

Linda Harris

Cabin crew CV

AREAS OF EXPERTISE

Food preparation & service

Security

Customer service

Making announcements

*Safety and emergency
procedures*

Selling duty free

PROFESSIONAL

First Aid Certificate

*City and Guilds NVQ
Level 2 in Aviation
Operations in the Air -
Cabin Crew*

PERSONAL SKILLS

Good sense of humour

Friendly & polite

Professional attitude

PERSONAL DETAILS

*Linda Harris
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Coventry
CV66 7RF*

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DOB: 12/09/1985

Driving license: Yes

Nationality: British

PERSONAL SUMMARY

A well presented, articulate and confident individual with a proven ability to provide exceptional customer service and ensure that passengers leave with a lasting positive impression of their flight. Having a outgoing personality, good interpersonal skills and the ability to work in a multi-national team environment with confidence and minimal supervision. Comfortable working in a fast paced environment and able to build and maintains good relationships with work colleagues and passengers through a genuine desire to understand their needs and support them.

Currently looking for a suitable cabin crew position with an airline that offers variety and the opportunity to develop both personally and professionally.

WORK EXPERIENCE

National Airline – Coventry

CABIN CREW June 2008 - Present

Responsible for making passengers feel their holiday has started the moment they step on the aircraft. Making them feel relaxed, safe and comfortable while providing a full range of in-flight services and refreshments.

Duties:

- Responsible for the safety and comfort of passengers.
- Doing routine safety checks before take off.
- Welcoming passengers as they board the plane and helping them find their seats.
- Attending pre-flight briefings.
- Helping passengers load and also unload luggage from the overhead lockers.
- Dealing with high-net worth individuals in a professional and mature manor.
- Making sure that the aeroplane is clean and tidy before passengers come on board.
- Prior to take off making sure all passengers have their seat belts on.
- Demonstrating to the safety procedures to follow in a emergency situation.
- Contributing to a customers in-flight experience.
- Circulating and collecting customs and immigration documents from passengers.
- At the end of a journey completing a flight report recording any incidents.
- Promoting the sale of duty-free products.
- Serving meals and drinks to the passengers throughout the flight.
- Dealing with difficult passengers & situations politely but firmly.

KEY SKILLS AND COMPETENCIES

- Experience of working with passengers from different cultures & backgrounds.
- Ability to make passengers feel welcome.
- Experienced in dealing with the public & comfortable in a selling role.
- Well spoken, approachable, with great attention to detail & a professional attitude.
- Can fluently speak French, Spanish and German.

ACADEMIC QUALIFICATIONS

BA (Hons) Hospitality

Nuneaton University 2005 - 2008

A levels: Maths (A) English (B) Technology (B) Science (C)

Coventry North School 2000 - 2005

REFERENCES – Available on request.

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