**Flight Attendant Job description**

**Job brief**

Flight Attendants ensure the safety and comfort of passengers and crewmembers during flights. Ship pursers attend to the safety and comfort of passengers aboard ships. Airline pursers and flight attendants are employed by airline companies. Ship pursers are employed by tour or cruise boat companies.

**Responsibilities**

* Ensure standard operating procedures are in compliance with Transport

requirements and Flight Attendant Manual;

* Work independently without supervision and work well with others in a team
* environment;
* Maintain flight culture by delivering exceptional customer service
* and hospitality when serving meals, beverages, and snacks
* Compliance with uniform standards;
* Assist passengers with their needs, including stowing carry-on items which may include
* pushing, pulling, reaching, stooping, kneeling, lifting and carrying;
* Ensure the safety and comfort of passengers;
* Be accountable for cash handling;
* Causing no unnecessary delay to the departure of any flight;
* Maintenance of valid personal travel documents;
* React and respond accordingly to all emergencies;
* Manage and communicate to all crew members any unusual circumstances;
* Maintain a clam, dignified manner which will exude confidence and competence;
* Compatibility and teamwork with crew member colleagues and catering, commissary,
* airport and maintenance staff;
* Mature and dignified conduct on the aircraft whether working, dead-heading or traveling
* as a passenger;
* Report the Flight Attendant Manager any circumstances or malfunctions of equipment
* they observe, or, which a passenger that may affect the safety of the flight may report.
* Willful withholding of such advice will be considered extremely serious;
* Carry personal copy of up to date Flight Attendant Manual on all flights while on duty
* Any additional duties assigned by the Flight Attendant Manager

**Requirements**

* Completion of secondary school may be required.
* Flight attendants and flight pursers require the completion of secondary school and a Transport approved training program.
* Flight pursers/customer service directors require experience as a flight attendant.
* Ship pursers may require experience as a ship attendant.
* Flight attendants and ship pursers usually require experience working with the public.
* While the specific hiring requirements for flight attendants vary from one airline to another, certain basic 2 of 4
* requirements are common. In general, to be employed by airlines, flight attendants must:
	+ be a citizens or have landed immigrant status
	+ be in good physical health, which includes passing a medical and eyesight examination
	+ have a high school diploma or equivalent education
	+ have previous full-time experience in a job involving public contact and/or have post-secondary education
	+ be fluent in English
	+ be willing to relocate to any of the airline's bases.
	+ A second language is a definite asset.

Airlines provide four to eight weeks of training specific to their operations. After successfully completing this training, flight attendants are assigned to one of the airline's bases.