IAL3404
English for Airline Career Preparation

Lecture Note by Taksina Bunbut
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Airlines often give cabin crew applicants a test of general and aviation knowledge. Take the short practical test.

1. What is the three-letter ICAO airline code for British Airways?

2. What is the name of the currency used in Japan?

3. When the time is 18.00 in Bangkok, what’s the time in London?

4. What is the national airline of Germany?

5. What is the capital of Australia?

6. What is the largest country in South America?

7. In aviation, what does the abbreviation ATC stand for?

8. Which airport is the busiest in the world, in terms of passenger numbers?

9. Which airport is known as LAX?

10. If you had to explain the location of food on a plate to a blind passenger, how would you do it?

11. What is the type of airline service of Thai Smile Airways?
12. What is the name of the CEO of Thai Air Asia?

13. What is the designer brand of Bangkok Airways’ new cabin attendant uniform?

14. Name 3 most popular dishes in Singapore.

15. What is the weekend in Bahrain?

16. What is the destination for doing the Hajj Pilgrimage?

17. What is the starting point for time zones?

18. What is the flight time from Bangkok to London?

19. What is the time difference between Bangkok and Tokyo?

20. What is the Schengen Visa?
Research – The Position

CAREER OPPORTUNITIES AT
Norwegian Long Haul AS

We are looking for many positions of Cabin Crew Member

Norwegian Long Haul

Norwegian Long Haul is a fully owned subsidiary of Norwegian Air Shuttle ASA, Scandinavia’s second largest airline and Europe’s third largest low-cost carrier. Norwegian Long Haul will commence operations with the newest generation of long-haul aircraft, Boeing 787-8 Dreamliner, in early 2013. As of September 2012 the company has eight 787-8s on order

CABIN CREW MEMBER REQUIREMENTS

- Age above 23 years old
- Bachelor graduates
- Minimum body height of 160 cm.
- Physically fit and able to pass a medical assessment
- Fluent in English, both spoken and written (fluency in another European language is a plus)
- TOEIC score of 700 and above
- Able to swim 200m nonstop
- Exempted from military service for male
- Distant Vision acuity allowable at least 0.7 or 6.9 with or without lenses. The maximum allowable strength of the lenses is between +3.0D and 6.0D.
- No visible tattoos or body piercing which cannot be covered discreetly
- A verifiable 5 years history
- No criminal record

Questions
1. Where is the working location for this job?
2. How much is the salary?
3. What are the benefits?
4. What is the corporate culture of the organization?
Research – The Requirements

Lufthansa Services (Thailand) Ltd., a subsidiary of the Lufthansa Group Company, is an aviation company with global operations across various areas, including passenger transportation, freight, and airline services. Currently, we employ over 400 professionals providing airline ground services, e.g., full range of passenger services, flight operations, and cargo supervision at Suvarnabhumi International Airport and Bangkok Head Office. Our 20 years of experience and exceptional services result in an increasing range of business and customers. Due to our organization's growth, we would like to invite experienced candidates and fresh graduates to join our professional service team, for a position:

SERVICE PROFESSIONAL
(Remote Business Services for the Airlines of Lufthansa Group)

Tasks:
- Customer Service in irregularity situation, complete all ticketing functions and perform check-in activities on remote base for Lufthansa Group
- Notify passengers and agents via email, phone, text message related to ticketing and check-in transactions and offer alternative solutions in case of irregularity situations
- Accomplish reservations, services and sales of Lufthansa Group products and its cooperation partners
- Provide expert customer service, including check-in and assistance to premium customers
- Ensure all services are provided in accordance with Lufthansa Group quality standards including safety and security procedures, company guidelines, and regulatory requirements
- Project a professional and congenial appearance for daily interaction with customers and customer service team members
- Manage administrative tasks including accounting, filing, statistics
- Keep up-to-date with product information and daily news
- Participate in team meetings and other duties as assigned
- Coach co-workers
- Other duties or special assignments as assigned or required (e.g., web check in assistance)

Qualification:
- Male or Female
- Thai Nationality
- University degree
- Up to 35 years of age
- Strong communication skill in English (TOEIC 650)
- Good command of a third language (e.g., German, Mandarin) is advantageous
- Relevant experience in ticket sales
- Good perception and adaptability
- Inter-cultural competence
- Good PC user know how
- Eye on detail related to cost awareness
- Ability for shift work; early mornings, late nights, weekends and holidays.

We offer attractive company benefits and bonus package, career development and opportunity to work at our Remote Business Service Center, a dynamic multinational workplace at Q-House Asoke, Sukhumvit.

Please apply by post or email attach supporting document to:
(Resume / Recent Photographs / Copy of Transcript and Education Certificate / Copy of TOEIC Certificate, taken within 1 year / Copy of Thai ID Card)
Lufthansa Services (Thailand) Ltd: Administration Department
999 Moo 1 Room A4-091A, Concourse A, Bangna-Trad KM.15, Rachathewa, Bangpli, Samutprakam 10540
Email: recruitment@ls-li-thai.com

***no walk-in & no phone call please***

Question
1. What are the eligibilities or the basic requirements of this position?
2. What are the suitability or 'core competencies' of this position?
3. What are the specific requirements?
4. Are there any physical requirements for the candidates?
5. Is there any age limitation for the candidates?
6. What are the appearances that the candidates should have?
## Position
<table>
<thead>
<tr>
<th>Position</th>
<th>Guest Service Assistant</th>
</tr>
</thead>
<tbody>
<tr>
<td>Work Location</td>
<td>LCC Terminal, Sepang, Malaysia</td>
</tr>
<tr>
<td>Date Posted</td>
<td>Tuesday, May 14, 2013</td>
</tr>
</tbody>
</table>

### Responsibilities
- Assisting AirAsia X guests during check-in process:
  - To check validity of passport
  - To check-in baggage
  - To handle for excess baggage and other necessary charges
  - To guide guests to the gate until they board
  - To announce the flight details and keep passengers informed
  - To monitor and ensure smooth baggage movement
  - To handle and restore unclaimed checked and unchecked baggage
  - To adhere to the company policies and Standard Operating Procedures.

### Requirements
- Candidate must be able to speak at least one Chinese dialect fluently (preferably Mandarin or Cantonese).
- Candidate must possess at least a Primary/Secondary School/SPM/"O" Level in any field.
- At least 1 year(s) of working experience in the related field is required for this position.
- Preferably specializing in Customer Service, Tourism / Hospitality or equivalent.
- Computer literate and possess good writing skills.
- Full-Time position(s) available.
- Fluency in other languages like Korean and Japanese will be an added advantage.
- Able to perform under pressure in a challenging environment.
- Proficient in oral and written Mandarin/Cantonese, English and Bahasa Malaysia.
- Able to maintain high confidentiality, discretion and tactful when dealing with guests.
- Possess good interpersonal and communication skills.
- Have a positive outlook when in the presence of guests.
- Candidates with permanent Malaysian residence status are encouraged to apply.
- Candidates must be willing to work in the Low Cost Carrier Terminal, Sepang.
- Fresh graduates/Entry level applicants are also encouraged to apply.
- Must be able to perform on shifts, weekends and public holidays.
- Must be able to start immediately.

### Question
1. What are the eligibility or the basic requirements of this position?
2. What are the suitability or ‘core competencies’ of this position?
3. What are the specific requirements?
4. Are there any physical requirements for the candidates?
5. Is there any age limitation for the candidates?
6. What are the appearances that the candidates should have?
Research – The Airline

Crew Scheduler
Crew Scheduling Operations Department

Location: Bangkok

Description
Responsible for scheduling pilots and flight attendants in the daily operation and rescheduling during irregular operations in compliance with Thai DCA and company policy while maintaining a safe and on-time operational schedule

Qualification
• Bachelor’s degree in any fields
• At least two years of Airlines industries; preferably as a crew controller, ex-crew or comparable role
• TOEIC Score 550 up (valid within 2 years)
• Work independence or less supervision
• Fosters team working
• Good inter-personal relationship
• Prioritize work load
• Must be able to work any days/ any shifts
• Emphasis on punctuality and attendance

Remark
Based at Bangkok Airways Operations Center, Samutprakarn

Contact
Interested applicant, please submit your updated resume and relevant documents to

Human Resource Management Division
Human Resources Department
Bangkok Airways Co., Ltd. 99 Mu 14 VibhavadiRangsit Road, Chom Phon, Chatuchak Bangkok 10900 Thailand
http://jobs.bangkokair.com/ or jobpg@bangkokair.com

Questions
1. Where is the working location for this job?
2. How much is the salary?
3. What are the benefits?
4. What is the corporate culture of the organization?
Research – The Airline

Jetstar International – Cabin Crew Opportunities: Based in Phuket
Jetstar Airways is expanding its Thailand Base as a result of recent growth in services from Australia to Thailand. We currently fly from a number of Australian cities to destinations in the Pan Asian region including Japan, Thailand, USA, Indonesia and Singapore. To help with our continuing growth, we’re looking for enthusiastic crew to join the team. Jetstar is continuing to engage the respected Thai company Tour East (T.E.T) Ltd. to recruit and employ Thai nationals for Cabin Crew positions based in Thailand. As a low fares airline, Jetstar offers business and economy class services for its International flights. Cabin Crew are responsible for meeting the customer service and comfort needs of our passengers. As part of the role, crew will be rostered away from home base for multiple nights, flying to various destinations in the International Jetstar network.

Successful applicants will be offered:
- A competitive salary with additional allowances when away from home
- A career in aviation within a growing international airline
- The opportunity to make new friends, have fun and enjoy job satisfaction
- Generous travel benefits and the opportunity to fly away on your days off

Minimum requirements are:
- Thai Nationality with university graduations
- Able to swim at least 50 meters non stop
- Customer service experience
- Comfortable in a selling role
- Proficiency in written and spoken English language – a certificate showing a minimum TOEIC level of 700 achieved within the past two years (photocopy required)
- Valid passport with at least 24 months validity (photocopy required)
- Personal e-mail address
- Height between 163-183 cm
- Japanese language is an advantage

Note: Male applicants will also need to provide a record of exemption from military service

Please send your applications by 17 October 2013 to the following address:
Tour East (T.E.T) LTD Cabin Crew Recruitment 68/86 Moo5, Tumbon Rachadhewa, Kingkaew Road, Bangpiew, Samutprakarn 10540 Thailand

Please include photocopies of the following documentation with your application:
- Transcript of record of exemption from military service (men only)
- House registration certificate
- Identification card
- Passport
- Result of TOEIC, University degree
- Japanese Language Proficiency Test result

Please also include a passport photo

Please be advised that Tour East (T.E.T) LTD reserves the right to invite only the qualified persons progress to next stage of the recruitment process

Questions
1. Where is the working location for this job?
2. How much is the salary?
3. What are the benefits?
4. What is the corporate culture of the organization?
Research – The Airline

“Smile over the sky!”

NOK AIR CABIN ATTENDANT
We are looking for individuals with these essential qualifications:

- Females, age not over 25 years. (At the time of application)
- Minimum height at least 160 cm.
  (Weight must be in proportion to height)
- TOEIC score results of 600 up. (Taken within 1 year)
- Able to swim 50 meters.
- Bachelor degree or higher in any field.
- Excellent communication skills both in Thai and English, a third language especially Mandarin will be an advantage.
- Local dialect especially Northern, North Eastern, Southern or Malay are advantageous.
- Exhibit professionalism and friendliness.
- Cabin Crew experience is an asset.
- Must not wear dental braces.

Please Attachment:

- Resume in English, Please specify your weight and height.
- Recent 2 inches formal photo and a full length photo in casual dress.
- A copy of identification card.
- A copy of house registration certificate.
- A copy of completed transcript.
- Both original and a copy of TOEIC score results of 600 up. (Taken within 1 year at the time of application)

Interested candidate please send all documents to:
E-mail : nokaircareers@nokair.com.ar
Post-mail : People Department, Nok Airline Public Company Limited
17th Fl., Rajanakorn Building 183 South Sathorn Road, Yannawa, Sathorn, Bangkok 10120, Thailand

Application Deadline: March 24th, 2013

Questions
1. Where is the working location for this job?
2. How much is the salary?
3. What are the benefits?
4. What is the corporate culture of the organization?
Preliminary Research

Taking the time to research an airline you want to work for will enable you to ask intelligent questions, as well as answer any that are posed. Your informed knowledge will give a positive impression about you and your motivation to work for the airline, thus giving you a competitive edge over less informed candidates.

If you know nothing about the airline other than the color of the uniform, the salary and their best destinations, you certainly won’t create a positive impression.

There is no need to know the whole history of the airline, but you should at least know some basic information, such as:

• …………………………………………………………………………………
• …………………………………………………………………………………
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• …………………………………………………………………………………
• …………………………………………………………………………………
• …………………………………………………………………………………
• …………………………………………………………………………………
• …………………………………………………………………………………
Presentation – “The Interview Day of…..”

Group of three

Your presentation is about the interview process of airlines. Choose one airline and tell the story about the recruitment process of the job position either from ground operation or flight operation. The list of the airlines is below.

1. Bangkok Airways
2. Thai Smile
3. Nok Air
4. Thai Air Asia
5. Emirates
6. Jalways
7. Qatar
8. Finnair
9. Jetstar
10. Singapore Airlines
11. EVA
12. Norwegian Airlines
13. Cathay Pacific
14. Orient Thai
15. Thai Lion Air

The presentation is 10 minutes. You also have to interview the flight attendant or the ground staff for asking them about their job interview experience. Then, present the information as the video clip.
Reference


Rachapon, S. 2006. *From Job Ads. to Interview*. Rajamagala University of Technology Krungthep Borpitpimuk Campus.

Self-Image – Self-Imagineering

Fostering a Positive Self-Image

What is self-image?

Self-image is the personal view we have of ourselves. It is our mental image or self-portrait. Self-image is an internal dictionary that describes the characteristics of the self, including intelligent, beautiful, ugly, talented, selfish and kind. These characteristics form a collective representation of our assets and liabilities as we see them.

How is self-image developed?

Self-image is a product of learning. Parents or caregivers make the greatest contribution to our self-image. They are mirrors reflecting back to us an image of ourselves. Our experiences with others such as teachers, friends and family add to the image in the mirror. Relationships reinforce what we think and feel about ourselves. The image we see in the mirror may be a real or distorted view of who we really are. Based on this view, we develop either a positive or a negative self-image. The strengths and weaknesses we learn as children are internalized and affect how we act as adults today. We continually take in information and evaluate ourselves. How do I look? We have a mental image of our physical appearance. How am I doing? We have a performance image of our successes and failures. How important am I? We have an inner sense of our adequacy and value. With a positive self-image, we own our assets and potentials while being realistic about our liabilities and limitations. A negative self-image focuses on our faults and weaknesses, distorting failure and imperfections.

Self-image is important because how we think about ourselves directly affects how we feel about ourselves and how we respond to life. Self-image can determine the quality of our relationships with others. How we think and feel about ourselves influences the way we react or respond to life stressors. A positive self-image affects our physical, mental, social, emotional and spiritual well being.
How can we create a positive self-image?

Self-image is not permanently fixed. Part of our self-image is dynamic and changing. We can learn to develop a healthier and more accurate view of ourselves, thus changing the distortions in the mirror. Self-image change is a process occurring over a lifetime. A healthy self-image starts with learning to accept and love ourselves. It also means being accepted and loved by others.

Specific steps to foster a positive self-image

The following are steps that you can take to begin fostering a positive image of yourself:

- Take a self-image inventory
- Define personal goals and objectives
- Set realistic and measurable goals
- Confront thinking distortions
- Identify childhood labels
- Stop comparing yourself to others
- Develop your strengths
- Learn to love yourself
- Give positive affirmations
- Remember that you are unique
- Learn to laugh and smile
- Remember how far you have come

What is body-image?

Body-image is part of self-image. Our body-image includes more than what we look like or how others see us. It also refers to how we think, feel and react to our own self-perceived physical attributes. Body-image development is affected by cultural images and the influence of family, peers and others. A positive body-image contributes to enhanced psychological adjustment (less depression, positive self worth, life satisfaction, less interpersonal anxiety, fewer eating disorders). Distortions in our thinking contribute to a negative body-image.
How can we enhance our body-image?

Body images are not fixed. Our body experiences change as we grow older, and each stage in our life is associated with body-image markers. Building a positive body-image is a lifelong process. Changing body-image means more than changing our body. It means changing how we think, feel and react to our body. Weight management and surgery are two ways to alter the body. Learning to have a positive relationship with an imperfect body increases the ability to lose weight. Surgery can be a catalyst for changing how we see ourselves. Extensive outside remodeling, however, also requires extensive inside changes in body-image.

Specific steps to enhance body-image:

- Explore your personal body-image with its strengths and limitations
- Confront thinking distortions related to your body
- Challenge misleading assumptions about body appearance
- Accept and love who you are
- Be comfortable with your body
- Have positive experiences with your body
- Be a friend to your body with positive affirmations

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SELF-IMAGE WORKSHEET

Name__________________________

➢ List 10 adjectives, positive or negative that you think describe you.
   For example, I am creative, I am stubborn.

1. ____________________________
2. ____________________________
3. ____________________________
4. ____________________________
5. ____________________________
6. ____________________________
7. ____________________________
8. ____________________________
9. ____________________________
10. ____________________________
➢ List 5 put downs (sarcastic statements) you tell yourself or hear others say about you.

1. 
2. 
3. 
4. 
5. 

➢ Rewrite these statements, making them positive.

For example, I am stubborn. (Negative) – I am very determined. (Positive)

1. 
2. 
3. 
4. 
5. 
List 5 ways you can boost /enhance your self esteem.

1. ______________________________
2. ______________________________
3. ______________________________
4. ______________________________
5. ______________________________
List of Descriptive Adjectives

Descriptive adjectives can be divided into different categories such as colors, sizes, sound, taste, touch, shapes, qualities, time, ages and also personality adjectives. The following list of adjectives describing personality are useful when developing a CV or preparing for a job interview where questions such as "What are the 5 adjectives to describe your personality?" are often asked! Look through the list of personality adjectives and be prepared to answer that terrible question:

"What are the 5 adjectives to describe your personality?"

Positive Personality Adjectives

The following positive Personality Adjectives are in common use in the English language. Negative personality adjectives are listed in a separate table below:

<table>
<thead>
<tr>
<th>Positive Personality Adjectives</th>
<th>Positive Personality Adjectives</th>
</tr>
</thead>
<tbody>
<tr>
<td>A - E Personality Adjectives</td>
<td>E - P Personality Adjectives</td>
</tr>
<tr>
<td>adaptable</td>
<td>exuberant</td>
</tr>
<tr>
<td>adorable</td>
<td>fair</td>
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<tr>
<td>agreeable</td>
<td>faithful</td>
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<td>alert</td>
<td>fantastic</td>
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<td>alluring</td>
<td>fearless</td>
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<td>ambitious</td>
<td>fine</td>
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<td>amused</td>
<td>frank</td>
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<td>boundless</td>
<td>friendly</td>
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<td>brave</td>
<td>funny</td>
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<td>bright</td>
<td>generous</td>
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<td>calm</td>
<td>gentle</td>
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<td>capable</td>
<td>glorious</td>
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<td>charming</td>
<td>good</td>
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<td>cheerful</td>
<td>happy</td>
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<td>coherent</td>
<td>harmonious</td>
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<td>comfortable</td>
<td>helpful</td>
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<tr>
<td>confident</td>
<td>hilarious</td>
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<tr>
<td>cooperative</td>
<td>honorable</td>
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<tr>
<td>courageous</td>
<td>impartial</td>
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<tr>
<td>credible</td>
<td>industrious</td>
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<td>cultured</td>
<td>instinctive</td>
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<tr>
<td>dashing</td>
<td>jolly</td>
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<tr>
<td>dazzling</td>
<td>joyous</td>
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<td>debonair</td>
<td>kind</td>
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<td>decisive</td>
<td>kind-hearted</td>
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<td>decorous</td>
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<tr>
<td>P - Z Personality Adjectives</td>
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<tr>
<td>productive</td>
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<td>steadfast</td>
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<tr>
<td>stimulating</td>
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<tr>
<td>successful</td>
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</tbody>
</table>
The following positive Personality Adjectives are in common use in the English language. Negative personality adjectives are listed in a separate table below:

<table>
<thead>
<tr>
<th>Positive Personality Adjectives</th>
</tr>
</thead>
<tbody>
<tr>
<td>delightful</td>
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<table>
<thead>
<tr>
<th>Negative Personality Adjectives</th>
</tr>
</thead>
<tbody>
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<td>A - F Personality Adjectives</td>
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<tr>
<td>bad</td>
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<td>F - R Personality Adjectives</td>
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<tr>
<td>R - W Personality Adjectives</td>
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Negative Personality Adjectives

http://www.englishlanguageterminology.org/parts-of-speech/personality-adjectives.htm
What is Positive Thinking?

Source: www.leadingpersonality.wordpress.com/2013/03/15/what-is-positive-thinking/

Positive thinking is a mental attitude in which you expect good and favorable results. In other words, positive thinking is the process of creating thoughts that create and transform energy into reality. A positive mind waits for happiness, health and a happy ending in any situation.

More people become attracted to this notion, a good evidence is the increasingly courses and books about it. Positive thinking is gaining popularity among us.

More and more successful people will tell you that they got where they are now because they made a lifestyle around positive thinking. A person that faces life with a positive attitude will always be more successful in life both professionally and personally, than a person that cannot take control of his thoughts.

It is increasingly common to hear people say: “Think positive!” to a person which is sad and worried. Unfortunately, many people do not take seriously this urge. How many people do you know who sit and reflect on positive thinking and meaning of it?

**Benefits of positive thinking**
These are just some of the benefits of positive thinking:

- Reduces daily stress
- You get a better health
- A strong confidence
- Live a longer life
- Live a happier life
- You will have more friends
- Better management of important decisions

.. and the list goes on.

**How you apply positive thinking**

Changing everything you’ve learned in a life is not easy, imposing a positive thinking starting today thinking that that this will attract positive things in your life is not that simple. To change these negative patterns I recommend these exercises and practices. For me and the people I have chosen in my life works!

1. **Use positive words when talking.** If you constantly say “I cannot” you could convince yourself that it’s true. Replace negative words with positive ones. Tell yourself that you do everything possible to have a happy relationship, tell yourself that you do everything possible to have a brilliant career, tell yourself that you do everything possible to keep you in shape.

2. **Remove all the feelings that are not positive!** Do not let negative thoughts and feelings conquer when you have a bad mood. Even if for a few hours a day, remove negativity and focus on the positive things in your life.

3. **Use words that evoke strength and success.** Fill your thoughts with words that make you feel strong, happy, having control over your life. Make an effort to focus on these words rather than the ones that suggest failure or incompetence.

4. **Practice positive affirmations.** One of the most common exercises for a positive thinking is positive affirmation. What does that mean? Start repeating a positive phrase like “I deserve to be happy” or “I deserve to be loved.” Believing that these statements are true and repeating them always will impose a more positive opinion about your life.

5. **Redirect your thoughts!** This method used by psychotherapists helps you control your thoughts when you start to feel negative emotions like depression or anxiety. How can you do that? When you feel a such
emotion taking hold on you start generating a happy mind, a positive image, something that makes you feel better to keep your negative feelings under control.

6. Start thinking you will succeed! Nothing compares with self confidence that creates a successful reality. Put your doubts aside and believe that you will succeed in meeting the objectives.

7. Analyze what went wrong. Positive thinking is not about denying that nothing can go wrong. Instead take the time to see what went wrong and what led to the current situation in order to avoid future mistakes and look forward more positive.

8. Forgive you! ‘re Always arguing for things that went wrong will not change anything. Tell yourself you are forgiven and allow you to move on.

9. Think of a failure as an opportunity. Sometimes the most negative things in our lives give us opportunities that we may not have seen otherwise. For example losing your job can be a good opportunity to open your own business or go back to school!

10. Working at your imagination / visualization. Visualizing what you want to achieve or the person you want to be can be a great motivation to take you there and make you think more positively about the distance that you have until the destination.

Don’t forget:

WHAT YOU LIVE TODAY IS THE RESULT OF YOUR YESTERDAY’S THOUGHTS, AND WHAT YOU WILL LIVE TOMORROW IS THE RESULT OF YOUR TODAY’S THOUGHTS.
Reference


Leading Personality. 2015. *What is positive thinking?*. [Online] https://leadingpersonality.wordpress.com/2013/03/15/what-is-positive-thinking

In personal communication, the words of a speaker are just a part of his efforts to communicate. The pitch and tone of his voice, the speed and rhythm of the spoken word and the pauses between his words may express more than what is being communicated by words alone. Further, his gestures, posture, pose and expressions usually convey a variety of subtle signals. These non-verbal elements can present a listener with important clues to the speaker’s thoughts and feelings, thus substantiating or contradicting the speaker’s words.

The most commonly cited study on the relative importance of verbal and nonverbal messages in personal communication is that of Prof. Albert Mehrabian of the University of California Los Angeles. His studies during the 1970s suggested that words, tone of voice and body language account for 7%, 38% and 55% of personal communication. Further, his studies proposed that,

*The non-verbal elements are particularly important for communicating feelings and attitude, especially when they are incongruent: if words and body language disagree, one tends to believe the body language.*

For example, if a person states, “I do not have a problem with you!” while avoiding eye-contact, looking anxious and maintaining a closed body language, it is likely that the listener will trust the predominant form of communication, which to Prof. Mehrabian’s findings is non-verbal (38% + 55%), rather than the literal meaning of the words (7%).
The key takeaway is that, to be effective and persuasive in our verbal communication, be it in presentations, public speaking or personal communication, it is essential to match our words with the right tone and voice and the appropriate body language.

The Interview Advantage

How to Use Nonverbal Communication to Impress

Source: [http://jobsearch.about.com/od/interviewsnetworking/a/nonverbalcomm.htm](http://jobsearch.about.com/od/interviewsnetworking/a/nonverbalcomm.htm)

When interviewing for employment you could be thinking that if you are the candidate with the best answers to interview questions, you'll get the job. In fact, that isn't typically the case.

College Journal reports that, according to some studies, "Body language comprises 55% of the force of any response, whereas the verbal content only provides 7%, and paralanguage, or the intonation -- pauses and sighs given when answering -- represents 38% of the emphasis."

As you can see, nonverbal communication is as important, or even more important than, verbal communication. The evaluation of your nonverbal communication will start as soon as you walk into the company's lobby and continue until the interview is finished. If your nonverbal communication skills aren't up to par, it won't matter how well you answer the questions.

Nonverbal Communication Matters

If you come to an interview reeking of cigarette smoke or chewing gum, you will already have one strike against you. Too much perfume or not enough deodorant won't help either. Not being dressed appropriately or having scuffed shoes will give you a second strike. Talking on your cell phone or listening to an iPod while waiting to be called for the interview may be your final strike.

What's important, when interviewing, is to appear professional and attentive throughout the interview process. Before you leave for the interview, make sure you are dressed professionally, neatly groomed, your shoes are polished, and you haven't overdone (none is better than too much) the perfume or aftershave. There's more than one hiring manager who won't hire someone they can smell (good or bad) before they meet
them face-to-face. There are things that you should bring with you to the interview and things that you need to leave at home:

**What to Bring to an Interview**

- **Portfolio or pad holder** with a copy of your resume and a list of references on quality paper
- Work Samples (if relevant)
- Notepad, Pen
- Breath mint (before you enter the building)
- Women: extra pair of pantyhose (keep in your briefcase or car)

**What Not to Bring to an Interview**

- Cell phone
- iPod
- Gum
- Cigarettes
- Candy
- Soda or coffee
- Scuffed shoes, messy and/or not-so-clean clothes

**While You Wait**

The way you sit in the lobby, the way you greet the receptionist and the interviewer, and the way you wait, will all have an impact on whether you are going to be considered for the job. Be friendly and pleasant, but, not overbearing. If you need to wait, sit quietly (no phone calls) and patiently. Shake hands with the interviewer. Your handshake should be firm - not sticky or wimpy. To avoid sweaty palms, visit the rest room, wash your hands, then run them under cool water prior to the interview. Keep your palms open rather than clenched in a fist and keep a tissue you in your pocket to (surreptitiously) wipe them.
Nonverbal Communication during the Interview

- Make eye contact with the interviewer for a few seconds at a time.
- Smile and nod (at appropriate times) when the interviewer is talking, but, don't overdo it. Don't laugh unless the interviewer does first.
- Be polite and keep an even tone to your speech. Don't be too loud or too quiet.
- Don't slouch.
- Do relax and lean forward a little towards the interviewer so you appear interested and engaged.
- Don't lean back. You will look too casual and relaxed.
- Keep your feet on the floor and your back against the lower back of the chair.
- Pay attention, be attentive and interested.
- Listen.
- Don't interrupt.
- Stay calm. Even if you had a bad experience at a previous position or were fired, keep your emotions to yourself and do not show anger or frown.
- Not sure what to do with your hands? Hold a pen and your notepad or rest an arm on the chair or on your lap, so you look comfortable. Don't let your arms fly around the room when you're making a point.

Your verbal communication is important too. Remember your manners and thank the interviewer for taking the time to meet with you. Don't use slang. Speak clearly and definitely.

What's most important, is to remember that the image the interviewer has of you when he first meets you is the one that is going to last. If you're slouchy, sloppy or messy it won't matter how well you answer the interview questions. You are not going to get the job. When practicing for an interview, work on your nonverbal communications as well as your other interviewing skills. It could be what clinches the job offer for you.

Interested in how interviewers evaluate candidates based on nonverbal communication? Take a look at How Employers Use Nonverbal
Communication in Hiring. "Awareness of nonverbal communication and the messages job searchers send does influence your evaluation of job candidates – and it should."

Reference


Impression Management - Invent your introduction

First impressions are absolutely critical for interview success. The impression you provide within the first few minutes will be the one that sticks and, anything following, will become merely a confirmation of that first impression. So, to assist you in getting off to the very best start, there are some tips that will make you appear confident, friendly, relaxed and professional.

- **On arrival**

Upon arriving at the venue, approach the reception desk and introduce yourself, your purpose and whom you are expecting to meet.

“Hello, my name is Jane Doe and I’m here for an interview with Carrie Loren”

Once signed in, thank the receptionist and take a seat in the waiting area.

- **Meeting the candidates**

If you are attending on open day or group selection process where other candidates will be present, you will have many introductions to contend with. These introductions are just as important as any other and must not be underestimated.

Candidate introductions should be handled in much the same way as any other, however, you may keep these slightly less formal if you wish. As you approach the candidates, smile and make eyes contact, then say hello and introduce yourself. In a one to one introduction, offer a handshake if you desire. In a group introduction, a handshake is unnecessary. If the candidate responds positively to your approach, you may engage in further small talk.
• **Meeting the recruiter**

When you meet each recruiter for the first time, be sure to stand up straight, make eye contact and smile. Then, allow the recruiter to initiate the introduction and the handshake.

**Impression Management – Polish your Image**

During the first few minutes of the interview, the recruitment team will make certain judgment about a candidate’s character and suitability based on their appearance. Thus, if we are to succeed in creating that all important positive first impression, it is essential that we make a valid effort to present a polished and conservative image. For maximum impact, classic formal business attire is a safe choice that will give a clean, polished and professional appearance.
Gents

**Tie**
* Conservative tie color and a subtle pattern

**Suit Style**
* A well tailored suit.
* Traditional colors.

**Belt**
* Conservative buckle and the strap should coordinate with the color of your shoes.

**Shirt**
* A good quality which has long sleeves.
* Select a color which compliments your suit and contrast your tie.

**Socks**
* Socks should be dark and long enough to cover skin when seated.

**Shoes**
* Shoes should be clean and neat and in a style and color which complements the overall look of the outfit.
Ladies

**Blouse**
* A good quality and conservative blouse which has shoulders and sleeves
* Select a color which complements your suit.

**Suit Style**
* A well tailored suit in wrinkle free fabric.
* Traditional colors.

**Hosiery**
* Tights and stocking in a natural color should be worn.

**Skirt or Dress**
* Skirts and dress must be a conservative length that is no less than knee length.

**Shoes**
* Shoes should be clean and neat and in a style and color which complements the overall look of the outfit.
* Closed court shoes in a low to medium heel are safe choices.
Grooming

- **Hand & Nails**
  Clean, neatly trimmed and reasonable in length. Avoid charms, glitter and multicolored polish.
- **Cosmetics**
  Less is more in a formal interview setting where a natural and polished look will be appreciated.
- **Hair**
  Neat and well groomed, and outrageous colors or style should be avoided.

Accessorize

- **Perfume & Cologne**
  Avoid using them or select a light scent and wear them sparingly.
- **Jewellery**
  Keep jewelry minimal and conservative. Wear no more than one ring per hand and avoid oversized pieces.
- **Watch**
  Wear a simple working watch.
- **Portfolio**
  Consider carrying a small leather portfolio rather than a briefcase or handbag.
Create your elevator speech

Feel the wheel below to help you brainstorm ideas for use in your elevator speech. When you are done, write out your elevator pitch on the next paper.

Introduce yourself

Describe your skills & abilities

Memorable close & request

Know your target
Your elevator speech

Hello, my name is

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Differences between a CV and Cover Letter

A cover letter is an introduction to yourself with regard to the job opening you are applying for. Cover letters are generally one page at most in length, divided into a header, introduction, body, and closing.

Curriculum Vitae may include a cover letter along with other details which are important when applying for international jobs, fellowships, grants, research, scientific and academic positions. The CV is used to screen applicants, often followed by an interview, when seeking employment.

A cover letter includes general details about a person like name, contact information, educational and professional qualification, work experience and career goal or what a person is looking for in terms of a job profile. A cover letter should not be confused with a resume as it does not include all the details of a resume. The cover letter should have enough details so that it complements the Curriculum Vitae and also interests the person reading it.

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<thead>
<tr>
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<th>Cover Letter</th>
<th>Curriculum Vitae</th>
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<tbody>
<tr>
<td>Length:</td>
<td>Less than one page</td>
<td>Two pages or a little more</td>
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<tr>
<td>Contents:</td>
<td>Brief information about the person, work experience, Job profile looking for, career goal.</td>
<td>Name, contact information, education, work experience and relevant work-related skills. Includes a summary of academic background as well as teaching and research experience, publications, presentations, awards, honors, affiliations and other details</td>
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<tr>
<td>Commonly written as:</td>
<td>Cover letter</td>
<td>CV</td>
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<tr>
<td>Purpose:</td>
<td>To complement the CV or resume, briefly introduce yourself and explain your</td>
<td>In Europe, the Middle East, Africa and Asia, employers expect a CV. In the U.S., a CV is used primarily</td>
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</table>
Curriculum Vitae vs Résumé

A résumé (commonly written as "resume") contains a summary or listing of a person’s relevant job experience and education. A curriculum vitae (CV) is similar but focuses more on education, publications, and other accomplishments. Both are typically used to screen applicants, often followed by an interview, when seeking employment.

<table>
<thead>
<tr>
<th>Contents:</th>
<th>Curriculum Vitae</th>
<th>Résumé</th>
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<tbody>
<tr>
<td>Name, contact information, education, work experience and relevant work-related skills. Includes a summary of academic background as well as teaching and research experience, publications, presentations, awards, honors, affiliations and other details</td>
<td>Name, contact information, education, work experience and relevant work-related skills. Focus is on work experience, listed in reverse chronological order.</td>
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<tr>
<td>Commonly written as:</td>
<td>CV</td>
<td>Resume</td>
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<tr>
<td>Length:</td>
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<td>One page, sometimes two pages</td>
</tr>
<tr>
<td>Purpose:</td>
<td>In Europe, the Middle East, Africa and Asia, employers expect a CV. In the U.S., a CV is used primarily when applying for academic, education, scientific or research positions.</td>
<td>Job applications.</td>
</tr>
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</table>
What is included in a resume vs a CV

A résumé is more focused on previous work experience - employment history and key achievements in prior jobs. A CV, on the other hand, includes a summary of academic background as well as teaching and research experience, publications, presentations, awards, honors, affiliations and other details. Both CV and résumé include the person's name, contact information, education, work experience and relevant work-related skills.

Not sure what to include in your resume? Before you start writing your resume, review an outline of what you will need to include and get all the information ready. It will be easier to write it if you compile all the information before you start. Then fill in the outline and format the finished version of your resume.

Here’s a resume outline that includes all the information you need to include in your own resume.

Source: http://www.diffen.com/difference
• **1. Resume Heading**
  *The heading section of your resume should include your name, address, phone number, email address and phone number:*
  First Name Last Name  
  Street Address  
  City, State, Zip  
  Phone number  
  Email Address  
  LinkedIn Profile URL (optional)

• **2. Objective (optional)**
  A *resume objective* is a brief statement (a sentence or two) stating your employment goals. If you choose to include an objective on your resume, tailor it to match what the employer is seeking in the job posting you’re applying for.

• **3. Career Highlights / Qualifications (optional)**
  A *career highlights / qualifications* section, also called a resume summary statement, of a resume is an optional customized section of a resume that lists key achievements, skills, traits, and experience relevant to the job for which you are applying. This section, if you use it, should be customized, as well.

• **4. Professional Experience**
  *Include a list of the most recent companies you have worked for in the Experience section of your resume. If you have extensive work experience you don't need to include more than the last 10 - 15 years on your resume. Include a bulleted list of job responsibilities and your dates of employment for each position:*

• **5. Company**
  City, State  
  Dates Worked  

• **6. Job Title**
Responsibility #1

Responsibility #2

- **7. Education**  
  *Include college, graduate school, continuing education, certifications and relevant seminars and classes in the Education section of your resume:*

  College, Degree  
  Awards, Honors

- **8. Qualifications and Skills**  
  *Include a list of qualifications and skills related to the jobs for which you are applying in this section. A bulleted list is the best way to format this section:*

  Skill #1  
  Skill #2

**Resume Sections**

Also take a look at each of the sections that you need to include in a resume, along with the appropriate format and advice on what information include in each section.

*Source: http://jobsearch.about.com*
2013
Attn: Ms. Loren
So Good Airlines
23, Airport Road
London
SW9 0DD
UNITED KINGDOM

Dear Ms Loren

I would like to express my strong interest in the position of cabin crew with So Good Airlines, thus I have enclosed a copy of my resume and photographs for your review and consideration.

As you will note, my enclosed resume highlights my extensive eight years experience within the retail industry. Within which, I have built extensive customer relations, team working and supervisory experience, which have also greatly enhanced my communication and interpersonal skills.

With these skills and experiences combined with my passion for the airline industry, my motivation to succeed, strong attention to detail, and unparalleled work ethic, I am confident that I will make a positive contribution to the airline and excel as a member of the So Good cabin crew team.

I would welcome the opportunity to meet with you to discuss this position and my background in more detail, and to explore the ways I could contribute to the ongoing success of your airline.

If you would like to schedule an interview, or otherwise discuss my interest in this position, you can reach me on +66 (2) 160-1200 or via email Jane.Doe@Anymail.com.

Thank you for your time and consideration. I look forward to hearing from you.

Yours sincerely,

Jane Doe
Encl

Cover Letter Sample

Subject: Cabin Crew Opening – Reference: CC34873429
I would like to express my strong interest in the position of cabin crew with So Good Airlines, thus I have enclosed a copy of my resume and photographs for your review and consideration.

As you will note, my enclosed resume highlights my extensive eight years experience within the retail industry. Within which, I have built extensive customer relations, team working and supervisory experience, which have also greatly enhanced my communication and interpersonal skills.

With these skills and experiences combined with my passion for the airline industry, my motivation to succeed, strong attention to detail, and unparalleled work ethic, I am confident that I will make a positive contribution to the airline and excel as a member of the So Good cabin crew team.

I would welcome the opportunity to meet with you to discuss this position and my background in more detail, and to explore the ways I could contribute to the ongoing success of your airline.

If you would like to schedule an interview, or otherwise discuss my interest in this position, you can reach me on +66 (2) 160-1200 or via email Jane.Doe@Anymail.com.

Thank you for your time and consideration. I look forward to hearing from you.

Yours sincerely,
Jane Doe

Landline: +66 (2) 160-1200  ●  Mobile: +66 (84) 6215555  ●  Email: Jane.Doe@Anymail.com
Address: 16 Any Road, Any Where, Any Town, 10220, THAILAND

E-Cover Letter Sample
a cabin crew position with an airline that rewards commitment and hard work, and offers opportunities to progress

Communication Skills
Exhibits exceptional written and verbal communication skills, and is adept at communicating effectively with people at all levels, and in a manner appropriate to the audience.

Interpersonal Ability
Unsurpassed interpersonal skills with a proven ability to quickly develop and maintain relationships with customers and colleagues.

Customer Focus
Experienced at providing a high quality service to customers at all levels, and skilled at effectively dealing with and resolving complaints.

Team Spirited
Skilled team player who adapts quickly to different team dynamics and excels at building trusting relationships with colleagues at all levels.

Problem Solver
Creative thinker who applies logic and initiative to difficult situations.

Employment History

Freelance Hairdresser  Feb’ 03 – Present
› Manage and maintain a customer base of over 100 clients
› Consult and advise customers
› Ensure customer satisfaction
› Provide a friendly and professional service
› Maintain up to date records and accounts

Trina’s Hair Salon – Senior Stylist  Aug ’00 – Feb ’03
› Supervised and trained a team of four junior-level stylists
› Hired work experience students
› Consulted and advised customers
› Ensured customer comfort and satisfaction
› Provided a friendly and professional service

Jane Doe
Seeking to pursue a cabin crew position with an airline that rewards commitment and hard work, and offers opportunities to progress.

Trina’s Hair Salon – Junior Stylist April ’98 – Aug ‘00
- Consulted and advised customers
- Ensured customer comfort and satisfaction
- Provided a friendly and professional service

Education Summary

Any College (2001) Major - Hairdressing
Any School (1996) Diploma

Certifications

Thai Red Cross Basic First Aid – Sept ’06

Language

Fluent in spoken and written Spanish
Basic conversational ability in French

Activities & Interests

I have been a keen footballer for as long as I can remember and I am an active member of Any Town women’s football club where I have been captain of the team for 3 years. I have an active interest in nature and regularly get involved with and manage conservation assignments. To relax, I attend yoga and meditation classes that help to keep me focused and relieve stress.

References

Written references are available on request

16 Any Road ● Anywhere
Any Town ● 10220
THAILAND
+66 (2) 160-1200
Jane.Doe@Anymail.com

Sample Resume 2

JANE DOE
OBJECTIVE

Seeking to pursue a cabin crew position with an airline that rewards commitment and hard work, and offers opportunities to progress.

Key Skill
Communication Skills
Exhibits exceptional written and verbal communication skills, and is adept at communicating effectively with people at all levels, and in a manner appropriate to the audience.

Interpersonal Ability
Unsurpassed interpersonal skills with a proven ability to quickly develop and maintain relationships with customers and colleagues.

Customer Focus
Experienced at providing a high quality service to customers at all levels, and skilled at effectively dealing with and resolving complaints.

Team Spirited
Skilled team player who adapts quickly to different team dynamics and excels at building trusting relationships with colleagues at all levels.

Problem Solver
Creative thinker who applies logic and initiative to difficult situations.

MR. KRAIWUT PONGPRAPAN
35 Pracharajbumphen Road, Samsennok, Huaykwang, Bangkok 10310
Tel: (081) 123 456 and (02) 345 6789, Email: kraiwutp@yahoo.com

PERSONAL INFORMATION:
Date of Birth: February 14, 1984 Birth Place: Washington, USA
Nationality: Thai Religion: Christianity

EDUCATION:
Sep 2006 – Jul 2008: University of Washington, WA, USA
Master of Science in Management Information Systems
MS. SARINRAT SIRIKUL
8 New Petchburi Road, Bangkapi, Huay Kwang, Bangkok 10320
Tel: (081) 818 0818 and (02) 222 2345, Email: anny@yahoo.com

PERSONAL INFORMATION:

Date of Birth: September 4, 1988  Birth Place: Bangkok
Height: 165 cm  Weight: 50 kg.
Nationality: Thai  Religion: Buddhism

EDUCATION:

Jun 2006 – Present: Stamford International University, Bangkok, Thailand
Bachelor of Business Administration in Accounting
GPA 3.98 with First Class Honours (Will be completed on March 2009)

High School Diploma

INTERNSEXPENCE:

Position: Audit Trainee
 Responsible for auditing, and verifying accuracy and documents flow of accounting records.

WARDS:
 2006 – 2009 Stamford International University Scholarship for outstanding student

SKILLS AND LANGUAGE:

COMPUTER:
Microsoft Office (Access, Excel, Word, Power Point), Oracle, SAP

LANGUAGE:
Fluency in both speaking and writing English

SPORTS, HOBBIES & INTERESTS:
Swimming, Camping, and Shooting
Reference
About Careers. 2015. *The Difference Between a Curriculum Vitae (CV) and a Resume.* [Online]


Diffen. 2015. *Differences between a CV and Cover Letter.* [Online]
http://www.diffen.com/

*Winning Resume Workshop*
KEY AREAS TO ASSESS

What do you do best?
Your skill, knowledge, competencies and your personal characteristics.

What would you like to do?
Your interests and your values.

What are priorities in your life?
Your personal preferences (career vision and life style needed) and your motivation.
SKILLS INVENTORY

Use this list to assist you in identifying the skill you have learned or developed through experience.
<table>
<thead>
<tr>
<th>COMMUNICATING</th>
<th>DEVELOPING PEOPLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Corresponding</td>
<td>Assessing performance</td>
</tr>
<tr>
<td>Corresponding</td>
<td>Coaching</td>
</tr>
<tr>
<td>Drawing</td>
<td>Counseling</td>
</tr>
<tr>
<td>Editing</td>
<td>Developing</td>
</tr>
<tr>
<td>Facilitating</td>
<td>Helping others</td>
</tr>
<tr>
<td>Interviewing</td>
<td>Motivating</td>
</tr>
<tr>
<td>Listening</td>
<td>Teaching</td>
</tr>
<tr>
<td>Managing conflict</td>
<td>Team building</td>
</tr>
<tr>
<td>Mediating</td>
<td>Training</td>
</tr>
<tr>
<td>Negotiating</td>
<td>Others:</td>
</tr>
<tr>
<td>Presenting idea</td>
<td></td>
</tr>
<tr>
<td>Public speaking</td>
<td></td>
</tr>
<tr>
<td>Relating to customers</td>
<td></td>
</tr>
<tr>
<td>Writing</td>
<td></td>
</tr>
<tr>
<td>Others:</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>COORDINATING MANAGEMENT</th>
<th>FINANCIAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Corresponding</td>
<td>Auditing</td>
</tr>
</tbody>
</table>

55
Cataloging
Correcting
Following up
Recording
Reporting
Scheduling
Others:

MANAGING DATA
MARKETING
Corresponding
Analyzing data
Assessing quality
Computing
Gathering data
Managing information
Measuring
Research
Setting standards
Taking inventory and Others:

SELLING /
Advertising
Analyzing markets
Managing sales
Marketing
Pricing
Promoting
Relating to clients
Selling
Writing proposals
Others:

ORGANIZING
Administrating
Assigning

PLANNING
Analyzing
Conceptualizing
Categorizing
Developing work plans
Projecting
Restructuring
Setting priorities
Others:

**MANAGING / DIRECTING**
Approving
Delegating
Developing procedures
Developing systems
Directing
Formulating
Implementing
Interpreting policy
Making decisions
Managing detail
Managing people
Managing projects
Managing risks

**SERVING**
Handling complaints
Client relations

**TECHNICAL SKILLS**
Computer literate
Designing
Designing systems
Developing products
Engineering
Inventing
Scientific research
Manufacturing
Programming
Tooling
Others:
Responding promptly
Serving customers
Others:

Select the 6 skills that best describe you.
Be sure each skill you select is supported by experience, education or achievements. This list is necessarily general. It is important that you include any additional skills needed to create an accurate picture of yourself.

……………………………………
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……………………………………
……………………………………
……………………………………
……………………………………

ASSESSING YOUR PERSONAL CHARACTERISTICS

Accurate เที่ยงตรง แม่นยำ
<table>
<thead>
<tr>
<th>Adjectives</th>
<th>Thai Translation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adventurous</td>
<td>ชอบผจญภัย ชอบเสี่ยงภัย</td>
</tr>
<tr>
<td>Artistic</td>
<td>มีศิลปะในหัวใจ</td>
</tr>
<tr>
<td>Assertive</td>
<td>แน่วแน่ มีจุดยืน</td>
</tr>
<tr>
<td>Challenging</td>
<td>ชอบความท้าทาย</td>
</tr>
<tr>
<td>Committed</td>
<td>รักษามันสูญบุญ มีความรับผิดชอบ</td>
</tr>
<tr>
<td>Communicate well</td>
<td>ทักษะการติดต่อเสื่อสารดี</td>
</tr>
<tr>
<td>Compassionate</td>
<td>มีความเห็นอกเห็นใจ  มีใจเมตตา</td>
</tr>
<tr>
<td>Confident</td>
<td>มีความมั่นใจ</td>
</tr>
<tr>
<td>Creative</td>
<td>มีความคิดสร้างสรรค์</td>
</tr>
<tr>
<td>Curious</td>
<td>อยากรู้อยากเห็น</td>
</tr>
<tr>
<td>Dedicated</td>
<td>ทุ่มเท</td>
</tr>
<tr>
<td>Dependable</td>
<td>เซี่ยงี่อี้ได้ วางใจได้</td>
</tr>
<tr>
<td>Efficient</td>
<td>มีประสิทธิภาพ</td>
</tr>
<tr>
<td>Emotional</td>
<td>ใช้ความรู้สึก ใช้อารมณ์</td>
</tr>
<tr>
<td>Energetic</td>
<td>แข็งแรง กระปรี้กระเปร่</td>
</tr>
<tr>
<td>Entertaining</td>
<td>ให้ความสนุกสนาน ให้ความเพลิดเพลิน</td>
</tr>
<tr>
<td>Enthusiastic</td>
<td>กระตือรือร้น ไฟแรง</td>
</tr>
<tr>
<td>Expressive</td>
<td>ชอบแสดงทำทางเพื่อสื่อความหมาย</td>
</tr>
<tr>
<td>Good attitude</td>
<td>มีทัศนคติ</td>
</tr>
<tr>
<td>Hard worker</td>
<td>เป็นผู้ที่ทำงานหนัก</td>
</tr>
<tr>
<td>High standards</td>
<td>มีมาตรฐานสูง</td>
</tr>
<tr>
<td>Imaginative</td>
<td>มีจินตนาการ</td>
</tr>
<tr>
<td>English</td>
<td>Thai</td>
</tr>
<tr>
<td>---------</td>
<td>-----</td>
</tr>
<tr>
<td>Independent</td>
<td>อิสระ เสรี ไม่ขึ้นกับใคร</td>
</tr>
<tr>
<td>Inquisitive</td>
<td>อยากรู้ อยากเห็น ชอบสอบถาม</td>
</tr>
<tr>
<td>Intelligent</td>
<td>มีไหวพริบ ฉลาด หัวดี</td>
</tr>
<tr>
<td>Intuitive</td>
<td>หยั่งรู้โดยสัญชาตญาณ</td>
</tr>
<tr>
<td>Kind</td>
<td>ใจดี มีเมตตา</td>
</tr>
<tr>
<td>Leader</td>
<td>เป็นผู้นำ</td>
</tr>
<tr>
<td>Levelheaded</td>
<td>มีอารมณ์นิ่งเนิ่ง</td>
</tr>
<tr>
<td>Loyal</td>
<td>ซื่อสัตย์ จริงใจ</td>
</tr>
<tr>
<td>Original</td>
<td>เป็นต้นฉบับ เป็นแบบฉบับ</td>
</tr>
<tr>
<td>People-oriented</td>
<td>ให้ความสำคัญกับคน</td>
</tr>
<tr>
<td>Perfectionist</td>
<td>ผู้ที่พอใจแต่สิ่งดีเลิศ</td>
</tr>
<tr>
<td>Personable</td>
<td>ง่ายทางดี</td>
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<tr>
<td>Persuasive</td>
<td>สามารถโน้มน้าวใจ เกลี้ยกล่อม</td>
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<tr>
<td>Physical fit</td>
<td>ความเหมาะสมทางร่างกาย</td>
</tr>
<tr>
<td>Practical</td>
<td>เป็นผู้ปฏิบัติจริง เป็นการเป็นงาน</td>
</tr>
<tr>
<td>Productive</td>
<td>มีผลงานดี</td>
</tr>
<tr>
<td>Rational</td>
<td>มีเหตุผล</td>
</tr>
<tr>
<td>Responsible</td>
<td>มีความรับผิดชอบต่อหน้าที่</td>
</tr>
<tr>
<td>Responsive</td>
<td>มีการตอบสนองทันที</td>
</tr>
<tr>
<td>Self-assured</td>
<td>รู้จักตนเอง</td>
</tr>
<tr>
<td>Self-controlled</td>
<td>ควบคุมตนเอง</td>
</tr>
<tr>
<td>Self-starter</td>
<td>เริ่มต้นด้วยตัวเอง</td>
</tr>
</tbody>
</table>
Select the 6 personal characteristics that best describe you.

Be sure each personal characteristic you select is an accurate picture of yourself.

.......................................................... ..........................................................
.......................................................... ..........................................................
.......................................................... ..........................................................

ASSESSING YOUR COMPETENCY

COMPETENCIES – KNOWLEDGE:

Accounting Knowledge Logistics Knowledge
<table>
<thead>
<tr>
<th>Auditor Knowledge</th>
<th>Maintenance Knowledge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Budget Knowledge</td>
<td>Marketing Knowledge</td>
</tr>
<tr>
<td>Business Acumen</td>
<td>Network System Acumen</td>
</tr>
<tr>
<td>Business Development Knowledge</td>
<td>Newspaper Understanding</td>
</tr>
<tr>
<td>Computer Knowledge</td>
<td>Organization Understanding</td>
</tr>
<tr>
<td>Consultant Knowledge</td>
<td>Product &amp; Service Knowledge</td>
</tr>
<tr>
<td>Core Business Process Understanding</td>
<td>Production Planning Knowledge</td>
</tr>
<tr>
<td>Credit Knowledge</td>
<td>Public Relation Knowledge</td>
</tr>
<tr>
<td>Customer Relation Management Knowledge</td>
<td>Purchasing Knowledge</td>
</tr>
<tr>
<td>Engineering Knowledge</td>
<td>Quality Assurance Knowledge</td>
</tr>
<tr>
<td>Financial Knowledge</td>
<td>Quality Control Knowledge</td>
</tr>
<tr>
<td>Graphic Design Knowledge</td>
<td>Research Knowledge</td>
</tr>
<tr>
<td>HRD Knowledge</td>
<td>Risk Management Knowledge</td>
</tr>
<tr>
<td>HR Information System Knowledge</td>
<td>Sales Knowledge</td>
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<tr>
<td>HRM Knowledge</td>
<td>Tax Knowledge</td>
</tr>
<tr>
<td>Import &amp; Export Knowledge</td>
<td>Technical Knowledge</td>
</tr>
<tr>
<td>IT Knowledge</td>
<td>Translation Audit Knowledge</td>
</tr>
<tr>
<td>Internal Audit Knowledge</td>
<td>Warehouse Management</td>
</tr>
<tr>
<td>Law Knowledge</td>
<td>Labor Knowledge</td>
</tr>
<tr>
<td>Working Process &amp; System</td>
<td>Legal Knowledge</td>
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</tbody>
</table>

**COMPETENCIES – SKILL – MANAGEMENT:**

<table>
<thead>
<tr>
<th>Analytical Thinking</th>
<th>Managing People &amp; Performance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Budget Management</td>
<td>Networking</td>
</tr>
<tr>
<td>Business Strategy Planning</td>
<td>Planning and Organizing</td>
</tr>
<tr>
<td>Career Development</td>
<td>Presentation Skills</td>
</tr>
<tr>
<td>----------------------------</td>
<td>-------------------------------</td>
</tr>
<tr>
<td>Career Management</td>
<td>Problem Solving</td>
</tr>
<tr>
<td>Coaching and Developing Others</td>
<td>Questioning &amp; Listening Skills</td>
</tr>
<tr>
<td>Conceptual Thinking</td>
<td>Rational Thinking</td>
</tr>
<tr>
<td>Conflict Management</td>
<td>Relationship</td>
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<tr>
<td>Consulting</td>
<td>Resource Management</td>
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<tr>
<td>Cost Management</td>
<td>Rewarding Skills</td>
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<td>Decision Making</td>
<td>Strategic Acumen</td>
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<tr>
<td>Delegation</td>
<td>Strategic Thinking</td>
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<tr>
<td>Employee Development</td>
<td>Team Building</td>
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<tr>
<td>Empowerment</td>
<td>Team Leadership</td>
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<tr>
<td>Follow up</td>
<td>Time Management Skills</td>
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<tr>
<td>Forecasting Skills</td>
<td>Visioning</td>
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<tr>
<td>Giving and Receiving Feedback</td>
<td></td>
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<tr>
<td>Goal Setting</td>
<td></td>
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<tr>
<td>Influencing</td>
<td></td>
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<tr>
<td>Innovation</td>
<td></td>
</tr>
<tr>
<td>Leadership</td>
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</table>

**COMPETENCIES – SKILL – TECHNICAL:**

<table>
<thead>
<tr>
<th>Business Consulting</th>
<th>Language Usage Skill</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calculation Skills</td>
<td>Listening, Understanding</td>
</tr>
</tbody>
</table>
Clarification
Collaboration
Compromising Skills
Computer Literacy
Concern for Quality
Continuous Improvement
Coordination
Cross-Team Collaboration
Customer Service
Database Management
Document & Report Management
English Literacy
Equipment Using
Facilitation
Financial Skills
Gathering & Analyzing Data
Information Seeking
Inspection Skills
Interviewing for Selection
Market & Competitive Awareness
Marketing Research
Motivation Others
Negotiation Skills
Office/Admin Management
Organization Development
Oral Communication
Operation Management
Performance Management
Persuasion Skills
Product Research
Profession/Interpersonal Relations
Project Management
Reporting Skills
Research and Management
Report - Written
Risk Management
Safety Awareness
Others:

Select the 6 competencies that you have.

Be sure each competency you select is an accurate picture of yourself.
ACTION WORDS – Effective Sentence Openers

<table>
<thead>
<tr>
<th>Absorbed</th>
<th>Conveyed</th>
<th>Founded</th>
<th>Leveraged</th>
<th>Purchased</th>
<th>Studied</th>
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</thead>
<tbody>
<tr>
<td>Achieved</td>
<td>Coordinated</td>
<td>Furnished</td>
<td>Liquidated</td>
<td>Qualified</td>
<td>Supervised</td>
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<tr>
<td>Accomplishment # 1</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>-------------------</td>
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<td></td>
</tr>
</tbody>
</table>

**MY ACCOMPLISHMENT**

**Accomplishment # 1**
Situation  Describe the situation.

Obstacle  Describe the obstacles you faced.

Actions  List the actions you took.

Results  Describe the results you helped obtain and benefits to your employer.

What skills or personal characteristics did you use in this accomplishment?

Accomplishment # 2

Situation  Describe the situation.
Obstacle  Describe the obstacles you faced.

Actions  List the actions you took.

Results  Describe the results you helped obtain and benefits to your employer.

What skills or personal characteristics did you use in this accomplishment?

Accomplishment # 3

Situation  Describe the situation.
Obstacle Describe the obstacles you faced.

actions List the actions you took.

results Describe the results you helped obtain and benefits to your employer.

What skills or personal characteristics did you use in this accomplishment?

Unit 6  IAL3404 English for Airline Career Preparation
Attend – Job Interview

Types of job interviews
Most employers select people for jobs by giving them an interview. An interview enables the employer to decide whether or not you are suitable for the job they have to offer. Even though we are in a difficult economic situation there are still jobs out there. While competition for jobs is great, the successful candidates will be the ones who sell themselves well to prospective employers.

There is no set formula as to how many or which combinations of activities are included during airline assessment, however, the process is typically divided into three key segments, these are: Group activities, individual assessments and a panel interview.

**Group interviews**

Group interviews are less common, but they do happen. In this case, you would be interviewed at the same time as a few other candidates. A panel of interviewers will ask you questions in turn. **The important things to remember are not to interrupt other candidates when they are answering and to listen at all times.**

An interviewer might ask another candidate a question and then turn to you and say "What do you think?" If you have been listening, you can use the other candidate's answer to build up your own, for example, by saying something like "I agree with X, but I think...".

**Individual assessment**

Individual assessments may be paper based, such as personality questionnaires and general knowledge tests, or they may be practical, such as self presentation, language proficiency and reach test. Either way, these assessments form integral part of the eligibility criteria.

**Panel interviews**

The panel interview is quite common. Normally two or three people will sit facing you and ask questions in turn. Try not to worry about who to look at when you are speaking; if you look at the person who has asked the question, you won't go wrong.
Job-seekers’ point of view

From the job-seekers’ point of view, as well as being an opportunity to demonstrate suitability for the job, an interview can be used to obtain more information about the firm and the job on offer. You will also experience the general atmosphere and environment in the company.

Interviewer's point of view

From the interviewer's point of view the interview is an opportunity to explore more fully what is already known about you from an application form, letter of application or other recommendation. Your social skills, work motivation, keenness for the job, likely long-term commitment and general suitability will all be under scrutiny.

An interview can be in any one of the above formats or a mixture of two or more. Interviews can be as quick as 20 minutes or might involve assessment over a number of days.

Interview preparation

Remember, your objective is to be offered the job by convincing the interviewer that you are more capable than any of the other candidates. To achieve this, careful preparation is recommended.

Group Interviews: How to Deal with Group Interviews

The Ins and Outs of Group Interviews

By Karen Schweitzer, About.com Guide
A group interview, sometimes known as a panel interview, is different than a one-on-one interview because it is conducted by a whole group of people. If you know you are facing a group interview or if you think it might be a possibility, learning more about what you can expect from a group interview is a good idea.

**Types of Group Interviews**

There are two basic types of group interviews:

- A Candidate Group
- A Panel Group

In a candidate group interview, you will most likely be put in a room with other job applicants. In many cases, these applicants will be applying for the same position that you are applying for. During a candidate group interview, you will definitely be asked to listen to information about the company and the position, and you may be asked to answer questions or participate in group exercises.

In a panel group interview, which is much more common than a candidate group interview, you will most likely be interviewed individually by a panel of two or more people. This type of group interview is almost always a question and answer session, but you might also be asked to participate in some type of exercise or test that simulates your potential work environment.

**Why Companies Use Group Interviews**

An increasing number of companies are using group interviews to screen job applicants. This change could be attributed to the desire to reduce turnover and the fact that teamwork is becoming more critical in the workplace, but the easiest way to explain it is that two heads are almost always better than one. When there is more than one person doing the interviewing, the chances of a bad hiring decision being made are reduced.

**What Group Interviewers Look For**

Group interviewers look for the same things other interviewers look for. They want to see a strong candidate who knows how to work well with others and behave properly and competently in a work environment. Specific things that group interviewers scrutinize:

- **Your Appearance.** Attire, hygiene, and anything else that relates to your physical form will be judged. If you wear too much make-up or cologne, at least one of the interviewers will notice. If you forgot to put on deodorant or match your socks, at least one of the interviewers will notice.

- **Your Presentation Skills.** Interviewers will be paying special attention to how you present yourself. Do you slouch or fidget? Do you make eye contact when you converse? Did you remember to shake hands with everyone in the room?

- **Your Communication Skills.** No matter what type of job you are applying for, you will need to be able to communicate. Specific skills that group interviewers look for is your ability to listen, follow instructions and get your ideas across.
• **Your Interest Level.** From the time the interview starts until it ends, interviewers will be trying to assess how interested you are in the job you are applying for. If you seem bored and unengaged during the interview, you will probably be passed by for someone else.

**Tips to Help You Ace Your Group Interview**

Preparation is the key to success in any interview, but this is especially true for group interviews. If you make any mistakes, at least one of your interviewers is bound to notice. Here are a few tips to that will help you make the best impression possible:

- Greet all of your interviewers individually. Make eye contact, say hello, and if possible shake hands.
- Don't focus on any one individual. You should make an effort to engage everyone in the group when you are asking or answering questions.
- Don't show surprise or annoyance when faced with a group interview.
- Prepare for the group interview by making a list of questions that you may be asked and practicing how you might answer them.
- **If you are interviewed with other candidates it is better to lead than to follow.** Interviewers may not remember you if you blend into the background.
- Skills you will be expected to demonstrate during group interview exercises include leadership skills, your ability to handle stress and pressure, teamwork skills and how well you take and give criticism. Be sure to keep this in mind when you complete the exercises.
- Thank everyone who interviewed you and remember names and titles so that you can send a written than you note afterwards.

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The Firing Squad: How to Survive a Panel Interview

by Nicole Lindsay, January 31, 2013

http://www.thedailymuse.com/job-search/the-firing-squad-how-to-survive-a-panel-interview/
If your palms start to sweat before a one-on-one interview, you can imagine the nerves that come when a potential employer says you’ll be meeting with not one, but four people—all at the same time!

Four-on-one hardly seems fair—that means four times the interviewers, asking four times the rapid-fire questions. But fair or not, it’s best to be prepared—“interview by firing squad” is a common way for companies to speed up their hiring process, not to mention see how candidates will react in a group setting.

Yes, building a rapport with multiple evaluators is that many times harder than connecting with just one—but it’s definitely possible. Here are a few survival tips for your next panel interview.

Know Who’s Firing Questions at You

Typically, your panel of interviewers will represent multiple areas of the company, so each representative will consider you through a different lens. For example, if you’re interviewing at a tech company for a project management role, your panel might include the department manager (your potential direct supervisor), an HR manager, and team leads from the engineering and marketing departments, whose teams you’d work with on a daily basis.

Because your interviewers come from different backgrounds and roles, each one will consider your resume and responses differently. The department manager might be most interested in your project management background, while the engineering supervisor probably wants to hear about your technical experience.

So, to prepare best for this type of interview, find out who your interviewers are in advance. Simply ask your company contact (whoever you spoke or emailed with to arrange the interview), “Can you tell me a little bit about the panel I’ll be meeting with?” More than likely, she’ll at least be able to give you their names.

If not, start brushing up on your memorization skills. On the day of the interview, your initial introductions with the panel will be vital—you’ll need to recall (and use) each interviewer’s name and role throughout the meeting. In fact, you may find that writing down this information is easier than committing it to memory. Taking notes is generally acceptable in an interview—just ask your interviewers, “Is it OK if I got a few notes down?” first.

Engage the Group with Your Responses

Once you have a solid understanding of who’s in the room, you can build rapport by connecting with the interviewers, both as individuals and as a group.

To do this, answer each question directly, but then elaborate further by adding points to address the perspectives of the other interviewers. For example, one interviewer
may ask you about how you effectively manage a team—but you know the managers from other departments are more interested in how you would engage their teams and work interdepartmentally. So, you could respond with, “Holding weekly team meetings are a must, so that everyone has clear priorities and expectations. I also apply this when I’m working with different departments, by scheduling standing meetings with those teams. This really enhances our communication.”

By taking a role-specific question and molding it to apply to each person on the panel, you’ve strengthened your rapport with the entire group—instead of just the question-asker.

Mind Your Body Language

As you’re speaking, be aware of how you’re communicating with your body language, too. You may be tempted to focus your attention solely on the interviewer who holds the most senior position, asks the most questions, or has the most say in the ultimate hiring decision, but it’s important to make a connection with each representative.

When responding, direct your initial answer to the person who asked the question, but as you continue to elaborate and provide examples, address the other interviewers. And don’t just make eye contact—shift your shoulders so that you’re squarely facing each individual. Even if they look down to take notes, continue to move your gaze from interviewer to interviewer to establish a more conversational atmosphere.

Defend Yourself against the Rapid Fire Questioning

As you sit on the other side of the table, you may feel like the interviewers are shooting each new question at you faster than you can fully answer the previous one. And, well, they are—hence the name “firing squad interview.” Each interviewer wants to get his or her questions answered, but has to compete with the other panelists for air time.

To succeed in this interview format, you have to control the pace of the conversation. Don’t rush your answers; when asked a question, pause for a second to really consider what you want to say before responding. But make sure you answer briefly and get to the point quickly—in a panel interview, you will probably get asked another question before you’ve fully responded to the last.

If an interviewer cuts you off to ask an unrelated question and you haven’t finished your thought, immediately assess whether what you had left to say is critical for the interviewers to know. If it’s not, then let it go. If it is important information to share, then politely say, “Before I answer your question, I’d like to share a final thought on the last,” and then complete your previous response.

Prepare for Follow-Up Questions

Beyond the fast pace, this type of interview also usually evokes more follow-up questions than usual. Multiple panelists mean multiple perspectives—and what satisfies one interviewer’s question may spark additional inquiries from others. To avoid coming
up short on content, make sure you’re armed with multiple examples and anecdotes to explain your background and experience.

You can prepare for this by recruiting some friends to host a mock panel interview. Go through some typical interview Q&A, but encourage your pretend panel to dig into your answers by asking extensive follow-up questions. This will not only improve the quality and depth of your responses, but it’ll also help you get more comfortable with the panel interview format.

It’s never pleasant to think of yourself on the receiving end of a firing squad—even if the ammunition is only interview questions. But by building rapport with your panel of interviewers, you’ll convey that you can confidently handle any situation.

Oh, and even though they put you through the ringer, make sure to express your appreciation by sending each interviewer a personalized thank-you note. Then, breathe a sigh of relief—you survived!

Group Activity Competency Rating Scale
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<th>1</th>
<th>2</th>
<th>3</th>
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<td>Needs Improvement</td>
<td>Effective</td>
<td>Proficient</td>
<td>Outstanding</td>
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- Work effectively as a team member and builds strong relationship within it
- Remains calm and confident, and responds logically and decisively in difficult situations
- Understands other people’s view and takes them into account
- Contributes idea and collaborates with the team
- Takes a systematic approach to problem solving
- Speaks with authority and confidence
- Is thoughtful and tactful when dealing with people
- In conscientious of completing tasks on time
- Actively supports and encourages others
- Participates as an active and contributing member of the team

CABIN ATTENDANT ASSESSMENT SHEET
# FACE TO FACE INTERVIEW

Application’s Name: ............................................................... Regis. No........................

Name of Interviewer: ............................................................... Date.........................

<table>
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<th>Scale:</th>
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1. **Personal Presentation**
   - Grooming (Clothing, Shoes, Makeup, Hair)
   - Body language (Eye contact & Facial expression)
   - Charity of Speech (Frequency, Smiling voice)
   - Warmth and Friendliness (Smile, Welcome)
   - Personality and Manner (Confidence, Polite, Dynamic, etc.)

2. **Communication Skill**
   - (Deliver effective presentations, Use appropriate vocabulary, Deliver information clearly and concisely)

3. **Motivation on service delivery**
   - Demonstrate strong desire in cabin attendant career
   - Demonstrate a genuine caring for customers and an ability
   - To respond and anticipate customer’s needs.
   - Demonstrate to deliver service beyond customer expectation

4. **Team work and Co-operation**
   - Demonstrate ability to build effective, co-operative, relationship with others.
   - Offer to help and support team colleagues.
   - Demonstrate the willingness to put the goal of the team before personal goal.

5. **Flexibility and Adaptability**
   - Demonstrate an ability to maintain effectiveness in a changing environment.
   - Demonstrate an ability to cope with the varied working condition.
   - Demonstrate an ability to be self-reliant and responsible.

6. **People handling skill**
<table>
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<tr>
<td>Demonstrate an ability to handle conflict situation/team conflict</td>
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<tr>
<td>Demonstrate an ability to cope and turn around the difficult situation</td>
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**COMMENT**

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Reference


How to answer the 15 most common interview questions?

Source: http://www.adeccousa.com/job-seekers/career-advisor/interview-tips/Pages/common-interview-questions.aspx

Job interview question 1: Can you tell me about yourself?

Many people overlook this question, but it's more critical than you think. Don't give your entire employment (or personal) history, but rather use this as an opportunity to pitch yourself and explain why you're the right person for the job. Briefly discuss two or three relevant accomplishments or experiences and how they have helped position you for this specific role.

Job interview question 2: What do you know about the company?

Anyone can regurgitate what they read on the "About" section of a company's website, but that's not what the interviewer is looking for here. Start with a brief line that shows you understand the company's goals, but then make it personal by discussing why you are personally drawn to the company's mission.

Job interview question 3: What are your strengths?

Don't just tell the interviewer what you think they want to hear. Choose strengths that are most relevant to the position, and remember to be specific. For example, instead of saying "communication," try "persuasive communication" or "relationship building."

Job interview question 4: What are your weaknesses?

This question is meant to gauge how self-aware and honest you are. Stock answers like "I guess some people say I work too hard!" won't cut it.
Instead, think of something you currently struggle with but are working to improve.

**Job interview question 5: What is your greatest professional achievement?**

This is your time to shine, so don't be shy when answering this question. Start by giving the interviewer some brief background context, then dive into what you actually did and what was achieved as a result. Be specific. For example: don't merely say you increased revenue, let the interviewer know exactly how much revenue was increased as a result of your actions. "Revenue increased by more than 50 percent as a result" sounds a heck of a lot more impressive than simply "Revenue improved."

**Job interview question 6: Why are you looking for another job? or Why did you leave your previous job?**

No matter what your situation is, it's important to keep it positive when answering these questions. You have nothing to gain by speaking poorly of your current or previous employer. Instead, frame your answer in a way that shows why you believe the role you are interviewing for is a better fit for you than your current or most recent position.

**Job interview question 7: Why do you want this job?**

The worst way to answer this question is with apathy. Employers want to hire someone who is enthusiastic and passionate. Discuss a few key things about the role that make it a great fit for you, then share why the prospect of joining the company excites you.

**Job interview question 8: What would your first 30, 60, or 90 days look like in this role?**

This is an opportunity to show the interviewer how you can make an immediate impact. Start by explaining what you would need to do to get ramped up, then share a few areas where you feel you could contribute right away. When choosing your answers, do your best not to insult the company or appear arrogant (e.g., I would start by revamping your email
blasts; they're a little cheesy). They want to hear that you have a plan, not that you think they are doing everything wrong.

Job interview question 9: When did you have to deal with conflict in the workplace, and how did you resolve it?

Focus on how you handled the situation productively and were able to reach a resolution or compromise, and remember to keep it positive. Joe from accounting may very well have been wrong (and acting like a jerk in the process), but that doesn't mean you should take this as an opportunity to trash talk.

Job interview question 10: Why should we hire you?

This question can be intimidating, but it's also a great opportunity to really sell yourself. Your answer shouldn't just show that you are capable of doing the job, but that you can deliver great results and are a perfect fit for the company's culture.

Job interview question 11: What are your expectations regarding salary?

First things first: do your research. Use sites like Glassdoor and Payscale, or the Adecco salary calculator, to determine a range based on average salaries as well as your experience and skill set. When sharing your expectations, make it clear to the interviewer that you are flexible. You want to communicate that your skills are valuable, but also that you want the job and are willing to negotiate.

Job interview question 12: Where do you see yourself in 5 years?

When crafting your answer, think realistically about where this position could take you. The interviewer wants to see that you have ambition, as well as realistic expectations about your career. If you're not quite sure what the future holds, it's okay to say so, but be sure to illustrate how this experience could help you reach that decision.

Job interview question 13: What do you like to do for fun?
Interviewers want to know if you will fit in well with the culture. It's okay to be honest about what you enjoy doing outside of work, but remember to keep it relatively professional.

**Job interview question 14: How would your boss/co-workers describe you?**

Be honest. After all, there's a pretty good chance they will ask for references and give your former employer a call. Focus on the strengths and traits you mentioned in other aspects of the interview.

**Job interview question 15: Do you have any questions for me?**

Remember, an interview isn't just for an employer to decide whether or not they want to hire you — it's also a chance for you to determine if a job is right for you, too. What do you want to know about the position? The culture? The team? Questions like, "What is your favorite part about working here?" or "What is something a previous employee in this position did that made them successful?" are great ways to see if the job is a good match.
Job interviews are particularly useful for both potential employers and employees. It is a chance for the employer to get to know the candidate’s experiences and background better and as such, be able to ascertain the candidate’s suitability. On the other hand, it is an excellent opportunity for the candidate to show the potential employer what he or she will get should the candidate be hired.

Job interviews are like sales calls, or rather, an invited sales call. Should you get selected for a job interview, bring along all your best “products and services”, i.e., yourself, and be prepared to sell, sell, sell! Here are six strategies which will be helpful in increasing your chances of clinching that much coveted job!

**Strategy One: Engage in a Spot of Detect Work**

Learn all there is to know about the company. If you want to sell something to someone, you would need to know a little of this person’s background in order to “tailor” your offering to suit him/her. Visit the website or ask to be sent some background information about the company. This will enable you to ask intelligent and appropriate questions during the interview. This knowledge will also prove useful when interviewers ask questions that relate to the company, such as, “Why do you want to work here?” and “What could you contribute to our organization?”

**Strategy Two: First Impression Counts**

Always arrive at least 10 minutes early and treat everyone you meet with professionalism and kindness. You never know if the receptionist
could contribute to your assessment! Looking Great. This point has been dealt with to death but you will be surprised how often this is overlooked. As the saying goes, “clothes make a man”. How we dress speaks volumes about ourselves. Looking great does not mean buying expensive clothes. Professional-looking attire that fits well is all you need. It is always better to dress conservatively for interviews. Lastly, pay attention to the small details that are sometimes overlooked - Are your shoes well polished? Is your shirt missing a button? Is your breath fresh? Oh, Behave! Our mannerism is equally important as our attire.

There’s nothing worse than a well-dressed person behaving badly. Always start with a smile and a firm handshake. Address the interviewer by his/her last name, e.g. Mr. Tan or Ms Chew. Remember to switch off your mobile phone before entering the interview room. Be mindful of your body language throughout the interview. Always maintain eye contact and sit upright. Unless you are suffering from a sudden bout of fits or happen to be sitting on an ants’ nest, avoid fidgeting as it shows uneasiness and screams a lack of confidence. Other actions to avoid include shaking your legs, darting eyes, slouching and the constant crossing and uncrossing of legs.

Flash that mega-watt smile! Yes, we all know how nerve-wrecking job interviews may get but that does not mean you should forget how to smile! Smiling helps you to relax and makes you come across as confident and approachable.

**Strategy Three: Here is what I have to sell**

Bring along extra copies of your resume, reference letters, and certificates to “back up” your resume as well as other supporting documents which will help set the foundation of credibility. It could be a rather clumsy and awkward moment should the interviewer ask for supporting documents and you do not have it with you. You may also wish to bring along a notepad for taking notes.

**Strategy Four: Sales Presentation**

Your main goal here is to impress and convince the interviewer that you are the right fit for the job. You need to be specific here and emphasize
your achievements and skills that particularly relate to the position. Listen carefully to what is being asked; take a few quick seconds to think it over and then answer. Ask for clarification if you Don't understand a question. It is alright to take a few moments of silence to gather your thoughts before answering. Try not to "beat around the bush" or take a long time to give the answer the interviewer is seeking.

**Strategy Five: Honesty is the best policy**

State truthfully your qualifications and your skills. Bragging is one thing, outright lies will trap you. Can you remember all the details of the lie? Will you be able to remain consistent? In the event you are hired, it would be a disaster if your employer realizes that you cannot perform as you had said you could.

**Strategy Six: Close the deal**

At the end of an interview, ask the interviewer, "Based on this interview, is there anything that would keep you from hiring me for this position?"

Depending on the nature of the job and the interviewer, you may or may not get an indication then. If not, offer a firm handshake and make eye contact. After you leave, always send a thank you letter to the interviewer immediately. If there were several people that interviewed you, send them each a thank you note. It is good to keep the letter short but to also reiterate your interest in the position and your confidence in your qualifications. Don't call the employer immediately. If the employer said they would have a decision in a week, it is acceptable to call them in a week, again to thank them for the interview and reiterate your interest. If you receive word that another candidate was chosen, you may also send a follow-up letter to that employer, again thanking him or her for the opportunity to interview for the position. Let them know that should another or similar position open in the future, you would love to have the opportunity to be interviewed again.
Don’t know how to self-promote?

Here are some tips on how to effectively sell yourself to the interviewer.

• When answering questions, start with phrases such as “I believe”, “I am confident”, “I will bring to this position.” Always be sure of your own capabilities and present yourself with confidence.

• Keep your presentation short and sweet to around two minutes or so. Use positive words that enhance this selling opportunity such as dependable, team player, efficient, initiative, organized, good negotiator and focused.

• While you want to highlight your achievements, always be mindful of your tone so that you don’t come across as bragging. There is a fine line between being confident about your accomplishments and being arrogant. Don’t cross that line.

• Be prepared to answer behavior-based questions as this is an increasingly common method of interviewing. Behavior-based questions could begin with “Tell me about a time when…” or “Give me an example of a situation where…” In answering such questions, be sure that you have concrete evidence of situations where you’ve demonstrated creativity, initiative, excellent project management skills and/or strong capabilities in problem-solving and conflict resolution.

• Prepare and ask questions that will help you to better understand what the recruiter is looking for in a candidate. This in turn will help you “sell” yourself in a manner that appeals to the recruiter. Some examples include:
  - What skills should one have to excel in this position?
  - What personal attributes are you looking for in a candidate for this job?
  - How would you describe the company’s culture?
  - What type of employees will fit in well with the culture?
• Show a keen interest in the position by explaining at the end of the interview how you will fit well into this job with your qualifications, experiences and personal attributes.

Write 4 job interview questions for each category.

What are the common opening questions?

What are the questions of manageability?

What are the questions of teamwork?
What are the questions of stress handling?

What are the questions of customer focus?

What are the questions of communication competence?

What are the questions of initiation?
What are the questions about cabin crew?

What are the questions about the airline?

What are the questions about your career history?

What are the questions about character traits?
What are the questions of difficult real-life situations?


What are the illegal questions or the questions of private life or personal background?


What are the adverse questions?


What are the questions to interview the interviewer?


Reference

view-tips/Pages/common-interview-questions.aspx


