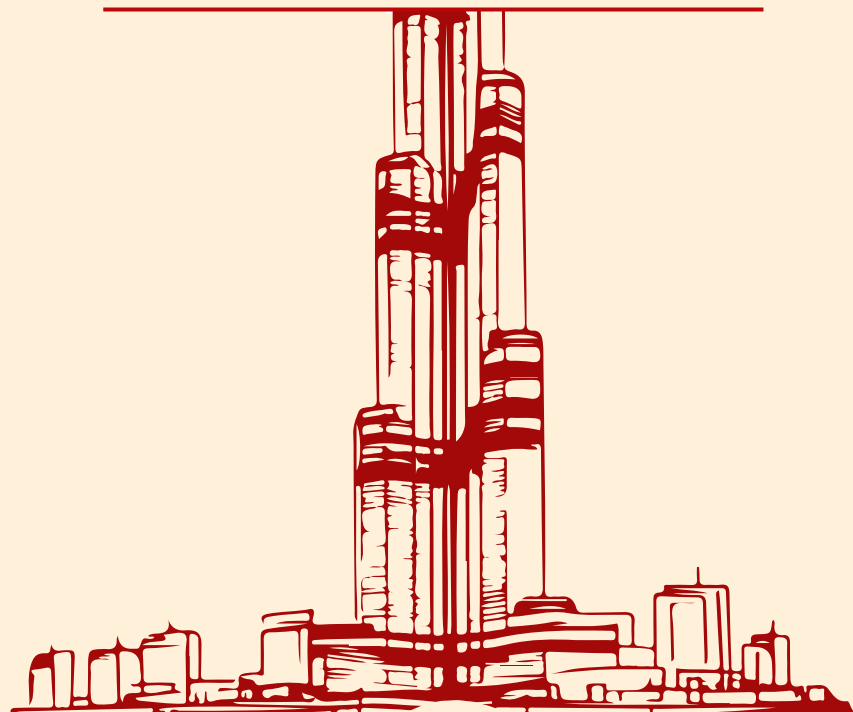


# ESSENTIAL KNOWLEDGE

**TO BE CABIN CREW**



by  
*Sense the Lens* 



## A CHANCE WORTH TAKING

This is a career where every day is an adventure, every destination a story to tell, and every interaction an opportunity to connect with the world. Becoming a cabin crew member for one of the world's most prestigious airlines is not just about the job—it's about starting to live a lifestyle that a few people get to experience. For many, Emirates represents the pinnacle of a dream, and if you're reading this, you might be ready to make that dream a reality.

I designed this e-book to guide you through the journey of preparation and succeeding in the Emirates recruitment process. From my personal experience as an Emirates cabin crew member, I can confidently say that this is one of the most enriching paths you can take. It's a life filled with discovery of new cultures, lifelong friendships and lessons, and breathtaking destinations. But it's also a path that demands preparation, resilience, and the ability to stand out in a competitive selection process.

## WHY THIS E-BOOK?

You might be asking yourself: "Why do I need an e-book to prepare?" While some information about Emirates and their recruitment process is publicly available, much of it is scattered or incomplete. This free guide compiles the most essential knowledge and practical tips to help you navigate every step with confidence and preparation. It's more than just a list of tips—it's a roadmap created by someone who's been through it all and knows exactly what it takes to succeed.

# WHAT YOU'LL GAIN

Throughout these pages, you'll find:

- Unique insights into the Emirates recruitment process.
- Practical tips on presenting yourself—mindset, outfit, and grooming.
- A clear walkthrough of Open Day activities, from start to finish.
- Essential checklists to keep you prepared and organized.
- Confidence-boosting techniques to help you shine under pressure.

## MORE THAN A CAREER – IT'S A LIFESTYLE

Just like NYC where they say that is not a city but a way of living, joining Emirates isn't just about getting a job, but it's the lifestyle of a global family. It's about having the opportunity to wake up in Dubai, spend your afternoon in Milan, and end your day in New York with friends from all corners of the world. It's a journey that enriches your life in ways that are impossible to measure.

But with such an opportunity comes responsibility—to prepare thoroughly, present yourself authentically, and embrace the challenges that come with standing out. This e-book is your starting point. It's the foundation you need to take the first steps toward an extraordinary future. Let's begin this journey together!

Know that the world is waiting for you.

# WHY EMIRATES?

When you think of excellence in the aviation industry, Emirates stands out as one of the most prestigious airlines in the world. It's not just an airline, it's an icon synonymous with luxury, cultural diversity, and unmatched service standards. But what truly sets Emirates apart isn't just its award-winning inflight experience—it's the people behind it.

## THE EMIRATES CABIN CREW DIFFERENCE

Emirates cabin crew are more than service professionals, are ambassadors of the brand. From the iconic red hat to the warm smiles, every crew member is a reflection of Emirates' dedication to providing extraordinary travel experiences.

So why do thousands of people dream of joining this team?



- **Global Reach:** With Emirates, you can explore the world, literally. Few careers offer the chance to travel to so many countries while working. Actually, being paid to travel the world.
- **Cultural Exchange:** With over 130 nationalities represented in the crew, you'll immerse yourself in a truly global workplace.
- **Personal Growth:** Emirates provides world-class training, equipping you with skills that will serve you for a lifetime.



- **Unparalleled Lifestyle:** From living in vibrant Dubai to enjoying generous travel benefits, the perks go far beyond the paycheck.

## IS EMIRATES RIGHT FOR YOU?

The first step in your journey is understanding whether Emirates aligns with your ambitions. The role of cabin crew is not for everyone—it's a lifestyle as much as a job. It requires adaptability, resilience, and a genuine passion for service.

Ask yourself:

- Do I enjoy being in multicultural environments?
- Am I excited by the idea of a fast-paced, dynamic career and lifestyle?
- Can I represent a brand with professionalism and grace, even under pressure?
- Do I love meeting new people, discovering new places, and embracing challenges?

If your answer is “yes,” then you’re on the right path.

## WHAT EMIRATES LOOKS FOR

Emirates seeks for people who are:

- **Customer Service-Oriented:** A genuine passion for meeting and exceeding customer expectations.
- **Problem Solvers:** The ability to think on your feet and handle situations calmly and effectively.
- **Culturally Curious:** A willingness to learn and appreciate the values and traditions of others.
- **Fluent in English:** Clear communication is key to success in a global environment.
- **Big Smiles:** quite self explanatory.
- **Aviation enthusiasts:** You don't have to be one, but it's extra points.

Keep in mind, while qualifications are important, what truly matters is your attitude, energy, and how well you embody the values Emirates stands for.

# OVERVIEW ON YOUR EMIRATES JOURNEY



This section will guide you through the essential steps to ensure you're ready to give your best during the application and Open Day processes.

## 1. THE BASICS: GROOMING & PRESENTATION

First impressions matter, especially at Emirates. Here's how to ensure you present yourself in the best possible way:

- **Attire:** Opt for business attire. For men, this means a well-fitted suit with a tie. For women, a modest and elegant dress or skirt-suit combination. Neutral tones work best.
- **Grooming:** Men should be clean-shaven and neatly groomed. Women should aim for polished hair and light makeup—think natural elegance.
- **Body Language:** Walk with confidence, maintain a pleasant smile, and display open, approachable energy.



**HAIR**  
Neatly tied back



**FACE**  
With full make up



**DRESS CODE**  
Business attire



**SHOES**  
Wear heels



**HAIR**  
Neatly presented



**FACE**  
Clean shaven



**DRESS CODE**  
Suit/smart business attire



**SHOES**  
Formal work shoes

Everything out of these guidelines it has to be a risk that you're willing to take, either to stand out in the positive with a creative and professional outfit, or negatively for not being able to follow guidelines.

## 2. REQUIRED DOCUMENTS

Before attending an Open Day, ensure you have all the necessary documents ready. Create both digital and printed versions for convenience:

- \*A current CV tailored for the cabin crew role (highlight customer service and teamwork skills).
- \*A digital passport copy (clear and updated).
- \*A digital passport-style photo with a neutral background.
- A full-length photo in business attire (just in case).
- \*Clear copies of your highest education degree (minimum high school diploma).

Organizing these ahead of time will save you stress and allow you to focus on preparing for the day itself.

\*mandatory

## 3. UNDERSTANDING THE OPEN DAY

The Emirates Open Day is your gateway to this dream career. Here's what you can expect and how to prepare:

- **CV Submission:** During the check-in process, you'll have the chance to submit your CV along with your basic information.
- **Introduction:** A brief overview of the day and what Emirates is looking for.
- **Group Exercises:** Team-based activities where recruiters evaluate your communication, problem-solving, and teamwork skills.
- **English Test:** A mandatory assessment of your English proficiency, typically at a B1 level or higher.
- **Interview Rounds:** One-on-one or panel interviews focused on your experiences, motivations, and alignment with Emirates' values.

-Check full map at page 8

## 4. PREPARING YOUR MINDSET

Your mindset can be the deciding factor during the selection process. Here's how to stay sharp:

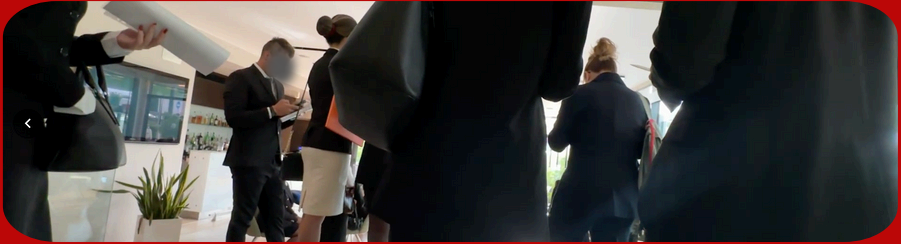
- **Confidence:** Believe in your abilities, but remain humble and open to feedback.
- **Relaxation:** Practice deep breathing to stay calm under pressure.
- **Energy Alignment:** Think positively and visualize yourself succeeding. Manifestation can make a difference!
- **Adaptability:** Be prepared for surprises; stay flexible and handle changes with a smile.

## 5. SOFT SKILLS TO PRACTICE

While technical skills are important, soft skills often make the difference:

- **Communication:** Speak clearly and confidently. Use body language to emphasize your points.
- **Teamwork:** Showcase how you can collaborate effectively during group activities.
- **Cultural Sensitivity:** Highlight your respect for diverse perspectives and willingness to learn from others.
- **Problem-Solving:** You might be asked to share examples of how you've handled challenges in the past. Be ready with what to say, and how to say it.

# THE OPEN DAY



Walking into an Open Day can feel overwhelming, but understanding what to expect will ease your nerves and help you shine.

Let's break down the day into manageable steps so you know exactly what to prepare for and how to approach each phase.

## 1. REGISTRATION AND INITIAL ASSESSMENT

What Happens:

- Upon arrival, you'll submit your CV and photos to the recruiters (done online). They'll assess your initial presentation and suitability based on your grooming, attire, and body language.

How to Excel:

- Arrive early and greet anyone you meet with a confident smile.
- Maintain good posture and eye contact.
- Ensure your CV and documents are neatly prepared.

## 2. COMPANY & DUBAI PRESENTATION

What Happens:

- Recruiters will provide an overview of Emirates, including company's culture, job responsibilities, and benefits. This is your chance to learn and show your interest.

How to Excel:

- Pay close attention and take notes if necessary.
- Nod occasionally to show engagement.
- Prepare a question or two about the company to ask if given the opportunity (don't ask obvious questions).

## 3. GROUP ACTIVITIES

What Happens:

- You'll be divided into small groups and given a task or scenario to work on together. Recruiters observe how you interact, communicate, and contribute to the team.

How to Succeed:

- Be a good listener and let everyone have their say.
- Contribute thoughtfully but don't dominate the conversation.
- Demonstrate problem-solving and teamwork skills.

## 4. ENGLISH LANGUAGE TEST

What Happens:

- You'll take a "short" English test, often at a B1 level, to assess your grammar, vocabulary, and comprehension.

How to Succeed:

- Improve your English grammar and vocabulary.
- Stay calm and read each question carefully.
- Manage your time to answer all questions in time.

## 5. HEIGHT, WEIGHT & TATTOOS

This is the stage that, when reached, there's little you can do. I consider this stage amongst the most enjoyable ones, because you have passed the main stages of the open day, and have little-to-none wrong answers. Instead, is an opportunity for you to strengthen the positive impression of yourself onto the recruiters.

Small talks and very soft jokes may help a lot! At the end of the day, we're all humans and we appreciate a lot an extra joy brought to our day, if done in a professional manner given the circumstances.

## 6. THE FINAL INTERVIEW

What Happens:

- The recruiter will have a one-to-one talk with you asking you questions that will help them determine if you're right for the job or not.
- The questions you'll be asked are on some things that you have put on the CV, to confirm some other info that may have been mentioned during the day



How to Succeed:

- Answer confidently and calmly in a professional manner.
- Highlight your enthusiasm for the role and your passion for customer service.
- Maintain professionalism and positive-clear mind throughout the whole interview.

### KEY COMPONENTS FOR THE OPEN DAY

- **Mind Your Energy:** Recruiters are looking for approachable, enthusiastic candidates who can represent Emirates' brand.
- **Stay Focused:** Even during breaks, be mindful of your behavior. The recruiters are observing at all times.
- **Adapt and Relax:** Every Open Day is slightly different, so stay flexible and adapt to the flow of the day.

By being prepared and knowing what to expect, you can turn the Open Day into a platform to showcase your skills and determination. Let's move on to the next section, where we'll dive into the mindset needed to navigate the process successfully.



# MAP OF THE DAY

**CHECK-IN**

**INTRO**

**2ND GROUP  
ACTIVITY**

**1ST SOLO/GROUP  
ACTIVITY**

**HEIGHT - WEIGHT  
& TATTOOS**

**B1 ENGLISH TEST**

**FINAL  
INTERVIEW**

**DOCUMENTS**

LET'S DIVE DEEPER

# FIRST STAGE OF THE DAY



## INTRODUCTION FROM THE RECRUITERS

As soon as you enter the room and sit down, you'll have the recruiter start explaining how the day is going to look like. Then, they'll proceed with an explanation of what kind of people they are looking for to hire as Emirates Crew, and they will show you a video of how Dubai is. This is the stage where the recruiters can ask some questions to the group, giving opportunity to candidates to answer (& stand out). It is important to be careful on the answers given, because apart from the fact of being good to come forward and take the chance to "shine", it is also equally important to say something appropriate, and being fairly sure of what you're talking about.

In case you don't understand the question at all, don't raise your hand just for the sake of standing out, because you might be answering the question talking about tomatoes, while the recruiter is talking about potatoes. However, if you're someone that is doubting your understanding of what's talked about non-stop, then it's good to take a leap of faith in yourself when you're somehow sure of what's being asked.

In short, the topics of the first stage of this open day are the following:

- Emirates Cabin Crew ideal profile
- Living in Dubai
- Arabic culture



So, if you wanna be prepared for these topics and questions the recruiters will ask, make your own deep research and don't rely on solely on what you've heard about it so far. You can find some of these topics on my YouTube channel @SenseTheLens just by typing "SenseTheLens Dubai".

# EXCELLING IN GROUP ACTIVITIES



The group activity stage is one of the most crucial parts of the Emirates Open Day process. Recruiters use this opportunity to assess your teamwork, communication skills, and ability to handle dynamic situations.

This section will guide you on how to shine in group activities while staying composed and professional.

## 1. WHAT ARE GROUP ACTIVITIES?

They are scenarios designed to evaluate your ability to:

- Collaborate with a diverse group of people.
- Stay composed under pressure.
- Show leadership as *team-leader*. Alternatively, be a good *team-player* in presence of a good *team-leader*.

Examples of activities you might encounter:

- List important qualities for a specific job role assigned to your group.
- Solving a customer service problem as a team.
- Ranking survival items in order of importance.
- Developing a group presentation on a given topic.

## 2. HOW TO PREPARE

Understand the Recruiter's Perspective:

- They're not just looking for a leader—they're looking for someone who listens, respects others, and adapts quickly.
- Focus on demonstrating interpersonal skills like patience, empathy, and active listening.
- Practice Group Scenarios:
- Join mock group activities or role-playing sessions with friends and community members inside **STL Community** to practice handling discussions calmly and diplomatically.

## 3. DURING THE ACTIVITY

Stay Calm and Friendly:

- Smile and greet your team members warmly before the activity starts.
- Build a rapport with the group to foster collaboration.

Active Participation:

- Speak clearly and confidently, but avoid dominating the discussion - if you notice you are, consider asking the opinion of other on what is being talked about.
- Acknowledge others' ideas by saying things like, "That's a great suggestion," or "I see where you're coming from."

Decision-Making:

- If you suggest an idea, provide logical reasons to support it.
- Stay open to feedback and flexible enough to adapt to group consensus even if it wouldn't have the conclusion you'd gone for.

Body Language:

- Maintain open and positive body language—sit upright, avoid crossing your arms, and make eye contact with both teammates and recruiters.

## 4. WHAT TO AVOID

- Interrupting others or dismissing their ideas.
- Being overly assertive or passive.
- Focusing only on winning instead of teamwork.
- Negative body language, such as sighing, eye-rolling, or slouching.

# 5. TIPS FOR STANDING OUT

## Balance Leadership and Teamwork:

- If the group lacks direction, gently guide the conversation forward.
- For example: “How about we prioritize this step first and then revisit the others?”

## Highlight Inclusivity:

- Encourage quieter team members to contribute by asking, “What do you think about this idea?”
- This demonstrates emotional intelligence and respect for diverse perspectives.

## Focus on Solutions:

- Recruiters value candidates who stay focused on solving the problem, even if conflicts arise.



Group activities are your chance to demonstrate qualities like teamwork, leadership, and problem-solving—all key traits of a successful cabin crew member. Even if you feel nervous, remember to stay composed and focus on contributing positively to the group’s success.

In the next section, we’ll dive deeper into the final interview stage and how to prepare for the questions that can make or break your application!

# MASTERING THE FINAL INTERVIEW

The final interview is your ultimate opportunity to showcase your potential and secure your position as an Emirates cabin crew member. This one-on-one session with the recruiter allows them to assess your personality, motivation, and suitability for the role. In this section, we'll break down how to approach the interview confidently and effectively.

## 1. UNDERSTANDING THE FINAL INTERVIEW

- The interview focuses on:
  - Your motivations for joining Emirates.
  - Your understanding of the cabin crew role.
  - Situational and behavioral questions to evaluate your problem-solving skills and attitude.
- Typical duration: 15 to 60 minutes.
- Format: Often semi-structured, with both scripted and follow-up questions based on your responses.

Prepare for Common Questions:

- Why do you want to work for Emirates?
- Tell us about a time you went above and beyond for a customer.
- How have you handled stress in a high-pressure situation on the job?

## 2. PREPARATION IS KEY

- Research Emirates:
  - Learn about their values, culture, and the unique aspects of working for a global airline.
  - Familiarize yourself with Emirates' mission statement and customer service standards.
- Know the Role Inside Out:
  - Understand the expectations and challenges of being a cabin crew member.
  - Review your CV to ensure you can confidently discuss your experiences and how they relate to the job.
- Prepare for Common Questions:
  - Why do you want to work for Emirates?
  - Tell us about a time you went above and beyond for a customer.
  - How have you handled stress in a high-pressure situation on the job?



## 3. DURING THE INTERVIEW

First Impressions Matter:

- Greet your interviewer with a warm smile and a confident handshake.
- Dress in professional business attire that reflects Emirates' grooming standards.



### Communicate Clearly:

- Speak slowly and avoid using filler words like “um” or “like.”
- Keep your answers concise yet detailed enough to convey your point.

### Showcase Key Traits:

- Focus on qualities like adaptability, empathy, teamwork, and cultural awareness. For example: “I appreciate being in multicultural environments because I enjoy learning about the different perspectives that other people have on life and on regular daily experiences.”

## 4. WHAT TO AVOID

- Overly rehearsed or robotic answers.
- Negative comments about previous employers or colleagues.
- Focusing too much on the perks of the job rather than your passion for customer service and aviation.

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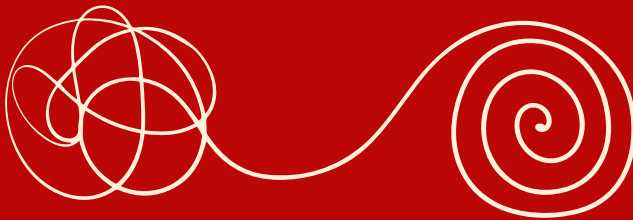
The final interview is as much about your confidence and personality as it is about your answers. Approach it with authenticity, and let your passion for the role shine through. With thorough preparation and a positive attitude, you'll leave a lasting impression on the recruiter.

In the next section, we'll wrap up with essential tips for maintaining the right mindset as you await the results.

You're almost there!



# BUILDING THE RIGHT MINDSET



Embarking on the journey to become an Emirates cabin crew can be both exciting and nerve-wracking, and your mindset can make or break your chances of being accepted.

Confidence, calmness, and positivity are your most valuable tools on this journey.

Here's how to cultivate the mental state that will help you succeed during the Open Day and beyond.

## 1. START WITH THE END IN MIND

- Visualize yourself as a cabin crew member living your dream life.
- Imagine wearing the Emirates uniform, exploring new destinations, and connecting with people worldwide.
- Picture yourself walking confidently into the room, engaging with recruiters, and being selected. Feel the joy of achieving your dream.

This vision will keep you motivated and focused.

Search on Manifestation techniques if it's something you're not familiar with, I'm sure you will find immense benefits when applied correctly!

## 2. STAY CALM UNDER PRESSURE

- The recruiters will notice how you handle stress. Cabin crew roles require composure in high-pressure situations.
- Practice deep breathing exercises to stay relaxed, both before the open day and during any activity. Notice how your breathing is. Inhale for 4 counts, hold for 4, and exhale for 4 to centre yourself.
- Mindfulness: Focus on the present moment. Let go of worries about the outcome and concentrate on performing your best in each activity. This process is a learning opportunity, no matter the outcome - even if we both know that you really want to succeed.
- Pre-Day Rituals: Prepare the night before by setting out your attire, organizing documents, and getting a good night's sleep.

## 3. MANIFEST POSITIVE OUTCOMES

Why It Matters:

- Your energy and mindset can influence your performance and how others perceive you.

How to Achieve It:

- Use affirmations such as, "I am capable, confident, and ready to grab this opportunity."
- See Challenges as Stepping Stones: Envision overcoming each stage of the process with grace and determination.
- Visualize a successful Open Day, from a warm greeting to a final goodbye at the final interview.
- Surround yourself with positivity and avoid overthinking potential setbacks.

## 4. DEVELOP RESILIENCE

### Why It Matters:

- Not every attempt may result in success, but resilience ensures you're ready to try again.

### How to Achieve It:

- Reflect on what went well and what can be improved after each attempt.
- Understand that rejection is not failure; it's a step toward growth. It's a failure only if you quit.
- Use each experience to refine your approach and boost your confidence by knowing and seeing that you're getting better. Remind yourself why you're pursuing this dream and let that motivation guide you.

## 5. STAY GENUINE

### Why It Matters:

- Recruiters value authenticity. Being yourself is more impactful than trying to fit a mold. Make shine the parts of yourself that you know are traits that emirates value, and dim the light on the sides of your personality that may not enhance your chances to be accepted.

### How to Achieve It:

- Share your real motivations for joining Emirates, by giving priority to what you know is in alignment with the values of the company.
- Express your passion for connecting with people, aviation and providing exceptional service (whenever is applicable).
- Let your personality shine through in conversations and group activities.

## 6. CONFIDENCE IN BODY LANGUAGE

Your presence speaks even before you say a word:

- **Posture:** Stand tall, shoulders back, and maintain a relaxed stance.
- **Eye Contact:** Connect with recruiters and fellow candidates by making sincere eye contact.
- **Smile Naturally:** A genuine smile conveys positivity and approachability.

Remember, your mindset is the foundation of your journey. By staying calm, confident, and focused, you're not just preparing for an Open Day—you're setting yourself up for long-term success.



# MAINTAINING THE RIGHT MINDSET

The waiting period after the final interview can feel both exciting and nerve-wracking. While the outcome is beyond your control at this stage, keeping a positive and proactive mindset is key to navigating this phase smoothly.

## 1. STAY OPTIMISTIC

- **Focus on Growth:** Regardless of the result, consider the application process a valuable learning experience. Each step has improved your skills and understanding.
- **Visualize Success:** See yourself getting the Golden Call at a random moment in your day and play a movie in your head, what would you say, how would you feel, and how would you celebrate. Imagine yourself wearing the Emirates uniform and embracing the unique lifestyle it offers. Positive visualization can help maintain your motivation.

## 2. REFLECT ON YOUR JOURNEY

- Take a moment to acknowledge how far you've come, from preparing your CV to confidently completing the final interview.
- Identify areas where you've succeeded and keep those things in mind as a reason for the potential positive outcome.

## 3. AVOID OVERTHINKING

- Resist the urge to replay the interview in your mind or punish yourself on what you could have said or done differently.
- Remember, recruiters look at the overall impression, not just isolated moments.

## 4. PLAN FOR WHAT'S NEXT

- **Stay Prepared:** Keep your documents, passport, and medical records in order in case you're called for onboarding.
- **Have a Backup Plan:** Consider alternative opportunities of jobs and paths in life, and/or reapply to Emirates in the future if necessary. The application process allows reapplications every three months.

## 5. ENGAGE IN SELF-CARE

- Use this time to relax and recharge.
- Pursue hobbies, spend time with loved ones, or travel to keep your spirits high.

## 6. STAY CONNECTED

The wait can be challenging, but remember that the effort you've invested reflects your determination and capability. Whether you're successful this time or in the future, your journey toward becoming an Emirates cabin crew member is just beginning.

In the next section, we'll analyze the practical things you are able to have control over, in order to place yourself amongst the favorites for the Job.

- Join communities of aspiring cabin crew members to share experiences and tips.
- [ STL Crew Community available on [sensethelens.com](https://sensethelens.com) ]
- Network with other candidates who may have insights or updates about the selection process.

# STANDING OUT DURING THE OPEN DAY

Your Open Day is your chance to shine, and every interaction you have will shape the impression recruiters have of you. In this section, we'll cover practical strategies to stand out and maximize your chances of success.



## 1. CV SUBMISSION: YOUR SILENT AMBASSADOR

Your CV is the first thing recruiters will evaluate. Make sure it speaks clearly:



- **Concise and Relevant:** Limit it to one-to-two pages and focus on key achievements, especially those in customer service, teamwork, or leadership roles. However, make sure you list all the jobs you've done, as it will be something they really want to know. And if you gaps in between jobs, specify what they have been for.
- **Tailored for Emirates:** Highlight transferable skills like communication, cultural adaptability, and attention to detail.
- **Professional Format:** Use a clean, modern template with no spelling or grammar errors.



## 2. NAILING THE GROUP EXERCISES

The group activities are designed to evaluate how well you work with others. Here's how to excel:

- **Listen Actively:** Show you value others' input by nodding, making eye contact, and responding thoughtfully.
- **Stay Positive:** Even under pressure, maintain a cooperative attitude and avoid being overly dominant.
- **Contribute Smartly:** Offer solutions and ideas that add value, without speaking over others. If it doesn't add value, consider remaining silent for that moment.
- **Observe Dynamics:** Balance confidence with humility—let others shine too. Even if it may seem to other's benefit, it is majorly yours too.



## 3. THE ENGLISH TEST: BE PREPARED

The English proficiency test is straightforward but requires focus:

- **Level Up:** Practice basic grammar, reading comprehension, and vocabulary (also within aviation).
- **Time Management:** Don't rush through questions; accuracy is key.
- **Confidence:** Speak and write clearly, demonstrating your fluency naturally.

## 4. IMPRESS DURING THE INTERVIEW

The interview stage is where you give a clear image of your personality, motivations, and suitability for the role.



- **STAR Method:** Structure your answers using the Situation, Task, Action, Result format to provide clear examples.
- If possible, take the opportunity to make small talk fitting into the conversation, with some very soft humour.
- **Showcase Emirates' Values:** Demonstrate cultural awareness, teamwork, and a customer-first mindset.
- **Smile:** Let a bright energetic smile shine—recruiters are looking for someone who will make passengers feel welcome.

## 5. SMALL DETAILS THAT MATTER

Sometimes, it's the little things that can set you apart:

- **Be Punctual:** Arrive early, showing you respect the recruiters' time.
- **Professional Interaction:** Be courteous to everyone, from fellow candidates to Emirates staff.
- **Grooming:** aim for look-a-like Emirates make up and details such as earrings to be giving the right Emirates look fitting you properly.



# THE PERFECT CV

Your CV is your first impression, it's your personal marketing tool. It should reflect professionalism, highlight relevant experiences, and convey why you're the ideal candidate for Emirates.



## 1. KEEP IT CLEAN AND PROFESSIONAL

### Format:

- Stick to a simple, professional design with clear headings.
- Use a single, readable font like Arial, Calibri or Baskerville.
- Limit your CV to 1/2 pages as recruiters spend only a few seconds on each CV.

### Contact Information:

- Include your full name, email address, phone number, and LinkedIn profile (optional).
- Ensure your email address is professional (e.g., firstname.lastname@gmail.com).

## 2. JOB EXPERIENCES

- Make sure the **order** goes from the most recent to the oldest.
- Focus Areas:
  - Highlight customer service, teamwork, and communication roles.
  - Include any leadership or problem-solving experiences.
- How to Present:
  - Use bullet points instead of big chunks of text to list accomplishments, and not just responsibilities.



### 3. HIGHLIGHT SOFT SKILLS

Emirates Priorities:

- Recruiters look for candidates with strong interpersonal skills, for examples:
  - Problem-solving under pressure.
  - Cross-cultural communication.
  - Emotional intelligence and adaptability.

Find what skills are really about you, and include them.

### 4. EMPHASIZE YOUR GLOBAL MINDSET

Emirates values candidates who thrive in a multicultural environment.

What to Include:

- Mention experiences with people from diverse backgrounds.
- Highlight travel experiences or language skills.

### 5. KEY SECTIONS

Personal Statement:

- You may write 2–3 sentences summarizing your career goals and why you're a good fit for Emirates.

Example: "Passionate about delivering exceptional service with over two years of experience in customer care. Eager to bring a positive attitude and global mindset to Emirates Airlines."

#### Work Experience:

- List jobs in reverse chronological order (most recent first).
- Focus on transferable skills like customer service, leadership, or multitasking.

#### Education:

- Include your highest level of education, plus any certifications (e.g., first aid, language courses).
- Skills:
- Add relevant skills like fluency in English, additional languages, or computer proficiency.

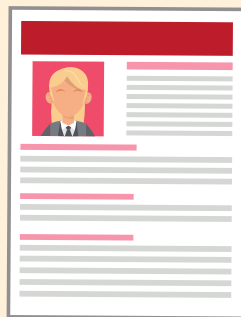
## 6. POLISH AND PROOFREAD

- Double-check for spelling and grammar errors.
- Choose professional and elegant colours.
- Ask a friend or mentor to review your CV for clarity and impact.

#### Final Thoughts on Your CV

Your CV is more than a document, it's your ticket to standing out in a competitive selection process. Take the time to tailor it to the Emirates role and reflect your unique strengths.

Make sure to download the free template for an effective CV for your recruitment process, in the “SenseTheLens Community” space.



# PREPARATION CHECKLIST

## ESSENTIAL DOCUMENTS

Here's what you'll need to prepare and bring along:



- ✓ • 1. **Updated CV:** A well-structured, concise CV highlighting your relevant skills and experience. Tailor it to reflect qualities like customer service, communication, and teamwork.
  - ✓ • 2. **Passport:** A copy of your passport, valid for at least 12 months.
  - ✓ • 3. **Passport-sized photo:** A clear, professional shot available on your phone.
  - ✓ • 4. **Education Certificate:** Your diploma or highest qualification certificate available on your phone.
- All of the above are required to be digital to be ready for the upload on your application during the open day.

1



2



3



4



# PERSONAL PRESENTATION

Your appearance is your first impression. Emirates values professionalism, so pay attention to:

- **Grooming\*:**
  - For women: Neatly tied back hair, full makeup.
  - For men: Clean-shaven, neatly presented hair, and polished shoes.
- **Business Attire\*:**
  - Women: Business attire with heels.
  - Men: Suit/smart business attire, and formal work shoes.



\*Refer to the exact picture on the dress code and grooming is on page 4.

Applying the small details of grooming mentioned at page 18 will give you extra points on the presentation.



# BONUS



## TOOLS FOR SUCCESS

Prepare these items to boost your confidence and performance:

- Notebook and Pen: Take notes if needed during the event (it's good to have).
- Water Bottle and Snacks: Stay hydrated and energized (water may be available on site).
- Breath Mints: Stay fresh for potential close interactions.

## DIGITAL PREPAREDNESS

Make sure your digital presence aligns with Emirates' professional standards:

- Review your LinkedIn profile to ensure it matches your CV.
- Set your social media profiles to private or ensure they reflect a professional image.



## BONUS (FUNDAMENTAL)

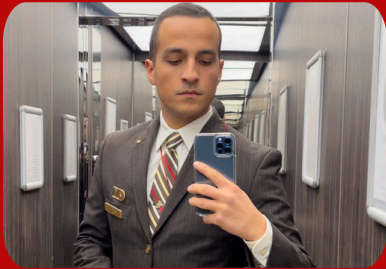


- Arrive early to avoid stress.
- Pack your documents neatly in a folder to keep them organized.
- Have your Phone Charged or bring a power bank! You'll need the battery



# CONCLUSION

Congratulations on reaching this point! Many people are not even that committed to get that thing that they want, because it takes effort to accomplish it. But, you managed to complete this E-book I created for you!! Well done 🥳 I'd love to know what you thought about it, by reviewing in with a post in the community - but now let's wrap up everything covered in this guide and look ahead to what's next.



## 1. Key Takeaways from This Guide

- **Preparation is Key:** From crafting the perfect CV to dressing professionally, preparation sets you apart.
- **Confidence and Mindset:** Success often hinges on your ability to stay composed, positive, and authentic.
- **Practical Details Matter:** Meeting documentation requirements, understanding grooming standards, and preparing for the English test can make a big difference.
- **The Tattoo Strategy:** If you have tattoos in areas where they're NOT supposed to be, know what to do by watching the video on YouTube - @sensethelens Tattoo policy - to optimize your decisions and maximize your chances of being accepted in EK.

## 2. Next Steps to Take

- **Apply What You've Learned:** Put the strategies and insights into action as you prepare for the Open Day.
- **Stay Consistent:** Even if you don't succeed on your first attempt, every effort adds to your experience and confidence.



**Connect and Network:** Engage with others in the aviation community, share your journey & experience, and learn from theirs.

## 3. The Bigger Picture

- This guide is just the beginning of your journey toward becoming a global citizen with Emirates. New tools, guidance and videos will continue to become available with Sense The Lens. By embracing the principles outlined in this guide – preparation, positivity, and perseverance – you're setting yourself up for success, not just as a cabin crew member but as someone who goes after their dreams, despite the challenges.
- Remember, every step you take is a step closer to realizing your dream. Whether you're selected now or in the future, the effort, growth, and experiences gained along the way will always be valuable. Keep striving, keep growing, and keep believing in your journey.

Stay connected, stay inspired, and when the stars will align for you, the skies will welcome you.



# GET IN TOUCH



**CONTACT**



[www.sensethelens.com/community](http://www.sensethelens.com/community)

