



## **CABIN CREW MEMBER ROLE BASED IN CAPE TOWN (CONTRACT)**

The Cabin Crew member is responsible for adhering to the standard for our in-flight experience and lead confidently through any challenge. This role is additionally responsible for following procedures and ensure the highest standards of safety in every situation. The ideal candidates shares a strong commitment to teamwork and the White Desert ethos and a can-do attitude.

### **The Company**

- Founded 20 years ago, a unique, multi-award winning company with high global reach (clientele and employees).
- The only company to offer a commercial private jet service to the Antarctic continent
- Renowned for their top end luxury and exclusivity
- Extremely complex value chain with extraordinarily high logistical expenses that enable transportation to, and accommodation of guests on the continent.
- Highly seasonal business which results in the need for careful planning in both the high and low seasons.

### **The Role**

- Ensure all operational safety, security and health and safety responsibilities are performed to the highest standards in accordance with Company Operations Manual.
- Ensure compliance with Regulators, Operator requirements and all other relevant legislation.
- Report safety related issues through correct channels and is proactive in adopting the White Desert and Operator "Safety-First" culture.
- Maintain safety compliance with Safety and Security Procedures training.
- Deliver world-class service excellence in line with prescribed service standards and behaviours.
- Ensure compliance with all company policies and procedures in accordance with relevant legislation.
- Ensure the cabin is clean, safe and professional at all times.
- Attend a pre-flight briefing, during which cabin crew are assigned their working positions for the upcoming flight - crew are also informed of flight details, the schedule and if there are passengers with any special requirements, such as diabetic passengers, passengers in wheelchairs or the number of infants on board.
- Carry out pre-flight duties, including checking the safety equipment, ensuring the aircraft is clean and tidy, ensuring that information in the seat pockets is up to date and that all meals and stock are on board.
- Welcome passengers on board and direct them to their seats.

- Inform passengers of the aircraft safety procedures and ensure that all hand luggage is securely stored away.
- Check all passenger seat belts and galleys are secure prior to take-off.
- Make announcements on behalf of the pilot and answer passenger questions during the flight.
- Serve meals and refreshments to passengers.
- Give first aid to passengers where necessary.
- Ensure passengers disembark safely at the end of a flight and check that there is no luggage left in the overhead compartments, under seats; completing paperwork, including writing a flight report.

## **General**

- The above outlines the primary responsibilities for the roles/duties, is not exhaustive and may be changed at any time, dependent upon the operational requirements of White Desert and within the parameters of the position; and
- In addition, there is an all-embracing expectation that each team member will work collaboratively within the team framework and that each team member is responsible for maintaining a supportive environment in line with the White Desert ethos.

## **The Person, required Experience and Skills**

- The ability to remain calm in emergencies or when dealing with difficult passengers
- Ability to work nights, weekends, holidays, and extended hours
- Fluent in English and knowledge of other major languages
- Good health and fitness (Medical assessment passed)
- Minimum 2 years as Cabin Crew member in VVIP Charter
- Excellent interpersonal skills
- Effective time management
- Confident decision making
- Passion for customer service
- Outstanding communication skills (both written and oral)
- Emotional resilience
- A strong foundation in customer service, sales, travel and tourism
- Medically fit to meet regulatory requirements. Able to hold / obtain all required passes and documents (such as the ability to obtain and retain an airside pass)
- Hold a valid EASA cabin crew license
- Hold a valid passport (with minimum 12 months before expiry date) with unrestricted right work and travel globally.
- Undergo Criminal Record Check in the previous five years and be able to provide satisfactory references for the last five years.
- Be willing and able to work shifts covering 24 hours a day while in season

- Be willing and able to spend periods of time away from home and conduct stand-by duties in the proximity of your airport base.
- A willingness to be at home base: Cape Town, South Africa, for the duration of contract.
- Have a smart phone for business use.
- Wear the White Desert uniform to the required standard with no visible tattoos or body piercings. Tattoos or body piercings must never be visible on the body or through uniform clothing and MUST be able to be covered. Only tattoos that can be reasonably covered up are permitted. Plasters and bandages must not be used.

**Location**

- Cape Town, South Africa

**Contract duration**

- Training during the month prior to start of season (IF applicable)
- Season: 01 October 2025 to 28 February 2026.

**Please send your CV to [Careers@white-desert.com](mailto:Careers@white-desert.com). Include the position you will be applying for in subject line.**