

AIRLINE CABIN CREW

Air cabin crew, flight attendants, look after airline passengers, making sure they have a safe, comfortable and pleasant flight.

Entry requirements

You'll usually need:

- to be at least 18 (21 for some airlines)
- GCSEs at grades 9 to 4 (A* to C) in English and Maths
- the ability to swim
- a valid passport with no restrictions for the countries the airline travels to

You'll also need clearance from the Disclosure and Barring Service (DBS).

You'll find it useful to have experience in a customer service role. It may also help if you can speak a second language.

Skills required

You'll need:

- excellent communication skills
- a polite but firm approach
- the ability to stay calm under pressure
- number skills for handling money
- team-working skills

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 about any unusual incidents
- adding up and recording food and drink orders, and duty-free sales

Salary Guide

Starter: £12,000 to £14,000

Experienced: £15,000 to £21,000

Highly Experienced: £30,000

You could earn more with overtime work and flight allowances.

Some airlines offer free or discounted flights to cabin crew staff and their families.

Working hours, Patterns and Environment

You'll work shifts that include weekends, nights and public holidays. The amount of time you'll spend away from home will depend on the flight routes you choose to work on.

The work can be physically demanding, and you'll spend time working in small spaces like the kitchen galley.

The airline will provide you with a uniform.

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.