

Cabin Crew Survey RESULTS

We recently surveyed the industry to identify the key factors for success in cabin crew roles, helping us measure and train the competencies that matter most.
Here are the results.



**Click Through To See The
Cabin Crew Survey Results**



Cabin Crew Survey - Assessing for CBTA Results



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Companies that took part

The survey collected 68 responses from a good range of industry representatives including:

Regional Carriers



Low Cost
Airlines



Regulators



Bizjet &
Charter operators



OEMS



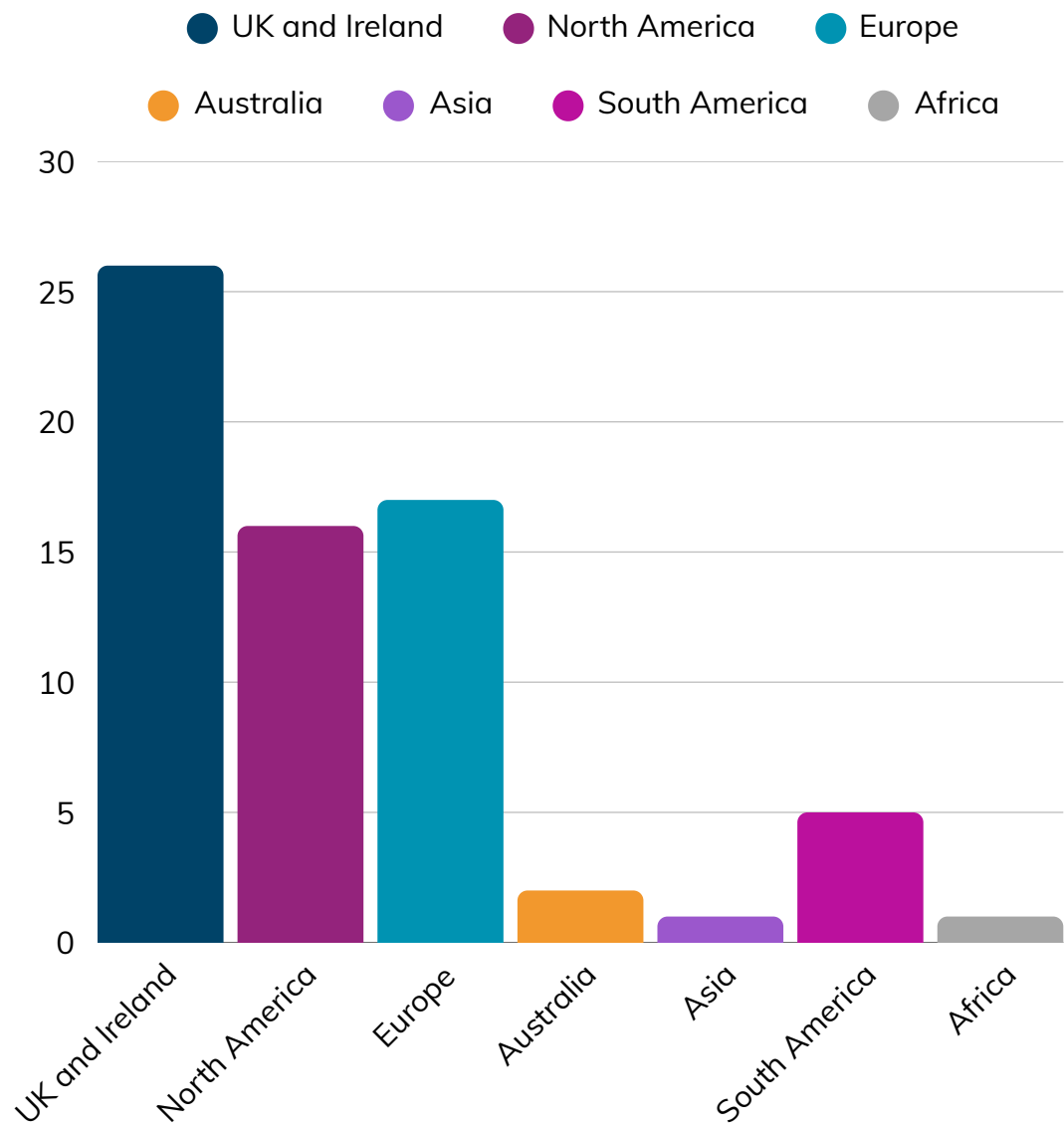
International Airlines



Cabin Crew Survey - Assessing for CBTA Results



Countries that took part



Job roles of responders



Cabin Crew Training
and Compliance

HR Manager

Cabin Crew

Head of Cabin
Services

Chief Instructor

Talent Acquisition



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Recruitment Challenges

Respondents were asked to highlight the biggest challenges they face in recruiting and selecting the right candidates:



Motivation and avoiding complacency



Realistic role expectations and understanding



Commitment and potential long-term adherence to the role



Attitude, work ethic and professionalism



Social and interpersonal skills



Self-discipline and ability to absorb the volume of training material

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Recruitment Challenges

Responses listed the below as their top challenges when recruiting cabin crew



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Assessment Criteria

Regardless of experience level, respondents ranked highest key assessment criteria as



Motivation



Personality



**Interpersonal
Skills**

Free-text responses highlighted resilience, adaptability, and a friendly, people-focused attitude as key additional traits.

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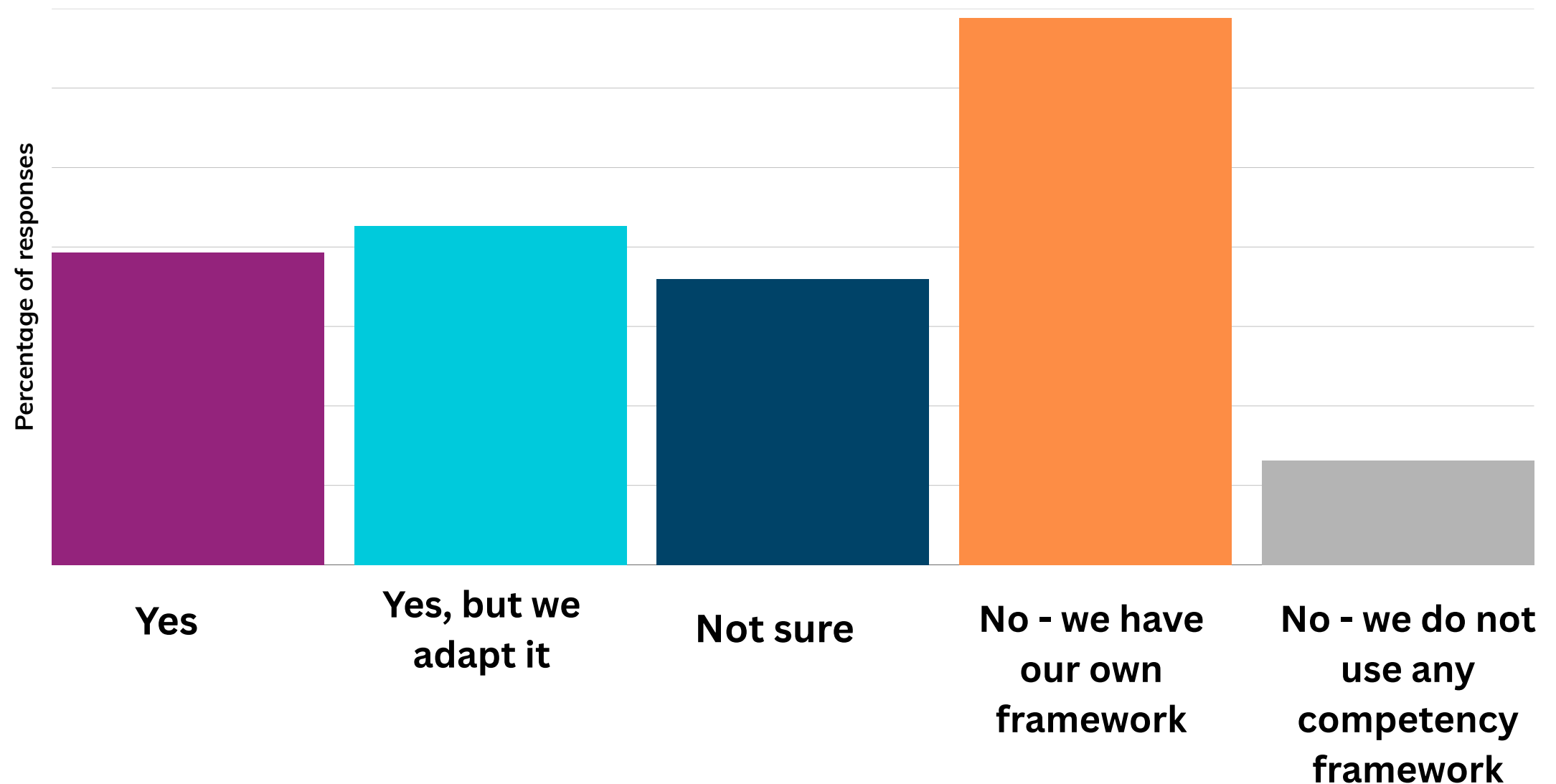


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ICAO Framework

Number of responders that are using the ICAO framework
for cabin crew



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Psychometric Testing Usage

All operators use interviews to select cabin crew, but only 44% use psychometric assessments. For those using them personality questionnaires are the most popular.

Some start up operators plan to adopt them later.
Most are using online assessments with a handful of operators using paper-based assessments.

Psychometric tests are used in a variety of stages, depending on the operator.
Of those not using tests, 39% cited a lack of suitable psychometric products.

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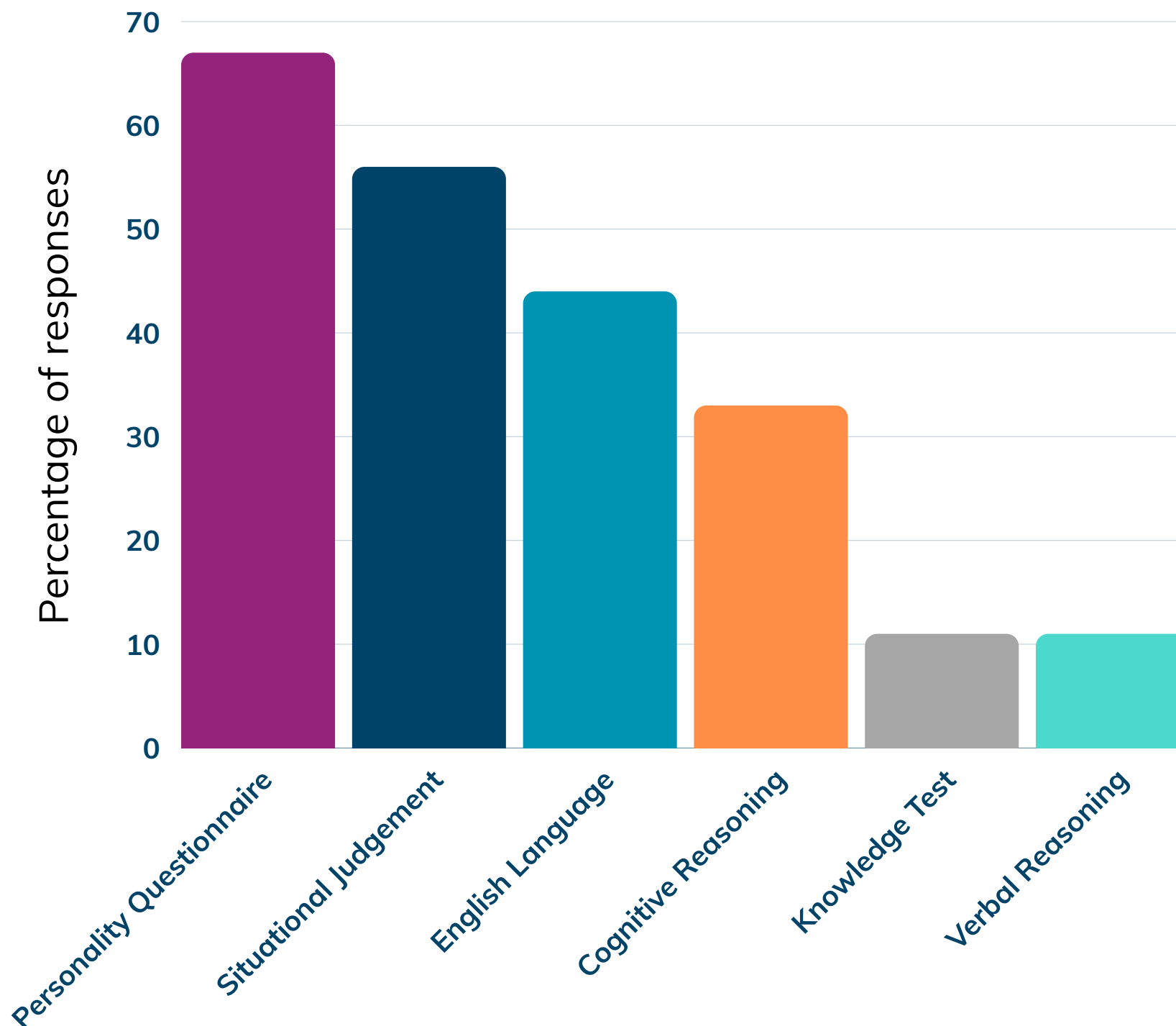


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Psychometric Testing Usage

Which type(s) of assessments do you currently use?



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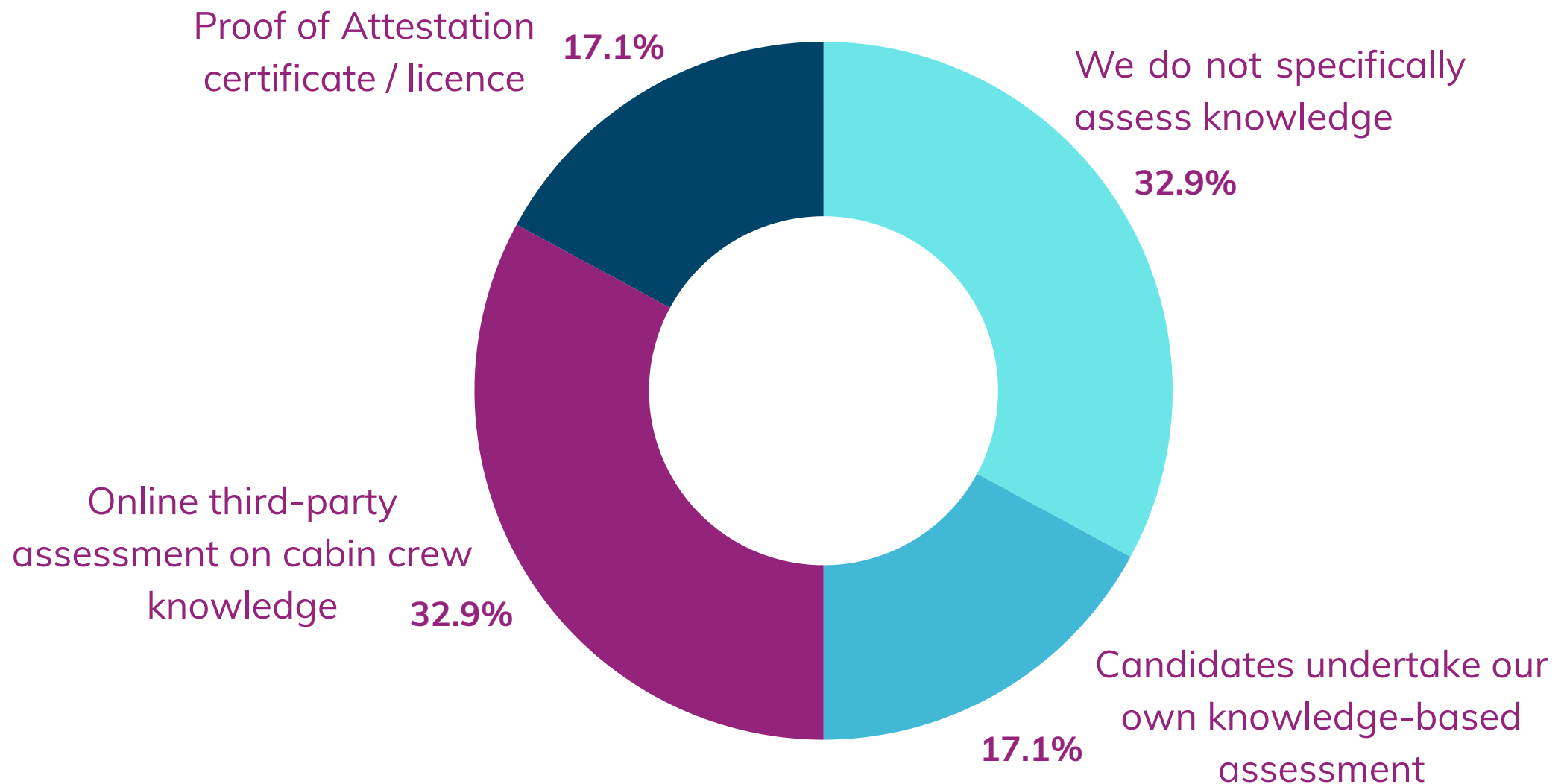
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Assessing Knowledge

How do you assess a candidate's foundation knowledge prior to recruitment?



When considering knowledge assessments respondents cited candidate knowledge of the role (i.e. their perception) as one of the biggest areas in which they would like more insight.