

AIR HOSTESS – SET (COMPLETE)

1 TRICKY TECHNICAL SCENARIO QUESTIONS

1. During turbulence, a passenger wants to go to the washroom. What will you do?

Answer:

I will politely request the passenger to remain seated with seat belt fastened until turbulence ends, as it is unsafe to move.

2. A passenger removes seat belt repeatedly after instruction. How will you handle it?

Answer:

I will calmly explain the safety reason again.
If non-compliance continues, I will inform the senior crew member.

3. You smell smoke but cannot see fire. What is your first action?

Answer:

I will immediately inform the cockpit and try to locate the source while staying alert.

4. A passenger refuses safety instructions saying they paid for the ticket. What will you do?

Answer:

I will politely explain that safety rules apply to everyone and are mandatory for their protection.

5. An infant is crying during takeoff and parent stands up. How do you react?

Answer:

I will calmly request the parent to sit down and secure the infant properly for safety during takeoff.

6. A passenger opens overhead bin during turbulence. What is your response?

Answer:

I will politely ask the passenger to close the bin and remain seated to avoid injury.

7. A medical emergency happens while landing is in progress. What will you prioritize?

Answer:

I will follow captain's instructions and prioritize safety during landing, then provide medical assistance immediately after.

8. You notice hot liquid trolley unsecured before turbulence. What is your action?

Answer:

I will immediately secure the trolley to prevent spills and injuries.

9. Passenger asks why lights are dimmed during landing. What do you say?

Answer:

I will explain that dimmed lights help eyes adjust and make exits visible in case of emergency.

10. A fellow cabin crew member looks panicked during emergency. What will you do?

Answer:

I will stay calm, support my colleague, and continue following procedures professionally.

2 YES / NO QUESTIONS AIRLINES USE TO CONFUSE

1. Is cabin crew mainly hired for customer service?

Answer:  NO

Cabin crew are primarily hired for **safety responsibilities**.

2. Can passengers ignore safety demonstration if they are frequent flyers?

Answer:  NO

Safety demonstrations are important for every flight.

3. Is turbulence dangerous for aircraft?

Answer:  NO

Aircraft are designed to handle turbulence safely.

4. Can cabin crew bend safety rules to satisfy passengers?

Answer:  NO

Safety rules cannot be compromised.

5. Is serving food more important than securing cabin during turbulence?

Answer:  NO

Safety always comes before service.

6. Can mobile phones be used anytime during flight?

Answer:  NO

They must follow airline safety regulations.

7. Should crew panic if oxygen masks drop?

Answer:  **NO**

Oxygen masks dropping is a safety system, not a panic situation.

8. Is evacuation always required after emergency landing?

Answer:  **NO**

Evacuation is done only if conditions are unsafe.

9. Can a calm passenger assist during emergency if instructed?

Answer:  **YES**

Able-bodied passengers may assist if directed by crew.

10. Is grooming only about beauty and makeup?

Answer:  **NO**

Grooming reflects professionalism and discipline.

3 ONE-LINE POWERFUL TECHNICAL ANSWERS

1. Cabin crew are trained safety professionals.
 2. Safety rules are mandatory and non-negotiable.
 3. Calm behavior prevents panic onboard.
 4. Every procedure is linked to passenger safety.
 5. Takeoff and landing are the most critical phases.
 6. Clear communication saves time and lives.
 7. Safety always comes before service.
 8. Situational awareness prevents emergencies.
 9. Teamwork ensures safe flight operations.
 10. Professional appearance builds passenger trust.
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