Eloise Tan Marwick

Flight Attendant · Cabin Safety & Service

flight-attendant@example.test
Singapore

Summary

Flight attendant supporting short- and medium-haul services. Conducts assigned safety checks, communicates passenger assistance requirements and helps resolve service issues with the cabin lead and airport teams.

Experience

Flight Attendant

Crescent Tern Airways | 2021-04 – Present

- Worked 216 sectors in the past 12 months. Completed assigned cabin safety checks and passed irregular findings to the cabin lead for resolution before departure.
- Tested a brief assistance handover with colleagues on one route. Missing mobility-assistance updates fell from 16 to 6 across consecutive four-week samples with similar passenger volumes.
- Logged service recovery details and unresolved issues for the ground team. Escalated cases needing policy decisions to the cabin lead.
- Briefed new crew members on the operator’s handover and recordkeeping procedures, and directed questions about exceptions to the cabin lead.

Airport Passenger Services Agent

Lantern Quay Passenger Services | 2018-09 – 2021-03

- Coordinated connection and accessibility updates at the gate. Confirmed assistance requests with the receiving team during terminal changes.
- Recorded disruption cases and explained rebooking options that had been authorized by the duty supervisor.

Education

Diploma in Aviation Services

East Quay Aviation Academy | 2018

Skills

Cabin safety checks · Passenger assistance · Disruption support · Service recovery

Certifications

Cabin Crew Recurrent Training

Crescent Tern Airways | 2025

Employer training covering safety procedures, first aid and coordinated passenger assistance.

Languages

English · Mandarin