

# SARAH PAULSON

*Flight Attendant*

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## SUMMARY

Dependable and outgoing Emirates Flight Attendant who is able to handle any kind of international flight. Adept at delivering premium customer service, maintaining an accurate service schedule on all flights and maintaining order during the course of a long flight. Specializes in international and cross-country flights.

## SKILLS & COMPENTENCIES

- Pre/Post flight checks
- Meal service
- Inventory management
- Cabin security
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- Meal service
- Inventory management
- Cabin security

## ACHIEVEMENTS

- Handled a particularly sticky mid-air situation by physically restraining a passenger who had managed to bring arms to the flight, until the plane could be landed on a nearby airport.
- Received Service Excellence Award by providing continuously outstanding service for 4 years, without a single complaint.
- Introduced the concept of "Mid Air Fun" by creating several scripts of humorous announcements to put scared passengers at ease.

## EDUCATION

### **LIBERTY UNIVERSITY, Baltimore, MD – 2007**

40 Hours Extensive Flight Attendant Training

### **ST. PETER'S PUBLIC SCHOOL, Baltimore, MD – 2006**

High School Diploma

## PROFESSIONAL EXPERIENCE

### **FLIGHT ATTENDANT**

DELTA AIRLINES, Baltimore, MD (6/2013 to present)

- Welcome passengers as they arrive and check their tickets to ensure that they are on the correct flight.
- Assist passengers in finding their seat and / or escort them to their designated seats.
- Ascertained that all passengers are safely seated and belted in.
- Helped children and the elderly to embark and disembark by providing physical assistance.
- Checked each seated passenger to ensure appropriate head count.
- Demonstrate the use of safety equipment such as oxygen masks and provided advice on what to do during emergency situations.

### **CABIN ATTENDANT**

AIR CANADA, Toronto, ON (12/2011 to 6/2014)

- Inquired into passengers' food and beverage preferences and prepared food items accordingly.
- Placed food items and beverages on trolleys and carted them through cabins.
- Served food and beverages to passengers and performed refilling tasks.

### **AIR HOSTESS**

AIR USA, Baltimore, MD (1/2008 to 12/2011)

- Greeted passengers as they arrived at the airport and assisted them by providing needed information.
- Led them to flight counters and provided them with detailed information regarding flight schedules and times.
- Provided support to passengers who have missed their flights by arranging for them to embark on next available flights.