

STAR Principle



STAR Answer 1: Handling a Difficult Passenger

(Composed • Empathetic • Professionalism)

Situation:

During my training, I observed a passenger who was upset due to a delayed boarding process.

Task:

My responsibility was to calm the passenger and ensure they felt respected and informed.

Action:

I remained **composed** and listened carefully to the passenger's concerns. I responded in a polite and **empathetic** manner, explained the reason for the delay clearly, and reassured them that we were doing our best.

Result:

The passenger calmed down and thanked me for my **professionalism**, which helped maintain a positive atmosphere.



STAR Answer 2: Being Proactive in Customer Service

(Proactive • Attentive • Customer-oriented)

Situation:

On a practice flight scenario, I noticed an elderly passenger looking uncomfortable.

Task:

My task was to ensure the passenger's comfort without waiting for a request.

Action:

I was **attentive** to their body language and took a **proactive** step by offering water and adjusting their seating position. I checked on them regularly.

Result:

The passenger felt comfortable and appreciated my **customer-oriented** approach.



STAR Answer 3: Working Under Pressure

(Adaptable • Efficient • Situational awareness)

Situation:

During a simulated emergency drill, multiple tasks had to be handled at the same time.

Task:

I needed to complete my duties accurately while staying alert to my surroundings.

Action:

I stayed **adaptable**, followed procedures carefully, and worked **efficiently** while maintaining strong **situational awareness**.

Result:

All tasks were completed smoothly, and the drill was successful without any confusion.



STAR Answer 4: Following Safety Procedures

(Compliant • Professionalism • Efficient)

Situation:

In a safety training session, strict procedures had to be followed within a limited time.

Task:

My role was to ensure every step was followed correctly.

Action:

I remained fully **compliant** with all safety regulations and carried out my duties in an **efficient** and professional manner.

Result:

The instructor praised my **professionalism** and accuracy.



STAR Answer 5: Teamwork & Communication

(*Attentive • Adaptable • Composed*)

Situation:

During a group task, a team member became confused about their role.

Task:

My responsibility was to support the team and keep coordination smooth.

Action:

I stayed **composed**, listened attentively, and adapted my communication style to explain the task clearly.

Result:

The team worked well together, and the task was completed successfully.
