

BA: United we stand campaign

What is the role of British Airways cabin crew?

The role of British Airways cabin crew is to deliver outstanding customer service and ensure passenger safety. Beyond that, crew share a common goal - to see passengers walk away from every flight wanting to fly with British Airways again.

Approximately 15,000 cabin crew work for British Airways. The vast majority are based at Heathrow and Gatwick. In addition, British Airways has international cabin crew based at strategic overseas locations such as Buenos Aires, Delhi and Bahrain.



There isn't a typical routine, working as a member of British Airways cabin crew is not so much a job as a way of life.

Cabin crew fly either shorthaul, which includes both domestic and European flights, or longhaul, to the rest of the world. Depending on the length of the flight cabin crew can spend up to three days in any one destination. The longest trip that British Airways cabin crew have is to Sydney. This trip takes nine days as the crew stop off in either Singapore or Bangkok for two days enroute.

During the flight the cabin crew have responsibility for the safety and security of passengers as well as their comfort. Their day-to-day tasks include demonstrating the safety procedures, providing assistance for families or passengers with special needs, serving the inflight meals and offering duty free products.

All cabin crew are given specialist medical training to enable them to provide emergency first aid to passengers if necessary. This forms part of their six week training course, where they are also taught emergency procedures and customer service skills.

Competition is fierce to become BA cabin crew. To be eligible to apply, cabin crew, applicants must be:

- Aged at least 19
- A minimum of 5'2" in height, with weight in proportion
- Physically fit
- Have GCSE or equivalent in English and Maths
- The right to live and work within the EU
- Experienced in customer service
- A valid EU passport allowing unrestricted worldwide travel
- And live within 90 minutes of the airport at which they are based (usually Heathrow or Gatwick).

Source: BA corporate website- January 2010