

- demonstrate aircraft emergency procedures and safety features to passengers
- serve and clear away food and drinks
- hand out, and help passengers complete arrival documentation on international flights
- keep in contact with other members of the flight crew
- use their knowledge of first aid to help sick passengers.

Specialisations: Flight attendants may work on short-haul (to destinations no more than four hours away) or long-haul (international) flights.

Personal requirements

Flight attendants need to have:

- knowledge of flight and emergency procedures
- the ability to operate emergency equipment
- hospitality skills for serving food and drinks
- first-aid and medical skills
- the ability to assist people with special needs, such as young children or people with disabilities
- organisational and time management skills
- the ability to give tourists tips and guidance on their stay in New Zealand.

Flight attendants need to be:

- customer-focused and friendly
- good communicators who can interact well with people from a range of cultures
- responsible, practical, and professional
- able to work well in a team
- efficient, resourceful and alert.

Depending on the airline, flight attendants may need to:

- be between 160cm and 185cm tall
- pass a reach test and medical exam
- have a certain standard of eyesight in order to carry out emergency procedures without glasses
- be able to swim 50m unaided
- be reasonably strong because they may have to lift heavy bags and emergency equipment.

How to get into this job

To become a flight attendant you must:

- be a New Zealand resident
- be at least 18 years old
- hold a current first-aid certificate
- hold a current passport without restrictions
- undergo aviation security clearance checks.

Most airlines require prospective flight attendants to attend an assessment centre as part of the interview process.

Secondary education: Flight attendants usually need to have a minimum of three years secondary education. It is also useful for flight attendants to be fluent in other languages such as:

- Cantonese
- Fijian

- French
- German
- Japanese
- Mandarin
- Samoan
- Tongan.

Pay and job outlook

At the entry level, flight attendants typically earn between \$25,000 and \$27,000 a year. Flight attendants also receive discounted travel benefits. Some flight attendants also receive additional allowances.

Allowances pay for items such as meals, accommodation, uniforms and grooming. These allowances may add up to \$15,000 a year. With three to five years' experience, flight attendants could expect to earn \$40,000 to \$45,000 a year, plus allowances. Allowances increase as flight attendants gain more senior positions. At the senior level with 10 or more years' experience, flight attendants may earn \$60,000 or more a year.

The demand for flight attendants is growing and competition for jobs is high because it is perceived as glamorous work. The Aviation, Tourism and Travel Training Organisation (ATTTO) estimates that a further 360 new flight attendants will be needed each year up to 2010. More international flights are scheduled during the New Zealand summer, so there may be temporary, fixed-term employment opportunities during this time.

Related jobs

Bartender, Check-in Agent, Maitre d'Hotel, Tour Guide, Waiter/Waitress

Further contacts

Aviation Industry Association of NZ Inc (AIA)

WELLINGTON, (04) 472 2707, admin1@aia.org.nz, www.aia.org.nz/

Aviation, Tourism and Travel Training Organisation (ATTTO)

WELLINGTON, (04) 499 6570, info@attto.org.nz, www.attto.org.nz/

Flight Attendant

Tūmau Waka Rererangi

Other names for this job

Cabin Crew Member, Travel Attendant

What people in this job do

Flight attendants make sure that passengers travelling in aeroplanes are safe and comfortable.

Flight attendants may do some or all of the following:

- look after passengers' comforts, needs and safety during flights
- check emergency and safety equipment before each flight
- prepare and check the catering, bar and cabin before each flight
- greet passengers, help them stow their luggage and check that they are seated safely