## Job Roles Worksheet

**Business Type/Name:** Airline

<table>
<thead>
<tr>
<th>Role 1</th>
<th>Role 2</th>
<th>Role 3</th>
<th>Role 4</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Role 1</strong></td>
<td><strong>Role 2</strong></td>
<td><strong>Role 3</strong></td>
<td><strong>Role 4</strong></td>
</tr>
<tr>
<td>Pilot</td>
<td>Flight Attendant</td>
<td>Mechanical Engineer</td>
<td>Book-in Agent</td>
</tr>
</tbody>
</table>

### People Skills
- Sensitivity to others
- Insight into others
- Openness
- Respect
- Speaking
- Active listening
- Conversation
- Persuasion
- Team membership
- Team participation
- Leadership

### Task Skills
- Planning
- Time management
- Practical skills
- Computer skills
- Problem solving
- Business awareness
- Customer focus

### Personal Skills
- Learning skills
- Adaptability
- Goal setting
- Initiative
- Independence
- Achievement motivation
- Dependability
- Professionalism