



SCOTT KRUTAN

FLIGHT ATTENDANT

GET IN TOUCH:

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SUMMARY:

A determined, team-first communicator focused on continuing a career in customer service. Success in managing a large and diverse work group while maintaining accountability to strategic company objectives. Uncompromising commitment to producing high-quality work in a fast-paced environment. A competitive spirit with unwavering integrity and a strong work ethic.

SKILLS:

- Extensive domestic and international travel experience; current Chinese and Brazilian travel visas
- Experienced Hospitality Professional with exquisite culinary service and superb work ethic
- Flawless management of priority task lists from highly demanding clientele and guests, on and off the aircraft
- Extensive menu planning and catering experience with a network of respected vendors to offer VIP service worldwide
- 4+ years of exemplary performance

EDUCATION:

BACHELOR'S IN MARKETING

San Francisco State University San Francisco, CA

PROFESSIONAL EXPERIENCE:

AMERICAN AIRLINES - PHILADELPHIA, PA

American Airlines - Philadelphia, PA | Oct. 2017 - Present

- Participate in crew briefing and debriefing.
- Perform pre-flight check of emergency safety equipment.
- Assist customers with boarding.
- Deliver all safety and service announcements.
- Assist customers with food selection, inquiries and order customization requests.
- Investigate and resolve customer inquiries and complaints in a timely and empathetic manner.
- Ensure superior customer experience by addressing customer concerns, demonstrating empathy and resolving problems on the spot.
- Assist passengers on arriving domestic and international flights.
- Document all international departures.
- Assisted unaccompanied minors (UMs).

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United Airlines Inc - Chicago, IL | Nov. 2015 - July 2017

- Managed the refreshments cart at scheduled intervals to give passengers food and beverages.
- Directed junior team members in proper duties and company regulations.
- Completed flight logs, passenger action reports and inventory paperwork with high attention to detail.
- Served beverages and food items and provided key information about offerings to passengers during flights.
- Ensured that prompt communications were distributed between the flight deck and the cabin crew.
- Restocked and organized food, beverage and passenger items inventory.
- Dealt with mechanical and passenger emergencies according to standards.
- Ensured controlled flight environment by responding to disruptive passengers per FAA and federal guidelines.