

★ PART 1 — STAR Principle (2 Easy Examples)

What is STAR?

- **S – Situation:** What was happening?
- **T – Task:** What was your responsibility?
- **A – Action:** What steps did you take?
- **R – Result:** What happened after your actions?

“STAR helps us tell stories in a clean and organised way. Interviewers love it.”

★ Example 1 — Handling an Upset Customer

S (Situation): A passenger was upset because her seat was not near the window.

T (Task): I had to calm her and find a solution.

A (Action): I listened politely, apologised, checked seat availability, and arranged a better seat.

R (Result): She became calm, thanked me, and later gave positive feedback.

→ *Point to Note:* This shows customer care + problem-solving.

★ Example 2 — Working Under Pressure

S (Situation): During boarding, many passengers arrived at the same time.

T (Task): I needed to manage the crowd smoothly.

A (Action): I guided passengers clearly, helped with baggage, and kept my tone calm.

R (Result): Boarding was completed quickly, and the crew appreciated my teamwork.



C1-Level Workplace Communication

MCQs (Air Hostess Context)

1 A passenger is frustrated about a seat change. Which response shows **empathy + professionalism** at a C1 level?

- A. That's not my problem; please take your assigned seat.
 - B. Calm down, I can't help you if you're angry.
 - C. I understand this situation is inconvenient. Let me check alternative options for you right away.
 - D. You need to wait; we're busy right now.
- ✓ Correct answer: C
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2 During a safety demonstration, a colleague makes an error. What is the most tactful way to address it after landing?

- A. You messed it up. Please be more careful next time.
 - B. Your demonstration was confusing; passengers complained.
 - C. I noticed a small detail was missed during the demonstration. Let's review it together so we stay consistent.
 - D. It wasn't perfect, but it's fine.
- ✓ Correct answer: C
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3 Which sentence shows **high-level conflict resolution** with a difficult passenger?

- A. You need to stop arguing and listen to me.
 - B. Sir, if you don't follow instructions, we'll have a problem.
 - C. I hear your concern, and I want to help. Let's discuss what we can do within the safety guidelines.
 - D. This is the rule. No discussion.
- ✓ Correct answer: C
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4 Which communication style demonstrates **assertiveness without aggression** when speaking to a senior crew member?

- A. You're wrong. My method is better.
- B. If you don't mind, I'd like to suggest an alternative approach that may improve efficiency.

- C. *Whatever you say is fine; I have no opinion.*
- D. *I don't want to discuss this; let's just do it my way.*

✓ **Correct answer:** B

5 A passenger requests something unavailable on the flight. Which response best represents *professional redirection* at C1 level?

- A. *We don't have it. Please choose something else.*
- B. *No, that item is finished.*
- C. *Unfortunately, that option is no longer available, but I'd be happy to offer you an alternative that many passengers enjoy.*
- D. *Please stop asking; I already told you it's not available.*

✓ **Correct answer:** C