

# 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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