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| Mindy Schollman |
| 1234 Obvy Drive West Lafayette, IN 64000, Home: 404-555-5555, Cell: 404-555-5556  Email: mindy\_nicol@frontfocus.com |
| OBJECTIVE |
| Friendly, caring and service-oriented individual seeking a position as a Flight Attendant with American Eagle Airline. Bringing strong hospitality and customer service skills to achieve the highest level of passengers’ satisfaction and safety. |
| SKILLS |
| * High Energy, positive team player with excellent work ethic; flexible and dependable * Reputation for displaying professionalism and concern for customer comfort * Passion for working with people; proven commitment to provide superior service * Demonstrated capacity to work effectively with difficult personality types * Able to quickly learn and clearly communicate regulatory guidelines |
| QUALIFICATIONS & SKILLS |
| * Over 3 years’ experience in airline industry * Flight Attendant Training – Transport Canada * First-aid and CPR Certified * Good hospitality skills for presenting food and drinks * Able to sell different products on-board * Excellent know-how of passenger safety protocols and flight emergency procedures * Proven ability to help people with special needs such as children and disabled passengers |
| WORK EXPERIENCE |
| **Flight Attendant**  Tarom Airlines, Phoenix, AZ June 2003 - Present   * Provide personal services to ensure the safety and comfort of airline passengers during flight. * Greet passengers, verify tickets, and serve food and beverages. * Announce and demonstrate safety and emergency procedures such as the use of oxygen masks, seat belts, and life jackets. * Answer passengers' questions about flights, aircraft, weather, travel routes and services, arrival times, and schedules. * Assist passengers in placing carry-on luggage in overhead, garment, or under-seat storage. * Guide passengers while entering or disembarking the aircraft. * Attend preflight briefings concerning weather, altitudes, routes, emergency procedures, crew coordination, lengths of flights, food and beverage services offered, and numbers of passengers. * Check to ensure that food, beverages, blankets, reading material, emergency equipment, and other supplies are aboard and are in adequate supply. * Collect money for meals and beverages. * Conduct periodic trips through the cabin to ensure passenger comfort and distribute reading material, headphones, pillows, playing cards, and blankets.   www.bluelayouts.org  **Flight Attendant**  British Airways/Flytele, Atlanta, GA May 1999 - May 2003   * **Responsibilities included:** Directing and assisting passengers in the event of an emergency, preparing passengers and aircraft for landing by following procedures, greeting passengers boarding aircraft and directing them to assigned seats. * Served prepared foods and beverages, and sold alcoholic drinks. * Announced flight delays and descent preparations. * Took inventory of headsets, food and drink, and money collected. * Walked aisles of planes to verify that passengers were in compliance with federal regulations prior to take-offs and landings. * Administered first aid to passengers in distress. * Inspected and cleaned cabins, checking for any problems and maintaining order. * Inspected passenger tickets to verify information and obtain destination information. * Operated audio and video systems. |
| REFERENCES |
| On request. |