

# Common Mistakes Cabin-Crew Candidates Make (and How to Fix Them)

## 1. Using overly hard or bookish words

- ✗ “I would endeavor to ameliorate the passenger’s predicament.”
- ✓ “I would calmly address the passenger’s concern.”

 Fix: Use **professional, simple C1–C2 words**, not rare vocabulary.

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## 2. Memorized answers (sounds robotic)

- ✗ Speaking like a script
- ✓ Natural, calm, conversational tone

 Fix: Memorize **structure (STAR)**, not full sentences.

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## 3. Talking too much

- ✗ Long stories, unnecessary details
  - ✓ Clear answer in **20–40 seconds**
-  Fix:  
**Situation (1 line) → Action (2 lines) → Result (1 line)**
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## 4. Forgetting safety in answers

- ✗ Only talking about smiling and service
- ✓ Mention **safety + procedures**

 Fix phrase:

“...while strictly following safety procedures.”

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## 5. Not showing empathy

- Sounding mechanical or rude
- Showing care and understanding

 **Upgrade:**

- basic: understand
  - professional: **demonstrate empathy**
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## 6. Poor body language

- No smile, crossed arms, low eye contact
- Gentle smile, straight posture

 **Rule:** Smile **while listening**, not only while answering.

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## 7. Overusing “I”

- I do this... I handle that...*
- Include **teamwork**

 **Fix:**

*“We work as a team to ensure passenger comfort.”*

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## 8. Wrong pace (too fast or too slow)

- Nervous speed
- Very slow with hesitation

 **Fix:**

Pause **2 seconds** before answering.

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## **9. Using informal or casual language**

 *guys, okay, stuff, actually, you know*

 Polite, neutral tone

 **Professional swaps:**

- guys → passengers
  - stuff → responsibilities
  - okay → certainly
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## **10. Not listening properly**

 Answering before question ends

 Active listening

 **Smart start line:**

*“Thank you for the question.”*

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