

Megan Lewis

Cabin Crew

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Profile

Hotel receptionist with four years' front-of-house experience at a busy airport hotel, applying for a first cabin crew role. Welcomes up to 200 guests a day from all over the world, deals with complaints and late-night emergencies calmly, and holds an Emergency First Aid at Work certificate. Speaks English and conversational Spanish. Holds a valid passport, lives 20 minutes from Gatwick and is available for any shift pattern.

Experience

Senior Receptionist

Skyway Gatwick Hotel, Crawley · 2023–present

- Check in up to 200 guests a day, many from long-haul flights, and handle requests in English and Spanish.
- Lead the night shift twice a week: cash up, handle complaints and call the duty manager or emergency services when needed.
- Gave first aid to a guest who collapsed in the lobby and stayed with them until paramedics arrived.
- Sell room upgrades and breakfast at check-in; top seller on the team in 2025.

Receptionist

Skyway Gatwick Hotel, Crawley · 2022–2023

Retail Assistant

Horsham Duty Style, Gatwick South Terminal · 2021–2022

- Sold fragrance and accessories to departing passengers and checked boarding passes at the till.

Qualifications

Emergency First Aid at Work

2025

A levels: Spanish B, English Language C; BTEC National Extended Certificate in Travel and Tourism, Merit

2021

Skills

- Calm, friendly service to international travellers
- Complaint handling and night-shift lead
- Selling at the point of service
- Spanish (conversational)

Additional information

Valid UK passport with no travel restrictions. Can swim 25 metres. Available for early starts, nights, weekends and overnight stops.