

# Cabin Crew Skills List



Crew	Individual	Operation
<p><b>Briefings</b></p> <p>Outlines Services &amp; Differences                      Attentive Participation                      Seeks &amp; Gives Input                      Checks Understanding</p>	<p><b>Welfare of Customers</b></p> <p>Helpful, Attentive &amp; Friendly                      Treats People as Individuals                      Anticipates &amp; Resolves Problems                      Body Language &amp; Appearance</p>	<p><b>Safety &amp; Security</b></p> <p>Knowledge of Procedures                      Disciplined &amp; Vigilant                      Crew &amp; Customer Safety                      Situational Awareness</p>
<p><b>Teamwork</b></p> <p>Responsible Leadership                      Flexible, Honest &amp; Respectful                      Backs Up, Motivates &amp; Supports                      Thinks Independently</p>	<p><b>Professional Approach</b></p> <p>Relaxed &amp; Professional Tone                      Determined to Succeed                      Well Prepared                      Manages Time &amp; Workload</p>	<p><b>Resources</b></p> <p>Emergency Equipment                      Efficient Galley Use                      Informative &amp; Clear PA Use                      Uses Resources Effectively</p>
<p><b>Communication</b></p> <p>Shares Information/Ideas                      Assertive When Required                      Admits Mistakes &amp; Doubts                      Self Aware &amp; Seeks Feedback</p>	<p><b>Value Driven</b></p> <p>Business Awareness                      Product Knowledge                      Enthusiastic &amp; Motivated                      Uses Sales Opportunities</p>	<p><b>Using Knowledge</b></p> <p>Operational                      Standard Operating Procedures                      Company Initiatives                      Service Plan &amp; Delivery</p>