 **Job title: Cabin Crew**

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| **Job title: Cabin Crew** | Air cabin crew help make sure that airline passengers have a comfortable, safe and pleasant flight. |
| **Entry requirements:**  | You can get this job through:* a college course
* an apprenticeship
* applying directly

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:* GCSEs at grades 9 to 4 (A\* to C) in English and maths

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 requirementsYou'll usually need:* 5 GCSEs at grades 9 to 4 (A\* to C), usually including English and maths, for an advanced apprenticeship

You could apply directly to airlines for a cabin crew job. Entry requirements vary but good customer service skills will be expected. |
| **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
* Being able to use a computer terminal or hand-held device may be beneficial for this job.
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| **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
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| **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 a week
* Evenings, Weekends and Bank Holidays
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| **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. |

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