**Job title: Cabin Crew**

|  |  |
| --- | --- |
| **Job title: Cabin Crew** | Air cabin crew help make sure that airline passengers have a comfortable, safe and pleasant flight. |
| **Entry requirements:** | You could do a college course like a Level 2 Certificate 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) for a level 2 course   You could start by doing a cabin crew advanced apprenticeship.  This will usually take one year 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), usually including English and maths, for an advanced apprenticeship   Some airlines and private providers run 2-day cabin crew courses, which may help your chances of getting a job. |
| **Skills required:** | You'll need:   * 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 * a desire to help people and a friendly manner * to be able to carry out basic tasks on a computer or hand-held device |
| **What you'll do:** | Before a flight you could be:   * taking part in a meeting about the flight and its schedule * checking that there are enough supplies on the plane and that emergency equipment is working properly * greeting passengers * demonstrating emergency equipment and procedures   During a flight you might be:   * making sure passengers are comfortable * serving food and drinks, and selling duty-free items * making announcements * reassuring passengers in the event of an emergency, and making sure they follow safety procedures   At the end of a flight you'll often be:   * making sure passengers leave the plane safely * writing a flight report, including details about any unusual incidents * adding up and recording food and drink orders, and duty-free sales |
| **What you’ll earn:** | * Starter: £12,000 * Experienced: £30,000   *These figures are a guide.* |
| **Working hours, patterns and environment:** | * You could work on an aircraft. * Your working environment may be physically demanding and cramped. * You may need to wear a uniform. * 30 to 40 hours, including evenings, weekends, bank holidays away from home. |
| **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 role like cabin crew training, recruitment, passenger services, marketing or sales. |