

## Ramp Flight Attendant Interview Questions

1. Share an experience you had in dealing with a difficult person and how you handled the situation.

2. Provide an effective method you have used to announce and demonstrate safety and emergency procedures.

3. What is the key to success when communicating with the public.

4. Describe a time when you successfully provided personal assistance to a coworker or patron.

5. Share an experience in which you successfully shared a difficult piece of information. (Make sure that the candidate has open lines of communication.)

6. Tell me about a recent experience you've had working with your hands.

7. How do you stay fit in order to perform physical activities that are required in the workplace?

8. Share an experience when you applied new technology or information in your job. How did it help your company?

9. Tell me about an experience in which you analyzed information and evaluated results to choose the best solution to a problem.

10. In your experience, what is the key to ensuring your company was compliant with all laws, regulations and standards that were applicable to your area of responsibility?

11. Share an experience in which your diligence of inspecting equipment, structures, or materials helped you identify a problem or the cause of a problem.

12. Tell me about the last time you monitored or reviewed information and detected a problem. How did you respond?

13. Share an example of a time you had to gather information from multiple sources. How did you determine which information was relevant?

14. Provide an experience in which your ability to actively find ways to help people improved your company

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or your own work ethic.

15. Share an experience in which you effectively directed and/or assisted passengers in emergency procedures.

16. Name a time when your patience was tested. How did you keep your emotions in check?

17. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)

18. Provide a time when you dealt calmly and effectively with a high-stress situation.

19. Share an effective method you have used to ensure that passengers comply with federal regulations.

20. How do you balance cooperation with others and independent thinking? Share an example. (Try to determine if the candidate has a cooperative attitude or is otherwise good-natured.)

21. Share an experience in which you effectively administered first aid.

22. Provide a time when you worked in a rapidly evolving workplace. How did you deal with the change? (Make sure the candidate is flexible.)

23. Provide an effective method you have used to prepare passengers and aircraft for landing. Share an experience.

24. Please share an experience in which you presented to a group. What was the situation and how did it go?

25. Provide an experience in which you were sensitive to someone's needs or feelings. How did your helpfulness affect your work environment?

26. Name a time when you identified strengths and weaknesses of alternative solutions to problems. What was the impact?

27. Share an experience in which you effectively provided special assistance for a passenger, e.g. a small child or a disabled person.

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28. Provide an example when your ethics were tested.

29. Share an experience in which personal connections to coworkers or others helped you to be successful in your work. (Make sure candidate works well with others.)

30. Provide an example of a time when you were able to demonstrate excellent listening skills. What was the situation and outcome?

31. Provide an experience in which you successfully reassured a passenger in a during a difficult circumstance (such as turbulence).

32. Share an experience in which your willingness to lead or offer an opinion helped your company.

33. Provide an example when you were able to prevent a problem because you foresaw the reaction of another person.

34. Tell me about a time when you developed your own way of doing things or were self-motivated to finish an important task.

35. Share an experience in which you successfully coordinated with others. How about a coordination effort that was not as successful?

36. What have you found to be the best way to monitor the performance of your work and/or the work of others? Share a time when you had to take corrective action.

37. Provide an experience in which you answered a difficult passenger question.

38. Share an experience in which your attention to detail and thoroughness had an impact on your last company.

39. Share an effective method you have used assist passengers in entering and disembarking aircraft. Share an experience.

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40. Provide an effective method you have used to keep cabins clean and orderly.

41. Share an experience in which you effectively took inventory.

42. Describe your experience operating audio and video systems.

43. Share a time when you willingly took on additional responsibilities or challenges. How did you successfully meet all of the demands of these responsibilities? (Make sure the candidate is a self-starter and can demonstrate some initiative.)

44. Provide an example of a time when you successfully organized a diverse group of people to accomplish a task.

45. Name a time when your creativity or alternative thinking solved a problem in your workplace.

46. Tell me how you organize, plan, and prioritize your work.

47. In your experience, what is the key to developing a good team? (Look for how they build mutual trust, respect, and cooperation.)

48. Provide an example of when you were persistent in the face of obstacles.

49. Describe an experience in which your ability to work well with others and reconcile differences helped your company or employer. (Make sure the candidate knows how to negotiate.)

50. Describe a time when you successfully persuaded another person to change his/her way of thinking or behavior.

51. Provide an experience that demonstrates your ability to manage time effectively. What were the challenges and results?

52. Share an experience in which your ability to consider the costs or benefits of a potential action helped you choose the most appropriate action.

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53. Share an example of when you established and accomplished a goal that was personally challenging. What helped you succeed?

54. Provide a time when you were able to identify a complex problem, evaluate the options, and implement a solution. How did the solution benefit your employer?

55. Share an experience in which your understanding of a current or upcoming problem helped your company to respond to the problem.

56. How would you rate your writing skills? (Ask for an example that demonstrates great writing skills.)

57. Please share an experience in which you successfully taught a difficult principle or concept. How were you able to be successful?

58. Give me an example of when you thought outside of the box. How did it help your employer?