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### Air India Cabin Crew Interview Questions And Answers [2023 Updated]

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Friends this article will help you to get prepared for the Air India cabin crew interview. Because in this article I have discussed the 20 most asked **Air India cabin crew interview questions and answers** for the freshers, which will help you to get selected for the Air India open-day interview.

These questions and answer lists are collected from the top aviation interview expert and some experience cabin crew of Air India.

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So, if you are frequently got rejected for the cabin crew interview, then this article can be a golden rule for you.

Here you will get a short answer to each question, which you can edit yourself and use for a cabin crew interview. If you will search on the internet for **Air India cabin crew interview questions and answers pdf**, you will get some pdf files on the internet, where you will get some random interview questions lists. Even sometimes none of them are related to aviation jobs.

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## Air India Cabin Crew Interview Questions

### 1. Can you tell us about yourself?

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9. **How do you maintain a professional appearance and demeanor at all times?**
10. **What are the responsibilities of a cabin crew member, and what do you think is the most important aspect of this role?**
11. **How do you handle conflicts or disagreements with your colleagues?**
12. **How would you handle a situation where a passenger is afraid of flying?**
13. **Are you comfortable working irregular hours and being away from home for extended periods?**
14. **Describe your experience working in a team-based environment.**
15. **How do you ensure the compliance of passengers with safety regulations and procedures?**
16. **How do you deal with cultural differences and diverse groups of passengers?**
17. **How would you handle a medical emergency on board?**
18. **What languages do you speak, and are you comfortable communicating in them with passengers?**
19. **Why should we hire you as a cabin crew member?**
20. **Do you have any experience handling special needs or disabled passengers?**

## Air India Cabin Crew Interview Questions And Answers

### 1. Can you tell us about yourself?

I have been working for Company A for the last 4 years. I started out as a part-time junior sales associate and was promoted to store senior sales associate and recently assistant manager. Meanwhile, I graduated from College B with a major in economics studies.

### 2. What do you know about Air India as an airline?

Air India is the flag carrier airline of India. It was founded in 1932 by J.R.D. Tata as Tata Airlines, and it became a public limited company in 1946. In 1953, the Indian government nationalized the airline and renamed it Air India. Air India is headquartered in Mumbai, India, and operates a fleet of over 140 aircraft. The airline served more than 100 domestic destinations and more than 50 countries. Also, Air India is a member of Star Alliance.

### 3. Why do you want to be a cabin crew member at Air India?

**Sample Answer 1** – I have always been fascinated by airplanes and flying. I remember being a kid and watching planes take off and land at the airport. I was always amazed at the thought of flying, traveling far and wide. I believe that my passion for aviation and my knowledge of the industry will make me a valuable asset to the Air India cabin crew team. I am also confident that I have the skills and qualities that will make me a good cabin crew member. I am a hard worker, I am detail-oriented, and I am able to work well under pressure. I am a good communicator and I am able to interact with people from all walks of life.

**Sample Answer 2** – I have always been interested in a career in customer service, and I believe that being a cabin crew member with Air India would be the perfect opportunity to combine my passion for helping people with my love of travel. I am confident that my skills and qualities include –

1. Excellent customer service skills
2. Strong communication skills
3. Ability to work well under pressure
4. Ability to multi-task
5. Flexibility and adaptability
6. Excellent teamwork skills
7. A positive attitude, and willingness to go the extra mile.

This will help me become a successful cabin crew member. I am also familiar with the Air India brand and am impressed with the airline's commitment to safety and customer service. I am confident that I will be a valuable asset to the Air India cabin crew team and I look forward to starting my career with this prestigious airline.

If you are searching for an [Indigo cabin crew interview](#), please check the article.



4. Monitor the cabin for any potential hazards, such as loose objects or passengers who are behaving in a disruptive manner.
5. Be responsive to passenger requests and inquiries.
6. Provide food and beverages to passengers as needed.
7. Ensure that the cabin is clean and tidy.
8. Assist passengers with disembarking the aircraft.
9. Debrief with other crew members to ensure that the flight went smoothly.

## 5. What qualities do you possess that make you a good fit for the cabin crew role?

Sure, here are two sample answers on what qualities make a good cabin crew –

**Excellent customer service skills** – Cabin crew members are responsible for the safety and comfort of passengers, so they must be able to provide excellent customer service. This means polite, friendly, and helpful to travelers from all walks of life.

**Strong communication skills** – Cabin crew members must be able to communicate effectively with passengers, crew members, and other airport personnel. This means being able to speak clearly and concisely and being able to understand and follow instructions.

**Ability to work well under pressure** – Cabin crew members often work long hours and may be required to work under stressful conditions. Hence, they need to work well under pressure and remain calm in difficult situations.

**Flexibility and Adaptability** – Cabin crew members may be required to work different shifts and may be required to travel to different destinations. Hence, they need to be flexible and adaptable and able to adjust to changing circumstances.

**Positive attitude** – Cabin crew members are often the face of the airline, so they must have a positive attitude and be able to interact with passengers in a friendly and professional manner.

## 6. How do you handle stressful situations or difficult passengers?

Cabin crew members are trained to handle stressful situations and difficult passengers with stress, professionalism, and empathy. When faced with challenging situations, they remain calm and actively listen to passengers' concerns without interruption.

They empathize by acknowledging the passenger's emotions and frustrations and remain respectful and polite throughout all interactions. They always follow company procedures and safety protocols, focusing on finding practical solutions to solve the problems at hand. If necessary, they may involve senior crew members or the flight deck for additional assistance.

## 7. How do you handle emergencies or unexpected situations on board?

Emergencies or unexpected situations on board can be stressful and chaotic. However, it is important to stay calm, follow procedures and communicate effectively. By doing so, you can help ensure that the situation is handled in a safe and professional manner.

## 8. Describe a time when you provided exceptional customer service in a previous role.

I was working as a customer service representative for an online retailer. One day, I got a call from a customer who was very upset. She ordered a dress for a special occasion and it didn't arrive on time. He got angry and threatened to cancel the account.

I stayed calm and listened to her concerns. I apologized for the inconvenience and explained that the dress was delayed due to a shipping error. I offered to refund her money or send her a dress instead. She chose to be dissatisfied with the dress and I promised to expedite the shipment.

The next day, I call the customer to inform them that the dress has been shipped. He was very happy and thanked me for my help. He said I gave him exceptional customer service and he would definitely shop with our company again.

I am happy that I was able to solve the customer's problem and he is satisfied with my service. I believe that providing exceptional customer service is important because it can help build customer loyalty and ensure repeat business.

In the same way, you can make your answer as well.





4. I am polite and respectful to others
5. I am polite and respectful to others

#### 10. **What are the responsibilities of a cabin crew member, and what do you think is the most important aspect of this role?**

Cabin crew members, also known as flight attendants, are responsible for the safety and comfort of passengers on aircraft. Their duties include:

1. Greeting passengers and ensuring they are seated in their assigned seats.
2. Providing safety briefings and demonstrating how to use emergency equipment.
3. Serving food and beverages.
4. Ensuring that the cabin is clean and tidy.
5. Attending to passengers' needs, such as providing medical assistance or helping with children.
6. Resolving any customer service issues.
7. Monitoring the cabin for safety hazards.
8. Coordinating with the flight deck in the event of an emergency.

The most important aspect of the cabin crew role is safety. Cabin crew members are responsible for ensuring that passengers are safe during flight, and must be prepared to respond to any emergency. They must be able to provide excellent customer service and ensure passengers have a comfortable and enjoyable flight.

#### 11. **How do you handle conflicts or disagreements with your colleagues?**

Conflicts and disagreements are a normal part of working life. However, it is important to be able to handle them in a professional and productive manner. Here are some tips on how to handle conflict or disagreements with your coworkers:

1. Stay calm and professional
2. Listen to your colleague's perspective
3. Be respectful
4. Focus on the issue, not the person
5. Be willing to compromise
6. If you can't resolve the conflict on your own, seek help from a supervisor or mediator

#### 12. **How would you handle a situation where a passenger is afraid of flying?**

As a flight attendant, I would handle a situation where a passenger is afraid of flying by following these steps:

1. Stay calm and professional
2. Listen to the passenger's concerns
3. Offer reassurance
4. Offer practical help
5. Acknowledge the passenger's feelings
6. Be patient
7. Offer to contact a medical professional

#### 13. **Are you comfortable working irregular hours and being away from home for extended periods?**

Yes, I am comfortable working irregular hours and being away from home for long periods of time. I understand that this is a job requirement of a flight attendant, and I am willing to make the necessary sacrifices. I am also aware that this type of work can be demanding, but I am confident that I have the necessary skills and experience to succeed.

#### 14. **Describe your experience working in a team-based environment.**





Here are some ways to ensure the compliance of passengers with safety regulations and procedures:

1. Provide clear and concise instructions
2. Be assertive but polite
3. Be consistent
4. Be patient
5. Encourage passengers to ask questions
6. Be prepared to take action

## 16. How do you deal with cultural differences and diverse groups of passengers?

Here are some tips on how to deal with cultural differences and diverse groups of passengers:

1. Be respectful of different cultures
2. Be aware of your own cultural biases
3. Be patient and understanding
4. Be clear and concise in your communication
5. Use interpreters when necessary
6. Be prepared to compromise

Here you can check out the [cabin crew interview dress code](#) for your interview day.

## 17. How would you handle a medical emergency on board?

As a flight attendant, I am trained to handle medical emergencies on board. If there is a medical emergency on board, I will first assess the situation to determine the severity of the emergency. I would then call other crew members for help and contact medical professionals on the ground to get advice on how best to treat the passenger. I will provide medical assistance to the passenger to the best of my ability, which may include first aid, use of medical equipment or helping the passenger to breathe.

I will monitor the passenger's condition during an emergency to ensure they are stable and keep the passenger's family or friends informed of their condition. It is important to remain calm, organized, patient, and professional during a medical emergency on board. By following these tips, I can help ensure that I am able to handle a medical emergency on board in a professional and effective manner.

## 18. What languages do you speak, and are you comfortable communicating in them with passengers?

I am able to communicate in English, French, Spanish, German, Chinese, Japanese, Korean, and Portuguese. I feel comfortable communicating with passengers in this language. I am able to understand and translate some basic phrases in other languages such as Arabic, Hindi, and Russian.

Also, you can make your answer.

## 19. Why should we hire you as a cabin crew member?

I believe I will be an asset to your team as a cabin crew member. I have the following skills and qualities that I believe make me a strong candidate for the position:

1. Excellent communication skills
2. Strong customer service skills
3. Ability to work well under pressure
4. Teamwork skills
5. Flexibility
6. Passion for travel

## 20. Do you have any experience handling special needs or disabled passengers?





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So, if your dream is to become a cabin crew please check this QNA article before attending the Air India cabin crew interview. Because in this article you will get the details about [Air India cabin crew interview questions and answers](#) for freshers and experienced.

Thank you for reading this article and if you have any more questions please comment below or you can contact us on our Facebook page Aviation Dreamer.



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**Paresh Baidya**

Hello, Everyone I am Paresh Baidya. And an Experienced Airlines Staff. Apart from that, I am a YouTuber and Blogger of AVIATION DREAMER. And I love to making video and writing on the different topic and my hobbies are listening to music and traveling through the country.

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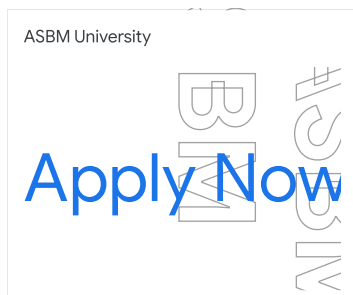
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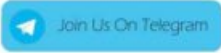




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