

CABIN CREW RECRUITMENT FOR SUMMER SEASON 2023

Frequently Asked Questions



1. What kind of airline is SmartLynx?

We are an ACMI and charter company flying on behalf of other airlines and tour operators.

Some of the rules for our cabin crew are set by us, and some by our clients. The standard and emergency procedures onboard the aircraft are ours. Onboard service and customer satisfaction is where the client calls the shots. Most of the time our crew will be trained by the client before starting operations. The training can be done in person, online, or come in the form of a written service brief.

2. Do I need to have previous cabin crew experience?

We welcome experienced cabin crew members and those who have yet to gain cabin crew experience.

3. What documents do I need to apply?

3.1. Experienced cabin crew members:

- ✔ Valid passport with no restrictions to travel
- ✔ Valid EASA cabin crew Attestation issued by a EU member state
- ✔ Valid cabin crew medical certificate
- ✔ Recommendation letter from previous employer
- ✔ Block hours certificate for the last 12 months (if applicable) (*)
- ✔ Clean criminal record (*)
- ✔ Background check form (*)

3.2 No previous cabin crew experience:

- ✔ Valid passport with no restrictions to travel
- ✔ Cabin crew medical certificate (performed by EASA-approved aeromedical center or medical practice)
- ✔ Clean criminal record (*)
- ✔ Background check form (*)

(*) To be provided at a later stage.

If you don't hold an EU passport, you will be requested to provide a valid EU work permit that allows you to work and travel unrestrictedly. Please contact your local authorities for more information on obtaining an EU work permit.

4. What are the language requirements?

Fluent English is a must, as all our training, manuals, and communication is in English. Any other language is considered an advantage.

5. What if I have a tattoo? A piercing?

Rule of thumb – if it's not visible it's fine. If you have tattoos, they must be covered when in uniform. No face piercings please. Female crew members are allowed to wear one pair of earrings.

6. Age limitations

All ages are welcome at SmartLynx – we are proud of our diversity.

7. Crew rostering

We have several operational bases both in Europe and in the wider world. We send our cabin crew to one of our bases for 60 days. After these 60 days you have 7 days, including travel days, to go home to relax or take care of personal errands. This travel home and back to the base is organized and paid by the company. Any additional travels home not related to duty are at your own expense.

When a crew member is at the base, the company covers the accommodation. All our crew lives in the same hotel – usually 4*, double room, single occupancy.

When at the base, you'll have flight duty days, standby days and off days. Cabin crew can work up to 7 days in a row. Then you'd have 2-3 off days; then you might work for 3 days, followed by 1 off day, and so on. Rosters can change quite often, and crew members are frequently called out from standby or asked to operate on an off day. You will know your roster 14 days in advance.

8. Can I choose the base I'd like to operate from?

Typically no. The base is assigned by the company considering where you live and what languages you speak. If a possibility to choose the base comes up, you'll get an e-mail from Crew planning.

9. Is there a fixed base?

No, the crew will operate from the base assigned by the company. We do try to keep the same crew in the same base for as long as possible, but this isn't always feasible.

10. Do you provide uniforms?

Yes, but only the clothing – shoes and suitcase not included. When you join the company you will receive a minimum set of uniform items and be asked to wear your own black, classical-style shoes. As a new joiner for your first flight you may be required to wear your own classical white shirt and black/dark grey trousers or skirt (for the ladies) and a trolley bag measuring max 55*25 cm. We provide cabin bag allowance of 50 euro which is then reimbursed. Bags must be dark navy or black and soft material.

We issue standard EU uniform sizes and rely on you to provide us with your correct size. If your uniform is still a size or two off, you will have to tailor it at your own cost.

11. Service agreement

The company does not offer a direct employment contract. We work on a service agreement basis, and it is provided by an agency. It means that you are considered an independent worker or self-employed, and are responsible for paying your taxes.

All service agreements are valid for max one year (Jan 1st – Dec 31st). In 99% of cases, when a crew member is happy with the company and we are happy with the crew member, the agreement is extended for another year.

12. Is there a basic fee?

No. The cabin crew total fee consists of duty allowance, daily allowance (if applicable), and block hour payment.

13. Can I request a longer absence?

Yes, you can request unavailable days lasting longer than 2-3 weeks during the winter months. But please keep in mind that during the summer season this is not possible.

14. Training

Your SmartLynx training will start on January, 2023.

If you are an experienced cabin crew member, your SmartLynx conversion training will last for approximately a week and include:

- ✔ 4-5 days of theory,
- ✔ 1 day of practice (smoke, fire, evacuation drills, door operation),
- ✔ a fam flight.

The theory part is done online. You will join one of our virtual training sessions together with other crew members and instructors. For your practical training day you will need to travel somewhere. We use several mock-ups in Europe, and if a crew member needs to travel, the travel and hotel accommodation is organized by the company – you won't have to pay for anything.

When you have completed the training, you might be sent to the base right away, or you might be sent at home first and 1-3 weeks before you go to the base.

If you have no previous cabin crew experience, your SmartLynx initial training will take 3 to 4 weeks: 10 days of theoretical training, 1 – 2 days of practical training, followed by 5 supervised flight sectors onboard an aircraft.

15. When will I start to operate the flight?

We are currently recruiting cabin crew for the summer season of 2023. Once you have completed your SmartLynx training, the active flying will take place from April to October 2023.

16. Is Covid vaccination mandatory?

It is not mandatory, but it is advised.

17. What happens once I sign the service agreement?

Once you have signed the agreement and the agency has all the required documents, Crew Training Department will contact you and set up your training.