

STAR Interview Examples

★ STAR Example 1: Handling an Anxious Passenger (International Standard)

Situation:

During a night international flight, a passenger felt anxious because of light turbulence.

Task:

As cabin crew, my responsibility was to calm the passenger and ensure safety.

Action:

I spoke slowly and smiled to keep my tone gentle.

I explained that turbulence is normal and the aircraft is designed to handle it.

I offered water and checked on the passenger regularly.

Result:

The passenger relaxed, thanked me, and completed the flight comfortably.

👉 Interview Tip:

Focus on **calm voice + reassurance + safety knowledge**.

★ STAR Example 2: Teamwork During Service Delay

Situation:

On a long-haul flight, meal service was delayed due to unexpected air traffic congestion.

Task:

My duty was to keep passengers informed and comfortable.

Action:

I coordinated with my team, informed passengers politely, and offered snacks and water.

I maintained eye contact and used positive body language.

Result:

Passengers stayed patient, and many appreciated the clear communication.

👉 Interview Tip:

Airlines love **communication + teamwork + passenger care**.

Interview MCQs

MCQ 1

Why is clear communication important during turbulence?

- A. To save time
- B. To reduce passenger anxiety
- C. To avoid announcements
- D. To increase cabin noise

 **Correct Answer: B**

MCQ 2

What is the safest action when a passenger ignores the seatbelt sign?

- A. Ignore the passenger
- B. Shout at the passenger
- C. Politely remind and explain safety
- D. Call other passengers

 **Correct Answer: C**

MCQ 3

Which quality do airlines value most in cabin crew?

- A. Strict behavior
- B. Calm under pressure
- C. Talking fast
- D. Working alone

 **Correct Answer: B**

MCQ 4

What should cabin crew do first during an unexpected situation?

- A. Panic
- B. Run
- C. Follow procedures and stay calm
- D. Call family

 **Correct Answer: C**

MCQ 5

Why is body language important for cabin crew?

- A. It shows fashion
- B. It helps passengers feel safe and welcome
- C. It replaces announcements
- D. It avoids teamwork

 **Correct Answer: B**

Latest & Very Useful Technical Questions (NEW – International Focus)

1 Why must electronic devices be in airplane mode?

Electronic devices send signals.

If they are not on airplane mode, these signals can **interfere with aircraft communication and navigation systems**.

Airplane mode **prevents signal interference** and also helps the crew communicate clearly with the cockpit.

It is done **only for safety**.

✓ **Key words to use:** safety, interference, communication systems

2 What is the role of cabin crew during emergency landing preparation?

During emergency landing preparation, cabin crew must:

- Stay calm and confident
- Give **clear safety instructions**
- Ensure seatbelts are fastened and seats are upright
- Check cabin, galleys, and exits
- Help passengers take the **brace position**

Their main role is to **protect lives and guide passengers safely**.

✓ **Key words:** calm, instructions, safety checks, passenger guidance

3 Why are lithium batteries restricted in checked baggage?

Lithium batteries can **overheat, catch fire, or explode** if damaged.

In the cargo hold, a fire is **hard to detect and control**.

That is why they are allowed only in **carry-on baggage**, where cabin crew can act immediately if needed.

✓ **Key words:** fire risk, overheating, safety control

4 What is the importance of safety demonstrations even for frequent flyers?

Even frequent flyers may **forget procedures** or may be flying on a **different aircraft type**.

Safety demonstrations remind everyone about:

- Emergency exits
- Oxygen masks
- Life jackets

Safety rules can also **change over time**, so demonstrations are always important.

✓ **Key words:** reminder, different aircraft, updated safety rules

5 How do cabin crew handle passengers with special needs (PRM)?

Cabin crew treat PRM passengers with **respect, patience, and care**.
They:

- Offer personal assistance
- Communicate clearly and politely
- Help during boarding, seating, and emergencies
- Coordinate with the team for extra support

The goal is to ensure **comfort, dignity, and safety**.

✓ **Key words:** respect, assistance, dignity, safety

6 Why is crew communication important between cockpit and cabin?

Good communication ensures:

- Passenger safety
- Quick response to emergencies
- Smooth flight operations

The cockpit needs cabin updates, and the cabin needs cockpit instructions.
Clear communication helps the crew **work as one team**.


✓ **Key words:** coordination, teamwork, quick response

7 How does cabin crew ensure hygiene and safety on long-haul flights?

Cabin crew ensure hygiene by:

- Regular cabin checks
- Cleaning high-touch areas
- Encouraging hand hygiene
- Following food safety procedures

They also monitor passenger health and maintain a **clean and comfortable environment** throughout the flight.

 **Key words:** hygiene checks, cleanliness, passenger health