**CHINA CABIN CREW – MAIN CREW**

**Principal Accountabilities**

* To ensure operational safety, security and health and safety responsibilities are performed to the highest standards and are compliant with EASA, British Airways requirements and all other relevant legislation
* Maintain safety compliance at all times with Safety & Equipment Procedures (recency) training
* Deliver world-class service excellence in line with our service standards and behaviours
* To ensure compliance with all corporate policies and procedures in accordance with relevant legislation
* To act as a British Airways role model to crew, colleagues and customers adhering to our uniform standards
* To build effective working relationships with colleagues and service partners to work as one team
* To deliver the crew objectives set by the business and a personal development plan, developing self-awareness through 360 feedback

**The Individual**

**Essential Qualities**

* You appreciate why the safety and security of our customers is so important for British Airways
* You are passionate about delivering service excellence every time
* You genuinely enjoy customer interactions and place the customer at the heart of everything you do
* You are able to confidently deal with challenging and difficult circumstances and remain resilient throughout
* You show respect and understanding for different cultures and backgrounds and you treat everyone as individuals
* You are able to build relationships with all your colleagues in a professional way in order to deliver excellent customer service
* You are an effective communicator and you are able to deliver difficult messages with confidence
* You understand the need to follow rules however you are able to be flexible depending on the situational needs
* You proactively seek solutions and take personal responsibility for resolving problems
* You are able to learn new information easily and quickly apply it correctly
* You always demonstrate a positive ‘can do’ attitude
* You appreciate the need to work in a timely fashion and appreciate the need for punctuality
* You uphold high personal and professional standards
* You demonstrate pride and knowledge of the British Airways brand and understanding of the business strategy