

## FOREWORDS

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*Dear Candidate,*

*Thank you for your interest in becoming cabin crew to work on Ryanair aircraft.*

*We would like to provide you with as much help as we possibly can to help you to be successful on the Interview day.*

*We hope that you will find it useful and we will see you on the day to which you have just registered.*

*It will be our pleasure to welcome you on the day.*

*Good luck!*

*The Recruitment Team*

## Interview TIPS

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Preparation is key to a successful interview. No matter how impressive your CV or academic record might be, or how confident and friendly you think you are, you need to prepare properly to make the right impression.

The key areas in interview preparation include:

1. Doing research = Knowing details about the position and the company
  - Research the company's main business activities, the number of people they employ, the various divisions, and if possible, their financial situation.
2. Knowing your CV inside out
  - Update your CV; make sure that gaps are no longer than 14 days on it. Put the start and the finish date of all your activities and gaps in this format: MM/YY
  - Use the template CV provided
3. Practicing your interview answers
  - Practice giving the answers to typical questions out loud and at an even pace. Record yourself if necessary to find out if you are speaking too fast.
4. Preparing how you will look on the day
  - Dress appropriately in professional attire. A good business suit demonstrates a positive attitude towards professionalism. Men should wear a tie with their shirt. Casual clothes such as jeans, polo shirt or plain business shirt are not acceptable.
5. Getting there on time
  - Ensure that you have the correct address and directions as well as a phone number for your contact at the interviewing company.
  - Allow extra time for delays. Leave your home or office early in order to arrive at the interview location in plenty of time.
6. Right Attitude
  - Be polite, friendly, and confident. SMILE 😊
  - Switch off your mobile completely so that it doesn't ring or vibrate and disturb the interview. Never answer a phone in an interview.

- Bring all required documents together with a copy of your CV, a pen and paper with you.
- Maintain good eye contact
- Relax with some deep breaths and act naturally

## 7. Typical interview questions:

- Why do you want to be cabin crew?
- Tell me about a time when you really had to pay attention to what someone else was saying, actively seeking to understand their message.
- Tell me about a situation where you had to solve a problem or make a decision that required careful thought. What did you do?
- Tell me about a time when you worked successfully as a member of a team.
- What do you do when priorities change quickly? Give me one example of when this happened.
- Give me an example of something you've done in previous jobs that demonstrates your willingness to work hard.

## 8. Fluent in English – practice English language thoroughly especially if it's not your first language

- Here are some sample scenarios to practise for the written English Language Test (you need to write at least 12 lines in your answer):
  1. You were a cabin crew member on flight FR 224 from Stansted to Dublin. On this flight you had to deal with an angry passenger. He was drinking a bottle of vodka which he had purchased at the airport Duty Free shop. This is against Ryanair policy for safety reasons and you had to tell the passenger that he could not consume the vodka. Write a short report to your supervisor about the situation using the space below.
  2. Write a short PA (onboard public announcement) advising passengers about our new onboard "Meal Deal" which costs only €4. Try to grab everybody's attention to make them want to buy it.
  3. Write a letter to the Training school explaining why you want to be a cabin crew member.
  4. Write an e-mail to your best friend describing your career plan for the next 5 years.
- Here are some sample multiple choice grammar questions to practise for the written English Language Test (only 1 good answer):
  1. Some people only read the ..... lines in a newspaper.  
(a) top (b) big (c) main (d) head
  2. .... I will come home early.  
(a) Today at night (b) This night (c) Tonight (d) The night
  3. Do you ..... the bus to work?  
(a) get (b) take (c) do (d) drive
  4. Please ..... a message on the answering machine.  
(a) make (b) do (c) leave (d) report
  5. Have you.....?  
(a) turned skinny (b) lost weight (c) no more fat (d) weighted less
  6. Newspapers are ..... to people's doors every day.  
(a) taken (b) given (c) delivered (d) handed
  7. Yesterday they ..... very well in their class.  
(a) do (b) does (c) will do (d) did
  8. At work we get a 30 minute lunch .....  
(a) rest (b) break (c) vacation (d) holiday

9. He always works ..... hard.  
 (a) very (b) much (c) great (d) quietly
10. Politicians ..... their campaign 24 hours prior to the vote starting.  
 (a) had finished (b) have finished (c) has finished (d) have been finished
11. Last week we ..... to Warsaw.  
 (a) go (b) gone (c) goes (d) went
12. My mother ..... never been to a cricket match.  
 (a) hadn't (b) hasn't (c) has (d) have
13. Joanna ..... her new mobile phone.  
 (a) did lost (b) has lost (c) is losing (d) loses
14. ....ever seen a comedy show?  
 (a) Did you (b) Have you (c) Do you (d) Has you
15. If I were rich, I ..... buy a huge farm in Somerset.  
 (a) will (b) shall (c) would (d) am going to
16. I wish I ..... play a musical instrument.  
 (a) can (b) could (c) should (d) would
17. When Gregory arrived at the disco, Hanna .....  
 (a) already left (b) has already left (c) had already left (d) will have already left
18. She wasn't ..... to reach the ceiling  
 (a) tall enough (b) as tall (c) so tall (d) such as tall
19. There is no point ..... staying up all night if your exam is tomorrow.  
 (a) on (b) in (c) with (d) at
20. We have to refuel the car before we run ..... of petrol.  
 (a) down (b) over (c) out (d) over

**See you soon! GOOD LUCK!**