



## 19 WestJet Sample Questions and Answers

### 1) Tell Me About Your Previous Experience?

Hiring managers ask this question to understand your background and how it relates to the role of a flight attendant at WestJet. They want to assess your customer service skills, adaptability, and any experience that involves safety, teamwork, or working in a fast-paced environment. For candidates with prior flight attendant experience, they're looking for specific examples of how you've succeeded in similar roles. If you don't have direct flight attendant experience, they're interested in transferable skills like handling difficult situations, providing excellent customer service, or ensuring safety and comfort in high-pressure environments.

#### Sample Answer (Flight Attendant Experience)

*"I've been a flight attendant for the past three years, and it's been an incredible experience. Most recently, I worked with [Airline Name], where I was responsible for ensuring passenger safety, delivering excellent customer service, and creating a positive travel experience. I became adept at handling a variety of in-flight situations, from medical emergencies to calming anxious travelers. One of my proudest moments was assisting a passenger with severe anxiety through breathing exercises, and by the end of the flight, she personally thanked me for making her experience stress-free. Teamwork has also been key to my success. I've worked closely with diverse cabin crews to manage quick turnarounds, follow safety protocols, and respond to unexpected challenges. I'm confident that my experience in the air, along with my passion for customer service, aligns perfectly with WestJet's reputation for putting passengers first."*

#### Sample Answer (No Flight Attendant Experience)

*"While I don't have direct flight attendant experience, I've developed many skills that transfer well to this role. I've spent the past four years working in the hospitality and customer service industry, where my primary focus was creating exceptional guest experiences. For example, during my time at [Company Name], I regularly dealt with high-pressure situations, such as managing large crowds during events and resolving customer concerns on the spot. Staying calm and solution-oriented under pressure became second nature."*

*I'm also well-versed in safety protocols and procedures from working in environments where guest safety was a priority, such as managing fire evacuations and assisting guests with special needs. I've always thrived in fast-paced settings and enjoy working as part of a team to deliver seamless service. I'm eager to bring these skills to WestJet and deliver the friendly, personalized experience the airline is known for."*

## 2) Why Do You Want to Become a Flight Attendant?

The hiring managers want to assess your understanding of the role and your genuine passion for the job. They're also looking for a match between your motivation and the values of the airline.

### Sample Answer

*"I've always been passionate about providing excellent customer service in dynamic environments. The idea of being a flight attendant appeals to me because it's more than just a job; it's an opportunity to ensure guests have an exceptional travel experience. I love working with people from all walks of life and thrive on problem-solving and thinking on my feet, which are critical in this role. The diversity of each day as a flight attendant excites me—the travel, meeting new people and facing new challenges while maintaining a safe and welcoming atmosphere onboard. Most importantly, I'm motivated by creating positive experiences that passengers will remember long after their flight. I believe being a flight attendant is the perfect combination of my love for travel, my customer service experience, and my desire to be part of a cohesive, safety-focused team."*

## 3) Do You Have a Valid Passport?

WestJet needs to ensure you meet the basic requirements for international travel, which is a key part of the flight attendant role.

### Sample Answer

*"Yes, I do have a valid passport. I understand that as a flight attendant, having a valid passport is essential for international travel, and I've taken the necessary steps to ensure it's always up to date. My current passport is valid until [insert year], giving me plenty of time before I need to renew it. I'm also aware of the importance of maintaining compliance with entry requirements for different countries, and I'm prepared to manage any necessary visas or documentation as required. Being travel-ready at a moment's notice is an exciting part of the job for me, and I'm fully prepared to meet this expectation."*

## 4) What Is Your Most Difficult Customer Service Experience?

You will be asked this interview question because hiring managers want to evaluate your problem-solving skills, emotional intelligence, and how well you handle challenging situations while maintaining professionalism.

### **Sample Answer**

*"In my previous role, I dealt with a situation where a customer was extremely upset due to a misunderstanding about a promotion. The customer had expected a discount that wasn't available for the product they were purchasing, and they became increasingly frustrated. I remained calm and listened carefully to their concerns without interrupting. Once they felt heard, I explained the promotion details clearly and offered alternative solutions that would meet their needs. It took some time, but eventually, the customer appreciated the effort I put into finding a resolution. By the end of the interaction, they were smiling and thanked me for my patience and understanding. This experience taught me the importance of empathy, active listening, and staying composed under pressure. I believe these are essential skills for a flight attendant, especially in high-stress situations."*

## **5) Why Do You Want to Work for WestJet?**

Hiring managers ask this question to see if you've taken the time to learn about WestJet and understand its mission, vision, and values. They want to gauge how well your personal values align with the company's focus on safety, caring for guests, and creating a positive travel experience. It also helps them determine if you'll be a good cultural fit and genuinely passionate about contributing to WestJet's success and guest-first philosophy. Showing you've done your research demonstrates your interest and commitment to the role.

### **Sample Answer**

*"I want to work for WestJet because it's a company known for its strong values and commitment to delivering a remarkable guest experience. WestJet's emphasis on community, teamwork, and putting people first really resonates with me. I've always admired how WestJet maintains a friendly, welcoming atmosphere while prioritizing safety and reliability. The company's reputation for treating employees like family is something I'm excited to be part of, as I thrive in environments that encourage collaboration and mutual respect. I'm particularly inspired by WestJet's focus on growth and innovation, such as expanding its global network while staying true to its Canadian roots. Joining WestJet means being part of something bigger—a team dedicated to making air travel not only accessible but enjoyable. I'm eager to contribute my skills and positive attitude to help WestJet continue its tradition of excellence."*

## **6) Why Should We Hire You?**

Hiring managers will ask you this question to assess how well you understand the role, how your skills and experience match their needs, and what makes you stand out from other candidates. This question helps them determine if you align with WestJet's values,

such as caring for guests, teamwork, and safety, while gauging your confidence and ability to promote yourself. They're looking for a response highlighting your relevant experience, enthusiasm for the company, and a clear explanation of how you can contribute positively to their team and culture.

### **Sample Answer**

*"You should hire me because I bring a combination of customer service experience, adaptability, and a genuine passion for helping others. With [X] years in customer-facing roles, I've developed excellent communication and problem-solving skills that would help me succeed as a flight attendant. I'm known for staying calm under pressure and creating a positive experience for every guest, even in challenging situations. Safety and teamwork are also priorities for me, which aligns with WestJet's core values. I pride myself on being approachable, dependable, and eager to learn and grow. I believe these qualities, along with my love for travel and connecting with people, make me a great fit for your team. I'm excited about the chance to bring my enthusiasm and commitment to the WestJet family and contribute to its continued success."*

## **7) Tell Me About a Time Where You Had to Take Initiative Rather Than Following Rules**

Hiring managers ask this question to assess your decision-making skills, especially when strict adherence to rules might not lead to the best outcome. As a flight attendant, you'll encounter scenarios that require adaptability and quick thinking to ensure passenger safety, comfort, and satisfaction. This question reveals how you handle ambiguity, whether you can prioritize, and how comfortable you are with taking responsibility. They want to ensure you can maintain a balance between flexibility and professionalism.

### **Sample Answer**

*"In my previous customer service role, there was a time when the computer system crashed, causing long lines and frustrated customers. The standard procedure was to wait for the system to reboot. Still, seeing the growing frustration, I took the initiative to create a manual workaround. I quickly wrote down each customer's order and collected payment manually, issuing handwritten receipts. I then reassured each customer that their order would be processed after the system was back online and offered complimentary beverages to keep everyone comfortable. Once the system was restored, I ensured all the manual transactions were entered accurately. My manager later praised me for my quick thinking and leadership. This experience taught me the importance of staying calm and adaptable, especially when unexpected situations arise, and how taking initiative can turn a challenging moment into a positive experience."*

## **8) You Are Walking in The Aisle and Notice a Guest That Is Drunk and Being Loud. What Would You Do in That Situation?**

This question is asked to gauge your conflict resolution and safety management skills. Flight attendants are responsible for ensuring a safe and pleasant flight experience, which means handling disruptive passengers calmly and effectively. The hiring team wants to see how you balance de-escalation with enforcing safety protocols, all while maintaining professionalism. Your ability to remain composed and decisive in high-pressure situations is crucial in this role.

### **Sample Answer**

*"If I noticed a guest who appeared intoxicated and was being loud, my first step would be to calmly assess the situation to determine the level of disruption and whether the guest posed a safety risk. I would approach with a friendly but firm demeanor, asking how they were feeling and offering water to help them stay hydrated. If the behavior persisted, I would politely remind the guest of our policies regarding in-flight behavior and the importance of maintaining a calm environment for the comfort of all passengers. Throughout the interaction, I would maintain a non-confrontational tone to avoid escalation while keeping my colleagues informed. If necessary, I would escalate the matter to the lead flight attendant or captain, ensuring the situation was documented. Safety is always the top priority, and my goal would be to resolve the situation calmly and discreetly, minimizing disruption for other passengers."*

## **9) Tell Me About a Time You Went Above and Beyond for A Guest**

Hiring managers ask this question to evaluate your customer service skills and how far you're willing to go to create a memorable experience for passengers. WestJet takes pride in exceptional service, so they want to see if you can genuinely connect with guests and show empathy, creativity, and effort in your service. This question also helps them determine your ability to handle unique situations while prioritizing guest satisfaction.

### **Sample Answer**

*"In my previous role, a family with young children missed their connecting flight due to a delay. They were understandably stressed, especially since they were traveling with an infant. I immediately stepped in to assist. First, I secured seats for them on the next available flight and provided meal vouchers. While they waited, I found a quiet space for the family to relax and brought toys and coloring books for the children. I also arranged for a stroller that could be borrowed temporarily since theirs was checked in with the luggage. Before they boarded the next flight, I checked in to ensure they were comfortable and reassured them that their luggage was being tracked and would meet them at their destination. The family was incredibly grateful, and seeing their relief was truly rewarding. This experience taught me that small acts of kindness and extra effort can have a big impact on someone's day."*

## **10) What Motivated You the Most to Perform at Your Best**

Hiring managers ask this to assess what drives you and how you maintain high performance, especially in a role as demanding as a flight attendant. They want to gauge if your motivation aligns with WestJet's values of safety, care, and creating memorable experiences for passengers. It's also a way to determine if you're self-driven and capable of staying motivated during long or challenging days. Demonstrating a positive and purposeful source of motivation can reassure them that you'll perform well even under pressure.

### **Sample Answer**

*"What motivates me the most is making a positive difference in someone's day. I thrive on creating memorable experiences for passengers and ensuring they feel cared for and safe. I believe that small moments, like offering a warm smile or going out of my way to help, can completely change someone's travel experience. I'm also highly motivated by teamwork and the sense of accomplishment that comes from successfully working together to overcome challenges. For example, during a busy shift at my previous job, I felt energized when my team and I pulled together to assist a large group of customers facing travel delays. Seeing the relief on their faces after we helped them made all the hard work worth it. At WestJet, I know that same spirit of care and collaboration would fuel my motivation every day, encouraging me to perform at my best."*

## **11) Tell Us About a Time Where You Disagreed with A Coworker, How Did You Address the Issue?**

Conflict is inevitable in any workplace, but in a flight attendant role, effective conflict resolution is critical due to the fast-paced, high-pressure environment. Hiring managers ask this question to see how you remain professional, calm, and solution-oriented when disagreements arise. They want to know if you can navigate conflict without creating tension and how you prioritize teamwork to maintain a smooth operation.

### **Sample Answer**

*"In my previous role, I had a disagreement with a coworker over how to prioritize tasks during a busy shift. I believed we needed to focus on preparing for an upcoming event, while my coworker felt we should address a different issue first. Instead of letting the disagreement escalate, I asked if we could take a few minutes to talk it through. I calmly explained my reasoning, and then I listened carefully to their perspective. After hearing each other out, we realized that both priorities were important, and we found a way to split the tasks to meet both goals. That experience taught me the value of open communication and compromise. I've carried those lessons forward, and I always focus on finding a solution that benefits the team and the customers we serve."*

## **12) What Are Some of The Challenges Flight Attendants Face on The Job?**

Hiring managers want to know if you've researched the flight attendant role and understand the realities of the job. They are also interested in how you've prepared for

its challenges. By asking this question, they're checking if you can maintain a positive attitude while acknowledging the difficulties that come with long hours, diverse passenger needs, and maintaining safety standards.

### **Sample Answer**

*"Flight attendants face several challenges, but I see them as opportunities for growth and problem-solving. One challenge is balancing customer service with safety protocols, especially when passengers become frustrated with rules they may not fully understand. Maintaining composure and offering clear communication in those situations is essential. Another challenge is the irregular schedule, which can make it harder to maintain routines. However, I've developed strong organizational skills to manage my time effectively. Lastly, working in a confined space with a diverse group of people requires excellent teamwork and adaptability. Despite these challenges, I thrive in fast-paced environments and find satisfaction in solving problems while creating positive experiences for passengers. I believe staying proactive and focusing on the rewarding aspects of the job is key to overcoming these challenges."*

## **13) Name Three Things You Would Change About Yourself.**

This question helps hiring managers assess your self-awareness and how open you are to self-improvement. It's not about highlighting weaknesses but showing that you reflect on areas where you can grow. They want to know if you can identify personal growth opportunities without being too hard on yourself and how you've taken steps to improve.

### **Sample Answer**

*"If I could change three things about myself, I'd start with becoming more patient with myself. I tend to set high expectations, and while that helps me excel, it sometimes makes me a bit too critical. I've been learning to celebrate small wins and recognize progress, even when things aren't perfect. Second, I'd improve my public speaking confidence. Although I'm comfortable in one-on-one situations, I've been working on getting more confident when speaking in front of larger groups. Lastly, I'd work on saying "no" more often. I'm naturally eager to help others, but I've realized that sometimes it's important to set boundaries to maintain my energy and deliver my best. Each of these areas is a work in progress, and I'm proud of the steps I've taken to grow and improve."*

## **14) If Your Boss or Manager Gave You a Task That Didn't Comply with Policy or Procedures, What Would You Do?**

Hiring managers want to see how you balance following policies while maintaining a positive relationship with leadership. They're looking for someone who respects authority but knows how to advocate for what's right. Safety and adherence to policies are crucial in aviation, so they want assurance you'll handle such situations with professionalism and tact. Your response helps them assess your problem-solving, communication skills, and integrity under pressure.

### Sample Answer

*"If my boss gave me a task that didn't comply with policy, I would approach the situation carefully and respectfully. I believe open communication is key in these moments. I would first confirm that I understood the request correctly. If it truly went against policy, I would express my concerns respectfully and reference the relevant guideline to explain why it might be problematic. For example, if I were asked to overlook a safety protocol, I'd say, 'I understand the urgency, but I believe it's essential to follow the procedure to ensure the safety and comfort of our passengers.' If my manager insisted, I would escalate the concern to a higher authority, always keeping safety and compliance in mind. My goal would be to find a solution that respects both policy and my manager's intentions without creating conflict."*

## **15) A Passenger Came Up to You and Was Upset About the Delay/long Haul and He Was Going to Miss His Connecting Flight. How Would You Respond or Handle This Situation?**

Flight attendants are often the first line of contact when passengers are frustrated. This question helps hiring managers gauge your ability to remain calm, empathetic, and solution-oriented under stress. It's important for them to see that you prioritize customer experience while managing expectations realistically. They want to ensure you can de-escalate tense situations while maintaining professionalism.

### Sample Answer

*"When a passenger approaches upset about a delay or missing a connection, the first thing I do is listen attentively and acknowledge their frustration. It's important for people to feel heard and understood. I'd say something like, 'I completely understand how frustrating this must be. Missing a connection is stressful, and I'm really sorry you're in this situation.' After empathizing, I'd focus on offering a solution. I'd assure the passenger that I'll do everything I can to assist them, such as contacting the ground team to explore rebooking options or providing updates on the next available flight. If necessary, I'd suggest alternative travel arrangements or provide information about WestJet's compensation policies for delays. My main goal would be to stay calm, reassure them, and turn a difficult experience into a more positive one by showing I care."*

## **16) Where Do You See Yourself In 5 Years**

This question helps hiring managers determine if your long-term goals align with WestJet's growth opportunities. They want to see if you're committed to the role and if you've thought about how you can develop within the company. They also want to assess your ambition, motivation, and whether you have a realistic view of career progression.

### Sample Answer



*"In five years, I see myself continuing to grow within WestJet. My short-term goal is to become a highly skilled and dependable flight attendant who passengers trust and colleagues enjoy working with. Over time, I'd love to take on additional responsibilities, such as mentoring new crew members or working in specialized roles like onboard safety training or customer experience enhancement. I'm passionate about delivering exceptional service and contributing to a positive travel experience. Long term, I'd like to explore leadership opportunities within the airline industry. Whether that's becoming a senior flight attendant or transitioning into an in-flight operations role, I'm excited to keep learning and evolving while staying loyal to a company that aligns with my values and career goals."*

## **17) Describe a Time You Demonstrated Leadership?**

Hiring managers at WestJet want to assess your ability to take initiative, influence others positively, and manage situations effectively, even without an official leadership title. As a flight attendant, there are times when you'll need to step up, guide your team, and make decisions that contribute to the safety, comfort, and satisfaction of passengers. Leadership skills also show that you can handle pressure and adapt quickly to changing circumstances while inspiring confidence in others. They want to hear about a real-life example that reflects your problem-solving, communication, and teamwork abilities.

### **Sample Answer**

*"While working at my previous job, I noticed a situation where one of my coworkers was struggling to manage a large group of customers during a busy shift. The stress level was rising, and it was clear we needed a more organized approach. I stepped in and calmly suggested that we assign specific tasks to each team member. I took the lead in coordinating these roles, ensuring that everyone knew what they needed to do and had the support they required. I also communicated with the customers, setting clear expectations and reassuring them that we were handling the situation. Within minutes, the workflow improved, and the customers received faster service with fewer delays. My coworkers later thanked me for stepping up, and it felt rewarding to see how a bit of leadership could transform a chaotic moment into a positive experience."*

## **18) Tell Us a Time You Encountered a Safety Compromised Situation and What Did You Do?**

WestJet takes safety very seriously, and this question helps determine how you respond in high-pressure situations where safety is at risk. They want to see your ability to assess a situation, remain calm, and follow protocols to prevent or mitigate harm. Your answer will demonstrate your situational awareness, critical thinking, and commitment to ensuring the safety of passengers and coworkers. They're also evaluating your judgment and how well you prioritize safety in real-life scenarios.

### Sample Answer

*"During a previous job, I noticed a customer spill a drink near an entryway, creating a slippery hazard that could easily cause someone to fall. At that moment, I knew I needed to act fast to prevent any accidents. I immediately blocked off the area and informed my manager. While waiting for cleaning staff, I grabbed paper towels to absorb most of the liquid and remained by the area to warn others until it was safe. I also communicated with a few team members to monitor the spot while I stepped away to get a wet floor sign. Fortunately, no one was hurt, and the issue was resolved quickly. This experience reinforced how important it is to be proactive and prioritize safety at all times. Even small actions can make a big difference in preventing accidents and ensuring everyone's well-being."*

## **19) Do You Have Any Questions for Me or For Us?**

This question allows hiring managers to see how interested and engaged you are in the role and company. Thoughtful questions show you've done your research and are genuinely curious about WestJet's culture, growth opportunities, and operational priorities. It also provides a chance for you to evaluate whether this is the right fit for you.

### Sample Answer

*"Yes, I do have a few questions! First, I'd love to hear more about WestJet's culture and how the company supports crew members' professional growth. What opportunities are there for flight attendants to take on leadership or specialized roles? Second, how does WestJet prioritize work-life balance for its flight crew, especially during busy travel seasons? Third, can you share what qualities make a flight attendant truly stand out at WestJet? Finally, I'm curious—what's your favorite part of working for WestJet? I'm always inspired by hearing personal stories and perspectives. Thank you so much for giving me the opportunity to ask these questions!"*