



## 24 IndiGo Airlines Interview Questions & Answers

### Q1: Can You Tell Me Something About Yourself

When answering this, remember the interviewer is not asking for your entire life story. They want a professional summary that highlights qualities relevant to cabin crew. Structure your response in three parts. Number 1: a brief background (education or work experience), Number 2: relevant skills such as customer service, teamwork, communication, or problem-solving, and Number 3: your motivation for joining IndiGo. Keep your tone positive, confident, and concise, avoiding unnecessary personal details. It's also helpful to tie in qualities IndiGo values—on-time performance, courtesy, professionalism, and creating a hassle-free experience for passengers. End your answer by showing enthusiasm for the role and how you see yourself fitting into IndiGo's team culture. Think of this as your opportunity to make a strong first impression and set the tone for the rest of the interview.

#### Sample Answer

*"I come from a background where interacting with people and ensuring their satisfaction has always been at the center of what I do. Over the last few years, I have worked in customer service roles where I learned to stay calm under pressure, adapt quickly to unexpected situations, and always maintain professionalism. These experiences taught me how important patience, empathy, and clear communication are when helping others. I also enjoy learning about different cultures and meeting people from diverse backgrounds, which makes the idea of working as cabin crew especially exciting. I admire IndiGo's reputation for punctuality, courtesy, and commitment to providing a smooth travel experience, and I feel my skills align closely with those values. I see myself bringing energy, reliability, and strong interpersonal abilities to the role, ensuring passengers feel safe, comfortable, and well cared for. For me, this opportunity represents both a meaningful career path and a chance to contribute positively to IndiGo's success."*

## Q2: Why Do You Want To Join IndiGo Airlines

When answering this, the interviewer wants to know that you've researched the airline and genuinely connect with its brand. Avoid vague responses like "because it's a good airline." Instead, mention specific aspects of IndiGo: its reputation for punctuality, strong presence in India, focus on courteous and hassle-free service, and growth opportunities. Tie these company qualities to your personal motivations—customer service, teamwork, travel, and long-term career growth. Show that you're not only seeking a job, but you want to be part of IndiGo's culture and success. End by emphasizing what you can bring to the team.

### Sample Answer

*"I want to join IndiGo Airlines because it is recognized as India's most reliable and punctual airline, and I admire its strong reputation for delivering hassle-free service with professionalism and courtesy. IndiGo has set a standard in the aviation industry for both operational efficiency and customer care, and being part of that environment excites me. I am inspired by the airline's focus on teamwork, discipline, and creating a consistent experience for passengers. For me, joining IndiGo means being part of an organization that values not only safety but also the small details that make a journey comfortable and memorable. My background in customer service has prepared me to adapt quickly, handle pressure calmly, and connect with people from all walks of life. I want to contribute these skills while growing in a long-term career with IndiGo. I believe this airline represents both excellence and opportunity, and I am eager to be part of its continued success."*

## Q3: Why Do You Want To Become A Cabin Crew Member / Flight Attendant

Here, your goal is to demonstrate passion for the role itself, not just the company. Focus on service, safety, teamwork, and love for travel. Show that you understand the responsibilities extend beyond serving passengers—they include safety checks, managing emergencies, and being an ambassador for the airline. Use personal motivations like enjoying customer interaction or wanting to represent India on a global stage. Keep your answer balanced between passion and professionalism.

### Sample Answer

*"I want to become a cabin crew member because it allows me to combine my love for serving people with my interest in travel and cultural diversity. I have always enjoyed working in environments where I can make someone feel valued, comfortable, and cared for, and the cabin crew role offers that on a daily basis. What excites me most is the balance of responsibility—it's not just about providing excellent service but also ensuring safety, supporting colleagues, and handling unexpected challenges calmly. I am drawn to the idea of being a positive influence on passengers, turning potentially stressful travel into a smooth and enjoyable experience. This career also provides the chance to meet people from around the world, adapt to different situations, and continue developing personally and professionally. For me, becoming cabin crew is*

*more than a job—it's a meaningful way to use my skills while representing IndiGo's reputation for courteous, on-time, and professional service."*

#### **Q4: What Do You Know About IndiGo's Values And Brand Promise Of On-Time, Courteous, Hassle-Free Service**

This is a knowledge-based question. IndiGo wants to see if you've researched its mission and values. Study IndiGo's website and career materials to understand its emphasis on punctuality, professionalism, and simplicity. Frame your answer around these points, then explain why they matter to you personally. Finally, connect how you would embody these values as part of the cabin crew team.

##### **Sample Answer**

*"I know IndiGo's brand is built on its promise of being on-time, courteous, and hassle-free. The airline is known for its punctuality, making sure passengers reach their destinations as planned, which is a key reason for its trust and success in the market. Courtesy reflects IndiGo's focus on creating a positive and respectful atmosphere for every passenger, ensuring that they feel welcomed and cared for. The idea of hassle-free service means simplifying the travel experience so passengers can relax, knowing that their journey will be smooth from start to finish. These values are not just marketing—they are part of IndiGo's daily operations and culture. Personally, I connect with this because I believe good service is about consistency, respect, and efficiency. As a cabin crew member, I would carry these values into every interaction, ensuring that passengers not only feel safe and comfortable but also remember their journey with IndiGo as easy and enjoyable."*

#### **Q5: What Do You Understand About The Primary Responsibilities Of Cabin Crew**

The interviewer wants to confirm that you're realistic about the job. Go beyond the obvious "serving food and drinks." Emphasize safety, security, emergency response, and teamwork. Mention customer service, but make sure to highlight safety as the number one responsibility. Show that you take the role seriously and know what it truly involves.

##### **Sample Answer**

*"The primary responsibilities of cabin crew are centered around passenger safety, comfort, and overall service. First and foremost, cabin crew are responsible for safety—this includes conducting pre-flight checks, demonstrating safety procedures, ensuring passengers follow regulations, and responding effectively in case of emergencies. They are also responsible for customer service, which involves greeting passengers warmly, assisting with seating, providing meals and refreshments, and responding to requests with professionalism and courtesy. Beyond this, cabin crew must remain attentive, approachable, and prepared to handle medical situations, conflicts, or special passenger needs. Another important responsibility is teamwork—working closely with*

*colleagues and maintaining clear communication with the cockpit crew to ensure smooth operations. Cabin crew also serve as representatives of the airline, upholding its brand values in every interaction. To me, this role is about much more than service—it's about ensuring a safe, seamless, and positive journey for every passenger while maintaining the airline's reputation."*

## **Q6: How Would You Handle A Passenger Who Refuses To Follow Safety Instructions**

This tests your diplomacy, assertiveness, and ability to prioritize safety. Your answer should show that you remain calm, professional, and respectful while still being firm. Mention explaining the importance of safety, rephrasing instructions, and escalating if necessary. Highlight patience and communication while making clear that safety is non-negotiable.

### **Sample Answer**

*"If a passenger refused to follow safety instructions, I would remain calm and approach the situation with respect. I would politely but firmly explain why the instruction is necessary, emphasizing that it's not only for their safety but also for the safety of everyone onboard. Sometimes passengers may resist because they are anxious, distracted, or unaware of the seriousness, so I would rephrase the instruction in a way that reassures them and encourages cooperation. If they still did not comply, I would seek support from a senior crew member and follow the airline's protocol to resolve the situation appropriately. My goal would be to handle the issue without escalating it unnecessarily, while making sure the rules are followed. I believe passengers are more likely to respond positively when they feel respected, so my approach would combine patience with firm communication. Safety always comes first, and I would ensure compliance in a professional and empathetic manner."*

## **Q7: Describe A Time You Resolved A Difficult Customer Situation—What Did You Do And What Was The Result**

This is a behavioral question. Use the STAR method (Situation, Task, Action, Result). Choose an example from work or volunteering where you had to stay calm, problem-solve, and create a positive outcome. Keep the focus on how you listened, acted, and improved the customer's experience. Show that you can turn challenges into opportunities to build trust.

### **Sample Answer**

*"In my previous customer service role, I once dealt with a passenger who was upset because their booking had been misplaced. They were frustrated and felt that no one was listening to their concerns. I stayed calm, listened without interrupting, and reassured them that I would personally help resolve the issue. I checked with the system, coordinated with a colleague, and found a quick alternative that allowed them to continue their journey with minimal delay. I also apologized sincerely for the*

*inconvenience and offered assistance with their luggage to ease the stress. By staying composed and solution-focused, I was able to turn a very negative moment into a positive one. The customer thanked me afterward for being patient and proactive. That experience reinforced my belief that empathy, clear communication, and problem-solving can transform difficult situations. As cabin crew at IndiGo, I would use the same approach to ensure passengers feel valued even during challenges."*

## **Q8: How Do You Stay Calm And Professional Under Pressure Or During Irregular Operations**

When answering, the interviewer wants to see how you handle stress, fatigue, or unexpected challenges. Avoid saying you "never feel stressed." Instead, share practical methods—prioritization, clear communication, breathing techniques, and focusing on solutions. Mention teamwork, because pressure situations require cooperation with colleagues. End by connecting your ability to remain calm with passenger safety and comfort.

### **Sample Answer**

*"Staying calm and professional under pressure is something I've learned from both work and personal experiences. I focus on taking a deep breath, analyzing the situation, and prioritizing what needs attention first instead of panicking. I've noticed that my own attitude influences those around me, so I make a conscious effort to project calmness and confidence even when things are hectic. For example, in my previous job during peak hours, I often had long lines of customers waiting. I managed by breaking tasks into smaller steps, keeping communication clear, and supporting my teammates so everyone worked together efficiently. This not only helped manage the workload but also reassured customers that we were in control. I believe passengers look to cabin crew for reassurance, especially in unexpected situations. By staying composed and focused, I can maintain both safety and service standards while ensuring passengers feel secure and cared for, even under pressure."*

## **Q9: Why Have You Chosen To Work In The Service Industry**

The interviewer wants to know if your motivation is genuine. Talk about your passion for helping people, building relationships, and making a difference in daily experiences. Highlight qualities such as empathy, patience, and problem-solving. Acknowledge challenges but show that you see them as opportunities for growth. Link your passion for service to the cabin crew role.

### **Sample Answer**

*"I chose to work in the service industry because I truly enjoy helping people and creating positive experiences for them. For me, service is not only about meeting requests—it's about anticipating needs, offering support, and making people feel comfortable and valued. I've discovered through previous jobs that even small gestures of kindness or patience can completely change someone's day. Of course, the service industry comes*

*with challenges, such as handling demanding customers or busy schedules, but I see these moments as chances to grow and practice resilience. I also find great satisfaction in problem-solving and turning difficult situations into positive outcomes. What excites me about this field is that no two days are the same, and every interaction is an opportunity to make a lasting impression. In the cabin crew role, I can combine this passion with the chance to represent IndiGo's values of courtesy, professionalism, and hassle-free service."*

## **Q10: What Are Your Greatest Strengths, And What Is One Area You Are Actively Improving**

This checks self-awareness. Highlight strengths relevant to aviation: communication, teamwork, adaptability, and calmness under stress. For your weakness, pick something real but manageable, and explain what you're doing to improve it. Show that you're committed to growth. End by reinforcing how your strengths prepare you for the role.

### **Sample Answer**

*"My greatest strengths are strong communication skills, empathy, and the ability to remain calm under pressure. I enjoy working with people and creating a welcoming environment, which I believe is essential in customer service and cabin crew roles. I am also adaptable, which helps me adjust quickly to new environments and diverse teams. One area I am actively improving is my public speaking. In the past, I sometimes felt nervous addressing large groups, but I've been practicing by volunteering for team briefings and focusing on building my confidence. These efforts have helped me make significant progress. I view weaknesses as opportunities for growth, and I'm always open to feedback that helps me improve. Overall, I believe my strengths align closely with IndiGo's expectations of cabin crew, and my commitment to self-improvement ensures I will continue to grow and contribute positively to the airline."*

## **Q11: What Is The Most Difficult Situation You Have Faced At Work, And How Did You Handle It**

This is a behavioral question to test resilience and problem-solving. Use the STAR method: Situation, Task, Action, Result. Pick an example that shows patience, professionalism, and effective communication. Show how you turned a challenge into a learning experience.

### **Sample Answer**

*"The most difficult situation I faced at work was during a holiday rush when our team was short-staffed, and customers were becoming impatient with long wait times. The pressure was high because everyone expected fast service, but resources were limited. I realized the best way to handle it was to stay calm, communicate clearly with customers, and divide responsibilities effectively with my teammates. I reassured customers that we were doing our best and gave them realistic wait times to reduce frustration. At the same time, I assisted my colleagues wherever possible, even outside*

*my normal duties, to keep the flow moving. Though it was exhausting, we managed to serve everyone, and several customers later thanked us for handling the situation professionally. That experience taught me the importance of teamwork, prioritization, and staying calm under stress. I believe these skills will help me in aviation, where unexpected challenges are part of the job and professionalism makes all the difference."*

## **Q12: How Would You Work Effectively In A Diverse Team With Colleagues From Different Backgrounds**

IndiGo values diversity, so the interviewer wants to know if you can collaborate across cultures and personalities. Highlight listening skills, respect, adaptability, and teamwork. Use an example if possible. Show that you view diversity as a strength, not a challenge.

### **Sample Answer**

*"I believe working effectively in a diverse team starts with respect, open communication, and a willingness to learn from others. In one of my previous roles, I worked with colleagues from different cultural and professional backgrounds. At first, we had different working styles, but I made an effort to listen carefully, ask questions, and understand their perspectives. Over time, I realized diversity actually made our team stronger because each person contributed unique strengths. For example, during a busy project, I helped facilitate discussions by summarizing everyone's input, which helped us align on goals and finish successfully. I learned that flexibility and empathy are key when working with people who think differently. For IndiGo, where cabin crew come from varied backgrounds and serve passengers from across the world, I see diversity as an opportunity to provide richer service and stronger teamwork. I would contribute by being open, adaptable, and supportive in building harmony within the team."*

## **Q13: Are You Willing To Relocate For Training In Gurgaon And To Your Assigned Base Afterward**

IndiGo wants to confirm that you understand relocation is part of the job and that you're prepared for it. Show flexibility, positivity, and excitement about living in new places. Acknowledge that moving can be an adjustment, but emphasize how you view it as an opportunity for growth, exposure, and building independence. You can also highlight that company accommodation and support will help you adapt. Make sure your answer shows you're ready for the commitment, not hesitant.

### **Sample Answer**

*"I am absolutely willing to relocate for training in Gurgaon and to whichever base is assigned to me afterward. I understand that relocation is an important part of being cabin crew, as the airline needs staff to be flexible and available where they are required most. For me, relocating is not just about moving to a new place, but about embracing growth and learning opportunities. I am excited at the idea of meeting new*

*colleagues, experiencing different environments, and developing independence while being part of IndiGo's strong team culture. I also know that IndiGo provides excellent support during training and with accommodation, which will make the transition smooth. Relocating is something I see as a positive step in my career, and I am fully committed to making the move wherever the airline needs me. For me, this is part of building a long-term future with IndiGo and dedicating myself to the role of cabin crew."*

## **Q14: Are You Able To Comply With IndiGo's Grooming And Uniform Standards, Including No Visible Tattoos While In Uniform**

This is straightforward but important. IndiGo is very strict about grooming standards. Show that you've researched and fully understand their expectations. Emphasize that you respect these standards and view them as part of professionalism. Avoid sounding resistant or casual—demonstrate discipline and pride in presenting yourself according to the airline's guidelines.

### **Sample Answer**

*"Yes, I am fully able to comply with IndiGo's grooming and uniform standards, including the requirement of no visible tattoos while in uniform. I understand that cabin crew members are the face of the airline and that appearance plays a significant role in representing IndiGo's professionalism and brand image. For me, following these standards is not a challenge but an opportunity to demonstrate discipline and respect for the role. Grooming and presentation create the first impression for passengers, and I believe they reflect the airline's commitment to excellence and courtesy. I take pride in maintaining a polished, professional look and would be diligent in ensuring that I always meet the required standards before every flight. For me, grooming isn't just about appearance—it's about creating a sense of trust and reassurance for passengers, showing them that they are in capable and professional hands. I see this as an essential part of my responsibility as cabin crew."*

## **Q15: What Does Excellent Customer Service Mean To You Onboard An Aircraft**

This tests your definition of service. Go beyond "helping passengers." Emphasize anticipating needs, showing empathy, maintaining professionalism, and ensuring comfort and safety. Show that you understand customer service in aviation is about making passengers feel valued while balancing safety and efficiency. Provide an example of small gestures making a big impact.

### **Sample Answer**

*"To me, excellent customer service onboard is about creating a safe, comfortable, and memorable experience for every passenger. It's not only about responding to requests, but also about anticipating needs, showing empathy, and maintaining a professional yet warm attitude throughout the flight. Excellent service means making passengers feel valued, respected, and reassured, even when challenges such as delays or*



*turbulence occur. For example, something as simple as remembering a passenger's request, offering reassurance to someone nervous, or assisting a family with children can make their journey significantly better. I believe excellent customer service also involves consistency—every passenger, regardless of ticket class, should receive the same courtesy and professionalism. Onboard, service must always be balanced with safety, so maintaining efficiency without losing the human touch is key. For me, the goal is that when passengers step off the aircraft, they not only arrive safely but also feel that IndiGo provided them with care and hospitality that exceeded their expectations."*

## **Q16: How Would You Manage A Language Barrier With A Passenger**

Here, the panel is checking adaptability, patience, and communication skills. Explain practical methods: using simple words, gestures, safety cards, translation apps, or seeking help from a colleague. Emphasize empathy—making sure the passenger never feels embarrassed. Show that you value inclusivity and see language as a bridge, not a barrier.

### **Sample Answer**

*"If I encountered a passenger with whom I did not share a common language, I would first remain patient and approachable, using simple words, clear body language, and gestures to convey information. I would also make use of safety cards or visual aids, which are designed to communicate instructions universally. If available, I would use translation tools or politely seek assistance from a multilingual colleague to ensure the passenger fully understands. Most importantly, I would make sure the passenger feels respected and never uncomfortable about the language difference. In my view, communication is not only about words—it's about empathy and the effort we make to connect. By staying calm, respectful, and creative, I can ensure that the passenger feels cared for and safe. For me, language barriers are an opportunity to show that service is about human connection, and I would work to make every passenger's journey with IndiGo as smooth and inclusive as possible."*

## **Q17: What Is Your Five-Year Career Plan In Aviation**

This checks ambition and commitment. Avoid saying you plan to leave aviation or switch industries. Show that you want to build a long-term career with IndiGo, starting as cabin crew and aiming to grow into senior roles. Highlight professional growth, continuous learning, and contributing to IndiGo's reputation.

### **Sample Answer**

*"My five-year career plan is to establish myself as a reliable, professional cabin crew member while continuously learning and developing new skills. In the first few years, I want to focus on mastering the responsibilities of the role—safety, service, and teamwork—so that I consistently meet and exceed IndiGo's expectations. As I gain experience, I aim to take on more responsibility, possibly moving into a senior crew*

*position where I can mentor and guide new members of the team. Beyond career advancement, I want to grow personally by improving my communication skills, learning new languages, and developing stronger leadership qualities. My long-term goal is to be seen as someone who contributes positively to IndiGo's success, not just as an employee but as an ambassador for the brand. For me, this career is not a stepping stone—it's the foundation of a long-term journey in aviation, and I am committed to growing with IndiGo."*

## **Q18: Which Destination Do You Enjoy Traveling To The Most, And Why**

This is a personality and communication test. Pick a real destination you like. Explain why using descriptive language—mention culture, people, or experiences. Avoid saying "because it's fun" or only focusing on shopping. Link your answer to curiosity, cultural appreciation, or personal growth—qualities airlines value.

### **Sample Answer**

*"My favorite destination is Goa because it combines natural beauty, culture, and a relaxed lifestyle that makes every visit memorable. I enjoy the beaches, the local food, and the unique mix of Indian and Portuguese heritage visible in the architecture and traditions. What I love most is the atmosphere—it's vibrant yet calming, and it gives me a sense of balance and renewal. Traveling there taught me that the most enjoyable experiences come from immersing yourself in the local culture and connecting with people. For me, destinations are not just about sightseeing but about building memories and understanding different perspectives. I believe this curiosity and appreciation for diversity is important in a cabin crew role, where we meet passengers from all over the world. Goa reminds me that travel can create lasting happiness, and I would want to bring that same sense of positivity and connection to passengers traveling with IndiGo."*

## **Q19: Can You Describe Your Hometown And Compare It With The City Where You Currently Live**

This checks communication and cultural awareness. Describe your hometown positively, highlighting traditions, community, or values. Then compare with your current city by noting differences in pace, opportunities, or diversity. End by showing how both places shaped your personality and skills, preparing you for a multicultural role like cabin crew.

### **Sample Answer**

*"My hometown is a smaller city where life is slower, traditions are strong, and people know each other personally, which creates a strong sense of community and belonging. In contrast, the city where I currently live is larger, busier, and more diverse, offering more opportunities and exposure to different cultures. While my hometown gave me values such as humility, respect, and community spirit, my current city has helped me develop adaptability, independence, and confidence in dealing with people from all*

*walks of life. Both places have shaped me in important ways: one gave me a strong foundation of values, and the other prepared me for professional growth in a fast-paced environment. I see this combination as a strength because it has made me both approachable and adaptable. In a cabin crew role with IndiGo, these qualities will help me connect with passengers warmly while also handling the demands of a dynamic work environment."*

## **Q20: What Would You Say Are Your Greatest Strengths And Weaknesses**

This is a self-awareness question. Focus on strengths that match cabin crew expectations: communication, empathy, teamwork, adaptability, and calmness under pressure. Provide short examples to support them. For weaknesses, avoid anything that directly conflicts with the role (e.g., poor teamwork or being late). Instead, choose something manageable like nervousness in public speaking or being overly self-critical, and explain what steps you are taking to improve. The key is to be honest but also show growth and maturity.

### **Sample Answer**

*"My greatest strengths include strong communication, patience, and the ability to stay calm in high-pressure situations. I enjoy working with people and find it rewarding to create a positive atmosphere, even during challenging circumstances. These qualities help me connect with customers and work effectively as part of a team. One weakness I have identified is that I used to feel nervous when speaking in front of large groups. To address this, I have been practicing in smaller settings, volunteering for team presentations, and working on my confidence through preparation and feedback. These steps have already helped me improve significantly. I see weaknesses as opportunities for growth, and I remain committed to developing myself. Overall, my strengths align closely with IndiGo's values of courtesy and professionalism, and my willingness to improve ensures that I will continue to grow while contributing positively to the airline's reputation for excellent service."*

## **Q21: What Is The Most Difficult Situation You Have Ever Faced, And How Did You Handle It**

Here the interviewer wants to see resilience, problem-solving, and professionalism. Use the STAR method: Situation, Task, Action, Result. Choose an example from work or school where you faced pressure or conflict. Emphasize how you stayed calm, took responsibility, and turned the situation into a positive outcome. Keep your tone constructive and focused on what you learned.

### **Sample Answer**

*"The most difficult situation I faced was when my workplace experienced a system failure during peak hours, leading to long delays and many frustrated customers. The atmosphere was tense, and it was my responsibility to maintain calm while still serving*

*people as best as possible. I decided to handle it by first reassuring customers that we were aware of the issue and working on a solution. I communicated updates clearly, set realistic expectations, and tried to make them comfortable while waiting. At the same time, I worked closely with my team to divide tasks, ensuring that everyone had clear roles. Eventually, the system was restored, and many customers expressed appreciation for how calmly we managed the situation. This experience taught me the importance of composure, clear communication, and teamwork during high-pressure moments. I believe these skills are directly applicable to a cabin crew role, where unexpected challenges are part of the job and professionalism makes all the difference."*

## **Q22: Have You Ever Worked In A Customer Care Or Customer Service Job, And What Did You Learn From It**

IndiGo values prior customer service experience because it shows you already understand how to deal with people. If you have direct experience, highlight the skills you gained: patience, empathy, problem-solving, and adaptability. If you don't, relate to volunteer work, retail, or group experiences where you interacted with others. End by connecting these lessons to the cabin crew role.

### **Sample Answer**

*"Yes, I have worked in customer service roles where I interacted with people from many different backgrounds. In these jobs, I learned how important it is to listen carefully, show empathy, and resolve concerns quickly and professionally. For example, I often had to manage situations where customers were upset or stressed, and I discovered that staying calm and using respectful communication made all the difference. I also learned that service is about going beyond the basics—small gestures like a smile, patience, or remembering details can leave a lasting impression. These roles also taught me the value of teamwork, as supporting colleagues was essential during busy times. Overall, customer service experience has prepared me for the responsibilities of cabin crew, where professionalism and empathy are key. Even if challenges arise, I know how to handle them with patience and care, ensuring passengers feel valued and supported throughout their journey."*

## **Q23: Can You Share A Situation Where You Were Under Real Pressure, And How You Managed It**

This is similar to the stress-management question but focuses on a specific example. Choose a situation where you had multiple tasks, high expectations, or a difficult deadline. Show that you stayed organized, communicated well, and remained positive. End by highlighting how the experience prepared you for aviation.

### **Sample Answer**

*"One situation where I was under real pressure was during a holiday season when our team was short-staffed, and customer demand was extremely high. The pressure came*

*not only from the volume of work but also from the need to keep customers satisfied despite long wait times. I managed by staying calm, breaking down tasks into priorities, and supporting my teammates wherever possible. I also made sure to communicate clearly with customers about expected wait times, which helped reduce frustration. By keeping a positive tone and working as a team, we were able to serve everyone effectively, even though it was challenging. At the end of the day, my manager appreciated how I kept morale up, and customers thanked us for staying professional. That experience showed me how important composure, communication, and teamwork are in stressful moments. I believe these qualities are directly relevant to being cabin crew, where safety and service must always remain consistent under pressure."*

## **Q24: Do You Have Any Questions You Would Like To Ask Us**

This is your chance to show curiosity, preparation, and genuine interest. Avoid questions about salary or perks at this stage. Instead, focus on training, culture, growth opportunities, or qualities that make someone successful at IndiGo. Prepare 3–4 thoughtful questions that show you're serious about building a career.

### **Sample Answer**

*"Yes, I do have a few questions, as I want to fully understand how I can perform at my best in this role. First, what qualities do you believe make someone truly successful as part of IndiGo's cabin crew team. Second, I would like to know more about the training program—what areas it focuses on most, and how it prepares new recruits for real-life situations onboard. Third, could you share how IndiGo supports career growth and development for its employees over the long term. Finally, I am curious about the culture among cabin crew—how do team members support each other during long or challenging flights. I believe these questions will help me better understand the expectations and opportunities, and they also reflect my commitment to building a long-term career with IndiGo. For me, joining IndiGo is not just about getting a job—it's about growing within an airline I truly respect and admire."*