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The Hiring Process

1) Application:

Start by applying for a United Flight Attendant position as they become available throughout the year. Postings may have limited availability and close quickly; therefore, we advise prompt application submission when the postings open. Don't forget to familiarize yourself with the minimum requirements before applying.

Additionally, United is hiring for a variety of language-qualified Flight Attendant positions, requiring applicants to undergo a language fluency test along with the standard application steps.



2) Talent Assessment:

Those who meet our requirements will be invited to complete an online assessment as the next step in our selection process. We're a community of friendly, forward-thinking people and the talent assessment helps us determine who is a good fit for the United Flight Attendant position.

What Do They Ask in The Assessment?

United Airlines' flight attendant online assessment is designed to evaluate candidates' suitability for the role by focusing on key competencies such as customer service, teamwork, and problem-solving abilities. The assessment typically includes a combination of personality tests and situational judgment tests (SJTs).

Personality Tests: These tests assess how candidates might behave in various work-related scenarios. For instance, the Hogan personality test is commonly used to evaluate traits relevant to the role. It's advisable to answer honestly while aligning your responses with United Airlines' core values: Fly Right, Fly Friendly, Fly Together, and Fly Above and Beyond.

Situational Judgment Tests (SJTs): SJTs present hypothetical workplace situations to assess your judgment and decision-making skills. For example, you might be asked how you would handle a scenario where two coworkers are not getting along. It's important to demonstrate strong interpersonal skills and the ability to de-escalate conflicts, as these are crucial for a flight attendant role.

Candidate Experience (Talent Assessment)

I failed the talent assessment:

"Hi everyone, I applied for the flight attendant position and received an email about the assessment. The first part was pretty easy as it talks about standard of operations. Then the second half felt really subjective, something like how would you feel if two co-workers didn't like each other but are working and etc. I answered with honesty since again, it really felt like it was based on the individual."

"Fast forward to today and I received an email saying I failed the assessment and saying that I can reapply again in a year!?!? I'm really confused as to how I failed because I felt I did quite good at it. Then again I felt like the second half of the assessment was too subjective and kind of screwed me over. I answered from my point of view, but if United did not agree with what I chose, that's what training is for, right?"

Pro Tips to Pass the Talent Assessment:

"Just have a good customer service based resume and tailor your response on the assessment to what the United Airlines brand is which is being friendly and a team player. Then you'll be scheduled for the video interview."

"Training is all about safety. the assessment questions are about how you work with people. they won't train you to act a certain way during training. they're looking for people that already possess de-escalation skills and customer service abilities."

"Next time don't take the assessment from your point of view. Take it from theirs, they want safety first, customer service second. They want to see you strongly confident in your decision making and leadership. A lot of people answer thinking that they should answer as oh I get along with everyone I'm go with the flow person. That is not the job for it, they truly want leader mindsets."

"If the option sounds ridiculously sitcom-ish and something that you would NEVER do at work, then it is extremely ineffective. And if the option sounds like excellent customer service that keeps also safety in mind, then it is extremely effective. Everything else would fall into the somewhat. Trust your gut. I'm sure you know what's appropriate and what is not."

"I heard it's they prefer strongly to agree or strongly disagree. Like imagine if they are asking you about stealing or workplace harassment and you answer in the middle."

3) Flyer Friendly Q&A (optional):

All candidates who are successful in the application and Inflight assessment steps will be invited to attend an optional Flyer Friendly Q&A session with the Inflight Recruiting team to answer questions about the role. Sessions are hosted frequently, so if you cannot attend the first option, please check the invitation link for when additional dates are posted. Candidates will not be penalized if they are not able to attend the session.

"I just got out of the Q&A. It is completely optional. They made it very clear that you are not required to attend, and that they don't keep track of attendees. I do think it is worthwhile attending if you can. There is definitely some good info I didn't know."

"Q&A is optional and you can attend as many times as you want. It just gives information on the job, the bases, the fleet, the salary etc. After that you will get an invite to do an on demand introduction video. They ask a handful of questions just to get to know you and you will have to provide your passport information"

4) Pre-Recording Interview

Candidates who successfully pass the Inflight assessment will be required to complete a pre-recorded virtual interview. Consider this an opportunity for United's hiring team to get to know you and understand why you are the ideal candidate for the position.

What People Have Said About Pre-Recorded Interviews...

"I would treat this video interview just as if you had somebody sitting in front of you, come looking the part. Tape a note by the camera to look there! When I did it last year it was pretty straightforward questions. Make sure you have good lighting and a nice quiet background. You got this!"

and...

"I recommend doing it on a pc or laptop. Have a note pad window open. You have all the time you want during the virtual interview. Type out how you want to answer the questions. Do not hit the record button until you practice answering them. You only have two chances and submitting your answer meaning if you did not like how you answered it the first time, you could choose to re-record it. Keep the notes window open in case you need to look at it with a quick glance. Do not read directly off of the notepad."

Questions They Will Ask During Pre-Recorded Interview:

Why do you think this position is right for you? Why do you think being a flight attendant for United Airline is the RIGHT choice for you?

The second question is about how you would adapt to the role of being a flight attendant. For example, the job responsibilities, travel, timing, locations, working with a team, etc.

Picking one of their 4 core values (safe, caring, dependable and efficient). Pick the one you find most important and why you think so. How is the one you picked important when it comes to working for United? And, how do you use this core value not only at work but in your personal life?

finally,

The last question is about your ability to relocate and if you are ok with moving to become a flight attendant.

Pro Tips to Pass the Pre-Recorded Interview:

"The pre-recorded interview is pretty generic "why do you want to be an FA? Would you be okay relocating? How will you deal with being away from home for training?" They show you the question and you have time to prepare an answer and you get 2 chances to record for each question. Be upbeat and positive and you'll probably get through to the Virtual 1:1."

"Don't worry. You have 2 chances to record. After you play the question you can take your time to come up with an answer then record it. Basically, they're looking for someone with a personality, not a robot. Smile!"

5) Live Virtual Interview (With Recruiter)

Candidates who are successful in their pre-recorded virtual interview will be invited to complete a 30-minute live virtual interview with a member of United's Talent Acquisition team. Candidates will be asked questions testing their specific skills and competencies required for the Flight Attendant role.

Interview Tip: Familiarize yourself with answering interview questions with a story by laying out the situation, task, action, and result. This is known as the STAR method.

Live Virtual Interview Questions (Sample Answers Below)

- 1. Tell me a little about yourself? Where have you worked before?*
- 2. Are you open to relocation?*
- 3. Describe a situation at work you wish you had handled differently?*
- 4. Can you tell me about a co-worker you had to work with but didn't get along with?*
- 5. Can you describe a situation where a customer didn't accept how something worked?*
- 6. Can you tell me about a time when a frustrated customer blamed you for something that was not your fault?*
- 7. Can you describe to me when something went wrong, and you failed to achieve what you were trying to accomplish?*
- 8. Can you tell me about a situation when you were stressed and unclear on how to complete a task?*
- 9. Do you have any questions for me?*

6) Immersive Interview (In-Person)

Candidates who are successful in their live virtual interview will be invited to Houston for an immersive interview experience, including group and one-on-one activities with United qualified Flight Attendant recruiters. For candidates outside of the Houston area, United will provide a flight voucher to get you to and from your interview. So, again...

You will fly out to Houston and spend the day doing group activities , handling situations and then face

"There were about 55 people there all ages, tall, short, and all races. I met another applicant when walking to the interview site who spoke 5 languages. We stuck together as well as meeting others while waiting in the lobby. You are being watched in the lobby because a man who was standing around in the lobby was actually a recruiter later that day! We were assigned different base names and split into groups where we played a game to see how we interacted with each other ."

"The tone of the interview was extremely professional and friendly. All of the recruiters were flight attendants who had been there from 11 years up to 26 years or so."

"I did have to read an announcement as well as respond to a passenger in the video. It was very familiar to me because i am currently a flight attendant. I departed really learning that United is a wonderful company and still waiting to receive my email for my status. "



37 United Airlines Sample Questions and Answers

1) Can You Tell Me About Yourself?

The key to answering this question is to focus on customer service skills, teamwork, adaptability, and a passion for creating a great passenger experience. Keep your answer structured: start with your background, highlight relevant skills or experiences, and end with why you're excited about United Airlines.

Sample Answer (Flight Attendant Experience)

"I've been a flight attendant for [X] years, and I absolutely love creating a safe and welcoming experience for passengers. In my current role at [Previous Airline], I've handled everything from in-flight service to safety demonstrations, and I take pride in making each passenger feel valued. One of the things I enjoy most is turning stressful travel situations into positive ones—whether it's helping nervous flyers feel at ease or assisting families traveling with small children. I thrive in fast-paced environments, work well under pressure, and enjoy collaborating with my crew to ensure smooth operations. Now, I'm excited about the opportunity to bring my experience to United Airlines, known for its excellent customer service and global reach. I'd love to contribute to a team that prioritizes safety, service, and genuine hospitality."

Sample Answer (No Flight Attendant Experience)

"I come from a strong background in customer service, having worked for [Previous Company] for [X] years, where I handled high-volume interactions and learned how to make each customer feel valued. I've always been drawn to the airline industry because I love meeting new people, problem-solving, and creating positive experiences. In my current role, I've developed strong communication and multitasking skills, especially in fast-paced situations. I also work well under pressure and enjoy being part of a team. What excites me about United Airlines is the opportunity to combine my passion for service with my love of travel while representing a company known for its commitment to excellence. I'm eager to bring my enthusiasm and adaptability to the flight attendant role and contribute to United's outstanding reputation."

2) Why Should We Hire You?

This question is your chance to highlight your strengths and show why you're a great fit for United Airlines. Focus on your customer service skills, ability to stay calm under pressure, teamwork, and passion for creating a great passenger experience. Tie your answer to United's values, such as their commitment to safety, inclusivity, and exceptional service.

Sample Answer

"You should hire me because I am passionate about delivering outstanding customer service and ensuring passengers feel safe, comfortable, and valued. I thrive in fast-paced environments and remain calm under pressure, which is essential in handling in-flight challenges with professionalism and care. My ability to connect with people from diverse backgrounds aligns with United's commitment to inclusivity and world-class service. Additionally, I am highly adaptable and a strong team player, always ready to support my crew to create a seamless experience for both passengers and coworkers. I am excited about the opportunity to contribute to United's mission of connecting people and uniting the world with warmth and hospitality."

3) What Does the United Brand Mean to You?

This question tests your understanding of United Airlines' values and brand identity. To answer effectively, highlight United's commitment to customer service, safety, diversity, and innovation. Connect their brand with your personal values and experiences. Keep it authentic and customer focused.

Sample Answer

"To me, the United brand represents excellence in service, global connectivity, and a commitment to making every passenger feel valued. United isn't just about getting people from one destination to another—it's about creating an experience where safety, comfort, and inclusivity come first. I admire how United leads with innovation, like its investment in sustainability and new technology, while still maintaining a strong focus on people. That balance between progress and personal touch is something I connect with. As a flight attendant, I'd be proud to represent a brand that values teamwork, customer care, and making travel a positive experience for all."

4) Why Do You Wanna Work for United?

When answering this question, focus on what makes United Airlines stand out to you—whether it's their strong reputation, customer service standards, global network, or values like diversity and sustainability. Tie in how your skills and passion align with their mission, showing you've done your research and are genuinely excited about the role.

Sample Answer

"I want to work for United Airlines because of its strong reputation for innovation and commitment to creating exceptional customer experiences. I admire United's focus on sustainability and diversity, which shows the company cares about more than just business—it's about people and the planet. As someone who thrives in fast-paced, customer-facing roles, I'm excited about the opportunity to represent a global airline that connects people across the world. I believe my passion for service, strong communication skills, and ability to stay calm under pressure align perfectly with United's mission to make every flight a memorable one."

5) Why Do You Want to Become a Flight Attendant?

When answering "Why do you want to become a flight attendant?" focus on your passion for customer service, love for travel, and ability to adapt to different situations. Highlight qualities like teamwork, flexibility, and safety awareness, which are key in this role. Make sure to tie your answer back to United Airlines' values, such as connecting people and uniting the world.

Sample Answer

"I want to become a flight attendant because I truly enjoy helping people and creating positive experiences, even in high-pressure situations. I've always loved traveling and meeting people from different backgrounds, and this role allows me to combine my passion for service with my curiosity about the world. I'm drawn to United Airlines because of its commitment to connecting people globally while emphasizing safety and excellent customer care. Being part of a team that values professionalism and compassion aligns perfectly with my strengths, and I'm excited about the opportunity to represent United while ensuring every passenger feels safe, comfortable, and valued."

6) How Do You Explain Something Technical and Give an Example?

When answering this question, focus on clear, step-by-step communication techniques that ensure passengers understand you, especially in situations where there may be language barriers or hearing impairments. Show that you are adaptable, patient, and resourceful. Using multiple forms of communication—such as verbal cues, body language, and visual aids—demonstrates that you can effectively assist passengers from diverse backgrounds.

Sample Answer

"The first thing I would do is speak slowly and clearly to ensure the person I'm communicating with can grasp the message. I would avoid complex words or jargon and instead use simple, direct language. If they are still having trouble understanding, I would incorporate body gestures, such as hand signals or pointing to relevant safety materials. A warm and positive facial expression is also important, as it helps build trust and ensures the passenger feels comfortable asking for clarification. If verbal and non-verbal communication are not enough, I would use visual aids—like pointing to safety cards, demonstrating with my hands, or even drawing simple pictures on paper. My goal is always to ensure the passenger understands me while keeping the interaction professional, friendly, and reassuring."

This response highlights effective communication, adaptability, and patience, all of which are key qualities United Airlines looks for in a flight attendant. Let me know if you'd like further refinements!

7) Tell Me About a Time When You Had to Work Together with People You Did Not Know.

United Airlines values teamwork and adaptability, especially in fast-paced and unpredictable environments. When answering this question, focus on how you effectively collaborated with unfamiliar people, overcame challenges, and contributed to a successful outcome. Emphasize skills like communication, flexibility, and a positive attitude, as these are essential for a flight attendant working with different crew members on every flight.

Sample Answer

"When two of our managers were unexpectedly fired, our store had to rely on interim managers from different locations to fill the gap while a permanent replacement was found. This meant constantly adjusting to new leadership styles, expectations, and ways of doing things. At first, it was challenging to build trust and adapt to their different approaches, especially when we were used to our own routines. However, I made it a priority to stay open-minded and communicate clearly, asking questions when I needed clarification and offering insights on how our location typically operated. Over time, I realized that these managers brought valuable perspectives, and I learned more

efficient ways to complete tasks. While there were occasional communication hiccups, the experience ultimately taught me the importance of flexibility and teamwork—skills I know are essential in a flight attendant role where crews change regularly.”

8) Tell Me About a Time When You Were Blamed for Something That Was Not Your Fault.

This question tests your ability to stay professional under pressure, handle conflict, and maintain a positive attitude. The best approach is to acknowledge the situation calmly, explain how you handled it with professionalism, and highlight any lessons learned. Avoid sounding defensive or placing blame on others. Instead, focus on how you resolved the issue and maintained a strong work ethic.

Sample Answer

"In a previous job, a customer accused me of forgetting to place their order, even though I had processed it correctly. They were upset, and my manager initially assumed I had made a mistake. Instead of getting defensive, I calmly checked the order history and found that a system delay had caused the issue. I immediately apologized for the inconvenience, reassured the customer that I would fix it, and got their order expedited. In the end, my manager appreciated my patience, and the customer left satisfied. This experience reinforced the importance of staying composed and solution-focused, which I know is crucial when working as a flight attendant."

9) What Is Your Greatest Weakness?

When answering "What is your greatest weakness?" in a United Airlines flight attendant interview, choose a real but manageable weakness, explain how it has challenged you, and most importantly, show what you're doing to improve. Avoid weaknesses that would directly interfere with the role, and end on a positive note demonstrating growth.

Sample Answer

"One of my biggest weaknesses is that I tend to overthink things. I like to make sure I'm making the best possible decision, which sometimes means I spend too much time analyzing situations instead of acting quickly. As a flight attendant, I know it's important to trust my training and make decisions confidently, especially in fast-paced or emergency situations. To work on this, I've been practicing making quicker decisions in my daily life, setting time limits for myself when problem-solving, and reminding myself that preparation and teamwork help ensure the right choices are made. I've noticed that by focusing on staying present and relying on my training, I've been able to react more efficiently while still being thorough. I believe this mindset will help me handle the challenges of this role effectively."

10) Tell Us About a Difficult Customer Service Experience? And How You Handled It.

United Airlines wants to see how you stay calm under pressure, use problem-solving skills, and maintain excellent customer service. Focus on a real-life example that shows

your ability to de-escalate situations, empathize with customers, and find a solution. Use the STAR method (Situation, Task, Action, Result) to structure your answer. If you have flight attendant experience, give an example from that role. If not, use an example from any customer-facing job to highlight transferable skills.

Sample Answer (Flight Attendant Experience)

Situation: On a fully booked flight, a passenger was upset because their carry-on bag couldn't fit in the overhead bin, and they didn't want to check it.

Task: My goal was to de-escalate the situation, find a solution, and ensure the passenger felt heard while keeping boarding on schedule.

Action: I calmly acknowledged their frustration and reassured them I would do my best to help. I checked for alternate bin space, but none was available. I then explained that we could gate-check their bag for free and that it would be among the first bags off the plane. To ease their concern, I confirmed with the ground crew that they'd retrieve it right at the jet bridge.

Result: The passenger appreciated the effort, agreed to gate-check the bag, and thanked me after the flight for my patience and professionalism. This experience reinforced how important it is to stay calm, communicate clearly, and offer solutions.

Sample Answer (No Flight Attendant Experience)

Situation: While working as a restaurant server, I had a customer who was upset because their meal took longer than expected and wasn't prepared as they requested.

Task: My goal was to de-escalate the situation and turn their experience into a positive one.

Action: I apologized sincerely and let them know I understood their frustration. I quickly checked with the kitchen and found out there was a mix-up with their order. I informed them honestly about the delay and offered a complimentary side or drink while they waited. I also made sure to follow up frequently so they felt valued.

Result: The customer appreciated the transparency and extra effort. By the end of their meal, they were in a much better mood and even left a positive review about the service. This experience taught me that staying calm, being proactive, and showing empathy can turn a difficult situation into a good customer experience.

11) How Do You Plan to Balance Work and Life?

United Airlines wants to know if you understand the demands of being a flight attendant, including irregular hours, travel, and time away from home. Your answer should show that you're realistic about the challenges and have a plan to maintain a healthy balance. Highlight time management, self-care, and ways you stay connected with family and friends.

Sample Answer

"Balancing work and life as a flight attendant takes planning and flexibility, and I'm prepared for that. I make the most of my time off by staying organized and prioritizing

quality time with family and friends. Whether it's scheduling video calls while I'm away or planning meaningful activities when I'm home, I make sure to stay connected. I also focus on self-care, like getting enough rest, staying active, and maintaining hobbies that help me recharge. I know the schedule can be unpredictable, but I'm adaptable and excited about the opportunities this career offers."

12) Do You Feel Your Recent Jobs Helped In Preparing You For This Position?

This question is designed to see how well your past experience aligns with the responsibilities of a flight attendant. Even if you haven't worked in aviation, focus on transferable skills such as customer service, problem-solving, teamwork, adaptability, and handling difficult situations. Be specific about how your past jobs have prepared you for this role, using real examples of challenges you've faced and how they mirror the responsibilities of a flight attendant.

Sample Answer

"All of my recent jobs have been in customer service, which has been invaluable in preparing me for a flight attendant role. Being a flight attendant is not just about assisting passengers—it's about creating a welcoming experience, anticipating needs, and handling unexpected situations calmly. My previous roles have taught me how to think quickly on my feet when resolving customer concerns, whether that meant finding creative solutions to meet their needs or de-escalating tense situations.

In addition, teamwork has been a major part of my work experience. I've learned how to communicate effectively with colleagues to ensure smooth operations, much like a flight crew must do to provide excellent service while prioritizing safety. These experiences have helped me develop the ability to stay composed under pressure, remain adaptable in fast-paced environments, and provide exceptional service—all of which I believe are essential for this role."

13) What Is One Thing You Would Change About Yourself and Why?

When answering this question, pick a real but non-critical weakness—something that wouldn't prevent you from excelling as a flight attendant. Focus on self-awareness and growth by explaining how you're actively improving in this area. Avoid overly negative traits (e.g., "I have trouble working in teams") and instead choose something that shows your commitment to personal or professional development.

Sample Answer

"If I could change one thing about myself, it would be my tendency to overthink situations, especially when I want to make the best possible decision. In a fast-paced environment like aviation, I know that quick, confident decision-making is essential. To improve, I've been working on trusting my instincts more and reminding myself that I can rely on my training and teamwork to handle any situation effectively. I also started setting time limits for myself when making decisions, which helped me become more

efficient without second-guessing. I know that as a flight attendant, adaptability is key, and I'm committed to continuously improving in this area."

14) Explain A Time When You Had to Motivate a Co-worker Or Colleague?

United Airlines is looking for team players who can uplift and support their colleagues, especially in a fast-paced and customer-focused environment. When answering this question, choose a real-life example where you helped a co-worker stay engaged, overcome a challenge, or improve their performance. Use the STAR method (Situation, Task, Action, Result) to structure your response clearly and show the positive impact of your motivation.

Sample Answer

Situation: In my previous role, I worked with a team member who was struggling with confidence while handling difficult customer interactions. It was affecting their morale and overall performance.

Task: I wanted to help them feel more comfortable and capable in their role, as teamwork is essential to providing excellent service.

Action: I took the time to share some strategies I found helpful, such as staying calm under pressure and using positive language. I also reassured them by highlighting their strengths and encouraging them after successful interactions. We even practiced role-playing a few scenarios to boost their confidence.

Result: Over time, I noticed a real improvement in their approach. They became more self-assured, handled customers more effectively, and even thanked me for my support. Seeing them grow in their role reinforced my belief in the power of teamwork and encouragement.

This answer demonstrates leadership, teamwork, and a customer-service mindset—qualities that align well with United Airlines' values. Let me know if you'd like another variation!

15) Name A Time You Received Great Customer Service?

This question is designed to see if you recognize excellent customer service and understand what makes it memorable. When answering, share a real experience where a company or employee went above and beyond to make you feel valued. Focus on what stood out and how it made a lasting impression.

Sample Answer

"One of the best customer service experiences I've had was on a flight where a flight attendant went out of their way to make me feel comfortable. I was feeling a bit unwell during the flight, and instead of just offering me water and moving on, the attendant checked in on me multiple times, offered ginger tea, and even brought an extra pillow to help me rest. Their kindness and attentiveness made a stressful situation much easier,

and I left that flight feeling truly cared for. That experience reinforced for me how small, thoughtful gestures can make a big difference in a customer's overall experience. It's the kind of service I would love to provide as a United Airlines flight attendant—making every passenger feel valued and taken care of."

16) Describe A Situation at Work You Wish You Had Handled Differently?

This question tests your ability to reflect on past experiences, acknowledge mistakes or missed opportunities, and demonstrate growth. The key is to choose a situation where you learned a valuable lesson, explain what you would do differently, and show how you've improved since then. Avoid discussing severe mistakes or failures—focus on a moment that was a learning experience rather than a major error.

Sample Answer (Flight Attendant Experience)

"During a particularly turbulent flight, a passenger was visibly anxious and kept pressing the call button. At the time, I reassured them briefly but moved on quickly due to service duties. Looking back, I wish I had taken a few extra moments to truly engage with them and offer more comfort, perhaps by sitting nearby and talking them through the turbulence. Since then, I've made it a point to proactively check on nervous passengers and use a more calming, reassuring approach. I've found that just a little extra attention can make a huge difference in their experience."

Sample Answer (No Flight Attendant Experience)

"At my previous job in customer service, I had a situation where a frustrated customer felt unheard. I gave them a standard response, but I could tell they were still dissatisfied. I wish I had taken the time to actively listen, acknowledge their frustration more empathetically, and find a better resolution. Since then, I've worked on improving my communication skills by staying patient, asking clarifying questions, and ensuring customers feel valued. I know this skill is crucial as a flight attendant, where making passengers feel comfortable and understood can turn a stressful situation into a positive one."

17) What Is the Meaning of Professionalism?

When answering this question, focus on how professionalism goes beyond just following company policies. Highlight qualities like respect, reliability, teamwork, and adaptability. Show that you understand how professionalism directly impacts customer service, safety, and teamwork in a flight attendant role.

Sample Answer

"Professionalism means more than just following company policies—it's about embodying the values and standards of United Airlines in every interaction. It's being reliable, respectful, and adaptable, especially in a role where teamwork and customer service are key. For example, as a flight attendant, professionalism means maintaining a positive attitude even during challenging situations, respecting company policies and procedures, and always prioritizing safety. It also means being open to feedback, embracing changes, and working seamlessly with my crew to create a welcoming and

safe environment for passengers. I believe that true professionalism isn't just about meeting expectations—it's about exceeding them to enhance both the customer experience and the airline's reputation."

18) What Skills and Experiences Do You Have That Would Make You a Good Flight Attendant?

This question is your chance to highlight your customer service skills, adaptability, teamwork, and ability to handle challenges. Focus on experiences that show you can provide excellent service, remain calm under pressure, and work well in a fast-paced environment. If you have prior experience in hospitality, customer service, or safety-related roles, connect those experiences to the responsibilities of a flight attendant.

Sample Answer

"I believe my strong background in customer service, adaptability, and teamwork makes me a great fit for the flight attendant role at United Airlines. In my previous role as a [your past job], I regularly assisted a diverse range of customers, ensuring their needs were met while maintaining a positive and professional attitude. I thrive in fast-paced environments and know how to stay composed under pressure—whether it's resolving a customer concern or handling unexpected challenges. Additionally, I'm detail-oriented when it comes to safety procedures and protocols, as I understand that passenger safety is a top priority. My ability to communicate effectively and work collaboratively with a team would allow me to contribute to the outstanding service United Airlines is known for."

19) What Makes You Different Than the Rest Of The People Here Today Applying For The Flight Attendant Position?

This question is designed to see what unique qualities, experiences, or skills you bring to the table. Avoid generic answers like "I'm a hard worker" or "I love to travel"—instead, focus on specific strengths that align with United Airlines' values. Highlight customer service experience, adaptability, cultural awareness, or any standout skills that set you apart.

Sample Answer

"What makes me different is my ability to create a warm, welcoming environment for every passenger, no matter the situation. With my background in customer service, I've learned how to stay calm under pressure, quickly assess people's needs, and go the extra mile to turn a difficult moment into a positive experience. For example, in my previous role, I helped a nervous first-time flyer feel comfortable by explaining the flight process and checking in on them throughout the trip. That level of care is something I bring naturally. I also thrive in diverse environments—I love meeting people from all backgrounds, which aligns perfectly with United's global reach. My goal isn't just to serve passengers but to create an experience that makes them choose United again. I believe that mindset, combined with my adaptability and strong work ethic, makes me a great fit for this role."

20) I Was Asked About a Time I Was Proud Of Myself At Work And Why.

This question gives you a chance to showcase your achievements, confidence, and values as a professional. Pick a moment that highlights skills relevant to being a flight attendant—such as customer service, teamwork, problem-solving, or going above and beyond. Explain the situation, your actions, and why it made you proud.

Sample Answer (Flight Attendant Experience)

"One of my proudest moments as a flight attendant was when I helped a nervous first-time flyer feel comfortable during a long-haul flight. She was visibly anxious, so I took the time to check in with her throughout the flight, explain what to expect, and even engaged her in light conversation to ease her nerves. By the end of the flight, she told me she felt safe and would fly again. It made me proud because it reminded me why I love this job—making a difference in someone's travel experience. It reinforced the importance of empathy and personalized service, which I bring to every flight."

Sample Answer (No Flight Attendant Experience)

"I was proud of myself when I helped turn a difficult customer experience into a positive one at my previous job as a restaurant server. A guest was frustrated because of a long wait time, so instead of just apologizing, I took the initiative to provide updates, offer a complimentary drink, and make sure their experience was smooth once seated. By the end of their meal, they thanked me personally and left a great review. This moment stood out because it showed me that great service isn't just about fixing problems—it's about making people feel valued. That's the kind of attentiveness and care I'd bring to United Airlines as a flight attendant."

21) Describe A Time When You Went Above the Scope of Duty to Help a Customer.

Use the STAR method (Situation, Task, Action, Result) to structure your response. Focus on a specific example where you went beyond what was required to assist a customer, showing qualities like empathy, problem-solving, and a commitment to excellent service. Highlight how your actions positively impacted the customer and, if possible, the company.

Sample Answer

"In my previous role at a retail store, a customer was looking for a specific item that we had just run out of. She was visibly upset because it was a gift for her daughter's birthday the next day. I could've simply apologized and moved on, but I wanted to help. I checked our inventory system and saw another store 20 miles away had it in stock. I called that store, confirmed they had the item, and arranged for them to hold it. Since she didn't have transportation, I offered to personally pick it up after my shift and meet her the next morning before opening hours. She was incredibly grateful, and the look on her face when I handed her the gift made it all worth it. This experience taught me how

small gestures can make a big difference in creating memorable customer experiences."

22) Describe A Time When You Had to Confront Another Employee Concerning Their Lack of Help During Operations.

For this question, the interviewer wants to see how you handle conflict professionally and maintain teamwork, even in challenging situations. Focus on staying calm, addressing the issue respectfully, and finding a solution without escalating the conflict. Use the STAR method (Situation, Task, Action, Result) to structure your answer clearly.

Sample Answer

"In my previous role at a busy restaurant, we were in the middle of a hectic dinner rush when I noticed a coworker wasn't helping with clearing tables, which slowed down our service. I pulled them aside during a quiet moment and said, 'Hey, I've noticed it's getting a bit overwhelming out there. Could you help out with the tables so we can keep things moving smoothly?' I made sure to keep my tone friendly and focused on teamwork. They admitted they hadn't realized how backed up things were and jumped in to help right away. After that, the shift ran much more smoothly, and we maintained good communication moving forward. This taught me the importance of addressing issues early, but always with respect and a focus on teamwork."

23) If A Passenger in First Class Has Their Laptop Out and The Door Is Shut...What Do You Do and Say?

This question tests your understanding of FAA safety regulations, your attention to detail, and your ability to communicate professionally with passengers. Focus on demonstrating your knowledge of the rule that all electronic devices must be stowed during taxi, takeoff, and landing, and show how you'd address the situation politely but firmly.

Sample Answer

"If a first-class passenger has their laptop out and the door is shut, I would approach them with a friendly but professional demeanor. I'd say something like, 'Excuse me, sir/ma'am, for safety reasons, we need all large electronic devices, like laptops, properly stowed in the seatback pocket or under the seat in front of you. Smaller devices, like phones, can stay out in airplane mode.' I'd make sure they comply, thanking them for understanding. If they resisted, I'd calmly explain that it's an FAA regulation for everyone's safety. My goal is to ensure compliance without making the passenger feel singled out."

24) How Would You Describe United Airlines and How Would You Represent Us as A Brand?

When answering this question, show that you've done your homework on United Airlines by highlighting their core values, reputation, and commitment to customer service. Mention their global presence, innovation, and inclusivity. Then, tie in how your skills and attitude align with representing those values, focusing on professionalism, safety, and delivering exceptional service.

Sample Answer

"I would describe United Airlines as a leading global airline known for its commitment to connecting people and uniting the world, which is reflected in its mission statement. United stands out for its focus on safety, customer service, innovation, and inclusivity, offering a reliable and comfortable experience to travelers from all walks of life. As a flight attendant, I would proudly represent United by ensuring every passenger feels welcomed, respected, and cared for. I believe in providing attentive service, maintaining a professional demeanor, and handling challenges with a calm, solution-oriented attitude. I would embody the brand by prioritizing safety, delivering excellent service, and contributing to an inclusive, positive atmosphere both onboard and within the team."

25) Describe A Time Where You Had to Make a Decision at The Job Which You Wished You Had You Would Have Done Differently.

This question is designed to see how you handle mistakes and whether you can reflect, learn, and grow from them. Choose a situation where you made a decision that didn't have severe consequences but taught you a valuable lesson. Focus on what you learned and how you would approach things differently now. Keep it positive and show accountability without placing blame on others.

Sample Answer

"In a previous customer service role, I once had a passenger who was upset because their seat had been double-booked. I tried to quickly resolve the issue by offering a compensation voucher and an alternative seat, but I didn't take enough time to truly listen to their frustrations. While the problem was technically solved, I realized afterward that I could have handled it better by showing more empathy upfront. I learned that sometimes, people just need to feel heard before jumping straight into solutions. Now, I make sure to acknowledge emotions first, which helps de-escalate situations more effectively."

26) Use One Word to Describe Good Customer Service?

When asked to describe good customer service in one word, choose a word that reflects United Airlines' values—like attentive, reliable, or empathetic. After giving your word, briefly explain why you chose it, tying it to the role of a flight attendant and how it benefits passengers.

Sample Answer

"One word to describe good customer service is attentive. As a flight attendant, being attentive means noticing passengers' needs before they even have to ask—whether it's

offering a blanket to someone who looks cold or recognizing when someone might need extra assistance. It's about being present, aware, and proactive to ensure every passenger feels comfortable and valued throughout their journey."

27) What Would You Do If a Passenger Tells You That He/she Doesn't Want to Sit Next to A Person Because Of Their Ethnic Background, Other Passengers Hear This.

When answering this question, focus on demonstrating professionalism, empathy, and conflict resolution skills. United Airlines values inclusivity and customer service, so show that you can uphold these values while diffusing a tense situation calmly and respectfully.

Sample Answer

"If a passenger told me they didn't want to sit next to someone because of their ethnic background, I'd address the situation calmly and professionally. First, I'd firmly but politely let the passenger know that United Airlines has a strict non-discrimination policy and that we value diversity and respect for all individuals. I'd emphasize that seating arrangements can't be adjusted based on such requests. If the passenger became disruptive, I'd assess the situation to ensure the comfort and safety of others, possibly involving a supervisor if needed. Throughout, I'd remain calm to de-escalate any tension, making sure the other passenger feels supported and respected, as well as addressing the concerns of those who overheard. My goal would be to maintain a peaceful, inclusive environment for everyone on board."

28) What Is Your Understanding of Reserve?

When answering this question, show that you understand the responsibilities and lifestyle that come with being on reserve as a flight attendant. Highlight your flexibility, readiness to adapt to last-minute changes, and commitment to meeting the airline's operational needs. This shows the interviewer that you're prepared for the unpredictable nature of the role and have a positive attitude about it.

Sample Answer

"My understanding of reserve is that it's a period when flight attendants are on standby, ready to be called in for a flight, often with short notice. It's essential for covering unexpected absences, delays, or schedule changes to keep operations running smoothly. I know reserve can involve irregular hours, overnight shifts, or being away from home with little notice. I'm fully prepared for that level of flexibility because I see it as an important part of supporting the team and ensuring passengers get the best service. I'm adaptable, and I look forward to stepping in whenever needed to help keep things running efficiently."

29) What Tasks Do You Find to Be the Most Boring and Repetitive in Your Current Job?

When answering this question, avoid complaining or sounding negative. Instead, focus on showing that you can handle routine tasks with professionalism and a positive

attitude. Emphasize how you find ways to stay engaged or how those tasks contribute to the bigger picture, like ensuring safety or providing excellent service.

Sample Answer

"In any job, there are tasks that can feel repetitive, like restocking supplies or completing paperwork after each flight. While these tasks might seem routine, I don't find them boring because I know they play an important role in keeping operations smooth and ensuring passenger safety and comfort. For example, restocking ensures that every passenger has what they need, and paperwork helps maintain safety standards. I approach these tasks with the same level of care as the more dynamic parts of the job because they're essential to the overall experience. Plus, I use these moments as a chance to stay organized and prepare for the more customer-facing aspects of the role."

30) What Is the Difference Between Good Customer Service and Excellent Customer Service?

When answering this question, focus on the key qualities that elevate customer service from good to excellent. Highlight the importance of personalization, proactive problem-solving, and going above and beyond to create memorable experiences. Use examples to illustrate how small gestures or extra efforts can make a big difference.

Sample Answer

"Good customer service meets the basic expectations—being polite, helpful, and ensuring the customer's needs are addressed in a timely manner. Excellent customer service, on the other hand, goes beyond just meeting needs; it creates a memorable experience. It's about anticipating what a customer might need before they even ask, adding a personal touch, and showing genuine care. For example, if a passenger is nervous about flying, offering reassuring words or checking in on them during the flight can make them feel valued and comfortable. It's those small, thoughtful actions that leave a lasting impression and encourage customers to fly with us again."

31) Describe A Time When You Dealt with An Irrate Co-worker. How Did You Handle the Situation?

When answering this question, focus on your ability to remain calm, professional, and solution-oriented in tense situations. Use the STAR method (Situation, Task, Action, Result) to structure your answer, emphasizing communication, empathy, and teamwork—qualities essential for a flight attendant who must maintain harmony both with coworkers and passengers.

Sample Answer

"In a previous job, I worked with a coworker who was frustrated because they felt overwhelmed with their workload. One day, they snapped at me over a minor misunderstanding. Instead of reacting emotionally, I stayed calm and gave them some

space to cool down. Later, I approached them privately and said, 'I noticed you seemed frustrated earlier—is there anything I can do to help?' This opened the door for a productive conversation. They admitted feeling stressed, and we came up with a plan to better divide the tasks. By addressing the issue calmly and offering support instead of escalating tension, we were able to work more smoothly together. This experience taught me the importance of empathy and communication, especially in fast-paced environments like those on an aircraft."

32) Are You Willing to Relocate?

When answering "Are you willing to relocate?", it's important to show flexibility and enthusiasm for the role. Airlines like United have bases in various cities and being open to relocating shows commitment to the job and the company's needs. Even if you have preferences, it's best to emphasize your adaptability and willingness to move for the right opportunity.

Sample Answer

"Yes, I'm absolutely willing to relocate. I understand that being a flight attendant with United means being based where the company needs me most, and I'm excited about the opportunity to experience a new city. I see relocation as part of the adventure and growth that comes with this career. I'm flexible and prepared to move wherever I'm needed, and I'm confident I'll quickly adapt to a new environment while focusing on providing excellent service to passengers."

33) What Are 3 Of Your Strengths?

When asked about your strengths in a United Airlines flight attendant interview, choose qualities that align with the role—think customer service, teamwork, adaptability, or communication. Be specific, and back each strength with a brief example that shows how you've used it in a professional setting. Keep it concise but impactful.

Sample Answer

"Three of my key strengths are strong communication skills, adaptability, and a customer-first mindset. In my previous role, clear communication helped me resolve passenger concerns quickly and professionally, even during stressful situations like flight delays. Adaptability is crucial in this role, and I've shown that by staying calm and flexible when handling last-minute schedule changes or unexpected passenger needs. Lastly, my customer-first mindset means I always go the extra mile to make sure passengers feel comfortable and valued, whether it's assisting with special requests or just offering a friendly smile to brighten someone's day."

34) Is There Anything Else You'd Like Us to Know About Your Skills?

This question gives you the chance to reinforce your strengths and highlight anything you haven't mentioned yet. Focus on skills that are highly relevant to being a flight attendant—like customer service, problem-solving, teamwork, or language abilities. You can also share a unique quality or experience that sets you apart.

Sample Answer

"Yes, I'd love to share that I'm fluent in both Spanish and French, which I believe would be a valuable asset when assisting international passengers and ensuring clear communication on diverse flights. Additionally, I have over three years of experience working in high-pressure customer service roles, where I developed strong conflict resolution and multitasking skills. I'm also certified in CPR and first aid, which makes me confident in handling medical situations if they arise. Overall, I'm passionate about creating a welcoming environment for passengers while ensuring their safety and comfort."

35) Describe A Time Where You Received Short Notice of A Change And How Did You Handle It?

For this question, interviewers want to see how flexible and calm you are under pressure, especially since flight attendants often deal with last-minute changes like delays, reroutes, or schedule shifts. Use the STAR method (Situation, Task, Action, Result) to structure your answer, focusing on how you stayed composed, adapted quickly, and ensured everything ran smoothly.

Sample Answer

"In my previous job as a customer service representative, I was scheduled to work the morning shift when, at the last minute, a coworker called in sick for the afternoon shift. My manager asked if I could cover, even though I had personal plans. I quickly rearranged my schedule and stepped in. To prepare, I reviewed the afternoon tasks, which were a bit different from the morning shift, and made sure I was up to speed. Despite the unexpected change, I stayed calm, kept a positive attitude, and managed to serve customers efficiently during a busier-than-usual period. By the end of the day, my manager thanked me for being flexible and dependable. That experience taught me the importance of adaptability, something I know is crucial as a flight attendant, where unexpected changes are part of the job."

36) Why Did U Choose United Airlines Over Others?

When answering *"Why did you choose United Airlines over others?"*, focus on what sets United apart—whether it's their global network, strong reputation, commitment to diversity and inclusion, or innovative customer service. Tie in your personal values or career goals, showing that you've done your research and genuinely align with their mission and culture.

Sample Answer

"I chose United Airlines because of its strong global presence and commitment to connecting people across the world with care and professionalism. I'm really drawn to

United's emphasis on diversity and inclusion, which reflects values that are important to me. Their dedication to sustainability and innovation, like investing in more eco-friendly technology, shows that they're not just focused on today but on the future of the industry. I also appreciate United's strong training and development programs, which make me confident that I'll continue to grow and provide the best service possible. All these factors make me excited about the opportunity to be part of the United family."

37) Do You Have Any Questions for Us?

When they ask, *"Do you have any questions for us?"* it's your chance to show genuine interest in the role and company. Avoid saying you don't have any questions—that can make you seem uninterested. Instead, ask thoughtful questions that show you've done your research and are excited about the position. Focus on things like team dynamics, company culture, or opportunities for growth.

Sample Answer

"Yes, I do have a few questions, thank you for asking! First, what qualities do you think make a flight attendant successful at United Airlines? I'd love to understand how I can align my skills with what you're looking for. Also, could you tell me more about the training process? I'm excited about learning and want to be as prepared as possible for that experience. Lastly, I'm curious about how United supports career growth for flight attendants. I'm looking to build a long-term career in this field, and I'd love to hear how others have progressed within the company."