

Your Cabin Crew CV, Explained.

by Gate To Sky

What recruiters look for, how to write each section,
and a complete one-page example you can model yours on.

Before you start

Airline recruiters often screen hundreds of CVs for a single open day. Most spend well under a minute on each one, so your CV has one job: make it obvious, fast, that you can look after people calmly and safely. Aviation experience is not required. Hotels, cafés, retail, call centres, nursing and teaching all build the same skills.

The six things a recruiter is scanning for

01 Service mindset

You enjoy helping people and stay polite under pressure.

02 Calm under pressure

You handled complaints, rushes or emergencies without panic.

03 Teamwork

You worked shifts, covered colleagues and followed procedures.

04 Safety awareness

You follow rules, notice risks and have first aid or similar training.

05 Languages

English is essential; every extra language is a bonus.

06 Presentation

A clean, error-free CV signals a well-groomed, careful person.

Every section of your CV should prove at least one of these six points. Keep that in mind as you work through the steps.

STEP 01

Header, contact details and photo

This is the first thing the recruiter sees. It should be clean and complete, with nothing that wastes space.

How to write it

- Full name in large type, then a one-line title such as *Aspiring Cabin Crew | Guest Services Professional*.
- Phone with country code, a professional email (name.surname@...), and city plus country only. Never your full home address.
- Add a LinkedIn link only if the profile is complete and professional.
- Most Gulf and Asian airlines expect a photo. Add a small, recent, passport-style photo at the top of your CV, and also upload it wherever the application form asks. Plain light background, neat hair, business attire, natural smile.

WEAK

madinka_cute99@mail.ru

Address: Chilonzor 9, house 14, apt 52, Tashkent

Selfie cropped from a holiday photo

STRONG

madina.karimova@email.com

Tashkent, Uzbekistan

Studio-style head-and-shoulders photo, smiling

Why it works: the strong version looks professional and keeps personal details private. A proper photo shows the grooming standard they expect.

STEP 02

Profile summary

Three or four lines at the top that tell the recruiter who you are, what you offer, and what you want. Write it last, after the rest of the CV is done.

How to write it

- Sentence 1: who you are and your years of customer-facing experience.
- Sentence 2: one or two strengths, backed by a fact if possible.
- Sentence 3: the role you want and what you will bring to it.
- Avoid empty words like *hard-working* or *motivated* unless you prove them.

WEAK

I am a hard-working and motivated person who loves travelling and wants to see the world. I am looking for a job as a flight attendant.

STRONG

Guest relations professional with 3 years' experience in a 4-star international hotel, serving guests from 40+ countries. Known for calm complaint handling and a 96% guest satisfaction score. Seeking to bring warm, safety-focused service to a cabin crew team.

Why it works: it focuses on what the airline gets, not what you get. "Loves travelling" is about you; "serving guests from 40+ countries" is proof for them.

STEP 03

Work experience

The most important section. List jobs newest first. For each one, show what you did with people, not just your duties.

How to write it

- Format: **Job title**, Company, City, Month Year to Month Year.
- Use 3 to 5 bullet points per job. Start each with an action verb: *assisted*, *resolved*, *trained*, *welcomed*, *handled*, *ensured*.
- Use the formula **Action + Situation + Result**. Add numbers wherever you can (guests per day, ratings, team size).
- Tilt every job toward cabin crew skills: service, safety, teamwork, pressure, languages.

WEAK

Responsible for check-in
Answered phone calls
Dealt with complaints

STRONG

Checked in up to 80 guests per shift, including VIP and group arrivals, while keeping wait times under 5 minutes
Resolved guest complaints on the spot, turning 9 in 10 into positive reviews
Assisted with fire drills and guided guests during a building evacuation exercise

Why it works: each bullet shows a skill the airline needs and gives a number or outcome that makes it believable.

No customer-facing experience yet? Use volunteering, events, tutoring, family business work or student roles, and describe them the same way.

STEP 04

Education and certifications

Keep education short. Certifications matter more, because they show you are already preparing for this career.

How to write it

- Education: degree or school, institution, city, years. One line each, newest first.
- Certifications: first aid, food hygiene, customer service courses, IELTS or other English test scores, swimming certificate.
- Some airlines require you to swim a set distance. If you have a certificate, list it.

WEAK

Some courses on the internet

STRONG

Basic First Aid and CPR, 2025
IELTS Academic: 6.5 overall, 2024
Swimming certificate: 100 m freestyle, 2025

Why it works: named, dated and specific. A recruiter can check each one and see real commitment.

STEP 05

Skills and languages

A quick-scan list. Recruiters and screening software both look for keywords from the job advert, so mirror its language.

How to write it

- Pick 6 to 8 skills. Mix people skills (empathy, conflict resolution) with practical ones (cash handling, POS systems, first aid).
- Rate languages honestly with a standard scale: Native, Fluent, Upper-Intermediate (B2), Intermediate (B1). You may be tested at interview.
- Leave out generic items like *Microsoft Word* unless the advert asks.

WEAK

English: Good
Communication skills
Teamwork

STRONG

English: Fluent (IELTS 6.5)
Conflict resolution and service recovery
Working in multicultural shift teams

STEP 06

Personal details and extras

Cabin crew CVs often include details that normal CVs leave out. Only add what the airline's advert asks for.

How to write it

- Height and arm reach (standing with arms stretched up) if the airline publishes a requirement. Measure accurately.
- Nationality and passport validity if you are applying abroad. Date of birth only if requested.
- Interests that support the job: team sports, volunteering, learning languages, cultural exchange. Keep it to one line.
- Finish with *References available on request* rather than listing referees' phone numbers.

Requirements such as minimum age, height, reach and swimming ability differ between airlines and change over time. Always check the official careers page of the airline you are applying to.

STEP 07

Layout and final polish

The design should be calm and tidy, like a well-pressed uniform.

How to write it

- One page. Two pages only if you have many years of relevant experience.
- One clean font, 10 to 11 pt for body text, consistent dates and bullet styles.
- Save as PDF named *Name-Surname-CV.pdf*.
- Read it aloud, run a spell-check, then ask someone else to proofread. One typo can cost you the interview.

BONUS BOX**Make it ATS-friendly**

Many airlines screen CVs with software called an **Applicant Tracking System (ATS)** before a recruiter ever sees them. If the software cannot read your CV, a person may never see it. Keep it simple:

- **One column only.** No sidebars, tables, text boxes, icons or graphics.
- **Standard headings** such as Profile, Work Experience, Education, Skills.
- **Contact details in the main text**, directly under your name. Not in a header, footer or sidebar.
- **Save as PDF** unless the airline asks for Word.
- **Mirror the job advert.** If it says *safety procedures* or *customer service*, use those exact words where they are true for you.

What about the photo? A small photo at the top of a one-column CV is fine: the software skips the image and reads the text. Never put your name or contact details inside the image, and keep the rest of the layout simple. If the application form has a separate photo upload, use it as well.

Quick comparison**WEAK**

Two columns with a coloured sidebar
 Skills shown as icons or star ratings
 Contact details in the page header or footer
 Large photo in a coloured sidebar, or text placed inside images
 Creative headings like *My Journey*

STRONG

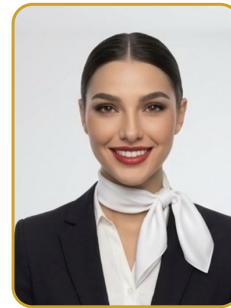
One single column, read top to bottom
 Skills written as plain words
 Contact details in the text under your name
 Small photo at the top, all text as plain text
 Standard headings like *Work Experience*

Turn the page to see all seven steps, built ATS-friendly, in one complete example.

MADINA KARIMOVA

Aspiring Cabin Crew | Guest Relations Professional

Tashkent, Uzbekistan · +998 XX XXX XX XX
madina.karimova@email.com · linkedin.com/in/your-name



PROFILE

Guest relations professional with 3 years' experience in a 4-star international hotel, serving guests from more than 40 countries. Known for calm, friendly complaint handling and a consistent 96% guest satisfaction score. Fluent in four languages and trained in first aid. Seeking to bring warm, safety-focused customer service to an international cabin crew team.

WORK EXPERIENCE

Guest Relations Agent

Samarkand Gate Hotel (4-star), Tashkent · June 2023 – Present

- Welcome and check in up to 80 guests per shift, including VIP, family and tour-group arrivals
- Resolve complaints on the spot, turning around 9 in 10 issues into positive reviews
- Hold a 96% guest satisfaction score across 2024 and 2025 internal surveys
- Act as floor fire warden; guided guests to assembly points during evacuation drills, following safety procedures
- Trained 6 new front-desk colleagues in service standards and booking software

Barista and Shift Supervisor

Bean & Leaf Café, Tashkent · September 2021 – May 2023

- Served 200+ customers daily during peak hours while keeping service under 4 minutes
- Led a team of 4 per shift; handled cash-up, stock checks and hygiene audits
- Promoted from barista to shift supervisor within 10 months

Volunteer, Visitor Information Desk

Tashkent International Festival, Tashkent · August 2022

- Assisted international visitors in English, Russian and Uzbek; helped reunite lost children with their families

EDUCATION

BA in English Philology

Uzbekistan State World Languages University, Tashkent · 2019 – 2023

CERTIFICATIONS

- Basic First Aid and CPR, 2025
- IELTS Academic, 6.5 overall, 2024
- Customer Service Excellence (hotel in-house course), 2023
- Swimming: 100 m freestyle, 2025

SKILLS

Customer service and hospitality · Conflict resolution · Calm under pressure · Safety and emergency procedures
First aid and CPR · Multicultural teamwork · Cash handling and POS systems · Hotel booking software

LANGUAGES

Uzbek (Native) · Russian (Fluent) · English (Fluent, IELTS 6.5) · Turkish (B1)

PERSONAL DETAILS

Nationality: Uzbek · Height: 168 cm · Arm reach: 212 cm · Passport valid until 2033

INTERESTS

Volleyball · Volunteering at city festivals · Learning Arabic

Why this example works

Madina has never worked for an airline, yet her CV looks polished, reads like a cabin crew CV, and screening software can read every line of it.

One column	No sidebar, tables, text boxes or icons, so an ATS reads everything in the right order.
Standard headings	Profile, Work Experience, Education and so on are words every ATS recognises.
Small photo, simple layout	A passport-style photo at the top meets airline expectations, while all text stays readable for the software.
Design	Navy and gold accents, clear spacing and one font make it look premium without confusing the software.
Title and profile	"Aspiring Cabin Crew" names the job; three sentences give proof (40+ countries, 96%) and what she offers.
Numbers	80 guests, 96%, 200+ customers, 6 trainees. Numbers make claims believable.
Safety and keywords	The fire-warden bullet shows safety awareness and uses advert words like <i>safety procedures</i> .
Certifications	First aid, IELTS and swimming answer three common airline requirements up front.
Personal details	Height, reach and passport only, because many airlines ask for them. Nothing else personal.

Final checklist before you hit send

- ☐ Fits on one page, saved as a PDF named Name-Surname-CV.pdf (unless the airline asks for Word)
- ☐ One column only: no sidebars, tables, text boxes, icons or graphics
- ☐ Standard headings, with contact details in the main text directly under your name
- ☐ Small professional photo at the top; also upload it wherever the application form asks
- ☐ Professional email address and a profile of 3–4 lines written for this airline
- ☐ Every job has action verbs and at least one number or result
- ☐ Safety, teamwork and calm-under-pressure examples appear somewhere
- ☐ Languages rated honestly, certifications dated, personal details only as the advert asks
- ☐ Keywords from the job advert appear naturally in your skills and experience
- ☐ Spell-checked, read aloud and proofread by someone else

Good luck — see you on board!

GATE TO SKY

Preparing for your cabin crew interview?

Gate To Sky helps future cabin crew get ready for airline interviews. Follow us on Instagram:
[@gate_to_sky_eng](https://www.instagram.com/gate_to_sky_eng) for free interview tips.