



FLIGHT ATTENDANT

(Reference: National Occupation Code – 6432)

Alternative Titles:

- customer service director
- flight service director
- passenger service director
- purser, airline
- ship purser



Industry Description

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.

General Job Description

Flight Attendants strictly enforce emergency and safety procedures consistent with the flight regulations.

Position-Job Functions

Flight Attendants perform some or all of the following duties:

- Maintain company's culture through exceptional customer service.
- Provide leadership, direction, and assistance during an emergency, including aircraft evacuation, administering first aid to ill or incapacitated Guests, and unusual Incidents (bomb threats, hijackings, delayed flights, severe weather conditions, turbulent flights, etc.).
- Assist Guests with carry on items. Lift carry on items from floor to above shoulder level. Serve beverages and snacks to Guests, collecting appropriate cash payments for alcoholic beverages and accounting for such receipts.
- May work under hazardous conditions handling emergencies.
- Work in aircraft aisles and galleys, standing, reaching (extended in front of body and above head), walking, kneeling, and stooping for periods of long duration, and sitting for takeoff and landing.
- Work independently without supervision and observation in an absentee workforce.
- Read and interpret service and emergency instructions and communicate information to Guests and Crew as required.
- Operate mechanical equipment and safety equipment to include; stairs, oxygen systems, aircraft doors (pushing and pulling), evacuation slides, fire extinguishers, life rafts, galley equipment, communications equipment, and lighting systems.

Physical Demands Analysis

- The working environment for Flight Attendants is subject to varying climate conditions, air turbulence, changing locations, variable hours and working conditions, dry air, noise levels from engines and other ground equipment, dim lighting, confined spaces and continuous and frequent contact with Guests, Crew and other team members.
- Ability to work rotating shift work, travel on a constant basis, be away from home for up to 3. nights in a row, work overtime, and respond to schedule changes due to delays.
- Will be required to work Reserve (on-call) shifts.

Flight Attendant Position Expectations

Essential Skills	
Reading Text	2
Document Use	2
Computation	1
Writing	1
Oral Communication	3
Thinking Skills	3
Working with Others	3
Computers	2
Continuous Learning	3

Scale: 0 = n/a, 1 = minimal, 2 = moderate, 3 = High

Salary Range:

Trainees are paid a small training salary as well as accommodation expenses if they are from out of town.

Wage rates increase as flight attendants gain experience. Attendants on overseas flights are paid more than those on domestic flights and large carriers generally pay more than regional and charter carriers.

Some flight attendants work part-time in other occupations to supplement their incomes.

Accommodation and expenses during stops away from home base are usually paid but not all airlines pay their flight attendants for non-flying time. Flight attendants are usually eligible for reduced company rates for personal travel

Pre-employment Skills (Necessary training and where it can be obtained)

- Completion of secondary school may be required.
- Flight attendants and flight pursers require the completion of secondary school and a Transport Canada 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

requirements are common. In general, to be employed by airlines based in Canada, flight attendants must:

- be Canadian 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 (some airlines also require fluency in French)
- 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.

Career Levels/Years of Experience

Career Levels	Position	Average Experience	
		From	To
10	Site Manager	7 years	
9	Operations Manager	5 years +	
8	Cross Functional Training	4 years +	
7	Area/Department Manager	4 years +	
6	Manager Trainee	4 years	
5	Team Leader (Supervisor)	3 years	
4	Team Leader Trainee Roles	2 years	4 years
3	Cross Functional	1 year	3 years
2	Clerical	3 months	3 years +
1	Flight Attendant	3 months	1 year+

Training Institutions

- Calgary Board of Education - <http://www.cbelearn.ca/pathways/pathways/logistics/index-logistics.htm>
- Bow Valley College - <http://www.bowvalley.ab.ca>
- Fairview College - <http://www.fairviewcollege.com>

Reference:

- NOC (National Occupation Codes – Government of Canada} <http://www23.hrdc-drhc.gc.ca/2001/e/groups/6432.shtml>
- Economic Research Institute (ERI) <http://www.eri.com>
- Industry Standards (see industry information)
- Alberta Learning Information Service - <http://www.alis.gov.ab.ca/wageinfo/Content/RequestAction.asp?aspAction=GetWageDetail&format=html&RegionID=20&NOC=6432>
- Essential Skills - http://www15.hrdc-drhc.gc.ca/english/general/ES_Profiles_e.asp