

Air Hostess Job Interview Questions And Answers



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Air Hostess Interview Questions And Answers Guide.

Question - 1:

Explain me why do you want to work as a hostess?

Ans:

I have worked in a similar capacity for 4 years. I enjoy meeting new people everyday. Nothing makes my day contented than knowing that the patrons are happy because of my direct and indirect service.

[View All Answers](#)

Question - 2:

Tell me how will you handle being away from family and friends?

Ans:

Be as honest as possible when answering this question. Admit that it will be difficult but that you are willing to adjust to the demands of the job. You could also mention that it will be a great opportunity to experience new cultures and learn new things.

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Question - 3:

How to you respond to a stressful situation?

Ans:

For air hostess jobs you have to keep a cool head and not make any rash decisions. Explain how you would listen to complaints attentively and offer a reasonable solution.

[View All Answers](#)

Question - 4:

Tell me what you know about the duties of a Air Hostess member?

Ans:

As I already discussed about the duties of Air Hostess, so you only need to read them and understand the duties of Air Hostess in better way to answer the question like this effectively. Just be confident and smart while answering.

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Question - 5:

Tell me something about your family background?

Ans:

First, always feel proud while discussing about your family background. Just simple share the details with the things that how they influenced you to work in an airline field.

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Question - 6:

Why should we select you not others?

Ans:

Here you need to give strong reasons to your interviewer to select you not others. Sell yourself to your interviewer in interview in every possible best way. You may say like I think I am really qualified for the position. I am a hard worker and a fast learner, and though I may not have all of the qualifications that you need, I know I can learn the job and do it well."

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Question - 7:

Tell me how long do you expect to work for us if hired?

**Ans:**

This is a perfect opportunity to demonstrate your loyalty to an employer. Make a point to talk about your willingness to grow, learn and improve yourself, and remember to never admit to only applying for this job to acquire enough experience to move onto a bigger airline.

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Question - 8:

Tell me would you like to work in a team or alone?

Ans:

One good way to answer this question is to incorporate the positive aspects of both options. You can say something like, "I enjoy both. Depending on the project that needs to be done, I can work independently to complete my tasks on time, but I also enjoy brainstorming and collaborating with my colleagues." That way, your interviewer realizes that you like a team environment, but you can also work independently as well.

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Question - 9:

Tell us do you like being around people?

Ans:

Being a cabin crew member requires a person to have solid interpersonal skills. The person should be always cheerful and should not show their frustrations or anger to the people around them. This is extremely important.

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Question - 10:

Tell me if you were an animal then which one would you want to be?

Ans:

Interviewers use this type of psychological question to see if you can think quickly. If you answer 'a bunny', you will make a soft, passive impression. If you answer 'a lion', you will be seen as aggressive. What type of personality will it take to get the job done? So answer this question smartly matching with your personality.

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Question - 11:

Tell me what are your strengths as Air Hostess?

Ans:

Some of the personality traits that airlines actively look for in air hostesses include being an excellent communicator, eager to help others, a fast learner requiring little supervision and outgoing. Teamwork skills, attention to detail and critical thinking are also important. The trick here is to select the qualities that best describe you in order to provide an effective and personalized response.

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Question - 12:

Explain me how do you handle a particularly irate customer?

Ans:

My training and experience has taught me never to be rude to a customer even if they are being offensive. The trick is to stay calm, maintain composure and never interrupt the customer during a rant. When they said their concerns, I analyze the situation and take appropriate action.

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Question - 13:

Explain me about your areas of improvement?

Ans:

Don't be too honest here and do not say you have none of us is without a fault or two. The secret to answering this question is using your weaknesses to your advantage. Describe a personal or professional weakness that could also be considered to be a strength and the steps you have taken to combat it.

[View All Answers](#)

Question - 14:

Tell me what are two of the most important skills of an air hostess?

Ans:

Air hostesses need to be exceptionally customer-oriented, as they are in constant contact with passengers through sometimes very long flights. Another skill that an air hostess must possess is patience as one often has to go through situations which test one's patience.

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Question - 15:

Tell me are you seeking openings in other airlines?

Ans:

If you are, be truthful about it. It will show your potential employers that you are serious about finding a job as an air hostess. However, mention your preference for the airline you are being interviewed for. For instance, you could say something along the lines of: 'Though I have applied elsewhere, I believe your airline will offer the best opportunity for career growth'.

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**Question - 16:**

Tell me how do you take criticism?

Ans:

Very well. I understand that this position is a sensitive and any criticism directed my way will be constructive and will enable me to provide better services.

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Question - 17:

Would you be willing to relocate for air hostess jobs?

Ans:

You should show that you are flexible and easy going. Explain you are willing to change your lifestyle.

[View All Answers](#)

Question - 18:

Explain me have you ever worked in a customer care or customer service job?

Ans:

If you did, you can tell about your valuable experience and the good gained practice that you've got.

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Question - 19:

Tell me what is the customer care policy of this airline?

Ans:

There is different customer care policy for different airlines. So you need to full research in advance about customer care policy on the website of the airline you are applying for.

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Question - 20:

Explain me where you really held your temper?

Ans:

In your response, briefly share some of your challenging incidents, and how you successfully handled them.

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Question - 21:

Tell me what do you like most about this airline?

Ans:

Be honest and genuine here. Tell your interviewer your likes about the airline.

[View All Answers](#)

Question - 22:

Explain what do you do in leisure time? Any specific hobby?

Ans:

I love cooking meals at home and try new recipes whenever I get free time.

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Question - 23:

Explain me do you prefer working alone or as part of a team?

Ans:

The answer here should be obvious. Airlines are looking for people who work well in a team. You'll have to convince the interviewer that you are a team player and that you have the ability to follow instructions. Even when you have to work independently, explain that you would want to see your efforts complimenting the collective efforts of the team.

[View All Answers](#)

Question - 24:

Tell me how will you serve a V.I.P. guest as compared to a regular one?

Ans:

By making special arrival arrangements, maintaining their preference lists, escorting them to the halls and providing them with the best place to sit, assigning the finest servicing waiters for them. If the arrival is already known then research on their likes, dislikes and personality to provide them service accordingly. Providing them efficient service is the key to serving VIPs since they are always in a hurry.

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Question - 25:



Tell me what are your interests?

Ans:

When an interviewer asks you questions about your interests outside of work, he's not just making idle chitchat. The interviewer is trying to find out more about you as a person, including how well-rounded you are and how your mind works, as well as how your personal traits contribute to your job performance. Prepare for this line of discussion by thinking about what the employer is really trying to assess with his questions.

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Question - 26:

Tell me how long will you work for this airline?

Ans:

Show your commitment here and be honest as possible when you answer. You may say that actually I am looking to make a long term commitment. Yet I will work as long as my presence is beneficial for your airline and customer as well as mine. And if you know you are going to be relocating to another city in two years you should say so. Plans change, but you want to make sure that you are honest about what can be expected of you. If you plan on it being a long term position say so.

[View All Answers](#)

Question - 27:

Tell me what you can bring or contribute to this airline?

Ans:

The best way to answer questions about your contributions to the airline is to give examples of what you have accomplished in the past, and to relate them to what you can achieve in the future.

Describe specific examples of how effective you have been in your other positions, change you have implemented, and goals you have achieved. Talk about the depth and breadth of related experience that you have. Also, relate your abilities to the employer's goals. You will want to let the interviewer know that you have the skills necessary to do the job they are hiring for.

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Question - 28:

Tell me why did you choose this career out of many others?

Ans:

For those who are people lovers and who have a good level of communication skill, working as a cabin crew member can be a very good thing. First answer the question naturally without sounding rehearsed and build confidence for starting the interview. You may say that 'I would like to work as a flight attendants or cabin crew member as I enjoy working with the public and feel I can overcome any problems they may have and I have good organisation skills'. Even you can mention your all skills(acc.to job requirement)that can be your communication skills, computer skills,strengths,customer service skills etc.

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Question - 29:

Tell me do you think you are overqualified for this position?

Ans:

It's an invitation to teach the interviewer a new way to think about this situation, seeing advantages instead of drawbacks. Remember always it does not necessarily mean you are over qualified. Don't be trapped. The recruiter wants to see you to demonstrate your long term commitment to stay in the airline. The recruiter worries about the position will not stimulate you enough to keep you stay. With a little preparation you can turn this question around and demonstrate the benefits to the airline if you are given the job, rather than purely focusing on why you want it.

[View All Answers](#)

Question - 30:

Tell me how would you handle pressure at work?

Ans:

Employers often ask job applicants how they handle pressure on jobs. That's because cabin crew member in airlines are problem solvers and face some degree of stress everyday. And, if candidates want to work for these airlines, they must also know how to deal with pressure.It will be best to provide specific examples of when you dealt with pressure, and share any results you achieved in stressful situations.Sample answers:

* I actually work better under pressure and I've found that I enjoy working in a challenging environment.

* From a personal perspective, I manage stress by visiting the gym every evening. It's a great stress reducer.*I do not respond to stress but to the situation. I analyze the situation and take action that will avoid negative stress.

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Question - 31:

Tell me what do you know about this airline?

Ans:

When interviewing, it's important to know as much as possible about the airline you are applying to. Then emphasize the positive things you have learned when you're asked what you know. The big positive about this question is that you can show off your knowledge. Some applicants clam up, and don't go beyond absolute basics, which simply reduces their input. So to answer this question effectively you must:

* Spend a lot of time on their website, if they have one.

* Use search engines to research the airline & individuals.

* Look at Glass door and Indeed to see what employees say.

* Use LinkedIn to search for the airline / staff profile.

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**Question - 32:**

Explain a situation when you had to make a quick decision?

Ans:

Recently a passenger walked on board with his fly down. I could have ignored it, but I decided to tell him. I know I'd want to know! But I whispered it in his ear instead of saying it out loud for all the other passengers to hear. He blushed, turned around, and zipped up real quick. He also thanked me several times. Your quick decision doesn't have to be a life changing event. Really you just want to show you're a helpful person. When someone falls down, do you help them up or do you keep on going? It's what the airline wants to know about you.

[View All Answers](#)

Question - 33:

Tell me what do you think are the advantages and disadvantages of working as an air hostess?

Ans:

Getting to see the world and meeting new people every day is a wonderful experience. It is difficult staying away from home for so long at a time though.

[View All Answers](#)

Question - 34:

Tell me in your opinion, what are the most important aspects of a hostess's duties that will create value for our restaurant and the customers?

Ans:

Quality of communication, diner needs' anticipation and professional demeanor.

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Question - 35:

Explain me a situation when you were under real pressure? Tell us of a case when you have been upset or frustrated?

Ans:

As you discuss experiences, focus on how your customer service skills allowed you to please the client and diffuse any further problems.

[View All Answers](#)

Question - 36:

Explain me what would you do if any customer complaint about your service?

Ans:

To handle customer complaints you need to:

- * Listen to the customer to figure out why they are upset.
 - * Listen to the customer to determine whether any of your policies were not abided by or if this is something outside or not contemplated by your systems.
 - * Next put yourself in the shoes of the customer. Given what you now know try and see their point of view. Why did they come to you?
 - * Once you have heard the complaint and understand the basis for the same, elevate the customer to a supervisor or manager where possible.
 - * Defend if you must. But do not fight with the customer.
 - * Once you have listened and understood the customer's complaint and have avoided fighting over the same divert the customer's focus to how you intend to resolve the matter.
 - * Use customer complaints as a manner to learn about potential flaws in your systems. Maintain a manner of tracking customer complaints.
- If you are aware about all these steps then you will not face any problem in answering this question.

[View All Answers](#)

Question - 37:

How would you deal with difficult or negative situation in your life?

Ans:

There are many ways to deal with difficult or negative situation effectively are as follows:

- * Figure out how to react.
- * Before doing anything, give yourself a moment to calm down.
- * In order for you to move on from this negative situation, you'll need to be able to let go.
- * Talk to someone about it; a friend, family member, etc. Vent about your feelings in a journal or blog, or even a loose leaf paper that you shred afterwards.
- * Look at it like an obstacle that you need to overcome.
- * Instead of keeping everything cooped up inside of you, admit that you've made a mistake. Apologize and move on.
- * The best way to deal with negative situations is to stay positive.
- * Don't be so serious! Have a sense of humour and learn to laugh at yourself and your situation.
- * Step back from the situation and decide if there is a possibility of a good outcome.
- * Choose not to be affected by it.
- * Take something negative and use it to improve yourself.
- * Keep yourself motivated.

[View All Answers](#)

Question - 38:

Tell me what is the most recent skill you have learnt that would assist you in your hostesses position?

Ans:

Patience! You cannot be a successful hostess if you are not calm. Not only this, I understand the need to look interested and nonchalant as and when needed!

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Question - 39:

Tell me from our job description, what areas do you think you are proficient at and what areas would you need to be thoroughly trained on?

Ans:

I am adept at providing excellent customer service, setting up the dining halls and making sure that guests' experience will bring them back again. I effectively performs bussing duties, manages cash counters and maintains a clean and positive environment in the hotel. The only part I would need to get familiar with will be your specific set of rules and regulations as they differ from hotel to hotel.

[View All Answers](#)

Question - 40:

Recall a time when you had to deal with a difficult passenger. How did you resolve the issue?

Ans:

Don't make the mistake of blaming the customer when answering this question. Instead, mention how you were empathetic and non-judgmental towards them, and how you showed a sincere desire to help them. Explain what the root cause of their problem was, and how you finally resolved it.

[View All Answers](#)

Question - 41:

Tell me can you describe your ideal boss/supervisor?

Ans:

During the interview process employers will want to find out how you respond to supervision. They want to know whether you have any problems with authority, if you can work well as part of a group (see previous question) and if you take instructions well etc.

Never ever ever, criticize a past supervisor or boss. This is a red flag for airlines and your prospective employer will likely assume you are a difficult employee, unable to work in a team or take instruction and side with your former employer.

[View All Answers](#)

Question - 42:

Tell me do you have any question for us?

Ans:

It is very important for you to ask questions not just any questions, but those relating to the job, the airline and the industry.

So be prepared to ask questions. You can ask questions like:

- * Tell me about a typical day in this job.
- * What are the most challenging facts of the position?
- * What makes your airline different from its competitors?
- * What are your airline's strengths and weaknesses?

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Question - 43:

Explain yourself in one line?

Ans:

When you respond, keep in mind the type of position you are interviewing for, the company culture, and the work environment. Your answer should help show the interviewer why you're a match for the job and for the company. Sample answers are:

- * I'm a people person. I really enjoy meeting and working with a lot of different people.
- * I'm a perfectionist. I pay attention to all the details, and like to be sure that everything is just right.
- * I'm a creative thinker. I like to explore alternative solutions to problems and have an open mind about what will work best.
- * I'm efficient and highly organized. This enables me to be as productive as possible on the job.
- * I enjoy solving problems, troubleshooting issues, and coming up with solutions in a timely manner.

[View All Answers](#)

Question - 44:

Tell me how would you measure your own performance on this job?

Ans:

This is quite straight question, discuss about the key performance indices against which your performance was rated. This also shows your suitability for the position. You may say that the performances can be measure as set of goals that achieve by person in his life.

Performances measured by achieving self-satisfaction with our work. So I feel satisfaction is the measure of performance. Or to measure your performance on the job you can do following things:

- * Set up random methods of quality control throughout your airline.
- * Survey your clients about their customer service experience as a way of assessing employee performance.
- * Compare Yourself to the Competition.
- * Understand Your Strengths and Weaknesses.

[View All Answers](#)

Question - 45:

Tell me why do you think you are perfect for this position?

Ans:

You must be prepared with a concise summary of the top reasons to choose you. Even if your interviewer doesn't ask one of these question in so many words, you should have an answer prepared and be looking for ways to communicate your top reasons throughout the interview process. Make his job easier by convincing him that:



- * You can do the work and deliver exceptional results.
- * You will fit in beautifully and be a great addition to the team.
- * You possess a combination of skills and experience that make you stand out from the crowd.

[View All Answers](#)

Question - 46:

Explain me some of your strengths?

Ans:

Your strengths are a mixture of your talents, knowledge and skills. By identifying your strengths and matching yourself to the role, you will enjoy it more and perform better than those who have to try hard to fill the role. Most candidates don't answer it well, often because they are too humble. But this question is a great opportunity to sell yourself and show how you align with the company's requirements.

These are some of the best ways I believe you can answer:

- * I can learn the things easily. I am a hard worker. If I committed with some work I will never give up middle of that one. I can mingle with the different kinds of people.
- * I am a quick learner and self motivated person, I want my work best and I am a good team player also. I can do any situation easily and honest towards my work.
- * My strengths are hard working, self motivation, positive attitude towards work. And flexible enough to adapt change.
- * I have strength such as doing well in mathematics and languages. I communicate clearly. I am popular so I have many friends.

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Question - 47:

Behavioral Air Hostess Interview Questions:

Ans:

- * Give me an example of a time when you dealt with a customer who made an unrealistic or unreasonable demand.
- * Tell me about a time that you dealt with an angry customer or client. What would you have done differently?
- * Tell me about the last time you lost your patience at work.
- * Describe a conflict you had with a coworker. How did you resolve the conflict?
- * Describe a stressful situation in which you had to use your verbal communication skills to resolve the issue.

[View All Answers](#)

Question - 48:

Situational Air Hostess Job Interview Questions:

Ans:

- * Imagine you see a passenger being deliberately rude to another flight attendant. How would you deal with this situation?
- * Imagine you saw two passengers disputing over their seats. How would you handle this?
- * How would you deal with a passenger who refused to follow the rules (keeping his seat belt buckled, etc.)?
- * How would you handle a very anxious passenger who is afraid of flying?

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Question - 49:

How do you handle stress?

Name a time when you were under a lot of stress and how did you deal with it?

Describe a situation when you had to make a quick decision?

Ans:

You've been through the interview process once before, so you already know what to expect. That's half the battle. Try to relax and don't forget to smile. Being able to keep your cool during a stressful situation is a big part of the job. The fact that the airline called you for a one-on-one interview says a lot about you. Thousands of people apply for the job, but very few applicants hear back from the airline. Remember that next time you're not feeling overly confident. And try to have some fun.

When it comes to answering interview questions, the most important thing to do is let the airline know you're a customer service oriented person - as often as possible. Talk about how you go above and beyond the call of duty to help people. Airlines are looking for flight attendants who are friendly, work well with others and take pride in their job. Try not to read too much into the questions. There's no such thing as a right answer. You don't have to share life-altering events for an airline to realize you'd make a great fit. Think in terms of the job. Keep it simple.

[View All Answers](#)

Question - 50:

Name a time when you were under a lot of stress and how did you deal with it?

Ans:

Running late, for me, is the worst stressor of all. When one thing goes wrong, it seems like everything goes wrong. This is why I give myself plenty of time to get to the airport. And why I set not one, but three alarms to wake me up when I have an early sign-in. Of course, it wasn't until I found myself sprinting through the Tampa airport practically buttoning my blouse as I ran because my alarm didn't go off to learn this lesson. Learn from your - er, my - mistakes. And pack the night before.

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Question - 51:

Tell me what languages do you speak?

Ans:

Of course many airlines are looking for flight attendants with language skills so make sure you get the chance to flag up your language skills if you have any.

[View All Answers](#)

Question - 52:



Why should we hire you as Air Hostess?

Ans:

Before I trained as an air hostess, I was working as a ticket attendant which provided me with solid experience in customer services in an airport environment. After training, I have worked as an air hostess with the best airlines. I believe that knowing about airline work both as part of the ground staff and an air hostess, is why my candidature is quite strong.

[View All Answers](#)

Question - 53:

Explain me in case of an emergency, what would be your course of action?

Ans:

Following the standards of operations described in your hotel's policy manuals. If it is something unusual, I will take guidance from my supervisors.

[View All Answers](#)

Question - 54:

Explain me about your expertise as a hostess?

Ans:

I understand that the role of a hostess is very important for employer owing to the fact that it is a tier one job. From greeting customers, to showing them their tables, presenting menus and taking orders, I can do all in the most effective way. I know just when I need to ask a particular question and when to wait so that I am not interrupting a customers' own conversation.

[View All Answers](#)

Question - 55:

Describe yourself in three words?

Ans:

Polite, Efficient and Passionate

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Question - 56:

Did you read the job description posted for this position in detail before coming to this interview? Are you clear on the tasks that we expect you to perform?

Ans:

Yes, I read the your job description carefully and am eager to perform the required tasks efficiently.

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Question - 57:

Tell me how did you deal with a colleague who was not doing their fair share of the work?

Ans:

Don't use this question to disparage your former (or current) colleagues or vent your frustrations. Instead, explain the way your colleague was not doing their job, how you stepped in and what the positive results of your intervention were.

[View All Answers](#)

Question - 58:

Explain me what do you know about our airline?

Ans:

Your potential employers want to know if you did your homework about the airline you're applying to, so make sure you do enough research into the airline and familiarise yourself with details such as when it began operations, the number of aircraft it owns, its routes and what their plans for the future are. Remember to emphasis all the positive things you have learned about them either through the 'About' page on their website, news and magazine articles or sites. - ultimately, you want to show off your knowledge of the airline.

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Question - 59:

Why do you want to join our company?

Ans:

This is a question that is aimed at finding out whether you know enough about the company and the basic market. The best way to answer this question is to do some research on the company and highlight its positive points.

[View All Answers](#)

Question - 60:

Tell me why do you want this career? Why do you wish to join the cabin crew?

Ans:

While this question may seem difficult to answer to people who are doing the job for the financial position that it offers, this question will seem simple to people who are interested in flying.

You have to do some research about this career and speak about your job-related skills. You can add that you are quite interested in flying and visiting new places; do not overly emphasize this. You can say further that you enjoy being with around people and are quite sociable.



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Question - 61:

Tell me how much do you expect to get paid?

Ans:

For this be prepared and research salary to find out what similar positions are paying in your area before you go to the interview. Try to find this information out before giving your salary expectations. You can and should provide a range instead of an exact number. But again, don't say any numbers you're not comfortable with because if the employer offers you a salary at the lowest end of your range, you don't have much to negotiate with when it comes to getting a higher salary.

[View All Answers](#)

Question - 62:

Tell me have you ever worked in a customer care or customer service job?

Ans:

If no then you can simply say no that you are a fresher in this field but have the ability to work effectively than experienced person. If yes than share your past good experiences of customer service along with what and how much you have learned there.

[View All Answers](#)

Question - 63:

What other languages you can speak?

Ans:

As you will need to deal with international customer also so you have to learn foreign language as i mentioned earlier. So if you have learnt any new language or want to learn a new one you can mention that in your answer .If no then say it, you need to be honest here so it will not create an issue in future.

[View All Answers](#)

Question - 64:

Explain with an example of when you have overcome a difficult challenge?

Ans:

This type of question can throw you if you haven't thought about it in advance, especially as you may struggle to think of an example. However, you can turn it to your advantage. So in this with the example you also need to share that what and how much you have learned from that challenge.

[View All Answers](#)

Question - 65:

Explain me how would you deal with an unsatisfied customer?

Ans:

You must be aware about the ways to deal with an unsatisfied customer. There are some effective ways to deal with an unsatisfied customer are:

- * Apologize for the mistake.
- * Address the customer right away publicly.
- * Offer a precise solution.
- * Offer a re-do or a replacement, along with additional benefits, when possible.
- * A simple apology and some effort to make up for a mistake or misunderstanding could go a very long way, and could even develop some good will between clients and your company.

[View All Answers](#)

Question - 66:

Do you know who are the major competitors of this airline?

Ans:

Interviewer wants to check that how much you know about their competition and whether you have done the necessary research or not and do you have anything to contribute that will provide an advantage for their company. For answering this question effectively you need to research about the airline as much as possible. And Make sure during your research, you also investigate the competitors of the airline you are interviewing for, then only you will not face issue for giving answer.

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Question - 67:

Tell me why do you want to join this airline?

Ans:

In this a good answer will demonstrate a knowledge of the airline. That means you must do your homework so that you can identify specific reasons for wanting to work for the firm. These reasons could include one or several of the following:

- * Airline general reputation
- * Reputation of key leaders
- * Admiration of products/services
- * Admiration of other airlines initiatives.
- * Airline award
- * Airline's management philosophy
- * Airline's values
- * Airline's positioning in market
- * Airline's growth/success

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**Question - 68:**

What is the most important skill required by a member of an Air Hostess?

Ans:

The most important skill required by cabin crew member is "Excellent People Skill" along with politeness but firm approach when dealing with difficult customers. As a cabin crew member is the first who contact a person makes with a airline, so it is very important for cabin crew member to give a good first expression. You will usually need to have a good standard of basic maths and English too.

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Question - 69:

Tell me how do you handle stress as Air Hostess?

Ans:

Look how you're handling it right now - perfectly. You're doing everything possible to prepare for the interview. When you come prepared for something, you're less stressed, and when you're less stressed, you're able to focus on the task at hand and do a better job. This is why the airlines spend weeks, even months, training flight attendants. When something goes wrong, we don't think about it, we go right into action. How else do you think we're able to evacuate hundreds of passengers during an emergency in just a few seconds?

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Question - 70:

Have you ever been in a situation where you had to handle a dispute between two passengers? How did you handle it?

Ans:

One often comes across situations such as these. 300 people on board one plane is a surefire recipe for trouble. There was a time when an adult passenger was fighting with a child in a bid to bag the window seat which was clearly not his. The child began crying as he was travelling alone. I had to intervene but even when I politely explained to the passenger why he couldn't have the window seat, he was still adamant. I had no choice but to move him to the back of the plane - to an aisle seat - and explain to him that behavior of this sort might end up in the authorities stepping in when we landed.

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Question - 71:

Tell me are you familiar with operating Point-Of-Sales terminals, P.O.S systems and its manual procedures?

Ans:

Yes I am. I have hands-on experience in using P.O.S terminals and systems.

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Question - 72:

Tell me how would you keep our patrons satisfied?

Ans:

As a core effective communication rule, I believe in maintaining effective eye contact, having a welcoming gesture and a smiling face, breaking the ice between the new customer and the hotel by speaking first and greeting the guests. What really adds value is using the guest's surname in the conversation to make the guest feel comfortable.

I am recognized for providing guests with friendly, effective and courteous service while answering their queries in a professional and polite way

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Question - 73:

Explain what are your hobbies?

Ans:

This question is usually asked to assess your general people skills. Therefore, be sure to focus on hobbies that you enjoy doing with others. For example, sports will highlight your cooperative and leadership abilities, while hobbies like hosting friends for dinner will demonstrate your hospitality skills.

[View All Answers](#)

Question - 74:

Why do you want to work for our airline?

Ans:

Though your main motivation for applying for the job might be the financial rewards it offers, make sure you leave that part out when responding to this question. Instead, talk about the opportunities for growth that working with the airline might offer you. You could also mention something you heard in the news.

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