

# **Cabin crew selection factor of Thai Lion Air**

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## **Abstract**

This research about Cabin crew selection factor of Thai Lion Air the objectives were to study vision , mission and core values of Thai Lion Air ( 2 ) Principal functions of cabin crew and ( 3 a) factors affecting the selection of cabin crew in Thai Lion Air the result of study revealed that affecting the selection of cabin crew of Thai Lion Air have three aspects ( 1 ) the organization which includes the vision , mission and core values , ( 2 ) pleasant personality and ( 3 ) Performance of cabin crew including knowledge , professional skills , personality characteristics a productive team player fluent in many language , able to handle many tasks at once and be a problem solve when have accident or emergency on flight and the last is important cabin crew have to able work under pressure and flexible time , the expert groups were highly 3 aspect and they can be use in realistic situation.

**Keywords:** Factors Affecting the Selection , Cabin crew

## **Introduction**

In operation the airline industry, that requires the cooperation of all division to drive the business to succeed especially cabin crew main duty about service everything passenger on board

Cabin crew is a dream of theirs many people and have duty mostly get close to the passengers Is like the image of the airline , cabin crew members provide excellent customer service to passengers while ensuring their comfort and safety throughout the flight. Crew are trained to deal with security and emergency situations which may arise and can administer first aid to passengers cabin crew strive to make the flying experience pleasant for passengers and will serve refreshments and meals and sell gifts and duty-free items. You may work on short or long-haul flights.

From the importance of the problems mentioned above causing researchers to be interested in the selection of personnel to to perform duties in the position of cabin crew must have knowledge, skills and personal attributes suitable in accordance with the vision, mission and values of the airline , Therefore the researcher saw the importance of studying factors that affect selection cabin crew of Thai Lion Air , Used as a guide for selection for achieve the goal in selection cabin crew of Thai Lion Air continue.

## **Objective**

1. To study responsibilities of cabin crew
2. To study factors affecting the selection cabin crew of Thai Lion Air

## **Research Methodology**

### **.Cabin crew**

It is well known already cabin crew that is a dream of many women and gonna be one of part in the airline because good compensation and benefits , have traveled to many countries , But the duty of cabin crew therefore quite hard and have a little rest time but have many factor make to cabin crew is a dream job of any person

As the following duty of cabin crew

#### Responsibilities on flight

- welcoming passengers on board and directing them to their seats
- informing passengers of the aircraft safety procedures and ensuring that all hand luggage is securely stored away
- making announcements on behalf of the pilot and answering questions during the flight
- serving meals and refreshments
- selling duty-free goods and advising passengers of any allowance restrictions in force at their destination
- reassuring passengers and ensuring that they follow safety procedures correctly in emergency situations
- giving first aid where necessary
- ensuring passengers disembark safely at the end of a flight and checking that there is no luggage left in the overhead lockers and no stowaways or suspicious items on board
- completing paperwork, including writing a flight report.

#### Working hours

- Cabin crew work shifts that usually involve irregular and unsocial hours. It can include working early mornings, through the night, at weekends and on public holidays. Short-haul flights may provide more regular hours than long haul.

- may also have to work or be flexible on your days off if your return journey is cancelled or delayed, but you'll normally be compensated in these cases.
- Part-time opportunities are available, still involving unsocial hours.

### **Qualifications ( Thai Lion Air ) example**

- Thai nationality, male or female, age not over 35 years. Born after 26 January 1980
- Minimum height at least 168 cm(Male) and 158 cm (Female) Weight must be proportion to height
- Minimum University graduate with a Bachelor's degree.
- Fluency in written/spoken Thai and English (fluency in another language is an asset)
- Have a positive attitude, pleasant personality with ability to provide excellent service, working within a team environment.
- Medically fit to meet cabin crew requirements.
- Ability to swim 100 meters(Male) and 50 meters(Female) unaided in open water, without a flotation device
- Cabin Crew experience is an asset
- Exempted from military service(Male only)

### **Factors affecting the selection cabin crew of Thai Lion Air**

Concept of Personnel selection

Results from studying the main functions of cabin crew of Air Lion

Services mind

Is an important feature and the heart of every service worker because sometimes As a good cabin crew the flight attendant must answer the question. Or solve problems for passengers Including making passengers satisfied with the pleasure of receiving the best service from the hear

The personality must be elegant.

Because the flight attendant is like looking for an airline Therefore, care should be taken to keep the outfit and personality to look elegant, clean and always bright. In the job interview, it should show the personality of confidence, bright, care of the dress.

## Adaptable

As a cabin crew must be able to adjust at any time because when you change country it is sure some country have difference time zone or will be the day or night including the food and weather that make you always adapt yourself .

## Teamwork

Is one of the features that entrepreneurs want in the applicant Based on the findings of the survey, the work of a crew requires teamwork. In the interview, if we have to transfer the experience that we have worked as a team to others, the board should use the word "We" instead of "I".

## Learning and open mind with different cultures

Learning and opening heart the differences in culture is important. Because it will help make teamwork better , passengers are different in race and religion being an cabin crew must knowledge , noticed and accept in the difference country or cultures must to know How to behave and things that should not be done.

## The factors of personality

- 1 ) Provide assistance and support for teammates in the operation to achieve the common goal.
- 2 ) Have the ability to adapt to teammates and build relationships between teams
- 3 ) Responsible for the work assigned by the team with enthusiasm.
- 4 ) Have a good attitude towards solving problems in various situations that may occur during work.
- 5 ) Have the ability to summarize and make effective evidence decisions.

## **Conclusion**

Can summarize the factors of personal characteristics, found that factors affecting the selection of cabin crew of Thai Lion Air are first, personality, language and body help and support teammates in work have the ability to adapt to teammates and build relationships between teams and have responsibility for the work assigned by the team as well.

## **Discussion and Recommendation**

People who interesting want to working about airline industry can bring research results Is a guideline for applying or developing in terms of knowledge, skills and personal attributes.

Is information for those interested and in accordance with the requirements of Thai Lion Air in terms of vision, mission and values as well as the main duties of Thai Lion Air Airlines employees.

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