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**ACHIEVEMENTS**

* Handled a particularly sticky mid-air situation by physically restraining a passenger who had managed to bring arms to the flight, until the plane could be landed on a nearby airport.
* Received Service Excellence Award by providing continuously outstanding service for 4 years, without a single complaint.
* Introduced the concept of “Mid Air Fun” by creating several scripts of humorous announcements to put scared passengers at ease.

**SKILLS & COMPENTENCIES**

* Pre/Post flight checks
* Meal service
* Inventory management
* Cabin security
* Pre/Post flight checks
* Meal service
* Inventory management
* Cabin security

**EDUCATION**

**LIBERTY UNIVERSITY, Baltimore, MD – 2007**40 Hours Extensive Flight Attendant Training

**ST. PETER’S PUBLIC SCHOOL, Baltimore, MD – 2006**High School Diploma

Dependable and outgoing Emirates Flight Attendant who is able to handle any kind of international flight. Adept at delivering premium customer service, maintaining an accurate service schedule on all flights and maintaining order during the course of a long flight. Specializes in international and cross-country flights.

**AIR HOSTESS**AIR USA, Baltimore, MD (1/2008 to 12/2011)

* Greeted passengers as they arrived at the airport and assisted them by providing needed information.
* Led them to flight counters and provided them with detailed information regarding flight schedules and times.
* Provided support to passengers who have missed their flights by arranging for them to embark on next available flights.
* Inquired into passengers’ food and beverage preferences and prepared food items accordingly.
* Placed food items and beverages on trolleys and carted them through cabins.
* Served food and beverages to passengers and performed refilling tasks.

**CABIN ATTENDANT**AIR CANADA, Toronto, ON (12/2011 to 6/2014)

**PROFESSIONAL EXPERIENCE**

* Welcome passengers as they arrive and check their tickets to ensure that they are on the correct flight.
* Assist passengers in finding their seat and / or escort them to their designated seats.
* Ascertained that all passengers are safely seated and belted in.
* Helped children and the elderly to embark and disembark by providing physical assistance.
* Checked each seated passenger to ensure appropriate head count.
* Demonstrate the use of safety equipment such as oxygen masks and provided advice on what to do during emergency situations.

**FLIGHT ATTENDANT**DELTA AIRLINES, Baltimore, MD (6/2013 to present)

**SUMMARY**

*Flight Attendant*

SARAH PAULSON

**Adress** : La Foundubar, 54011Saint-Louis, Paris**Phone** : +68 022 123 13**Email** : yourname@mail.com**Site** : www.yourname.com

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Dear Ms. Joan,I am submitting my resume as a job application for the position of Flight Attendant at Air Canada, as advertised in the Toronto Times. After reading your requirements and job description in detail, I found myself a suitable match for this job. Equipped with relational, enthusiastic and dynamic customer service and hospitality skills, I am confident in my ability to integrate effectively into your crew.With a range of qualifications in the hospitality and tourism industry, my interest always inclined towards the air transport. To share experiments effectively inside a team and to support and serve the people of different cultures motivated me to select the occupation of flight attendant. My primary motto is to effectively serve the passengers and ensure their well being, comfort and safety.As a fresh and passionate candidate, I would welcome the chance to meet with you to talk about how my education, customer service experience and skill set would be beneficial to Air Canada. I will contact you by phone next week in order to follow-up and possibly to arrange an interview. If you need any additional information in the meantime, I can be reached at (000) 123-1234 or via email at [Email].Thank you for your time and consideration.

**Your Name**

Sincerely,

Ms. joan GildebergHiring Manager200 Forest StreetLoyalty, California 02114

**MARCH 25, 20XX**

*Flight Attendant*

SARAH PAULSON

**Adress** : La Foundubar, 54011Saint-Louis, Paris**Phone** : +68 022 1234 13**Email** : yourname@mail.com**Site** : www.yourname.com