

# Big demand for local airline crew

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**KUALA LUMPUR:** When Malaysia Airlines won the best cabin crew in the world award last year, trainer Hilary Miranda was not surprised.

"We have every reason to win the award and we will win it over and over again in the future," said the director of Excel Training and Counselling Centre, which is involved in cabin crew training and airline placement.

At a preview session for a personal development workshop on Sunday, Miranda told about 20 cabin crew hopefuls that there is a very high demand for Malaysians by international airlines simply because we are able to lend the "human touch" in our relationship with people.

Testimony of this, he said, is the many international airlines which hold several recruitment exercises a year in the country.

He said being the best does not amount to merely having a pretty face or dashing looks. One must communicate well, have good inter-personal qualities and be a natural when it comes to caring for passengers.

Miranda said Malaysians are also in high demand because they work hard and go the extra mile in accommodating people.

"The frequent recruitment exercises by Singapore Airlines on our shores is also proof that the republic is not only dependent on Malaysia for its water supply but is also keen to have the very special and gentle qualities of Malaysians on its flights," he quipped.

"Emirates Airlines voted the world's best airline three times in the last five years is also keen to have Malaysians as air crew, holding three recruitment exercises a year in the country."

However, Miranda said airlines today demand very high pre-requisites and each airline has its own benchmark to judge candidates for the job.

"You are watched from the very moment you arrive at the interview. Without knowing, you are already losing or earning points."

He said wearing skimpy outfits to the interview will not ensure the candidate gets the job as the profession is no longer associated with the "coffee-toffee-or-me" perception of airline staff in the 50s and 60s.