

Flight Attendants (cabin crew)

The work

Flight attendants are concerned with the comfort and safety of airline passengers. In keeping with this, they must maintain regulations and standards, aircraft hygiene, sell duty free goods, coordinate food and bar services and handle passengers with special needs. Whilst most are employed by the major airlines, the SA Air Force and some charter operators also need attendants on a freelance basis. Flight attendants are ambassadors for the airline and country they represent.

With time and experience, flight attendants may be promoted from serving economy passengers on domestic flights to first-class passengers on international flights. A senior cabin controller is in charge of all attendants and, after the captain, is responsible for the safety and welfare of passengers.

The person

This person has friendly personality, attractive appearance, patience, the ability to give sympathetic attention to passengers, efficiency. They also are aware that the job requires them to be away from home for long periods, and they are willing to work long hours.

Appropriate national qualifications and learnerships

You cannot go to an institution to study flight attending. If you apply to an airline to become an airline attendant, they will train you in the following qualification.

Qualification	Learnership	NQF level
National Certificate in Tourism: Cabin Crew		5

