

想知道各家航空公司的招考流程嗎？

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新加坡、國泰航空招考流程

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新加坡航空公司的考試流程

新加坡航空在台招考空服員，因月薪加津貼高達台幣八萬元，吸引眾多人報考，但在書審這一關就很嚴謹，履歷表的填寫項目也很多，必須清楚與誠實的填寫完整。

首先我們要先進入新加坡航空公司的官方網站申請表格，因新航都會在網站上公佈每一區的招考時間與地點，所以我們點選台灣的部份進入，等填完表格了後，還必須親自用手在底下的簽名欄簽字後再用電子郵件傳到新航的人事部。

✚ 現在就來看看完整的面試流程：

➤ a.先填寫履歷表審核資料

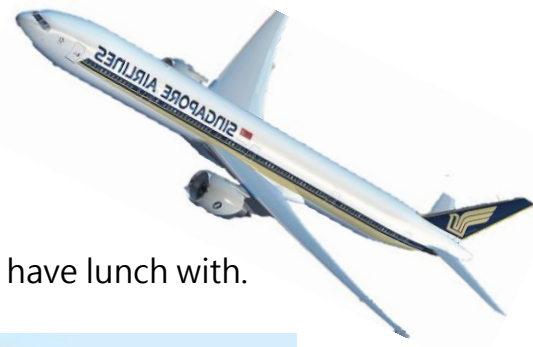
新加坡航空公司會在自己的官方網站公佈招募訊息，並必須用新航網站所提供的表格填寫所有詳細的資料，填寫完成後要自行影印下來，親筆簽名欄上要親自簽上自己的名字，然後在掃描回傳到新航的人事招募小組資料庫裡，並要在新航的規定期限以前上傳完整資料，包括照片。【如以上提供的資料】

➤ b.第一關初試：初試安排兩天，篩選過履歷表後，約一千六百人左右收到新航的邀請函，可以參加第一關初試。當天必須攜帶的證件如下：

- 1.邀請函
- 2.身分證
- 3.畢業證書
- 4.履歷表
- 5.護照
- 6.出生證明
- 7.大頭照 2 張

✚ 檢查證件齊全後，被安排一次進去 10 位，圍成半圓形面對主考官，簡單英文自我介紹。並問每人一個簡單的問題如下：

- ✓ What would you recommend your foreign friends do in Taiwan?
- ✓ What 's your favorite food?



- ✓ Who is your favorite movie star?
- ✓ What does good service mean?
- ✓ Please name one famous person who you want to have lunch with.

What questions would you ask him/her?

(10 位考生大約取 1 至 3 位)

PS：回答你的想法時，**注意儀態、表情、語氣、應變能力及英文程度**。別人回答時也同樣要面對主考官並保持微笑，記得表現出傾聽別人發表的樣子。

➤ **c.第二關複試安排在下午**

(1) 5 人進去唸文章(約 30 分)。

(2) 2 人一組互相用英文介紹對方，在介紹之前，主考官會給考生幾分鐘時間讓彼此互相了解。

(3) 辯論。

➤ **d.第三關是筆試**:內容為介系詞填空(上面有可以選的)，閱讀測驗，選擇題 5 題，最後寫這篇文章的概括【約七十至一百個字】。

➤ **e.第四關穿新航制服**:試穿制服，身體檢查看是否有疤痕或刺青等，**非常仔細**，走台步看儀態。

➤ **f.第五關決定性的面試**:一對四的面試(也有一對二、一對五)，穿著新航制服面試，**針對履歷的問題**，並會請你朗讀中文與英文廣播詞。

➤ **g.第六關**：通過第五關的面試後也許會被邀請新航的『茶會』。(茶會也是新航很傳統與有名的面試項目，最主要是**觀察考生的社交與應對能力**，全程用英語交談。通過後會領取新航的體檢表與工作申請表。

以上是整個新加坡航空公司的招募流程，很有效率的在兩天內完成以上所有的面試程序。所以充份的準備很重要，**尤其每一關後就會當場知道結果**，要有心裡準備。

看了以上這樣的流程，是不是覺得很有挑戰性呢？新航可是很多人心目中的第一志願。

✚ 新加坡航空公司的小組討論題目

在小組討論之前，主考官會先請小組成員**每個人用簡短的英語自我介紹**，每個人約**三至五句**就好，重點是讓小組成員可以很容易記得你，互相認識，且拉進彼此之間的距離，有趣且幽默的內容比較討好且能讓人印象深刻。

以下我們用一些考古題作例子，英文大寫字母代表每一個不同考生的名字。記住，這只是範例，僅供參考，每一組的話題不會一樣；一般小組討論的**人數約十至二十五人之間**，**討論時間約八分鐘至十分鐘**，一定要有人先破冰，否則大家彼此看來看去的，或等誰先發言，是會整組被刷掉的，當其中一個人開始討論後，接著就要有人回應或跟隨，將自己的意見闡述，**一定要有禮貌**，聲音要說得在坐每個人都可以聽得見。我們就直接看範例，前兩則是考場的討論狀況，這裡讓讀者感受一下節奏，就不翻成中文了，往後的練習題筆者會將參考答案與英翻中附上，讓讀者也可以自修練習。

【開頭的英文字母 A,B,C,D.....代表不同的考生】

1. What is one of your favorite movies?
2. Who is your favorite movie star?
3. What color clothes do you like to wear?
4. Do you like cats or dogs? Why?
5. What places would you introduce to foreign friends who are visiting Taiwan?
6. What kind of boyfriend would you like to have?
7. Money or beauty, which one is more important to you? [one team 3 persons, and two separate teams]
8. If you were the transportation minister, how would you improve the transportation system? Or how would you solve the traffic problem?
9. Would you prefer to work at a low salary job that you like or a high salary job that you don't like?



國泰航空公司的考試流程

國泰航空招募空服員的條件比較寬，男女不拘，原則上三十五歲以下都可以報考，已婚也是可以的，筆者的學生就有幾位是三十一歲考上國泰空服員，也有已婚的考上國泰空服員，可見國泰航空選人的範圍很大、也很彈性，有服務業的特質、開朗、大方、熱情與語言能力是被錄取的重點。

✚ 以下就來介紹國泰航空公司的考試流程：

a. 先填寫國泰航空公司的履歷表，並用電子郵件傳到國泰航空的海外人事部【網站上會註明】，如果資格符合，就會收到國泰航空公司電子郵件的邀請函。面試當天依照邀請函安排的時間前往面試。

b. 第一關初試：

檢查文件證照

量身(指尖可以摸到 208 公分)

小組討論

c. 第二關複試：

辯論

英文筆試

英文短文或廣播詞朗誦

d. 第三關決定性的面試

一對一單獨英語面試

唸中文廣播詞

e. 國泰通知身體檢查



✚ 國泰航空公司的小組討論題目

- 1. If you are assigned to build or invest in a new hotel, how would you want these three factors to be designed?

- 1.) Beverage & food
- 2.) Room design & facilities
- 3.) Service

Note :

1. separate into three teams to discuss each item.
2. each team' s representative presents their team' s summary.
3. Then everybody discusses the three factors together. Discuss which factor should be most important, second most important and so on.

- 2. What is the most important factor a customer considers when choosing an airline?

- 1.) Ticket price and flight schedule?
- 2.) Flight entertainment
- 3.) In-flight service

Note :

1. separate into three teams to discuss each item.
2. each team' s representative presents their team' s summary.
3. Then everybody discusses the three factors together. Discuss which factor should be most important, second most important and so on.

- 3. If there are foreign friends visiting Taiwan, how would you want these three factors to be considered?

- 1.) Sightseeing
- 2.) Dining
- 3.) Fine art

Note :

1. separate into three teams to discuss each item.
2. each team' s representative presents their team' s summary.



3. Then everybody discusses the three factors together. And plan a perfect travel schedule for them. Discuss which factor should be most important, second most important and so on.

➤ 4. If you were going to plan a 14-day tour for yourself, what would you do?

➤ 5. There is a VIP couple of ABC Hotel who always reserves a twin room with a sea view and stays one night. However, today this couple plans to stay three nights, but there are no more twin rooms with a sea view available.

The only room left is a single room with a partial sea view. Furthermore, the couple is using a promotion package, so they know they can't use the swimming pool or gym facilities for free. The couple has become very angry. How would you handle this situation if you were in charge?

➤ 6. You join a tour to Japan and you have one day to visit Disneyland, but when you arrive there, you find there is a sign on the wall: Closed for maintenance. We apologize for this inconvenience. The tour leader proposes three options.

- 1.) Give each tourist NT\$ 900.
- 2.) Go to another place.
- 3.) Provide one more day to stay in a hotel.

Which option you will choose?

➤ 7. Debate

Are Youtube, Twitter and Facebook beneficial/not beneficial to the youth today?

Each member must present one reason to the recruiters.



➤ 8. Debate

Do you think the tobacco tax should be increased or not be increased?

Each member must present one reason to the recruiters.

➤ 9. Debate

Break into two groups of four each and come up with reasons to support or oppose beauty contests.

Each member must present one reason to the recruiters.

