

[First Last Name]

[City, Country] | [email@example.com] | [+00 000 000 0000]

PROFESSIONAL SUMMARY

Experienced [Flight Attendant] with a strong background in delivering exceptional in-flight service, ensuring passenger safety, and maintaining regulatory compliance across short-haul and long-haul routes. Proven ability to manage diverse passenger needs, de-escalate conflicts, and support emergency procedures under pressure. Adept at collaborating with multi-cultural cabin and flight crews to uphold [airline service standards] and enhance customer satisfaction scores. Committed to creating a calm, welcoming cabin environment and representing the airline brand with professionalism and poise.

PROFESSIONAL EXPERIENCE

[Senior Flight Attendant] | [International Airline Name]

[Month Year] – Present | [City, Country]

- Led a cabin crew of [X–X] on [long-haul / international] routes, overseeing safety briefings, pre-flight checks, and cabin preparations in accordance with [CAA/EASA/FAA] and company safety protocols.
- Delivered personalized service to up to [XXX] passengers per flight, contributing to a [X%] improvement in post-flight satisfaction scores and consistently achieving [Top Tier Service] ratings on internal performance reviews.
- Acted as the primary point of contact for onboard incidents, coordinating with the Purser and Flight Deck to manage medical situations, disruptive passengers, and irregular operations while completing all [safety and incident reports] accurately and on time.

[Flight Attendant] | [Regional / Flag Carrier Airline Name]

[Month Year] – [Month Year] | [City, Country]

- Performed detailed [pre-flight safety inspections] of emergency equipment, cabin fixtures, and galley inventory, promptly reporting irregularities and supporting on-time departures on [X%] of assigned flights.
- Executed standard and non-standard [safety demonstrations], monitored cabin compliance with seat belt, baggage, and electronic device regulations, and assisted passengers with special needs, including UMNR, PRM, and medical cases.
- Managed in-flight food, beverage, and retail service using [point-of-sale devices / tablet systems], handling cash and card transactions with zero recorded discrepancies and adhering to company service timelines.

EDUCATION

[Diploma / Bachelor's Degree in Hospitality, Tourism, or Related Field] | [University / College Name]

[Month Year] – [Month Year] | [City, Country]

- Relevant coursework: [Customer Service Management], [Aviation Operations], [Intercultural Communication], [Emergency Response Fundamentals].

[Cabin Crew Certification / Initial Safety Training] | [Aviation Training Academy / Airline Training Center]

[Month Year] – [Month Year] | [City, Country]

- Completed certified training in [safety and emergency procedures (SEP)], first aid, CPR/AED, crowd control, and dangerous goods awareness in line with [EASA/FAA/ICAO] standards.

SKILLS

Safety & Compliance: [Safety and Emergency Procedures (SEP)], [cabin security checks], [evacuation protocols], [first aid & CPR/AED], [dangerous goods awareness].

Customer Service: [Premium cabin service], [meal & beverage service], [duty-free sales], [special assistance handling], [service recovery and complaint resolution].

Communication: [Clear in-flight announcements], [multilingual passenger support – e.g., English / [Language 2] / [Language 3]], [conflict de-escalation], [intercultural communication].

Teamwork & Leadership: [Crew coordination], [supporting Purser/Lead FA], [briefing participation], [peer mentoring of new cabin crew], [collaboration with flight deck].

Operational Tools: [In-flight POS systems], [cabin interphone/PA systems], [electronic flight manuals], [tablet-based service applications], [reporting and incident documentation tools].

Personal Attributes: [Calm under pressure], [professional appearance and demeanor], [adaptability to changing schedules], [time management], [attention to detail].

PROJECTS & ADDITIONAL EXPERIENCE

[Cabin Service Enhancement Initiative] | [Airline / Base Station]

[Month Year] – [Month Year]

- Participated in a cross-functional working group to refine **onboard service flows** on [specific route / aircraft type], providing front-line feedback that informed updates to meal sequencing, trolley layout, and passenger communication.

[Peer Mentor / Buddy Program for New Cabin Crew] | [Airline Name]

[Month Year] – [Month Year]

- Supported newly hired **[Flight Attendants]** during their first operational months, guiding them on safety routines, service standards, and roster management, helping reduce early-stage performance issues and improving onboarding feedback scores.