

**Grooming and Standards Guidelines for Cabin Crew Female New Joiner
Cabin Services Department - Qatar Airways**

As you are entering an airline environment, you are expected to demonstrate the image of a Qatar Airways cabin crew. The following dress code will assist you in maintaining a consistent and professional image.

The below guidelines are required to be followed from the first day until the end of your training.

Detailed information will be provided during training sessions.

Blouse	Camisole	Skirt
		
<ul style="list-style-type: none"> Plain white in colour without any patterns or designs Sleeves to be either long or $\frac{3}{4}$ in length Should not be sleeveless, short sleeved, see-through, transparent or low-cut 	<ul style="list-style-type: none"> Plain white, beige or skin tone in colour without any patterns or designs Should be worn under the blouse 	<ul style="list-style-type: none"> Plain black in colour Fitting to be loose enough to be comfortable and not tight fitted Length should be 2 inches below the knee (covering the knees) and slits not more than 2 inches Only skirts will be worn when in training
Jacket (mandatory)	Stockings (mandatory)	Shoes
		
<ul style="list-style-type: none"> Plain black in colour without any patterns or designs 	<ul style="list-style-type: none"> Plain, matte finish, skin tone in colour Knee-length or ankle stockings are not recommended 	<ul style="list-style-type: none"> Plain black without any buckles or patterns Business style closed court shoes with a minimum of $2\frac{1}{2}$ inch heel
Handbag	Optical Glasses (if required)	
		
<ul style="list-style-type: none"> Plain black in colour Only business style 	<ul style="list-style-type: none"> Frame colours: black, brown, gold, silver Moderate size, plain design, without any stones or logos 	<ul style="list-style-type: none"> If contact lenses are used, they must be clear or transparent only

ADVANCED AIRLINE MOCK INTERVIEW

◆ PART 1: TECHNICAL (10 Questions)

Q1. A passenger secretly changes seats after takeoff. What will you do?

Answer:

“I would politely inform the passenger that seat changes must be approved, explain weight and balance requirements, and guide them back or seek senior approval.”

Q2. If oxygen masks deploy unexpectedly, what is your immediate priority?

Answer:

“To ensure my own mask is secured first, then assist passengers calmly while following emergency procedures.”

Q3. A child is crying uncontrollably during boarding. How do you handle it?

Answer:

“I would calmly assess the situation, reassure the parent, distract the child if possible, and ensure boarding flow is not disrupted.”

Q4. Why is briefing before every flight mandatory even for experienced crew?

Answer:

“Because every flight has different passengers, crew composition, aircraft conditions, and safety considerations.”

Q5. A passenger complains about another passenger's behavior. What's your approach?

Answer:

"I would listen carefully, thank them for informing us, assess the situation discreetly, and take appropriate action without escalating conflict."

Q6. What would you do if you see a fellow crew member skipping a step?

Answer:

"I would politely remind them or inform my senior because safety procedures must never be compromised."

Q7. During landing, a passenger insists on using the washroom. What do you say?

Answer:

"I would firmly but politely explain landing safety regulations and request them to return to their seat immediately."

Q8. What is situational awareness in cabin crew duties?

Answer:

"It is continuously observing passengers, cabin conditions, and crew actions to anticipate and prevent problems."

Q9. Why are cabin lights dimmed during takeoff or landing?

Answer:

"To help passengers' eyes adjust in case of an emergency evacuation."

Q10. What makes a cabin crew technically strong?

Answer:

“Strong SOP knowledge, calm execution, situational awareness, and teamwork.”

◆ PART 2: GROOMING (10 Questions)

Q11. Why is posture important for cabin crew?

Answer:

“Good posture reflects confidence, alertness, and authority, which reassures passengers.”

Q12. How does grooming help during conflict situations?

Answer:

“A neat appearance builds credibility, making passengers more likely to cooperate.”

Q13. How would you manage grooming after a red-eye flight?

Answer:

“By freshening up discreetly, maintaining hygiene, and ensuring uniform standards are intact.”

Q14. What grooming mistake can instantly create a negative impression?

Answer:

“Untidy hair, wrinkled uniform, or poor hygiene.”

Q15. Why do airlines insist on uniformity?**Answer:**

“Uniformity reflects discipline, equality, and team identity.”

Q16. How does grooming affect safety perception?**Answer:**

“Passengers trust instructions more when delivered by well-presented crew.”

Q17. What does subtle makeup represent in aviation?**Answer:**

“Professionalism, not fashion.”

Q18. How do you balance comfort and grooming during duty?**Answer:**

“By following grooming standards while choosing correct posture, footwear, and hygiene practices.”

Q19. Why are accessories restricted for cabin crew?**Answer:**

“To prevent safety hazards and maintain a professional image.”

Q20. What message does sloppy grooming send?**Answer:**

“Lack of discipline and reduced reliability.”

◆ PART 3: COMMUNICATION (10 Questions)

Q21. How do you communicate authority without sounding rude?

Answer:

“By using a calm tone, respectful words, and confident body language.”

Q22. What is the biggest communication mistake cabin crew make?

Answer:

“Over-explaining instead of giving clear, simple instructions.”

Q23. How do you handle sarcastic passengers?

Answer:

“I stay neutral, professional, and do not mirror their tone.”

Q24. How do you say NO politely onboard?

Answer:

“By explaining the reason briefly and offering an alternative if possible.”

Q25. What role does silence play in communication?

Answer:

“Silence can de-escalate situations and show active listening.”

Q26. How do you communicate with passengers under stress?

Answer:

“With reassurance, clarity, and a steady tone.”

Q27. What is non-verbal communication in aviation?

Answer:

“Facial expressions, posture, gestures, and eye contact.”

Q28. How do you ensure communication consistency among crew?

Answer:

“By following SOP phrases and briefing coordination.”

Q29. Why is tone more important than language?

Answer:

“Because passengers react emotionally before logically.”

Q30. Give one example of airline-standard phrasing.

Answer:

“For your safety, may I kindly request you to return to your seat now.”
