

What work situations excite and motivate you the most?

-Working in a live environment where there are no do overs and things are constantly moving all these years has made me appreciate the power of teamwork. Strong teamwork and leadership coupled with organised tasks and positivity in my line of work has saved so many bulletins from falling apart and I believe all those factors are a foundation to making things seem seamless and delivering a great service. I love looking back to what would have been a train wreck and know that I played a part to keep that from happening

Give me an example of a time when you went above and beyond the call of duty at work.

-Well, recently there was a story that was quite fresh and visuals were not cut for it and I felt that the viewers who hadn't seen the tweet might like to do so, so I went on line and located the. I even won a reward for that I just had to make it work

When you suffer a setback on the job, how does that emotionally affect you and your work?

-Setbacks are disappointing and not fun at all but I believe everything is a learning experience/Opportunity. I give myself time to look at what went wrong and what it is I could have done differently to achieve desirable results. Like when we first learned to workings of the video wall and for the first few days we kept on messing up(on air) so after each day, as discouraged as I may have been, I would look back and come up with ways I could improve

At Qatar Airways, you could be asked to work a wide range of hours and a lot of overtime. Are you able to accommodate the unpredictable schedule associated with the airline industry?

- I haven't worked what most would call normal working hours, you know? The 9 to 5/ 8 to 4 and the works for more than 10 years of

my life. So, I think unpredictable schedule is actually my normal. It hasn't been a problem for me so far and I don't see it being a problem in the future

When have you had to shift your priorities in response to sudden changes?

- A few months ago, a colleague from our department resigned while the other was on maternity leave which meant the roster had to be adjusted to accommodate the changes. I was moved to work on shows I've never worked on before and to make sure that everything ran smoothly, I arrived 2 hours early for what was now my shift and made sure I familiarise myself with how the teams work and the runnings of the show. Having to work on the days where I was supposed to be off.

How would you rate your communication skills you would bring to Qatar Airways on a scale from 1-10?

- I would give myself an 8 out of 10 and the reason for that is, I believe with everything in life, there's always room for improvement. I am currently working for what is essentially a communications company and because things are always moving fast, it's important to always be listening to ensure you don't miss any instructions and make sure you communicate as clearly and drive your point through as quickly as possible. For a timeous and relevant response to the request.

At Qatar Airways, exceptional customer service is our priority. How will you ensure that our service standards are continually met?

- I travelled with my grandmother out of the country for the first time by Qatar Airways and I remember thinking, I want to make someone else feel as good. Following protocols put in place. A smile on my face and listening attentively to the customer to ensure relevant response and service.

Do you have any experience in customer-service based roles that you could bring to the Qatar Airways team?

- I started working in a small company as an In-house designer and as they got comfortable slowly started working closely with clients and coordinating teams to ensure a smooth flow in deadlines. Not in aviation but I used to work directly with clients and I suppose in my current position, my customers would be the executive producer, output desk and the technical director. Collaborating with a team to ensure that we deliver accurate news to the viewers has been my priority and I believe I can bring even more in QAQ

Employees of Qatar Airways are expected to be reliable, on time, and accessible when on shift. Do you consider yourself to be a dedicated employee?

- I currently work in an environment where every second needs to be accounted for as there's a running order and I've never missed a single one, I'm always where I need to be, when I need to be there as I understand that I have the responsibility within my team to ensure that I am able to pull my end of things when the need arises. Time and being on time are important. When a bulletin goes on air, everyone has to be in position.

How would your current co-workers describe your attention to detail that you would bring to work at Qatar Airways?

- I've had a number of situations where I have picked up that the stories were not corresponding with visuals which we caught on time before they went on air and when I worked as an on-air graphics operator, I would pick up spelling errors and flag them before they became a problem. I was among one of the best operators because of that.

Why are you the best choice for Qatar Airways?

- Currently working with different nationalities, passionate about what I do and always give everything I do all my best as I believe that if I can't commit 100% to a thing I'm doing I and that thing is better off not doing it at all so my attentiveness, communication skills, respect for everyone and commitment to great service are the reasons I think I would be a great fit at QAQ I feel I'm the best candidate because I come with the following skills

What unique qualities about yourself make you an ideal candidate to join Qatar Airways?

- Listening, I find that it is actually that most people don't usually hone. That skillset has saved me from making so many errors in the current setting as I would hear things and be able to act quick while warning the other people that might have not heard plus being able to take responsibility for my actions as I believe that is one of the ways to fix problems.. accountability
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- "I have a unique ability to strike up a conversation and build rapport with nearly anyone. This skill is a great help when it comes to customer service and sales. My up-selling percentages are always very high."

What experience do you have using team-based messaging applications?

- Covid and technology really changed the way we do work in general so Teams, zoom and I think I can include whatsapp in the mix. Apps are generally user friendly and easy to navigate and familiarise oneself with these days so I don't think it would be difficult to find my way around the ones used by QAQ

"Our current company uses Slack for most projects. Slack stands for 'Searchable Log of All Conversation and

Knowledge,' which helps describe why it's so useful for a sales team. All knowledge of clients, products, and projects is at our fingertips. Which messaging applications do you use here at Qatar Airways?"

Great answer. You included the applications and your opinion. I made minor changes. "I have experience using Webex and Skype for Business. Both applications were extremely convenient and easy to use. I learn new applications easily, so I am open to other team-based messaging applications you use."

What do you hope to gain most from your time with Qatar Airways?

- The sense of family, in-depth experience in delivering exceptional customer service in aviation. The pride of working in one of the best airlines in the world and the best airport ** industry renowned training programs. Career projection

Where do you see yourself five years from now?

- Ideally, I would like to have found my way into a leadership role. By then I would have mastered the art of aviation and customer service and still travelling the world while delivering customer service at a much more senior level. Looking for a long term fit

How does this position at Qatar Airways fit into your career goals?

- I've wanted to be a cabin crew for such a long time in my life, I just never had the resources and even knew how to get there. It's not very easy to access such when you come

from a small village, that was until I travelled... I would like to eventually become *** at Qatar if you guys would have me and so I feel this ... this position has to offer now and in the future *** I feel that what Qatar Airways offers is a strong path towards those goals --

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- "This position offers the next steps in my career and the growth that I am ready to see. I have spent the last couple of years taking additional coursework to get me here, and I'm excited to show Qatar Airways what I can do. As far as my overall career goals are concerned, my only hopes and dreams right now are to work for an organization that is dedicated to helping others and that celebrates a true team atmosphere. I am confident that I found both of these qualities here at Qatar Airways."

If you could start your career over again, what direction would you take?

- I am quite happy with the way things turned out to be honest because everything I've done has helped me find myself in a way. From convincing one lady who's company wasn't taking interns to give me a chance to her committing to 2 weeks and just navigating the work environment in general but if there's one thing, I would have done that B-tech in graphic design

What is your ideal work environment and how can we help foster that at Qatar Airways?

- I find that I work best in Positive work environment I've seen has the greatest results. Where continuous learning and professionalism, career growth. Teamwork.

"My ideal work environment is one that celebrates the achievements of the team and has fun while doing so. I was so thrilled to apply for this position at Qatar Airways because of your focus on service excellence. I am confident that the environment here is one that I would succeed and thrive in."

Personality fit is important to us at Qatar Airways. How would you describe your personality?

- I would describe my personality as approachable, positive, friendly so much so that one of my colleagues during the award nominations was asking me how is it that I know so many of my colleagues. Grew up knowing that I need to respect everyone. Detail oriented and like things that work in a orderly fashion.

What experience do you have relating to people with a background different from yours?

- Tertiary is actually where I got exposed to different cultural backgrounds and it is beautiful to experience a learn about peoples stories and makes one understand different ways of doing things plus, the fact that I work in the news environment, I always get to hear stories from different angles and backgrounds. I work with different generations and cultures of people currently and that has helped me know the tones to use and things I can and cannot say when addressing both with the same issue

should you choose me to join Qatar Airways, I will get to know my co-workers with an open mind and an interest in their background and story."

Tell me about any airline related training that you have been through.

- I don't have any airline related training mostly because finances have always been a bit tight being a breadwinner and all. But, Throughout my career I've had to learn one skill or another and after training, I made sure I mastered everything I've learned and I don't see it not being the same at QA

Do you have any formal training in First Aid or CPR that you would bring to the Qatar Airways team?

- I don't have any but I know QA offers extensive training in this and other programs and I am willing and looking forward to be part of it

All employees of Qatar Airways are expected to wear a uniform to work. Are you comfortable with this policy?

- Every house has its rules and I believe when in someones house their rules must be followed, that been said—I am comfortable with that and I am not just saying this because of this interview. The QA uniform is one of the most beautiful and elegant ones I've seen and I would be proud to wear it and frankly burgundy is really my colour