

Flight Attendant Sample Project

Consumer Service & Support

▶ Candidate Work Style

They should be dependable and hardworking. In addition, they may not appear interested in learning new skills. This candidate will tend to be pleasant and engaging dealing with others.

▶ Consumer Service & Support Overall Score



This candidate seems to be a good fit with this job. They will be calm and stable under pressure, but also relaxed and even tempered under ordinary circumstances. They are a good organizational citizen who will not easily get bored or distracted and can stay on task better than most people. Although the candidate will typically be polite and considerate and treat people with respect, they can be tough and willing to confront problem behavior when necessary.

▶ Consumer Service & Support Competencies

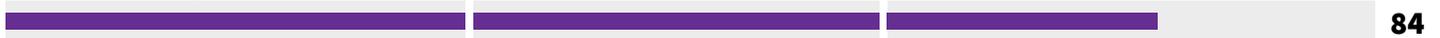


▶ People With Similar Scores

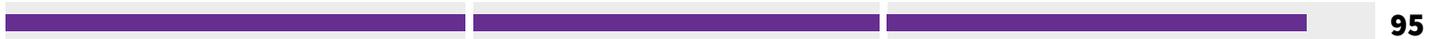
- Have a clear sense of direction regarding their career
- Are calm and composed
- Seem stable, calm, and predictable under pressure
- Rarely think about past mistakes
- Seem skeptical of authority
- Respect rules
- Rarely complain about anything
- Are steady and stable

Additional Competencies

Industry Insight



Organizational Citizenship



LOW

MODERATE

HIGH

▶ Interview Questions

- Describe a time when someone asked you to do something that went against your moral or ethical principles. How did you respond and what was the outcome?
- Recall an instance when you interacted with a customer or co-worker that was upset, angry, or in a negative mood. How did you handle the situation?
- Describe your interpersonal style. What are you like in most social situations?
- Think back to a time when you were under time pressure or were otherwise dealing with a stressful work situation. How did you respond and what was the outcome?
- Describe a time where you went above and beyond requirements or expectations for a co-worker or client. What actions did you take and what was the result?
- Think back to a time where someone depended on you in order for them to complete their job. How did you approach the situation and what was the outcome?