

AIRLINE INTERVIEW GOUGE



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Introduction

Welcome to this comprehensive document that compiles sample interview questions from major airlines and cargo companies. This valuable resource is designed to help you better understand the types of questions you may encounter during the interview process and gain insights into what these prestigious organizations are looking for in their candidates.

It's essential to recognize that the questions featured in this document are merely samples and are subject to change as the aviation industry evolves and companies adjust their hiring processes. However, these questions will give you a solid starting point to prepare for your interviews and help you develop a better understanding of the expectations and requirements of prospective employers.

In today's highly competitive job market, thorough preparation is critical to standing out and making a lasting impression on your interviewers. By reviewing these sample questions, you can reflect on your own experiences, qualifications, and aspirations, and practice crafting well-thought-out and articulate responses. This will not only boost your confidence but also help you present yourself as a strong, well-prepared candidate.

As you work through this document, remember that while it's essential to prepare for specific questions, it's equally important to be adaptable and ready for any curveballs that may come your way. The aviation industry is constantly changing, and interviewers may ask questions not featured in this compilation. Therefore, we encourage you to use this resource as a foundation for your preparation while also considering other potential interview topics and staying up-to-date with industry trends and news.

We hope that this document serves as a valuable tool in your journey toward landing your dream job in aviation. By familiarizing yourself with these sample questions and using them as a guide to practice and prepare, you'll be well on your way to a successful interview experience. Remember, these questions are just a starting point, and your ability to adapt, think on your feet, and demonstrate your passion for the industry will be what truly sets you apart. Good luck, and happy flying!

UNITED



Background Logistics

- <u>Airfare</u>: 2 weeks prior to your interview, they will email you a certificate number to book your airfare.
- <u>Hotel</u>: there's the Doubletree, which is pretty much exclusively for UA employees/candidates, but you might book something different, depending on availability.
 - BONUS: Work the Hilton Honors
 Program (takes about 1.5 weeks
 from start to finish) Started with
 an email to
 hiltonhonors@naswa.org -> then
 sent to Your State Rep-> Had to
 build a profile and provide Hilton
 Honors Info -> Then BOOM
 100.000K Points.
- <u>Interview Slot</u>: You will sign-up for a specific time.
- Log Book: Bring your Civilian Log Book (she might be old). Print out your combined SARM IFR, IFTS (or you can use (https://aams.apps.dso.mil/), and Printed Combined MilKeep Logs (or any logbook that you use) + Mil Log Book Times on nice paper and insert them into an Avery Flex Folder with built-in sheet protectors. The Folder could have a clear cover and put all your major earmarks and dates for ease of reference (make it nice and easy to search thru). Purchase the Avery Flex Folder from FedEx Kinkos. Don't forget to sign your/endorse the E-LogBook Pages. Tab them out for all your aircraft AC/MP & IP upgrades (KC-135, C-130J, C-40) and your FAA Certs (PPL, CFII, ATP).

Here is a
detailed
outline of what
to expect
during a
United Airlines
Interview

- Green Monster: (Hopefully you got this before they destroyed all of them) + CCV FEF.
- Additional Documents Folder:
 Bring a nice portfolio that has extra
 Resumes, Copies of the Interview
 Docs, Extra Transcripts, your
 Passport, and FAA Certs. It wasn't required, but a "break glass in case of emergency."
- Packing and Suits: Have backup plans for your suits. Bring a tie to match UA colors. Make sure to have a multiple suits for spills.

UNITED

Interview Timeline

- Interview Day Minus 1 Month: Finetune your Intro. Watch all "Emerald Coast" Videos + 1x ECIC Seminar + 6x ECIC Rapid Fire + 2 ECIC TSAs. Cold be overkill, but you'll feel like you can handle any question, plus many of the ECIC instructors have strengths and weaknesses.
- Interview Day Minus 1 Week: ECIC
 UA Top Off & Sit-down with some UA
 pilots (if you know any, that is) to
 practice your intro (3-4.5 mins total)
- Interview Day Minus 1 Day: Take your flight out to KDEN.
- <u>Bus Info</u>: They'll provide timings for the shuttle from the hotel to the UA Traning Center. This is a good chance to talk to UA employees (Don't forget to bring a few dollars to Tip).
- Hotel: Remember, this place is 100% all UA. So network, meet some good folks, and definitely have at least 1 beer (or 2).
- Interview Day: Expected to show to the UA TK (UA Training Kingdom) 45 mins prior to Interview Time (Note: FYI Some emails you receive say 1-hr while others say 45 mins).
- Bus from Double Tree to TK leaves at the top and bottom of the hour (approx 4 min ride).

- Bring a Water Bottle. Pen and paper will be provided.
- You'll meet a senior pilot: They will be very warm and welcoming. They will go around the table in the cafeteria to ask where you're coming from and what your worst landing was and what airplane (not always though).
- Everyone will hand in the Green Monster, FEF, your old school log book, and your Printed Out Combined SARM IFR + IFTS + Mil Keep Civ + Mil hours in the Avery Flex Folder. More often than not, no one will say anything to you. If they have questions about hours, be honest, don't worry, and they'll move on.
- Quick Facility Tour and quick walkthru of their mini museum, then to the holding room. Once in the holding room, the senior pilot host will ask if anyone has any questions. (Note: Do not forget to remove your cellular devices in the interview. Rumor has it that one dude wasn't hired because his cell phone went off during the interview). YOU'VE BEEN WARNED!



Sample Questions

- HR Portion (Note: You will have an HR member and one or more pilots) - 45
 min:
- Intro about yourself.
- TMAAT (Tell me about a time) you collaborated on something.
- TMAAT you had a supervisor disagree on something you did or said.
- TMAAT you had a challenging flight.
- TMAAT you had a regret about something you did or said.
- TMAAT you accomplished something as a team.
- TMAAT a crewmember disagreed with you.
- TMAAT you praised someone.
- TMAAT you had a positive effect on someone.
- TMAAT you made a decision outside of your scope.
- TMAAT you had a CRM issue and what did you do about it?
- TMAAT someone broke STANDARD OPERATING PROCEDURE (SOP)?
- TMAAT you didn't agree with leadership.
- TMAAT you made a quick decision.
- TMAAT automation became a threat in the plane?
- Why United?
- 5 Min Break: Utilize the break time to establish additional rapport with your Pilot. Be nice and engaging...essentially, don't be weird.

Here are some sample questions that have been asked in actual interviews.



Technical Skills Assessment

- <u>Technical Skills Assessment</u> (aka TSA): (Note: The pilot will likely run the scenario while HR will listen and watch. They want you to reference how you would brief and fly in your USAF aircraft NOT UA Aircraft) - 20 min:
- In this example: Given NO
 Terminal/Ground Charts, NO SID
 Chart, NO Arrival, No Approach plates.
 NO weather (Severe Clear), NO QRH to reference during the Emergency Procedure.
- Situation (Example): KADW (Andrews AFB) to KCLT (Charlotte Airport).
- Give your crew briefing. Just give an expanded brief and be as detailed as possible. If you get too in the weeds, they'll fast-forward you.
- At 35K feet you get a Generator off light. What will you do? (Note: No QRH provided) Example: Give the "Emerald Coast" CRM flow -> Hand off control of aircraft and radios to FO, gathered info, and handled the Emergency, give a recap as you see fit, ask for inputs, and make a decision. You can rattle off what your QRH says and start the APU.
- Talk me thru a Go around?
- What if KHOU closes indefinitely?
 Plenty of gas. Where will you go? No
 Charts to reference, so give him KAUS
 as a quick wag. He says to talk him
 thru your thought process. Again, run
 the "Emerald Coast" CRM Flow + 2 In
 (FO + FA) / 2 Out (ATC + Disbatch)

The Technical
Skills
Assessment
(TSA) is very
thorough &
must be
prepared for
extensively.

 Transitioned to a KHOU STAR. What altitude would you set if given Cleared VIA? What would you do if you were vectored off the STAR (HDG 180)? What if you were given an ALT and told to resume the STAR at a certain point? Discuss some box work in our FMC, to include SA on your VNAV pages, some MFD Symobolgy GK, and Automation Management.

American Airlines



Interview Timeline

- HR Zoom Interview: You'll start with a distance interview via Zoom. Super laid back. They will ask to confirm your ATP number, and if you have ever worked at AA or its subsidiaries before.
- Question Examples (Note: not too many on the Zoom call): TMAAT you overcame a challenge at work recently.
- Scenario: 2 hrs into a flight LAX-PHL, the px issue requires a decent to 10K', in layman's terms what are you thinking about/planning to do? (Hint: there's terrain).
- <u>Technical Skill Scenario</u>: LGA DFW, you are 200NM from LIT when ATC tells you that DFW is closed for Storms and tells you to hold at LIT with an EFC of 1hr. Filed alternate is LBB.
- Another Scenario Example: You are the Captain of a flight that arrived late, you have another leg on another aircraft in another terminal. As you leave the aircraft, you encounter a set of families that are missing strollers and are concerned about making their connections.
- Boom done. The whole thing lasts 15 min. They're quick and to the point!
- They'll send an email with your hotel reservation (paid for, score) and interview time slot for the day-of, several days before the interview.

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detailed
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American
Airlines
Interview

 You'll probably stay at DFW Marriott South. Call the hotel upon arrival and they'll send a shuttle to pick you up. Email instructions give you a shuttle pickup time from the hotel for the 5 minute drive over to the CR Smith Museum/training center.

American Airlines

TM

Interview Timeline

- Day of Interview: Bring your bags from the hotel with you, they have a place to store them there. Get your visitor ID badge/nametag, then they'll collect your logbooks, which they give back to you at the end. Then they'll ask to see the original docs you previously had to upload into pilot credentials before you arrived. Very quick/efficient. Then a captain comes and gives you a quick tour of the facility/CR Smith Museum and shoots the bull for about 30 min. Very laid back. Then the 2 interviewing pilots grab you and take you to your own individual table by the DC-3 for the interview. Capt/FO—try to match you up based on your experience (both of mine were prior mil).
- Quick intro, then a few TMAATs/WWYDs and scenarios.
- TMAAT: You had to deal with a coworker you had an issue with.
- TMAAT: You sensed someone was struggling and what did you do? What did you learn/would you have done anything differently?
- TMAAT: You had a policy at work you disagreed with?
- Tell an experience with both the best and worst crew briefings and what you learned from each example.
- WWYD: You're deadheading in uniform and notice a passenger who doesn't speak English looking at the departures board and seems confused/hurried/distraught.

- WWYD: On the walk-around, you see that a navigation light is out.
 The flight is during day VMC conditions. You have 30 min of duty day left before this flight has to depart before everyone gets stranded and there are no other options for these passengers to leave today.
- Scenario: Taxiing in JFK to 31R, then you get switched to 4L. Talk through what your thought process is.
- For the interview questions, they give you a piece of paper/pen for notes, and on the paper, it basically gives you the things they're looking for in your responses (what was your thought process, what did you learn, would you do anything different, etc). They couldn't have made it any easier. The whole thing lasted maybe 50 minutes. Very conversational and laid back, they just want to get to know you.
- Overall, super laid back/very chill.
 They seem to have ironed out some of their processes and inefficiencies that folks who were interviewed 6 months ago might have complained about a little. The overall tone is incredibly friendly and conversational. You will almost have to remind yourself you are in an interview and not just shooting the bull with them.



Background Logistics

- <u>Logistics</u>: Hilton across the street.
 Quick walk to the Delta campus and shuttle to/from ATL that departs on the hour and :30.
- The class will probably have the same show time of 0800, however ithere's been cases of times changing the night before via email, so check it regularly!
- Upon show at the security gate, you will be directed to a nearby building.
 You will wait about 20 min then go in three groups into a conference room to turn in documents.
- Don't put all your docs in a binder or sleeves. They will have two groups of docs requested, A and B. I recommend having all the stuff in a folder and then pulling it as they call it. They might ask you to bring originals of certain things so be preapared for that. "MFR in lieu of DD-214" was fine. (I'd be wary of giving away precious originals!)
- Logbooks: some turn-in the green monster only; some have a copy of line by lines in a 3-ring binder with 942 and all Form 8's in the back with SARM Summary page on top of it all. You could have a binder with the Delta logo and name on the front or, a small civilian logbook in the back.
- <u>Phones</u>: Silence or turn them OFF! All smart watches and phones were then left in your bag and you no longer required any documents or attaché cases.

Here is a

detailed
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to expect
during a Delta
Airlines
Interview

- Phones are not allowed during lunch either; if you are expecting an emergency call they would monitor your phone for you.
- After the doc turn in, you will then be moved to another area to get a brief on the SOE from a pilot and HR rep, which will present you with a schedule for the day's activities.
- Times will vary due to multiple groups of interviewers.
- That pretty much sums it up, and then you'll hear back from them either immediately or a week or so from then.



MMPI & Interview

- The MMPI: If you are an RST member, there is a practice MMPI that I'd recommend taking a look at...in the past, several guys had to retake the MMPI for being "too nice". Just be honest and be yourself. It's brutal the first time around and taking it twice would melt my brain.
- The MMPI is a beast. It's about 600
 True/False questions and you just have to lock in and keep the pace up. It's not terrible, just long. If you're doing this for the first time, slam coffee beforehand, but be wary, you can't leave to go to the bathroom!
- **The Interview:** HR panel was 2x pilots and an HR rep.
- "Talk us through what got you into this seat today." - Give a nice concise intro about yourself.
- They'll start by HR going thru your app, and asking why you got a C in Euclidean Geometry your last semester in college (they'll really search for imperfections)
- Ask you "what constitutes a good training program and how your training has been in the USAF?"
- "How will you settle in as a FO coming from IP/EP, what qualities will that take? Will it be hard to not have command?"



- Scenario: You're flying with a Captain and he's pretty upset and rude on leg 1, saying you're not fast enough, what do you say? The next day of the trip he is not rude but continues to say he thinks you're behind, what will you do?
- What will be the biggest challenge going from military to airlines?
- What qualities make a good captain?
- TMAAT you disagreed with a Captain's/AC's decision
- TMA your most stressful flight
- WWYD if pax reported a suspicious passenger at the gate? What if now they have boarded and they're going back and forth from the overhead compartment?
- Tell me a good customer service story from your current job?
- After it's all done, you'll hear back in a week or two. If you're lucky, you could get a CJO that day!



Background Logistics

- **To Start**: SWA just updated their application portal from Pilot Credentials to their own website. It's a lot easier and faster. There is also a profile tab that you will create after you submit your application. The most annoying thing about the way SWA does their application process is that they open and close their hiring boards constantly. Every time they re-open their hiring window, you have to REFILL your application. Hopefully, they fix this issue in the future that way you don't have to re-enter information every time.
- Virtual Interview: it's a very laid-back experience—very conversational.
 Wear a suit (pants optional) but the panel was in Polos. You will more than likely have a pilot and an HR rep there.

From HR:

- Tell me about your professional career, in about 5 minutes.
- Tell me why you want to make the transition from the Air Force (Or whatever branch).
- You've got a great resume, why SWA?

• From the Pilot:

- They'll go down a list of questions from the app: Do you have an ATP?
 Do you have a first-class medical?...etc.
- TMAAT you had a conflict with another crew member while flying. TMAAT you
- o had an emergency and how you handled it.
- o Will it be hard for you to start over as an FO?
- o How would you make it a fun environment?
- What's your availability date?

Here is a
detailed
outline of what
to expect
during a
Southwest
Airlines
Interview

- Logbook Review: Just the standard review of their requested hours.

 MAKE SURE YOU HAVE YOUR HOURS BROKEN OUT EXACTLY HOW THEY WANT THEM. (Last 12 months, 13-24, 25-36, and last 5 years). Download the Excel spreadsheet on the website to do the .3 conversions.
- All in all, it takes about 25 min...very low threat.



In-Person Interview

- Once selected for the in-person, you'll receive information about filling out PRIA paperwork and getting them the docs they need. A change from the past is that everything is submitted digitally; all you'll need to bring with you the day of is your ATP, Medical, Radio Operator Permit, and Logbooks. One of the documents will require a notary; UPS does this for \$5.
- They'll also reach out about 2 weeks prior to confirm travel. You just select what flights you want and they'll book it. You can't pay for an upgrade on the ticket though, so be prepared to be at the tail end of the B boarding group. The ticket is issued electronically via the app so no need to go to the counter.
- I highly recommend the Doubletree; there's a shuttle every 20 min to the facility, a restaurant on site, and 80% of your interview group will stay there, so you all will rally in the morning.
- Right now they are doing a morning (start at 8, done by 12) and afternoon (start at 1230, done by 430) interview.
- They have you wait in the lobby and will call you individually for the different events (LOI, HR, and Logbook Review).
- No electronic devices are allowed outside the lobby; there's a room to store bags as well. There's a shuttle to both the hotel and the airport from the interview location depending on how your timeline looks.

- You might start with the scenario. It really is the fastest 7 minutes in Texas. Example: a guy punched his wife and knocked her unconscious, which drove the need to divert. I won't walk you through everything as there is a lot of gouge available, but the big takeaway is DEBRIEF!!! You'll make a decision because you are rushed, but after you can debrief everything you would have done had you had more time. They may ask you one or more questions as well.
- HR Panel consists of a pilot and HR Rep:
 - HR asked TMAAT you failed (not while flying).
 - Why SWA? There are more similar questions as previously mentioned above in the guide.
- The Logbook interview is pretty much the exact same as the virtual one. Definitely have your data in order if you are not using a personal logbook.
- The assumption is that if you made it past the virtual, you have a class date with your name on it. They said about 2 weeks to find out about CJOs.





Interview Timeline

- Initially, you will have your app submitted and at some point, it will become locked (that's a good thing).
 Essentially, that means they're looking it over. In this case, you should get an email asking to set up a date/time to do an over-the-phone interview to review your records and logbooks.
- Resume review: with a pilot (usually a senior Captain). You'll have a candid conversation with PRIA questions and go over hours. They'll look at heaviest aircraft flown and corresponding hours (total, turbine PIC, PIC, etc.).
 They will probably ask what was the best assignment, hobbies, any pets, and why UPS.
- Afterward, they will discuss the next steps, which is the Hogan Test.
- I HIGHLY recommend using a service such as Ready Set Takeoff (RST) to help with this portion. It'll cost some money, but totally worth it. **NOTE**: There is a little glitch in the UPS Hogan test. You're not supposed to see if you passed, but when you get to the end of the exam, make sure you record yourself submitting it via your phone. For a split second, it shows whether you passed and you can go back to your recording and see if you passed. Hopefully, they haven't fixed it by the time you read this, but check it out anyway.

- Interview: It will be with a pilot and HR Rep. This will all be over Zoom as well, so make sure you're dressed professionally with a suit and looking good. The interview should last around 1 hour. They really try to keep it a relaxed atmosphere. Here are some sample questions:
 - Tell me about yourself.
 - ⋄ Why UPS?
 - Any job offers anywhere else?
 - Who do you know at UPS?
 - Most challenging job.
 - Define NAT/HLA
 - Prior to hitting oceanic, your Nav perf only gets RNP-10, WWYD?
 - Incheon Arrival brief
 - Cleared direct to a point, talked about entering into holding (airspeeds, type of entry, etc)
 - ∘ SDF ILS brief
 - Define stabilized approach.
 - Capt disregards "go around call" after landing WWYD?
 - Define leadership
 - TMAAT difficulty working with someone.
 - TMAAT disagreement with a colleague.
 - TMAAT corrected something that could have taken aircraft into an undesired state
 - Tired vs fatigue
 - NAT weather deviation at 30W
 - What aircraft and domicile you would prefer?



Interview Timeline

Additional Technical Questions:

- Walk me through a V1 cut, as you experienced an engine seizure and subsequent fire indication just after V1.
- Holding instructions based on a radial, vector, and altitude. How would you enter holding, what direction would you turn and to what heading?
- Brief the ROBUC3 RNAV Arrival into BOS, given a "Descend VIA" clearance. How would you input this into the FMS and what would you brief?
- Given a descent from FLXXX to XX,000 ft by XX DME prior to the VOR, when would you descent? They gave a headwind/tailwind component and a TAS.
- On missed approach due to weather, you experience a cargo fire indication and smoke is filling the flight deck. The nearest alternate is 30 minutes away, but has good weather. What would you do?
- You're at 30W and experience and engine failure. What do you do?
- Additional HR Questions:
 - Tell me about yourself.
 - What is CRM? Then the pilot brings up a diagram that UPS uses and you talk through TEM and the "swiss cheese model".

- TMAAT you had a conflict with a peer?
- TMAAT you had a breakdown in CRM?
- What is leadership?
- What would your copilot/first officer say about you?
- What was your greatest personal/professional challenge?
- What do you know about UPS (schedules, routes, domiciles, airplanes)?
- If offered a position, where do you see yourself at UPS? (Will you be here ten years or until you retire, will you want to go into management, etc.?)
- What is the most interesting thing you learned about UPS during your study/prep?
- If we and FedEx call to offer you a class date on the same day, what would you do?
- Standard HR/FAA/PRIA questions (ever failed a checkride, been removed from flight status or training, any accidents or incidents, etc.).
- At the end they will discuss "next steps" and that the pool isn't firstin, first-out, but instead based on your interview score. Either way, UPS will give you feedback within 90 days to let you know that you're either in the pool awaiting a class date or no longer being considered.



Background Logistics

- Accommodations: Based on feedback from other pilots at the interview, the hotels on FedEx's list are not the best.
 Stay somewhere nice Northeast of the airport. The Marriott Memphis on Poplar is nice. Rent a car because there is a security gate and hotel shuttles are not reliable.
- <u>Day</u> 1: The interview event is conducted in Module D which is exactly halfway around the loop road from where you join it. There are small signs directing you. The entrance to Mod D is on the west side in a little teardrop-shaped driveway.
- You will enter and be greeted. You will turn in Day 1 paperwork. If you are the afternoon class you will drug test immediately.
- Once everyone arrives, you will proceed upstairs to the testing room.
 - 1st The COG Computer Test. 15
 sections in about 50 mins. RST
 games are good for practice.
 However, FedEx COG tests are very
 short; maybe 30 seconds each,
 unlike RST.
 - 2nd <u>Personality Assessment</u>. 250 questions in 1 hour. It will take you about 45 mins at a natural pace.
 - o 3rd Job Knowledge test. 60 questions in 60 mins. It will take you 50 mins at a brisk pace but that's with going back and double-checking. RST is really good. 50% exactly the same, 30% similar, 20% game on!

Here is a

detailed

outline of what

to expect

during a FedEx

Interview

• Day 2: Situation Based Interview & Panel Showtime is 0700 at Mod D. You are taken to an auditorium and turn in Day 2 paperwork. FedEx evaluators come in at random and call your name for the SBI or take your day 2 documents for review if your panel interview is next. They will come to get you after 20 mins after they have reviewed your documents. You are randomly picked from a list. At the top, panel and bottom SBI, they work from each end.



Interview Timeline

- Let's say you get the SBI first. You are taken to a room with a 757 mockup. Hopefully, you had paid for SBI prep because 8 mins to solve multiple problems is too short. The scenario is easier than expected but had more surprises. The FOs with you are super helpful.
- Panel interview would be next. It is two FedEx pilots. They are very friendly, but professional. Order of events:
 - HR legal questions that are yes or
 - Their Brief introductions
 - Fights on!
 - Only 4 categories
 - A cultural fix
 - B their operations
 - C conflict resolution
 - D teamwork/ leadership. Most are presented as TMAAT

• The Interview:

- Tell me about yourself.
- Tell me about what you know about hub turns and specifically how you would handle night flying.
- You're an experienced AF pilot, how would you handle a young Captain or FO who is not doing good or is behind?
- TMAAT your decision was questioned.
- Tell me about what you have done to be a better leader in the last 3-5 years.

- The Interview will be like a conversation (I say that lightly...your experience could be different). You might talk about a lot of other things during the 50 mins. Eventually, they will close the books and ask what questions you will have...and it might be nice to ask them about their specific jobs, jets, why they interview, and transitioning from military to civilian.
- You will have started at 0700 and the last guy will finish around 1200.
 A 1600 departure can be made out of KMEM. <u>Don't wear purple</u>, they will mess with you about that.
- It will be intense, especially Day 1.
 But FedEx people are great and
 want you to pass. I know you'll be
 stressed, but try to enjoy it (if you
 can).

Conclusion

We hope that this comprehensive Airline Interview Gouge document has provided you with valuable insights into the logistics, expectations, and sample questions for multiple airlines to help you better prepare for your interviews. We thank you for downloading this resource and remind you that the interview processes are constantly evolving, so not all information may be 100% accurate at all times. However, our aim is to equip you with the best possible information to aid you in your journey towards a successful interview and a rewarding career in aviation. Good luck and soar high!



Don't miss out on more valuable insights and resources! Visit PilotPathfinder.com today to access a wealth of information, download helpful documents, and explore our Flight Deck Insights blog for expert advice and guidance tailored to your aviation career journey.