

# AIRLINE PILOT WORKBOOK



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The world leader in job interview training and coaching

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# 1. INTRODUCTION

**Airline pilot interviews have evolved dramatically over the last decade. Gone are the days of two check captains rigorously probing your aerodynamic technical knowledge. Nowadays the interview team will generally consist of at least one member of the human resources department and representatives of flight operations.**

The modern airline interview is now centered around the behavioral based concept developed by human resource teams around the world and can seemingly have very little to do with aviation. Behavioral based interviews work on the premise that how you have conducted yourself in the past is an indication of how you will perform in the future.

There are three general categories of behavioral questions:

1. **Example Based Questions**
2. **Negative or Difficult Questions**
3. **Open Ended Questions**

Pilots are very good at what they do but tend to perform poorly when faced with this type of job interview. This work booklet will give you guidance and examples on how to approach and prepare for your interview.

This booklet has been designed to be used in conjunction with the **Virtual Interview Program**. Whilst not designed to provide you with the answers, they must be your own words and experiences, it will help you structure and deliver your responses in a clear and concise manner.

We are here to help, so please do not hesitate to get in contact with us should you feel you have a question that we have not been able to answer for you.

Best of luck!

*The Team At Flightdeck Consulting*

## 2. THE PHONE INTERVIEW

A **pre-interview telephone screening assessment** is becoming an increasingly common tool used by Human Resource Departments around the world.

It is essential to ensure your phone interview is a pre booked appointment and not an impromptu telephone call. If the phone call is taken and you are not ready, explain to the caller that you are not in a position to take the call, take their name and number and call them back at a time that suits you, or book in an appointment that is mutually convenient. This will not be considered rude nor will it jeopardize your chance of success. The phone interview is your first step in getting that dream job; it must be treated seriously and not dismissed as just a friendly chat with someone from the recruitment office. Remember to remain professional even if they appear to be overly casual.



### Tips:

- Make an appointment for the phone interview and ensure you can take the call at a time that will allow you not to be distracted and you are in a quiet location.
- Remain professional, remembering this is an interview.
- Refer to your notes but don't read from them, use bullet points for reference.
- Stay upbeat, positive and passionate.
- Use short, clear and concise answers.

Whilst the interview will normally last 10- 15 minutes, be prepared to clear an hour of your time so as not to be time pressured. There are several standard questions that must be asked and this will allow you to prepare in advance.

During your preparation write your answers in point form. During the interview this will allow you to refer to your notes whilst still ensuring your answers are fresh, natural and unscripted.

The opening questions will normally confirm the information that they have about you is correct. Your contact information, licenses, ratings and flying hours. Know your CV **and make sure it is up to date.**

### QUESTIONS TO PREPARE FOR IN ADVANCE

- Tell me about your career to date?
- Why do you want to work for us?
- What do you know about our company?
- What do you have to offer us?
- What remuneration are you expecting?
- When are you available to start?
- Do you think you will be able to cope with the flexibility required by last minute roster changes?
- You will be flying with different people everyday, tell me about a time you have flown with someone very different from yourself?

Normally they will then explain the process from here and what to expect, when and how they will contact you should you be successful.

In the chapter on Panel Interviews we have outlined in detail, guidance on answering the above questions. Just remember, have your notes in point form, this enables you to sound natural and unscripted.

### Notes

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## 4. HOW TO ANSWER THE QUESTIONS

*Your answers must be well thought out and delivered in a clear, concise and positive manner!*

**SOUNDS SIMPLE DOESN'T IT!**

### THE THREE MOST IMPORTANT QUESTIONS

1. "Tell us about yourself?"
2. "What attributes will you bring to this company?"
3. "Why do you want to work for our company?"

These are three questions that **must and will** be asked in any panel interview. They are also the three answers that you must perform well with in order to be a successful candidate.

# QUESTION 1. “Tell us about yourself”

OR “Tell us about your career to date”?

OR “Tell us how you got to be sitting here today”?

**This question is normally the interview opener.**



“Nice to meet you Mark, why don’t you start by telling us a little bit about yourself?”

Some may call it an “ice breaker” but in reality it sets the tone for the remainder of the interview.

Your answer must highlight and concentrate primarily on your aviation career, you are there for an aviation position so keep it aviation related.

Structure your answer using the following guidelines;

- Start off with a quick introduction of yourself, your interests and the current position you hold.
- Then go all the way back to the beginning of your interest in aviation, leading into your first job and subsequent career.
- Bring your story to a close with a brief summary of your current employment. This is referred to as closing the “loop”.



*“My name is Jason Steven’s, I am 28 years old, married and the father of two young girls. I am a keen fisherman and enjoy keeping fit by cycling and chasing my girls around the house.*

*I am currently employed as a Dash 8 First Officer with Central Plains Airlines. I completed my commercial license in 2002 at Proflite Flying School in California and was immediately employed as a flight instructor.*

*In 2004 I relocated to Phoenix to take up a First Officer position on a Brasilia with Phoenix Air Charter. Unfortunately shortly after my initial line check the company went into liquidation.*

*To support my family I undertook casual waiting jobs at night whilst job hunting by day. In December 2006 I was offered and accepted a position with Central Plains Airlines in Arizona on the Metroliner and worked my way up to the position of First Officer on the Dash 8-400”*

## Try an example for yourself

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