£15,000-£30,000

Working hours

30 – 40 p/w

You will travel and work evenings/weekends/bank holidays away from home

Aspire | Challenge | Achieve

Cabin Crew



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.

Career tips

Some airlines and private providers run 2-day cabin crew courses, which may help your chances of getting a job.

Some airlines also have online career quizzes you can do to test whether working as air cabin crew is for you, before you apply.

Being able to speak a second language gives you an advantage when making applications. You'll also need to demonstrate that you have great customer service skills, so experience of working directly with the public is useful.

College

You could do a college course like a Level 2 or Level 3 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 4 or more GCSEs at grades 9 to 3, or equivalent, for a level 2 course and 5 or more GCSEs at grades 9 to 4, or equivalent including Maths and English for Level 3 courses.

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, or equivalent, including English and Maths, for an advanced apprenticeship.

Day to Day tasks

Before a flight you could:

- greet passengers and check documents
- attend a staff meeting about the route and schedule
- check supplies on the plane and make sure emergency equipment is working properly
- demonstrate emergency equipment and procedures

During a flight, you might:

- make announcements
- serve food and drinks, and sell duty-free items
- make sure passengers are comfortable and respond to requests
- reassure passengers in the event of an emergency, and make sure they follow safety procedures

At the end of a flight you'll often:

- make sure passengers leave the plane safely
- write a flight report, including details about any unusual incidents
- add up and record food and drink orders, and duty-free

Restrictions and Requirements

You'll need to:

- be over 18 years of age
- have a good level of fitness
- pass a medical check
- pass enhanced background checks

You'll also be expected to:

- have a smart appearance
- have a valid passport with no restrictions for the countries the airline travels to
- live within 90 minutes of your base
- have good written and spoken English

Many airlines require that you can swim 25 metres

Working conditions

You could work on an aircraft

Your working environment may be physically demanding and cramped

You may need to wear a uniform

Labour Market Information

In the Careers section of the school website you can find the useful comparison tool the 'Labour Market Information widget'.

Use the widget to compare different job roles in any employment sector or relating specifically to the 'Job of the Week'.

Air travel assistants

Weekly Pay £520	Annual Pay £27,040
Hours/Week 36h	Hourly Pay £14

Workforce Change (projected)

Contraction -0.8%	Replacement 69%
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The workforce is projected to contract by -0.8% over the period to 2027, losing 400 jobs.
In the same period, 69% of the workforce is projected to retire, creating 36,200 job openings.

You might find this job in
Warehousing, etc
Air transport
Land transport, etc
Food & beverage services

[More info](#)

[Clear card](#)

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Customer service managers and supervisors

Weekly Pay £660	Annual Pay £34,320
Hours/Week 33h	Hourly Pay £20

Workforce Change (projected)

Growth 5.5%	Replacement 43.7%
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The workforce is projected to grow by 5.5% over the period to 2027, creating 9,700 jobs.
In the same period, 43.7% of the workforce is projected to retire, creating 77,500 job openings.

You might find this job in
Retail trade
Employment activities
Services to buildings
Legal & accounting
Financial services

[More info](#)

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Waiters and waitresses

Weekly Pay £340	Annual Pay £17,680
Hours/Week 38h	Hourly Pay £9

Workforce Change (projected)

Growth 0.3%	Replacement 63.6%
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The workforce is projected to grow by 0.3% over the period to 2027, creating 900 jobs.
In the same period, 63.6% of the workforce is projected to retire, creating 194,100 job openings.

You might find this job in
Food & beverage services
Accommodation
Employment activities
Sport & recreation
Retail trade

[More info](#)

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Labour Market Information



Air travel assistants

Air travel assistants issue travel tickets and boarding passes, examine other documentation, provide information and assistance at airport terminals and look after the welfare, comfort and safety of passengers travelling in aircraft.

Common tasks in this job:

- receives passengers at airport terminal, examines tickets and other documentation, checks in luggage and distributes boarding passes;
- checks emergency equipment, distributes reading material, blankets and other items, and ensures that the aircraft is ready for the receipt of passengers;
- welcomes passengers on board the aircraft, guides them to their seats and assists with any hand luggage;
- ensures that sufficient stocks of meals and beverages are on board the aircraft prior to take off and serves passengers during the flight;

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Customer service managers and supervisors

Job holders in this unit group plan, organise and co-ordinate resources necessary for receiving and dealing with the responses, complaints or further requirements of purchasers and users of a product or service, and supervise customer service occupations.

Common tasks in this job:

- develops and implements policies and procedures to deal effectively with customer requirements and complaints;
- co-ordinates and controls the work of those within customer services departments;
- discusses customer responses with other managers with a view to improving the product or service provided;
- plans and co-ordinates the operations of help and advisory services to provide support for customers and users.

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Waiters and waitresses

Waiters and waitresses serve food and beverages in hotels, clubs, restaurants and other establishments.

Common tasks in this job:

- sets tables with clean linen, cutlery, crockery and glassware;
- presents menus and wine lists to patrons and may describe dishes and advise on selection of food or wines;
- takes down orders for food and/or drinks and passes order to kitchen and/or bar;
- serves food and drinks;

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Keep looking...

Use these links to learn more about our Job of The Week, consider the various pathways leading to the career, what you can be doing now to help yourself and other roles in the industry...

Take a look at these short videos for inspiration...

Useful Websites

[Home](#) | [Boston College UK](#)

[Apprenticeships](#) | [National Careers Service](#)

[Work for us](#) | [The Children's Trust \(thechildrenstrust.org.uk\)](#)

[Home – NDNA](#)

[Nursery nurse and nursery assistant](#) | [Health Careers](#)

<https://www.pacey.org.uk>

A day in the life of Cabin crew



https://www.youtube.com/watch?v=q_L--YzinoE

Cabin Crew Training



<https://www.youtube.com/watch?v=X7FBvbnQj9o>

Travel and Tourism at college



<https://www.youtube.com/watch?v=v5oRoPnc-vQ>

Cabin Service Supervisor at Virgin Airlines



<https://www.youtube.com/watch?v=irZiyQgHt28>