

CABINIQ

CAREER INTELLIGENCE FOR FLIGHT ATTENDANTS

Flight Attendant Resume Playbook

Build a Resume That Gets You to the Interview

An evidence-based guide built from official airline hiring pages and
reputable career resources — not opinions.

Welcome

Why Your Resume Matters

Before an airline ever meets you, your resume meets them first. Recruiters and applicant tracking systems (ATS) scan thousands of flight attendant applications during every hiring window, and most of them narrow the pool before a human reads a single word you wrote in an interview.

Several airline recruitment guides confirm that resumes are screened by an automated system before a recruiter sees them, and that the resume must clearly show relevant experience and keywords to pass that first screen.

A strong resume does three things: it proves you meet the minimum requirements, it shows you understand what the job actually involves, and it gives a recruiter a reason to move you to the next step. A weak resume does the opposite, even if you would be a great flight attendant.

What This Playbook Teaches You

- What airlines consistently look for, based on their own hiring pages
- How to build every section of a flight attendant resume, from contact information to certifications
- What is publicly known — and not known — about each major U.S. airline's resume expectations
- How to turn ordinary work experience into strong, honest, achievement-focused bullet points
- The most common resume mistakes and how to fix them
- A final checklist and self-review worksheet to use before you submit your application

How to Use This Playbook

Work through it in order the first time. It is built like a workbook, not a textbook — each section builds on the last, and the worksheets near the end are meant to be filled out after you have read the earlier chapters.

If you already have a draft resume, you can jump straight to the airline-specific research for your target airline, then use the checklist and self-review worksheet to audit what you already have.

A note on honesty

Every fact in this playbook is sourced from an airline's own careers page or a reputable career resource. Where an airline has not publicly shared resume-specific guidance, this playbook says so directly instead of guessing. You can trust that nothing here is invented.

What Airlines Look For

Most U.S. airlines do not publish a line-by-line resume rubric. What they do publish — on their own careers pages — is a consistent picture of the qualities and qualifications they screen for before a resume ever reaches a recruiter's desk. This section pulls only from those official pages, plus a small number of reputable recruitment sources where noted.

Qualities Named Directly on Official Airline Career Pages

Quality	Airlines That Name This Directly
Customer service / hospitality experience	Delta, Spirit (2+ years guest service, hospitality, or merchandising required), Alaska, Frontier (preferred)
English fluency (speaking, reading, writing, understanding)	United
Professional, well-groomed appearance	United, Delta (interview-day guidance), Frontier
Ability to pass a physical/reach requirement	Alaska (82" reach), Spirit, Frontier
Teamwork and group-activity performance	Delta (assessment day / group interview), JetBlue (Blue Review)
Values alignment with the airline's stated culture	Southwest ("Servant's Heart," "Warrior Spirit"), JetBlue (Safety, Caring, Integrity, Passion, Fun)
Language fluency in a second language (for LOD roles)	United, Delta (bilingual/LOD hiring classes)

Industry Best Practices (Not Airline-Specific)

The following points are widely repeated across reputable career and recruitment resources rather than stated by a specific airline. They are labeled here as general best practice, not official airline guidance.

- Keep your resume free of spelling and grammar errors — recruiters treat this as a signal of attention to detail, which matters directly for a safety role.
- Quantify your customer service impact where you can (number of customers served, satisfaction scores, team size) so a recruiter can see scale, not just duties.
- Tailor your resume to each airline's stated culture and values rather than submitting one generic version to every carrier.
- Assume your resume will be read by an applicant tracking system before a human sees it, and include the specific keywords used in the job posting.

Sources Used

Delta Air Lines — Flight Attendant Careers — <https://www.delta.com/us/en/careers/flight-attendant-careers>

United Airlines — Path to Inflight — <https://careers.united.com/us/en/path-to-inflight>

United Airlines — Flight Attendant Information — <https://careers.united.com/us/en/flight-attendant-information>

Southwest Careers — Our Hiring Process — <https://careers.southwestair.com/us/en/hiring-process>

Spirit Careers — Flight Attendant — <https://careers.spirit.com/flight-attendant>

Alaska Airlines Careers — Flight Attendants — <https://careers.alaskair.com/career-opportunities/flight-attendants/>

Frontier Airlines — Flight Attendant — <https://www.flyfrontier.com/careers/flight-attendant>

JetBlue Careers — <https://careers.jetblue.com/>

