

REACH FOR THE SKY AVIATION SERVICES

NEWSLETTER
2018, ISSUE 5



R E A C H
FOR THE SKY

This newsletter is designed for all Secondary and Tertiary Careers Advisers, Guidance Counsellors and Librarians



- * Specialists in aviation, hospitality, customer service career and interview preparation
- * School leavers' first generic-style interview training
- * Résumé service
- * Four-hour individual training and ongoing mentoring on or off campus
- * One-day class coaching on campus
- * "The Complete Flight Attendant Career and Interview Preparation Manual, Australian Edition" now available in hard copy or eBook

INSIDE THIS ISSUE:



- HOW TO ORDER YOUR NEW EDITION HARD COPY OR EBOOK MANUAL
- APPLYING TO THE AVIATION INDUSTRY: COMMON CONCERNS
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CHANGES TO AIRLINE UNIFORMS

The following Australian-based airlines have reviewed their female uniform requirements to include the wearing of the hijab in the cabin and on the ground:

- Jetstar ground staff uniform
- Virgin Australia cabin crew and ground staff uniforms



The requirement to serve alcohol is still a requirement on most airlines around the world. To date, there has been no modification to alcohol service on board Australian-based airlines.



APPLYING TO THE AVIATION INDUSTRY – COMMON CONCERNS

Q: “I heard that there happens to be a medical test before recruitment as cabin crew. Does the medical test involve a dope test? What is the test exactly?”

A: Drug/urine tests are mandatory for most airlines around the world. Airline medical tests usually include general health, blood pressure, reflexes, eye tests and hearing tests. Some airlines may go further and request blood tests and other examinations. Antibody testing may also be requested.



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Q: “Do airlines hire flight attendants who are not bilingual?”

A: Language requirements are determined by the destinations that an airline flies to. In smaller domestic airlines, a second language may not be a requirement. However, English is the universal language of aviation and most cabin crew around the world are required to read, speak and write English fluently. In the careers section of any airline website, it is always stated in the cabin crew recruitment criteria if a language is a requirement.

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Q: “What are some challenges that cabin crew face in their work on board, and how do they deal with them?”

A: Weather influences every flight. Cabin crew need to be flexible and not afraid of sudden changes when faced with turbulence, difficult passengers, medical or aircraft emergencies. None of these are ever planned, so cabin crew need to think quickly, keep a level head and apply their training, procedures and professionalism to each situation. Aircraft may be diverted to alternate airports for various reasons for example, extreme weather, destination airport is in fog, mechanical issues, medical emergencies or safety emergencies.

Health is also a major focus when on board: Cabin crew do not remain on visible duty for a 17-hour flight. Cabin crew bunks are provided out of passenger view and crew are rostered off regularly and on a rotational basis for a few hours at a time in order to have sufficient rest. To combat dehydration, it is important to keep the water levels up as there is approximately 2% humidity in the aircraft cabin. Nourishing, hydrating face, body and hair moisturizers are recommended to combat the drying effects and, in the past, have been tax-deductible for cabin crew.

Exposure to colds or viruses: the risk is no greater than travelling on a train. Fresh air is circulated throughout the cabin (bled off the engines) approximately every three minutes. Cabin crew must ensure they eat, sleep and exercise well to stay healthy.



Q: “How can I create a cover letter for a cabin crew application?”

A: Recruiters will read thousands of application forms, résumés and cover letters, and they will not have time to wade through lengthy cover letters. Briefly introduce yourself, outline your relevant employment, skills and experience and match your skills experience to that airline’s selection criteria. Aligning yourself to that airline’s core values is also advisable. For training on how to create the perfect cover letter, contact Reach For The Sky Aviation Services, www.reachfts.com 0432044512



Q: “Can 17-year-old girls do a job as a flight attendant?”

A: As a 17 or 18-year-old, you need to ask yourself: “Am I confident enough to handle any medical or aircraft safety emergency?” “Am I confident to deal with a hijacking situation?”, “Am I confident to evacuate passengers out of a burning aircraft?” This is the reality of the role of a flight attendant - the primary reason for being on board is SAFETY and you could be faced with any of the above situations on your first flight out of training school. All in-flight service, that is, serving food and beverages is secondary. Most 17 to 18-year-olds have just left school and have not developed their ‘people skills’; they probably have NOT had a lot of experience dealing with all walks of life, that is, from royalty, heads of countries, politicians, high-profile celebrities, sporting teams, rock groups, passengers who don’t speak your language, families, unaccompanied children, nervous passengers, difficult passengers, etc, etc, etc.

.....CONTINUED:

“Can 17-year-old girls do a job as an air hostess?”

Our advice is to go out and build up some experience in a customer-facing job, for example, hospitality, wait staff, retail shop assistants, etc., where you are dealing with the public every day. You can build up your confidence and experience very quickly, particularly when dealing with a difficult or a dissatisfied customer.

Depending on the country, flight attendants should be 18 or 21 years old. This is to satisfy alcohol service requirements. If you feel you are not ready to take on all the responsibilities of a flight attendant, it is recommended that you apply for a job for a couple of years in a customer-facing industry and/or do some study. Get another qualification, i.e. a degree - just in case flying does not work out for you.

I have trained some exceptional 18-year olds who have been successful in gaining a position as cabin crew and have since flown with them. The one factor in common with all these people is that they had a very solid history in customer-facing casual or part-time jobs whilst they were still at school. Examples are cafés, retail, fast food outlets.



VIDEO INTERVIEWS

If the video interview is face-to-face, dress appropriately in business attire and treat the video interview as a face-to-face interview. This includes hair, nails, jewellery and makeup. Be aware of the background behind you. Whilst speaking you do not want to find the interviewer distracted by looking at the backdrop behind you, e.g. a messy room or listening to crying babies and barking dogs. A video interview is an official stage in the interview process, therefore each recruiter (in Australia) must observe all EEO and Discrimination laws. Again, do not chew gum during the video interview. Further information can be found at www.HireVue.com.au, www.glassdoor.com.au or www.flipbase.com.au. YouTube also has many good hints on Airline Video Interviews. The guidelines below can be applied to all industries.

VIDEO RÉSUMÉS



Video résumés currently are not widely used in airline recruitment, however, for future reference, please keep the following points in mind:

- It is important to stay on track. Keep your information to the point and do not “waffle on” as the recruiter’s time is valuable and they may have many video résumés to view in one day.

- Speak slower than normal, clearly and concisely so that no important points are missed by the recruiter. Do not eat or chew gum. Do not over-use “like” or “whatever” in your responses. Maintain eye contact with your camera.
- Video résumés will demonstrate your level of communication skills to the recruiter and this is important in all customer-facing industries.
- As a résumé is a serious document, it is advised not to attempt any creativity or humour as it may backfire on the applicant. Keep it professional and polished.

Interview Tip: Relax, smile, be yourself. Thank the interviewer for their time. Remember the interviewer’s name.

ONLINE VIDEO INTERVIEWS



Online video interviews are generally required to be completed within three business days (72 hours) and failure to complete the interview within this time may result in the application deemed unsuccessful. **Interview Tip:** Relax, smile, be yourself. Thank the interviewer for their time. Remember the interviewer’s name. It is recommended to:

- A log-on username and password may be required. You may be issued with an application reference number or interview code.
- You may record using a webcam, a mobile device (mobile app) or you may be able to upload a video.
- Conduct the interview in a quiet area, free of distractions and disturbances.
- Ensure you are in a brightly lit room with good lighting and no glare or reflections.
- The recording must not be blurred or unstable. Position your phone, iPad, laptop or similar on a steady surface to avoid any shaking or vibration.
- Position the camera at the same height as the top of your head so that you can look directly into the camera.
- Ensure your internet connection is strong and will not cut out.
- The airline may provide information or a short training video to learn about what is expected.
- The airline may provide a contact email address or contact phone number if you experience any difficulties.
- You may receive an acknowledgement that the interview is complete and has been received by the recruitment team. If you do not receive an acknowledgement, and if contact details are provided, it is recommended that you contact the recruitment team.



“Elevator Pitch” videos recommend that the applicant has to sell themselves in a time limit of thirty seconds. Some airlines may allow the applicant to be as creative as they wish:

Online interview version one:



- The applicant will have the opportunity to practice as many times as they wish until they feel comfortable. Approximately three practice questions may appear on the screen.
- Headphones with a good microphone are acceptable. Ensure there is no feedback or echoing and your voice is clear.
- After you have finished the practice questions, you may progress to the actual recording of the video. You may be given one attempt only to record your actual response. Questions may vary: “Tell me about your career to date”, “Give me an example of when you gave exceptional customer service”, “How does your current job relate to that of cabin crew?” or “What qualities will you bring to the role of flight attendant?” You may be given approximately two to three minutes to complete each question. Therefore, as there may be only about 30 seconds’ preparation time for each question, it is advisable to revise all answers beforehand.
- Some other questions may require written answers. They may require “yes/no” answers or be “multi-choice” answers. You may be asked, “Are you eligible to live and work in Australia?” or “Do you possess an RSA Card?”
- Some companies may require an essay-style answer with a maximum of 3,000 words. An example may be: “You will be working public holidays, your birthday, weekends or unsociable hours. You may miss your best friend’s wedding. Please provide us with your understanding of the above conditions”. There is usually no time limit with all the written and essay-style answers, however expect that “online interview version one” may take at least one hour.

Online interview version two:



30 seconds only may be allowed for this video:

- You may record using a webcam, a mobile device or you may be able to upload a video.
 - You may have the option to re-record and watch your 30-second interview before it is submitted.
 - Imagine you are actually meeting the recruiter for the first time.
 - As you don’t have a lot of time, you must sell yourself, be enthusiastic, be passionate and align yourself with the values of the company to prove you are a suitable candidate and will fit in with that company’s culture. You must state why you are the right person for that role, what drives you and what skills, experience and qualities you can bring to the company.
- Interview tip:** Wear business/corporate dress, with your hair styled, nails groomed, jewellery coordinated and makeup applied as if you were presenting for a face-to-face interview.

ENTRY REQUIREMENTS - MINIMUM AND MAXIMUM HEIGHT LIMITS

The guidelines below will give clarification if your students are worried about height restrictions:

- QANTAS: 163 – 183cm
- QANTASLINK: 158 – 183cm
- REX Airlines: No minimum stated – to 173cm
- VIRGIN AUST: Able to reach 180cm on flat feet – no taller than 197cm
- VIRGIN Atlantic: Able to reach 210cm without shoes on
- ALLIANCE Airlines: Tall enough to reach safety equipment in an overhead locker and Short enough so you don't bang your head. Typically, 163-183cm
- COBHAM Aviation: 163 – 183cm
- COBHAM Regional: 160 – 180cm
- SKIPPERS Aviation: No minimum stated. To a maximum of 173cm
- EMIRATES Airlines: Females 160 and males 168cm minimums. 212cm arm reach whilst barefoot on tiptoes
- ETIHAD Airways: 210cm arm reach whilst barefoot on tiptoes
- ETIHAD Inflight chefs: 210cm arm reach whilst barefoot on tiptoes
- QATAR Airways: 212cm arm reach whilst barefoot on tiptoes
- BRITISH Airways: 158 – 186cm
- EASYJET: 157.5 – 190cm
- NETWORK Aviation: Min 160cm – no maximum stated
- MAROOMBA Airlines: Not stated
- AIR NEW ZEALAND: 160 – 185cm
- AIR NORTH: No minimum stated – to 175cm
- SKYTRANS: Min 165cm
- RAAF Crew attendants: No minimum or maximum height stated. See www.defencejobs.gov.au
- CHINA SOUTHERN: 163 – 183cm
- CATHAY PACIFIC: Minimum arm reach of 208 cm
- CORPORATE AIR: No minimum stated – to a maximum of 173cm
- FLY DUBAI: Minimum 158cms without shoes
- GULF AIR: Minimum 156cm – no maximum stated
- HAINAN Airlines: 212cm arm reach whilst barefoot on tiptoes
- JETGO Australia: No minimum stated – maximum of 175cm in flat shoes
- JETSTAR Airways: Able to reach 210cm without shoes on. *A Functional Assessment Test may be conducted if the applicant's height is borderline*
- SKYTRADERS: Not stated
- THOMSON Airways: 158cm but must reach height of 2.03cm (6'2") without shoes
- TIGERAIR: Minimum 1.58cm



HOW TO ORDER YOUR HARD COPY OR EBOOK FOR YOUR CAREERS ROOM OR LIBRARY

REACH FOR THE SKY AVIATION SERVICES AUSTRALIA, A division of Mando Holdings Pty Ltd,
denise@reachfts.com _ www.reachfts.com 0432044512

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