



Air Hostess Technical Knowledge

1. What are the main duties of an air hostess?

Answer (Simple):

An air hostess is responsible for **passenger safety, comfort, and service**.

The main duty is to **handle emergencies** and make sure passengers follow safety rules.

2. What is the most important responsibility of cabin crew?

Answer:

The most important responsibility is **safety of passengers**, not food or service.

3. What do you do before take-off?

Answer:

Before take-off, we:

- Check safety equipment
 - Ensure seat belts are fastened
 - Ensure seats and tray tables are upright
 - Do safety demonstration
 - Make sure cabin is secure
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4. What do you do during turbulence?

Answer:

During turbulence:

- Ask passengers to sit and fasten seat belts
 - Stop service if required
 - Stay calm and follow captain's instructions
 - Ensure passenger safety
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5. What is cabin crew CRM?

Answer:

CRM means **Crew Resource Management**.

It is about **good communication, teamwork, and decision-making** among crew members to ensure safety.

6. What is an emergency landing?

Answer:

An emergency landing is when an aircraft lands due to **technical problem, weather, or medical emergency** to protect passengers.

7. What is the role of cabin crew during an emergency?

Answer:

During an emergency, cabin crew:

- Stay calm
 - Give clear instructions
 - Help passengers evacuate safely
 - Use safety equipment if needed
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8. What are safety equipments available on aircraft?

Answer:

Safety equipments include:

- Life jackets
 - Oxygen masks
 - Fire extinguishers
 - First aid kits
 - Emergency exits
 - Slides
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9. What is decompression?

Answer:

Decompression happens when cabin air pressure reduces suddenly. Oxygen masks drop so passengers can breathe safely.

10. Why are seat belts important?

Answer:

Seat belts protect passengers during:

- Turbulence
 - Take-off
 - Landing
 - Sudden movement of aircraft
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11. What do you do if a passenger is panicking?

Answer:

I will:

- Speak calmly
 - Reassure the passenger
 - Guide them slowly
 - Ask for help from senior crew if needed
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12. What is a medical emergency onboard?

Answer:

A medical emergency is when a passenger feels sick or needs immediate medical help during the flight.

13. What do you do in case of fire onboard?

Answer:

In case of fire:

- Inform captain
 - Use fire extinguisher
 - Follow safety procedures
 - Protect passengers
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14. What is the difference between cabin crew and ground staff?

Answer:

Cabin crew work **inside the aircraft** during flight.

Ground staff work **at the airport** to help passengers before boarding.

15. Why is customer service important in airlines?

Answer:

Customer service builds **trust, comfort, and positive experience** for passengers.

16. What is aviation security?

Answer:

Aviation security means **protecting passengers, aircraft, and crew** from threats.

17. What is sterile cockpit?

Answer:

Sterile cockpit means pilots should not be disturbed during **take-off and landing** except for safety matters.

18. Why should cabin crew follow SOPs?

Answer:

SOPs (Standard Operating Procedures) ensure **safety, discipline, and consistency**.

19. What is the purpose of safety demonstration?

Answer:

Safety demonstration helps passengers understand **how to protect themselves during emergencies**.

20. Why do airlines value teamwork?

Answer:

Teamwork ensures:

- Smooth operations
 - Better communication
 - Passenger safety
 - Efficient problem solving
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STAR Examples

★ 1. Dealing with an Emergency Situation

Question:

“Tell us about a time you stayed calm under pressure.”

S:

A customer suddenly felt dizzy and unwell during a busy service time.

T:

I needed to assist the customer and ensure safety.

A:

I remained calm, guided the customer to sit down, offered water, and informed my supervisor immediately.

R:

The customer recovered, and the situation was handled smoothly.

★ 2. Handling Cultural Differences

Question:

“How do you handle passengers from different cultures?”

S:

I assisted a customer who did not understand English well.

T:

I needed to communicate clearly and respectfully.

A:

I used simple words, gestures, and a friendly smile.

R:

The customer understood and felt comfortable.

MOCK Interview Q/A MCQ

MCQ 1: Safety Priority

Question:

What is the *primary responsibility* of a cabin crew member?

- A) Serving food and beverages
- B) Making passengers comfortable
- C) Ensuring passenger safety
- D) Selling duty-free items

✅ Correct Answer: C) Ensuring passenger safety

🧠 *Why airlines ask this:*

They want to see if the candidate understands that safety comes before service.

MCQ 2: Handling Difficult Passengers

Question:

If a passenger becomes angry during a flight, what should you do first?

- A) Argue and explain your point
- B) Ignore the passenger
- C) Listen calmly and show empathy
- D) Call security immediately

✅ Correct Answer: C) Listen calmly and show empathy

🧠 *Why airlines ask this:*

They test emotional intelligence and conflict handling.

MCQ 3: Teamwork on Board

Question:

Why is teamwork important for cabin crew?

- A) To reduce individual workload
- B) To ensure smooth service and safety
- C) To impress passengers
- D) To finish work early

✅ Correct Answer: B) To ensure smooth service and safety

🧠 *Why airlines ask this:*

Airlines value coordination and communication, especially during emergencies.

MCQ 4: Following Rules and SOPs

Question:

What should a cabin crew member do if a passenger refuses to follow safety instructions?

- A) Ignore and continue service
- B) Argue strongly
- C) Politely repeat instructions and inform senior crew
- D) Allow the passenger to decide

✅ Correct Answer: C) Politely repeat instructions and inform senior crew

🧠 *Why airlines ask this:*

They want to see discipline, respect for hierarchy, and calm authority.

MCQ 5: Professional Behavior

Question:

Which behavior is MOST expected from cabin crew in international airlines?

- A) Friendly but casual attitude
- B) Strict and rude behavior
- C) Calm, professional, and respectful behavior
- D) Silent and emotionless behavior

✅ Correct Answer: C) Calm, professional, and respectful behavior