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English for **Cabin Crew**

EXPRESS SERIES



Sue Ellis & Lewis Lansford

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About the book

English for Cabin Crew has been developed specifically for flight attendants who need to use English every day at work and for people who are training to become cabin crew. This book will show learners how to communicate clearly, directly, and with authority, but also politely, even when dealing with difficult situations.

English for Cabin Crew consists of eight units. The book is organized around the sequence of a flight, starting with an introductory unit, followed by pre-flight, welcoming passengers on board, cabin services and amenities, en route health and medical issues, safety and emergencies, and descent, landing, and layover. The final unit gives advice on applying for cabin crew positions. Units from the book work independently and can be selected according to the needs and interests of the course participants. **English for Cabin Crew** is also ideal for self-study.

Each unit begins with a **Starter**, which consists of a short exercise or quiz and serves as an introduction to the topic of the unit. Practical exercises, listening extracts, industry-specific texts, as well as photos and illustrations help you to acquire key vocabulary and expressions. Realistic role-plays give you the opportunity to put all you have learned into practice. Each unit closes with an **Output** activity, a text related to the topic of the unit followed by questions for reflection and discussion.

When you have completed the whole book you can **Test Yourself!** with the crossword on pages 68–69. In the appendix of **English for Cabin Crew** you will find the **Partner files** for the role-plays, and the **Answer key** so that you can check your own answers if you are working alone. There are also **Transcripts** of the **Listening extracts and a list of Useful phrases**.

The **MultiROM** contains all the **Listening extracts** from the book. These can be played through the audio player on your computer, or through a conventional CD-player. There is also an **A–Z wordlist** with all the key words that appear in **English for Cabin Crew**. This includes a column of phonetics and a space for you to write the translations of the words in your own language. The **Interactive exercises** let you review your learning by doing exercises that cover the essential language from the book on your computer. This will be particularly valuable if you are using the book for self-study.

1

Introduction to cabin crew

STARTER

Why do people become cabin crew? Make a list of the job's good points. Then make a list of the job's bad points.



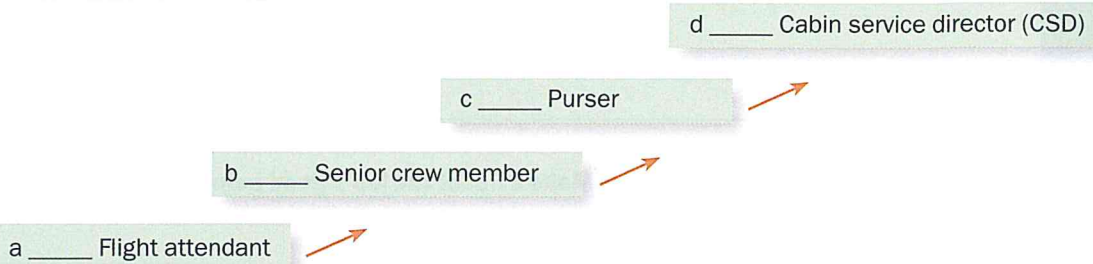
2

1 Listen to four people talk about their jobs. Complete the information.

	Years in this job	Total years flying	They say
1	4	_____	The best part is going on _____.
2	_____	_____	I'm in charge of _____ the whole cabin.
3	_____	_____	My main responsibility is _____.
4	_____	_____	I report to the _____.

2 Listen again. Match each speaker with a job on the career path.

Cabin crew career path



DID YOU KNOW?

Different countries, airlines, and sizes of aircraft can all have different names for cabin crew jobs.
 Chief purser/Senior purser/Cabin service director/Cabin service manager/Inflight service manager/
 Inflight services director
 Purser/Business class purser (PJ)/Economy class purser (PY)
 Assistant purser
 Senior crew member/Senior flight attendant
 Crew member/Flight attendant

3 Match the verbs and phrases to make job responsibilities.

- | | |
|--------------------|-----------------------------------------|
| 1 be | a for take-off and landing |
| 2 be in charge | b missing or broken emergency equipment |
| 3 secure the cabin | c manifest |
| 4 make | d the money |
| 5 report | e on call |
| 6 operate | f the cabin service director |
| 7 look after the | g for all the flight attendants |
| 8 take care of | h the paperwork |
| 9 account for | i of running the whole cabin |
| 10 look after | j announcements |
| 11 be responsible | k the doors |
| 12 report to | l passengers' comfort |

4 Write one sentence about each job in exercise 2. What part of each job do you think would be the most interesting, the least interesting, and the most difficult?

TALKING ABOUT JOBS

Flight attendants must look after passengers.
 The job of senior crew member involves going on international flights.
 The purser's responsibilities include making announcements.
 The cabin service director is responsible for the whole cabin.

5 Cabin crew work closely with other aviation professionals. Match the jobs with the picture.

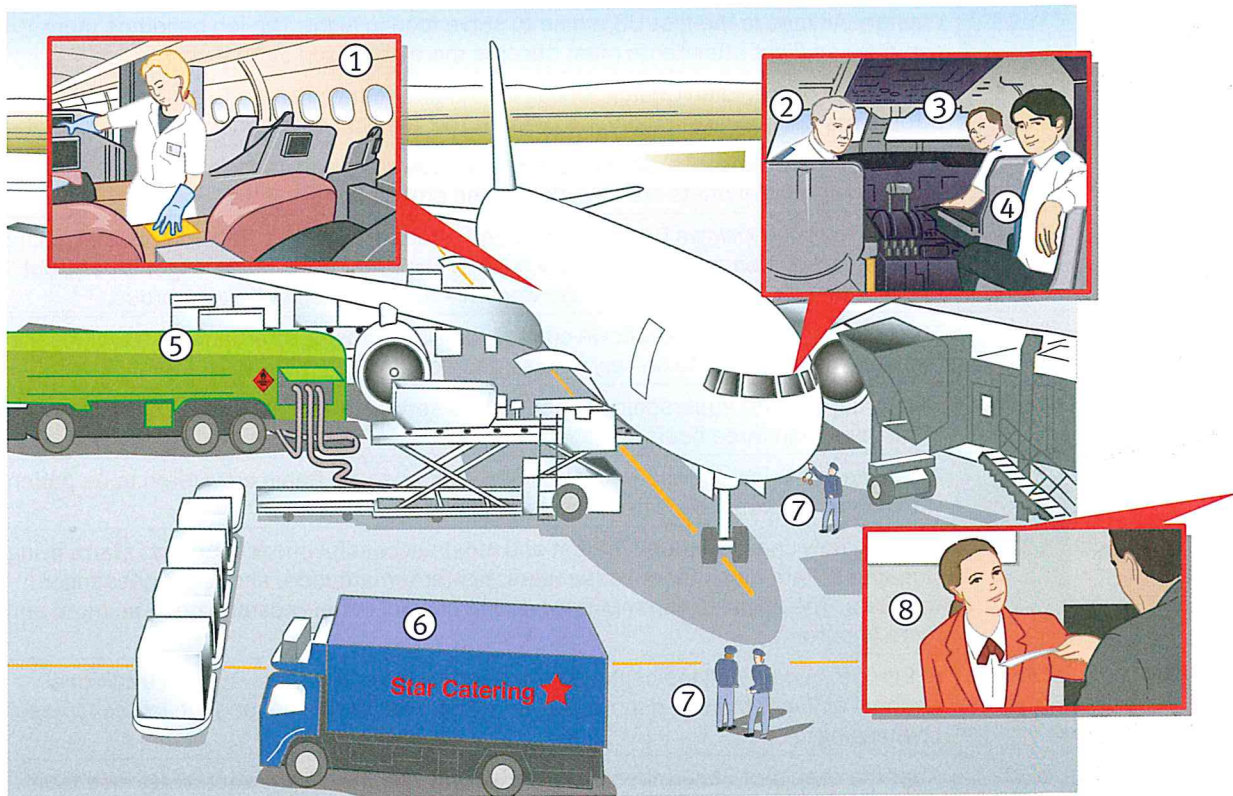
Flight crew

- a Captain
- b First officer
- c Flight engineer

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Ground crew

- d Apron/Ramp service (fuel, maintenance, etc.)
- e Cabin service
- f Catering
- g Passenger service
- h Field operation service

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BRITISH ENGLISH	AMERICAN ENGLISH
apron	ramp

6 Choose one of the aviation professionals in exercise 5. Why would a cabin crew member need to communicate with them?

7 How much do you know about the history of cabin crew? Guess the answers to the questions.

- 1 What year did the first cabin crew member fly? _____
- 2 What year was the first commercial jetliner flown? _____
- 3 When did air rage start to become a problem? _____

8 Read the text and check your answers. Then find words in the text to match meanings 1–14 below.

HISTORY OF CABIN CREW	
1916	Aircraft Transport and Travel begins the first scheduled airline service. They fly between the UK and France. There are no cabin crew.
1924	Imperial Airways is the first air carrier to use 'cabin boys' – the first flight attendants. They are polite, and comfort nervous passengers.
1928	Western Airlines is the first US airline to serve food in-flight. The job becomes more complex, so flight attendants must become more organized to do it well.
1930	25-year-old nurse, Ellen Church, becomes the first female flight attendant. Flight attendants are now expected to be prepared for medical emergencies.
1945	The first flight attendants' union – the Airline Stewardesses Association (ALSA) – is formed. Flight attendants are now skilled and professional.
1952	British Overseas Airways Corporation (BOAC) starts the world's first commercial jetliner service. The golden age of cabin crew begins. Their main job is passenger safety, but cabin crew – almost all young, single women – are expected to be glamorous.
1970	The first 747 jumbo jets are flown commercially. Increasing international travel means flight attendants need to be very flexible and adaptable.
1976	Concorde, the first supersonic airliner, enters service. The flight from London to New York takes less than three hours.
1978	A change in the law allows low-cost budget airlines to fly. Cabin crew learn to be patient with lots of first-time flyers from the general public.
1985	Ryanair, now one of Europe's oldest and most successful budget carriers, starts flying. Cheaper tickets mean more passengers, tighter turnarounds, and fewer passenger comforts. The ability to communicate and to be cool under pressure become more and more important.
1990s	In Europe, budget airlines begin to grow and take passengers away from traditional national airlines. More and more people fly, air rage increases, and the job becomes more challenging.
2001	After the events of September 11, fewer people fly. Many flight attendants lose their jobs. Cabin crew who continue working must learn to be more forceful in possibly difficult situations.
2008	An increase in the cost of fuel drives many airlines out of business. In spite of all the difficulties, cabin crew continue to be empathetic and cheerful. It isn't always easy!
2010	British Airways cuts long-haul cabin crew from 15 to 14. Virgin Galactic prepares to launch the first commercial space shuttle.

- 1 able to change flexible
- 2 positive and happy _____
- 3 not rude _____
- 4 ready _____
- 5 having special training and qualifications to do a job _____
- 6 not old; aged 18–21, for example _____

- 7 attractive and exciting _____
- 8 able to change _____
- 9 acting with strength and determination in order to succeed _____
- 10 able to understand people's feelings _____
- 11 able to plan carefully _____
- 12 having certain abilities and experience _____
- 13 able to accept annoying behaviour _____
- 14 not easily upset in a difficult situation _____

9 Adjectives often have related nouns. Use a dictionary to complete the table.

Adjective	Noun
adaptable	adaptability
forceful	forcefulness
1 _____	cheerfulness
cool under pressure	2 _____ under pressure
3 _____	empathy
flexible	4 _____
5 _____	glamour
organized	6 _____
7 _____	patience
polite	8 _____
9 _____	preparedness
professional	10 _____
11 _____	skill
young	12 _____

10 Underline the correct words to complete the text.

What makes a good flight attendant?

Airlines prefer to hire cheerful / cheerfulness¹ people who also show a lot of empathetic / empathy². You no longer need young / youth³ and glamorous / glamour⁴ to get a job. However, you need to show that you want to become a skilled / skill⁵ and professional / professionalism⁶ worker, because you will be the 'face' of the airline.

Cabin crew must also:

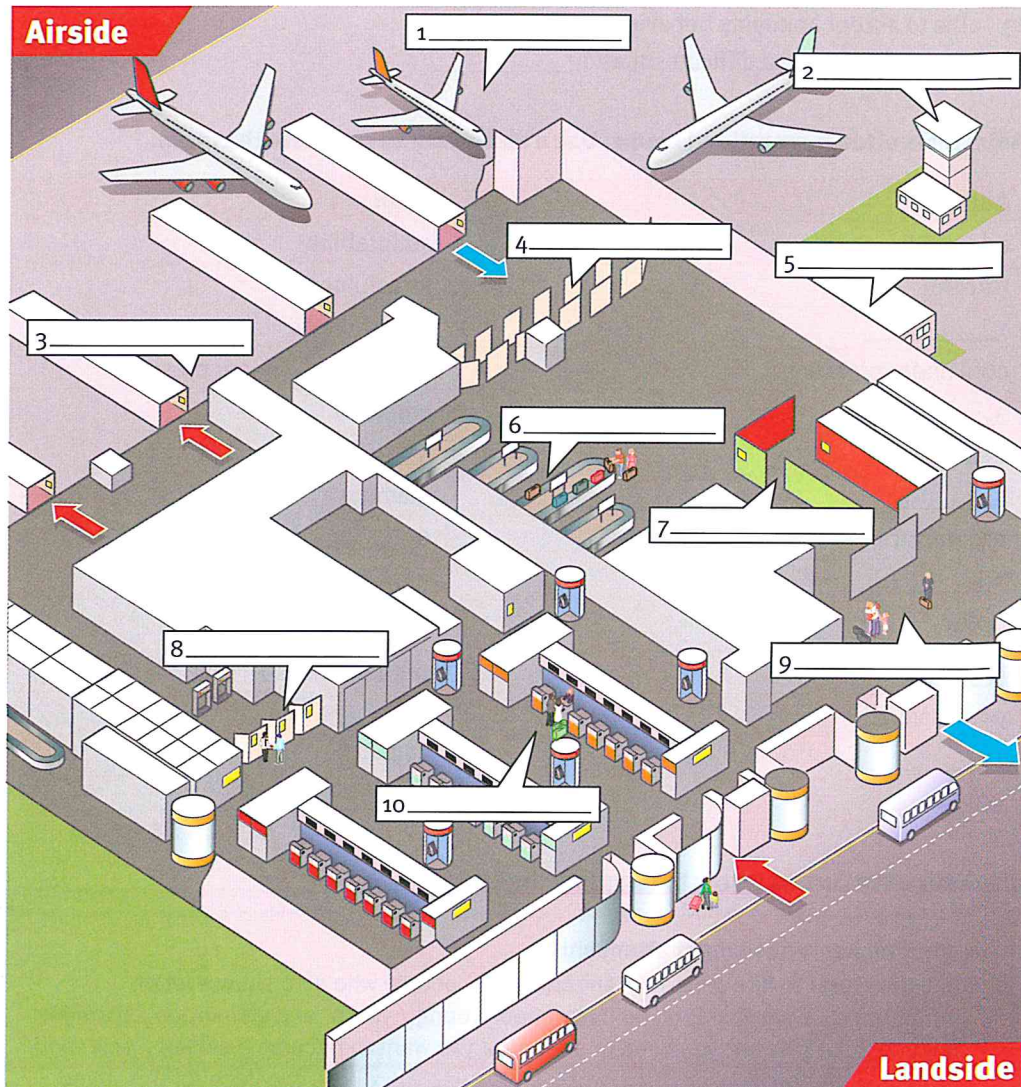
- have excellent / excellence⁷ health
- have good clear / clarity⁸ of speech
- be tall / tallness⁹ enough to reach emergency equipment in overhead lockers
- have good / goodness¹⁰ vision
- be good team workers

Most airlines prefer cabin crew with no visible tattoos or unusual hairstyles. Men must be clean / cleaned¹¹-shaven and have their hair cut above the collar.

11 What qualities do you have now that will help you be a good crew member? What qualities do you need to develop?

12 Use the words in the box to label the maps.

arrivals hall • baggage claim • boarding gates • check-in • control tower •
crew room • customs inspection • immigration and quarantine • security check • apron



Note: Landside – where passengers enter and leave the airport by bus, taxi, train, car, etc.
Airside – where aircraft land, take off, load, unload, etc.

13 Answer the questions.

- 1 Where does 'airside' begin when you are departing?
- 2 Where does 'landside' begin when you arrive?
- 3 Where do you sometimes have to open your luggage?
- 4 Where do agents carry out a final ticket check?
- 5 Where do the aircraft park?



14 Listen to five conversations. Match each conversation to the location where it is taking place.

Conversation	Location
1	a at immigration
2	b on a returning aircraft
3	c on a departing aircraft
4	d at security
5	e in the crew room

15 Listen again. Which conversation includes:

- | | |
|-------------------------------|-------------------------|
| a cabin cleaning staff? _____ | d a new recruit? _____ |
| b an entire cabin crew? _____ | e catering staff? _____ |
| c a returning pilot? _____ | |

16 Read the statements and match them with the jobs in the box. Then give the main location for each job, using the map on page 10.

apron service staff • baggage handler • check-in counter agent
• field operations staff • gate agent

I work landside. I check passengers' passports and tickets, and give them their boarding passes. I don't have any direct communication with the cabin crew.

1 job: _____
main location: _____

I do a final check of passports and boarding passes airside before passengers board. I tell the cabin crew when everyone's boarded and also if any passengers who checked in are missing.

2 job: _____
main location: _____

I work airside. I drive a truck and refuel aircraft. I don't talk with the cabin crew, but I need to communicate with the pilot.

3 job: _____
main location: _____

I have a good view of the whole field. I communicate directly with pilots, but I never talk with the cabin crew unless there's a very serious emergency on board.

4 job: _____
main location: _____

I work airside, putting luggage in the plane. If the cabin crew need to 'gate check' an item, for example a push chair, they give it to me and I put it in the baggage hold.

5 job: _____
main location: _____

17 Work with a partner. Guess the person or place from the description.

PARTNER FILES

Partner A File 1, p. 70
Partner B File 9, p. 72

USEFUL PHRASES

Talking about people and places

This is the place where you open your luggage.
This is a person who is responsible for helping the pilot.
It's used for crew meetings.

He/She's responsible for the entire aircraft.
It's where you go to collect your luggage.
It's who you speak to when you need information about ramp services.

OUTPUT

Read the text and answer the questions.

Anya Bukowski

I had friends from university who worked for airlines. They loved their jobs, so I wanted to work for an airline, too. I started in reservations, then moved to the airport and worked in ground operations, baggage, ticketing, gate check-in, and ramp. The next natural step was to fly. I was lucky enough to have an interview and get the job.

My initial training was about eight weeks. The course included service procedures for serving meals, security, emergency procedures, medical emergency procedures, CPR qualification, and domestic and international customer service procedures. The main emphasis was on emergency and aircraft evacuation procedures. To graduate, I had to evacuate a full aircraft in ninety seconds in an emergency situation!

I love to travel and see new places. I really made good use of my layover time in cities all over the world. The flexibility of the job is a great bonus. There aren't many jobs that allow you such freedom to fit your work schedule around your personal schedule. The greatest challenge is trying to live a normal life with a job and working hours



that aren't normal. The realities of a flight attendant job aren't often discussed. It's a hard, demanding job. You work long hours serving the needs of the public. You're away from home and family and friends and usually, especially as a new flight attendant, working nights, holidays, and weekends. You get tired and jet-lagged and sometimes hungry and not able to get a meal. The most important thing is to take care of yourself. Always travel with something to do – a book, knitting. Always have a snack in your bag in case you don't get a meal. If you work out, have clothes and shoes with you so you can go for a walk or use the hotel gym. Stay in touch with family and friends – hotels usually have computers and/or wireless. Sleep when you can, even if not during your normal sleeping hours.

OVER TO YOU

- Do you know anyone who works in the airline industry? How do they feel about their job?
- What do you think of Anya's tips in the final paragraph?
- What will you take with you when you travel?

2

Pre-flight

STARTER

Match the pre-flight tasks to the pictures. Then suggest the order in which they are carried out.



- 1 Check all the blankets, comfort kits, headphones, newspapers, etc. are loaded.
- 2 Check emergency equipment is working and in place.
- 3 Attend the pre-flight briefing.
- 4 Check all the food and galley equipment is loaded.
- 5 Carry out a security check of the aircraft.

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AUDIO



4

1 Listen. Complete the information.

Who is talking?	Conversation	Have they met before?
a Captain and first officer to cabin crew supervisor	_____	_____
b Flight attendant to flight attendant	_____	_____
c Purser to flight attendants	_____	_____

2 Are the conversations formal (F), informal (I), or both (F/I)?

- 1 ☐ 2 ☐ 3 ☐

3 Listen again to complete the missing words. Then decide whether the phrase is formal (F) or informal (I).

- 1 How _____ you do?
- 2 Let me _____ Naomi Tanaka.
- 3 Please _____ me Sally.
- 4 It's _____ to see you again.
- 5 I'd like you to _____ an old friend of mine.

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4 Put the words in the right order to make sentences from the conversations.

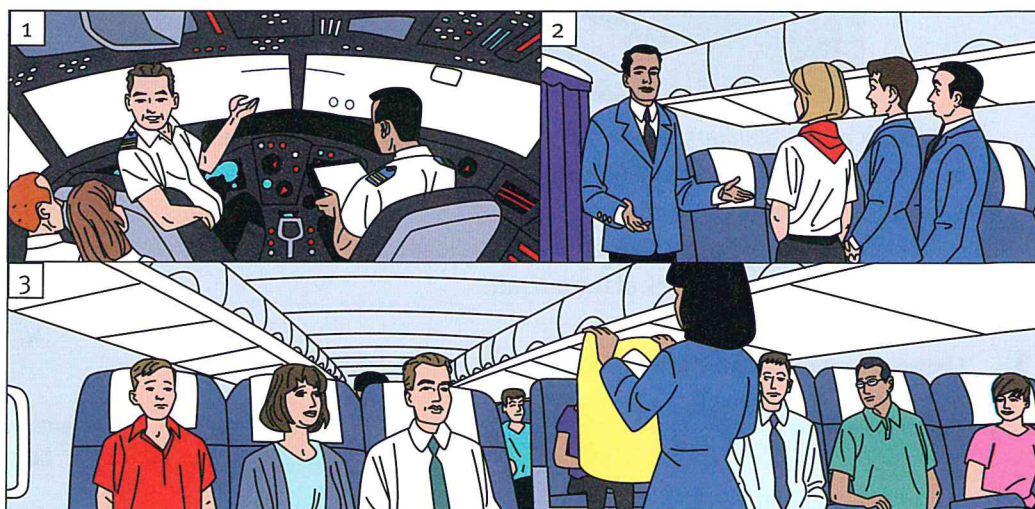
- | | |
|-------------------------------------|-------|
| 1 I'm purser the today | _____ |
| 2 crew economy I'm in member senior | _____ |
| 3 both Good meet to you | _____ |
| 4 already each know other We | _____ |
| 5 are doing How you ? | _____ |
| 6 again good It's see to you | _____ |

DID YOU KNOW?

Many crews regularly work with people they have never met before. They must quickly establish good team work. Briefing meetings enable crews to meet, introduce themselves, and find out information about the flight.

5 Look at the pictures. Match descriptions a–c with the pictures.

- | | |
|-------------------------------------------------|--------------------------|
| a Purser to cabin crew pre-flight briefing | <input type="checkbox"/> |
| b Flight crew to cabin crew pre-flight briefing | <input type="checkbox"/> |
| c Passenger pre-flight briefing | <input type="checkbox"/> |



6 Work with a partner. Take turns introducing yourself to three different people.

- 1 a new colleague
- 2 your supervisor
- 3 the captain

FORMAL INTRODUCTIONS

A: Hello, I'm Ahmed Fawaz.
 B: Pleased to meet you, Mr Fawaz.
 My name's Penny Leung.
 A: How do you do?
 B: How do you do?

INFORMAL INTRODUCTIONS

A: Hi, I'm Lena Petrov.
 B: Good to meet you, Lena. I'm Maria Chavez.
 A: Nice to meet you too, Maria.



7 Listen to five people speaking in a pre-flight briefing. Match each conversation with a main topic.

Conversation	Topic
_____	a a very young child on board
_____	b work responsibilities in economy class
_____	c a disabled passenger
_____	d safety equipment
_____	e work responsibilities in business class

8 Listen again. Answer the questions.

- Who is responsible for door 3L?
- How many masks are with each oxygen cylinder?
- How old is the baby?
- Which door is the senior crew member responsible for?
- Which seat is given to the disabled passenger?

9 Each conversation in exercise 7 is a response to a question. Put the words in the right order to make the original questions.

- after and are before duties take-off What your ?

- aircraft are Could cylinders how many on oxygen tell there this us you ?

- any babies board children got Have on or very we young ?

- business class in is Who working ?

- any got Have other passengers requirements special ?

10 The cabin crew often ask questions during pre-flight briefings. Use the words in the box to complete the questions.

are • can • long • many • much • what • when • where

- How _____ children are on board?
- How _____ is the stop over?
- _____ will the wheelchair go?
- _____ will we arrive in Moscow?
- How _____ information do we have?
- _____ time will the passengers board the aircraft?
- _____ there any other passengers with special needs?
- _____ you tell me what to do?

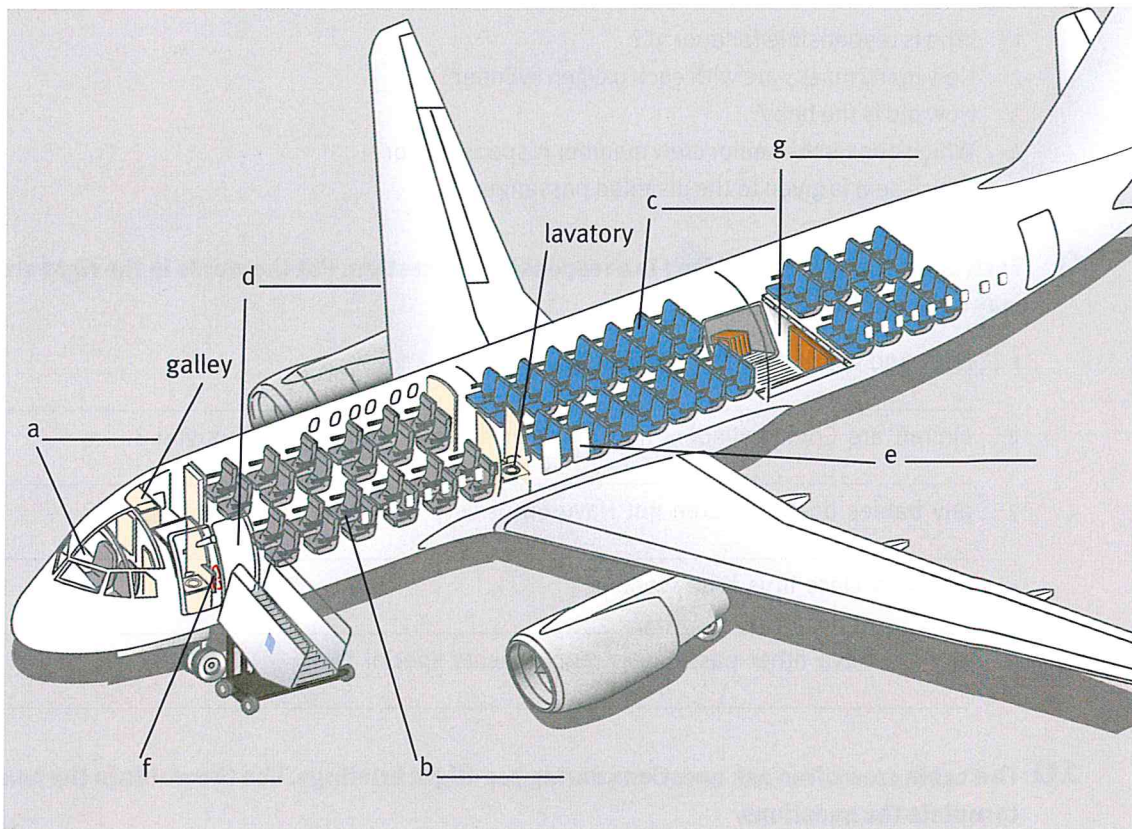
11 Work with a partner. Ask and answer questions about the flight.

PARTNER FILES

Partner A File 2, p.70
Partner B File 10, p.72

12 Match the words to make areas on an aircraft.

- | | |
|-------------|-----------|
| 1 cargo | a cabin |
| 2 emergency | b class |
| 3 first | c deck |
| 4 flight | d exit |
| 5 overwing | e station |
| 6 economy | f hold |
| 7 crew | g hatch |



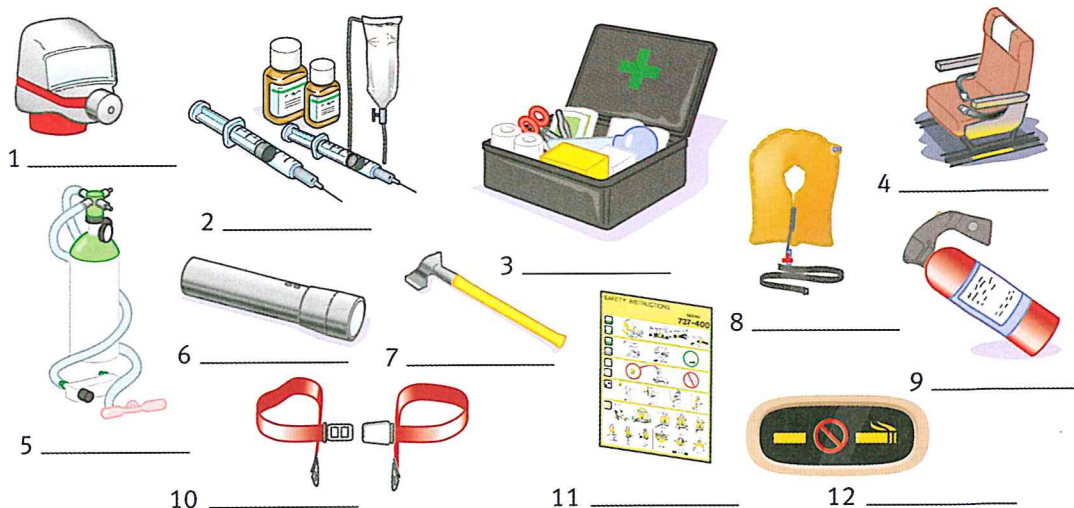
13 Now label the areas on the aircraft in the picture with the words from exercise 12.

14 Complete the sentences with words from exercise 12.

- 1 Sterile _____ rules must be observed below 10,000 feet.
- 2 Every available _____ is used in an evacuation.
- 3 The _____ provides a base for cabin crew during take-off and landing.
- 4 All baggage is security-checked before being loaded into the _____.
- 5 Passengers in _____ pay extra for more leg room and an improved meal service.
- 6 The _____ is an extra exit for use in an emergency evacuation.
- 7 Most passengers fly in the _____ cabin.

15 Match the emergency equipment in the box with the pictures. Where is each item found on board an aircraft?

crash axe • emergency lighting • first aid kit • fire extinguisher • torch • life jacket • medical kit • no smoking sign • oxygen cylinder • safety card • seat belts • smoke hood



16 Complete the table with the locations of the equipment in the picture.



Equipment	in	on	under/below	above/over	near/close to
1 safety card	<i>seat pocket</i>				
2 emergency lighting					
3 life jacket					
4 oxygen cylinder					
5 no smoking sign					
6 first aid kit					
7 fire extinguisher					
8 seat belt					

17 Work with a partner. Ask and answer questions about the locations of the equipment in exercises 15 and 16.

A: Where's the oxygen cylinder?

B: It's in the **overhead locker**.

BRITISH ENGLISH	AMERICAN ENGLISH
life jacket	life vest
overhead locker	overhead bin
torch	flashlight



18 Listen to the additional information received after boarding. Mark the sentences True (✓) or False (X).

Conversation 1

- 1 There will be turbulence an hour after take-off. ☐
- 2 The meal service will finish by 09.30. ☐

Conversation 2

- 3 An unattended dog has got onto the aircraft. ☐
- 4 The dog will be put in an overhead bin. ☐

Conversation 3

- 5 The aircraft may be delayed for up to two hours. ☐
- 6 The Captain has already got the update. ☐

Conversation 4

- 7 There is a large musical instrument in the passenger cabin. ☐
- 8 The instrument will be in a row at the back. ☐

19 Match two halves of the sentences. Listen again if necessary.

- | | |
|-----------------------|---------------------------------|
| 1 I'm sorry, but | a about the timing. |
| 2 Did you say | b but I'll find out. |
| 3 I didn't hear | c catch that. |
| 4 I didn't | d I don't understand. |
| 5 I don't know, | e say that again, please? |
| 6 I'm a bit concerned | f she'll be boarding first? |
| 7 Can you | g there's a dog on board? |
| 8 Does that mean | h what you said the first time. |

SAYING WHAT'S WRONG	ASKING FOR CLARIFICATION
I'm sorry, (but) I don't understand.	Could you repeat that?
I'm confused.	Did you say ... ?
I'm concerned.	What do you mean?
I didn't catch that.	Do you/Does that mean ... ?
I didn't hear.	Can you tell me/say/go through that again, please?
I'm not sure/certain.	

20 Read the situations. What would you say or what questions would you ask in each case? Then compare your ideas with a partner.

Situation 1

You are a flight attendant with an English-speaking crew flying to Istanbul. You have listened to all the details of the flight but you're still not sure about the departure time, gate number, and flying time.



Situation 2

You are a flight attendant and have responsibility for an unaccompanied minor on a flight to Athens. You must take the child to his seat and give him an individual safety briefing. You didn't hear the child's age and you don't know if he can read the safety card. You are also concerned about helping the child during the flight as you will not have time to carry out your other duties as well. You need to check the times of your other duties again.



Situation 3

You are a flight attendant greeting passengers as they board the aircraft. An English woman boards with a crying baby. The woman is talking very fast and asks you something you do not understand. She does not appear to have her boarding card so you think it may be lost. You need to check if she has her boarding card before she goes to her seat.



Situation 4

There is a blind passenger on a flight to Addis Ababa. You and another flight attendant are sharing responsibility for helping the passenger during the flight. You are confused about the times of your duties and you want the purser to explain them again.



OUTPUT

Read the text and answer the questions.

Luc Bertrand

The airline I work for is quite big, so I almost always fly with crew members I've never met before. We introduce ourselves at the pre-flight briefing while the Purser checks our documents are up-to-date. After that, we discuss everything related to the flight. This includes flight details, aircraft configuration, where to find the emergency equipment and how to use it, our duties for the flight, and any new information which may be useful. We have to show we understand emergency procedures, such as fire-fighting, the location of the emergency exits, and how to arm or disarm the doors.

The golden rule is always 'Safety first!' so the most important pre-flight task is the security check, where we search for any dangerous or foreign objects on board. It's also the most difficult pre-flight task, as you must be very careful to check everywhere even though the time is limited. A bomb, a toxic liquid, ammunition, or a weapon can be hidden in a very small space. If I find a suspect item, I mustn't touch it. I have to inform the Purser and describe in detail



what it looks like and where it is. The Purser informs the Captain and, if necessary, Aviation Security is called out.

Sometimes we have responsibility for a passenger with special requirements. I recently had to take care of a lady who was blind. I accompanied her to the seat, helped with her luggage, and explained the location of the nearest emergency exit, the lavatory, and the passenger service unit. Later, I brought her lunch and helped with that as well. She was really nice, and appreciated my help a lot.

OVER TO YOU

- Would you enjoy working in a job where you meet new colleagues almost every day? Why, or why not?
- How would you feel when carrying out a security check?
- Do you have any experience in customer care?
- Would you be able to give a blind passenger all the help they need on a flight?

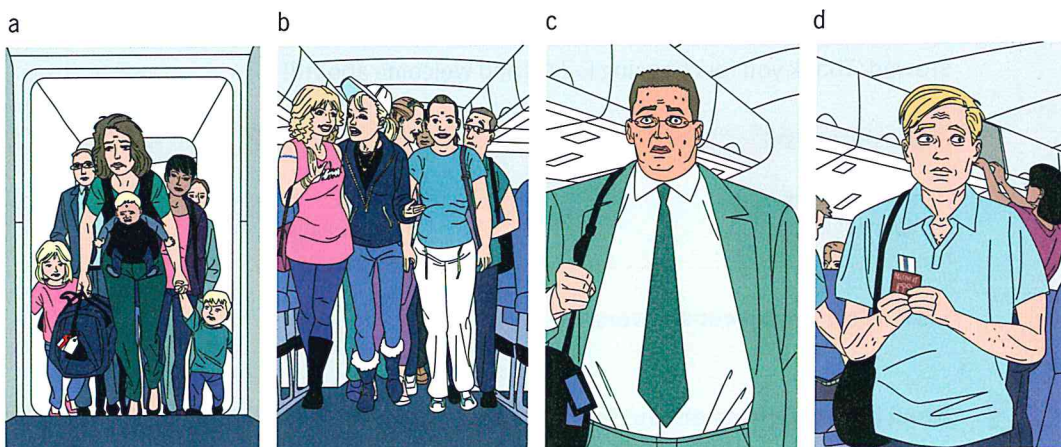
3

Boarding

STARTER

Read the introduction. Then match the pictures with the correct descriptions.

It is important for cabin crew to notice their first impressions of boarding passengers. They need to be aware of passengers who may have problems, or cause problems, during a flight.



- 1 An overweight man in his fifties is very red in the face and short of breath. The weather is mild, the airport is pleasantly cool, and the passengers are entering via an enclosed jetway.
- 2 A group of four women in their early twenties are talking and laughing loudly. One of them has started a conversation with another passenger and doesn't seem to realize that the other passenger doesn't really want to talk to her.
- 3 A man who is probably in his late twenties appears to be very nervous and anxious. He looks tired and/or worried. He is holding his passport and boarding pass very tightly.
- 4 A mother with three children: a crying baby, a toddler, and a four-year-old, looks exhausted and stressed. She has a large bag with her.

For each passenger or group of passengers, answer questions 1–4. Then discuss your answers with a partner.

- 1 How many possible causes can you think of for each person's appearance and behaviour?
- 2 What possible issues could each passenger present?
- 3 Can you do anything to prepare for or avoid in-flight problems?
- 4 Do you think all of the passengers are fit to fly?

5 Add the words to the table in exercise 4.

DVD player • handheld video game • laptop • mobile phone • rucksack • suit bag • trolley bag • walking stick • wallet

6 Work with a partner. Turn to the transcripts on page 86. Practise the conversations. Use the words in the table in exercise 4.

7 How did the flight attendants describe the items? Use the words in the box to complete the descriptions.

little • big • red • blue

1 a _____ suitcase

2 a _____ handbag

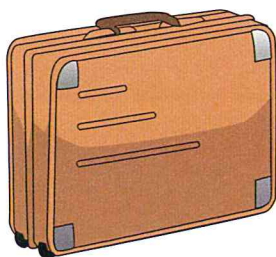
Order of adjectives

We use adjectives in a certain order when we describe things.

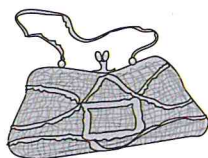
	Opinion	Size	Age or other quality	Shape	Colour	Origin	Material	Purpose	
a	beautiful		old				leather		suitcase
a				square				hat	box
a		small			red	Japanese			purse

8 Look at the pictures. Use the words in the box to describe the items.

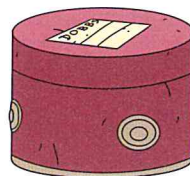
beautiful • hat • portable • small • big • expensive • leather • fragile • old • red • new



suitcase



purse



box



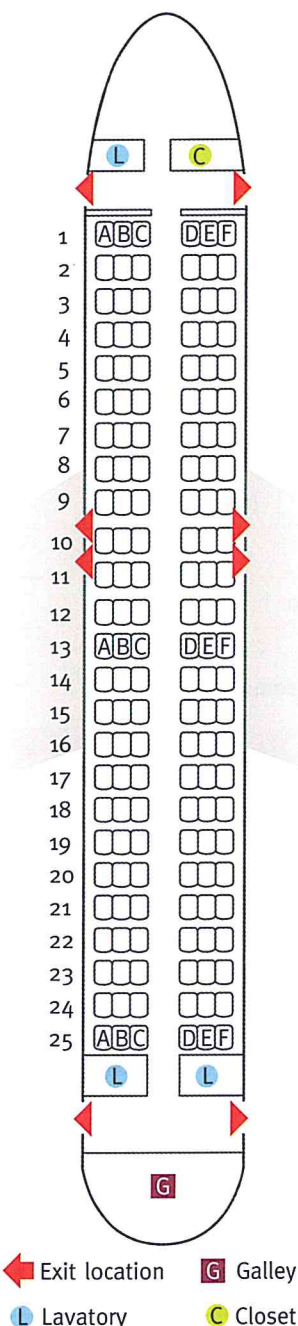
DVD player

- 1 _____
- 2 _____
- 3 _____
- 4 _____

9 What special care might the following people need on a flight?

- 1 very old people
- 2 young people travelling alone
- 3 people who are injured or ill

10 The flight is very full. There are six empty seats (see chart below), and six standby passengers to board. Look at the list of passenger requirements and the list of seats. If a seat is acceptable for a passenger, mark it with a tick. If not, mark it with X. How will you seat everyone?



- a Fifty-year-old company executive Arturo Chavez is returning home from a business trip. He is ill and wants to be as near as possible to the lavatory.
- b Joe and Cathy Smith, both 22, have just got married. They're on their honeymoon and want to sit together. Joe wants an aisle seat because he's a nervous flyer.
- c Veena Singh is a 95-year-old great-grandmother travelling to meet her new great-grandson for the very first time. She is very old and weak.
- d Shelagh Mulvaney is a 19-year-old student going abroad. She's never travelled by air before and she's very excited to be making her first trip. She wants a window seat.
- e Soo-Bong Park is returning from a skiing holiday. He has hurt his leg. He is using a walking stick and he needs an aisle seat.

	Arturo Chavez	Joe Smith	Cathy Smith	Veena Singh	Shelagh Mulvaney	Soo-Bong Park
10A						
24D						
25C						
25B						
14C						
1B						

11 Use the phrases in the box to complete the requests. Then match each one with the passengers in exercise 10.

in the middle • near the front • near the lavatory • next to my wife's • on the aisle • together

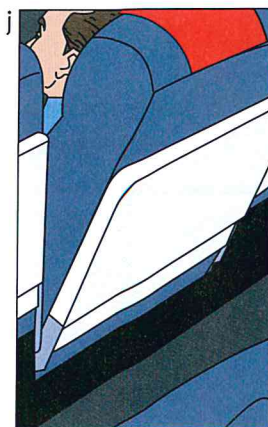
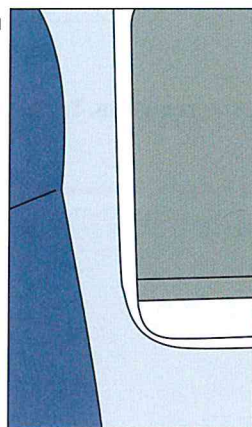
- 1 Sorry, I'm not feeling well. Could I be _____?
- 2 I expected my seat to be _____. We just got married!
- 3 I don't want to sit _____. I asked for a window seat.
- 4 My leg is injured, so it's hard for me to sit _____.
- 5 Can I sit _____ of the plane?
- 6 My husband and I would like to sit _____.

12 Match the requests to the correct answers.

Passenger	Flight attendant
1 Are there any headphones?	a Yes, I can help you after take-off. You'll have to leave it in the upright position now.
2 My seat back won't recline. Can you make it go back?	b Certainly, sir. Would <i>The Times</i> be OK?
3 Do you mind if I get past you?	c I'm afraid there are no more available.
4 I don't suppose we could take those empty seats, could we?	d I'm sorry but they're reserved for the cabin crew.
5 I don't want this. Haven't you got any English newspapers?	e No problem. Goodness – it's heavy!
6 Is it OK if I use the toilet now?	f Of course, I'll fetch one for you right away.
7 Would it be possible to have a blanket?	g Sure – there's plenty of room.
8 Would you mind lifting that into the locker for me, please?	h Sorry, but you'll have to wait until the captain turns off the seat belt sign.

13 Work with a partner. Take turns reading the requests. Try to respond to your partner's request without reading.

14 You are carrying out a cabin check before take-off. Work with a partner. Make an appropriate request to the passenger for each picture.





15 Listen. Complete the requests. Were your requests from exercise 14 the same?

- 1 I _____ to fasten your seat belt, please.
- 2 I _____ keeping your child's feet off the seat in front? It can be very difficult for other passengers.
- 3 Would it _____ for you to put that under the seat, please?
- 4 Do _____ you could put your seat upright, please?
- 5 Would _____ putting your paper down, please? The people behind can't see the safety briefing. Thank you.
- 6 I _____ you could turn your phone off, please?
- 7 Could _____ put your tray up, please?
- 8 _____ strap him in now, please?
- 9 _____, but could you please put your foot rest up, now?
- 10 _____ put your window shade up for take-off?

16 Match each sentence in exercise 15 with a picture in exercise 14.

- | | |
|---------|----------|
| 1 _____ | 6 _____ |
| 2 _____ | 7 _____ |
| 3 _____ | 8 _____ |
| 4 _____ | 9 _____ |
| 5 _____ | 10 _____ |

17 Work with a partner. Practise making polite requests.

PARTNER FILES

Partner A File 3, p.70
Partner B File 11, p.72

USEFUL PHRASES

Asking politely

Is it OK/all right if ... ?
Would you mind helping me with ... ?
Do you mind if I ... ?
I wonder if you'd mind helping me ... ?
Would it be possible to ... ?
Could you possibly ... ?
Do you think you could ... ?
I don't suppose you could/would ... ?
Could/Would you ..., please?

Polite response (positive)

Yes.
Of course.
Sure.
Certainly.
No problem.

Asking politely but firmly

Could you ... ?
Can you ..., please?
I'd like you to ...
I want you to ..., please.
Please turn it off now.

Polite response (not sure)

I'm not sure. Can you wait while I find out?
I'm sorry. I don't know.

Asking directly or instructing

Turn it off, please.
Put it in the ...
Stop ...
Don't ...
Will you ... ?
Sit down!
Please move ...

Polite response (negative)

I'm afraid I haven't/can't at the moment.
I'm sorry, but that's not possible.
I'm sorry, I can't do that.

OUTPUT

Read the text and answer the questions.

PAMELA WOODWARD

I work on a Challenger 604, which is a twelve-passenger corporate jet. As passengers board the plane, I try to concentrate on faces and names. During the flight, I like to use the passengers' names when I speak to them.

I don't often have problems with people on my flights but once, we were late arriving because of a medical emergency. During the delay, two passengers who were waiting for the turnaround flight were drinking a lot. When we were finally ready to go again, I thought these two passengers were too drunk to fly. I refused to let them board. After we took off, the other passengers thanked me. They said the two drunks had behaved very badly at the airport.

The most common difficulty during boarding is passengers who don't consider other people when they're boarding. They stand in the aisle. I have to ask them to sit down so that we can load the plane.

Sometimes there is a delay after boarding. If this happens, the passengers ask lots of questions. We keep them informed and provide extra drinks and snacks if the delay is long. We had a bad time last winter during a blizzard. We had to wait three hours for the weather to improve, then another two hours while the wings were de-iced. After all that, we couldn't move because the wheels were frozen! We waited another two hours before the captain decided we could not fly. It was four days before we finally left!

When we're finally ready for take-off, I think about which exit to use for an emergency, bracing commands, my brace position, how to open the exit, and so on. After that, I start thinking about how much time I have to do a proper service. Every flight is different for me, because our passengers always order whatever service they want ahead of time, before the flight. It's a very personal service. So I organize everything in my head before my hands start working!



OVER TO YOU

- Would you like to work on a small corporate jet?
Why/Why not?
- Do you think passengers who fly on small corporate jets are different from those on airliners?
If so, how?
- Have you ever seen anyone deal with bad behaviour? What happened?

4

Cabin services and amenities

STARTER

Answer the questions. Then interview a partner and make a note of their answers.

- 1 Think of a time when you were a customer in a restaurant or hotel and you received good service. What happened? Why was the service good?
- 2 Think of a time when you were a customer in a restaurant or hotel and you received bad service. What happened? Why was the service bad?
- 3 What personal qualities are needed for a customer care job? Mark the following as important (I), good but not essential (G), unimportant (U), or bad (B).
 - _____ good eye contact
 - _____ excellent grammar
 - _____ a friendly smile
 - _____ a clear, confident voice
 - _____ expensive clothes and nice jewellery
 - _____ a very serious attitude about everything
 - _____ a very informal way of speaking
 - _____ comfortable but polite communication
- 4 Imagine you have a passenger who doesn't share a language with you or with anyone on the plane – you cannot communicate using words. How will you offer the passenger a drink? How will you explain the choice of a chicken pasta dish or baked fish?

Look again at question 3. Of the qualities you marked I and G, which do you already have? Which do you need to work on?



1 Listen to the announcement. Mark the sentences True (✓) or False (X).

- 1 The announcement is about food service. ☐
- 2 Some items will be for sale. ☐
- 3 The announcement says that there is a problem. ☐

2 Listen again. Choose the best word or phrase to complete each sentence.

- 1 *We'll shortly begin* means ...
 - a we will not begin.
 - b we will soon begin.
 - c we have already begun.
- 2 Coffee, tea, and soft drinks are *complimentary*. This means they are ...
 - a free.
 - b optional.
 - c served in first class only.
- 3 Beer, wine, and cocktails contain ...
 - a milk.
 - b alcohol.
 - c soft drinks.
- 4 *Exact change* means that customers ...
 - a pay in coins only.
 - b give just the right amount of money.
 - c can receive some money back if necessary.
- 5 *Keep the aisles clear* means ...
 - a be patient.
 - b speak carefully when you order.
 - c don't block the trolley with your legs or luggage.

3 Read aloud the transcript of exercise 1 on page 86. Remember to smile.

4 Look at the table of drinks and drink-related words. Tick the correct column.

	Cold / soft drink	Hot drink	Alcohol	Way of serving
beer			✓	
black (tea/coffee without milk)*				
bloody mary				
coffee				
cola				
gin and tonic				
juice (apple, orange, tomato, etc.)				
lager				
neat				
no ice				
on the rocks/with ice				
red wine				
rosé wine				
rum and coke				
soda water				
sparkling water				
still water				
tea (black, green, herbal, etc.)*				
whisky				
white (tea/coffee)				
white wine				
with milk and sugar				

**Black* has two meanings in connection with *tea*.

1) Tea served black is tea without milk in it.

2) Black tea is a type of dark tea leaf; compare with green tea or herbal tea.

5 Work with a partner. Say which drinks you like and dislike.



6 Listen to three conversations. What does each passenger order? What do they get?

	1	2	3
Order			
What the customer received			

7 Listen again. Complete the phrases. Check the transcript on page 86 if necessary.

Making offers	Ordering drinks
Would you like anything _____ ¹ ?	_____ ⁷ any green tea?
Can _____ ² you a drink?	Black tea, _____ ⁸ .
_____ ³ anything from the trolley?	_____ ⁹ a lager, please.
Asking about preferences	Other requests
Would you _____ ⁴ ice?	_____ ¹⁰ a spoon, please?
_____ ⁵ leave the can with you?	_____ ¹¹ some more napkins?
_____ ⁶ milk or sugar?	

8 Work with a partner. Practise offering and ordering drinks.



9 Listen. Answer the questions.

- What are the meal options? _____
- Who will be served first? _____



10 Listen. Mark the sentences True (✓) or False (X).

- The man ordered a vegetarian meal. ☐
- The woman ordered a vegetarian meal. ☐
- The passengers are angry about the confusion. ☐
- In the end, everyone gets the meal they ordered. ☐

Work in groups of three. Try to role-play the above situation from memory.

DID YOU KNOW?

There are many types of special meals for passengers and cabin crew.

Medical diets

bland (non-spicy)
diabetic
gluten-free
low fat/cholesterol
low salt
high fibre
low calorie
non-lactose
peanut free

Cultural diets

Chinese, Indian, Japanese, etc.

Religious diets

Buddhist and Jain
Halal
Hindu
Kosher




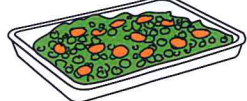
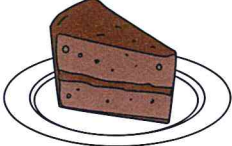
Other special meals

children's
infant and baby
vegan
vegetarian

The flight crew usually receive meals labelled for the pilot, the first officer, and the flight engineer. They are given different foods to reduce the risk that all three might become ill at the same time. On some airlines the flight crew are not permitted to eat shellfish, due to the risk of food poisoning.



11 Listen. Complete the dinner menu.

Main course		
1 _____ or 2 _____		
Side dishes		
3 _____ and 4 _____		
Dessert		
5 _____		

12 Listen again. Complete the sentences.

- 1 _____ little noodles.
- 2 It's _____ a red sauce.
- 3 The sauce _____ beef and tomatoes.
- 4 _____ a green salad and cooked peas and carrots.
- 5 _____ a bread roll with some butter.

13 Work with a partner. Practise offering and describing food.

PARTNER FILES

Partner A File 4, p.70
Partner B File 12, p.72

USEFUL PHRASES

Apologizing





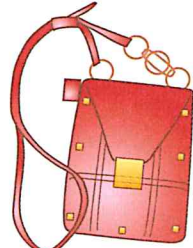
Sorry, sir/madam. I don't think so.
I'm very sorry about this.

Describing food

It's little noodles.
It's served with a red sauce.
The side dishes are a green salad, and cooked peas and carrots.
The sauce is made from beef and tomatoes.
There's also a bread roll with some butter.
It's a type of fish.
It's a kind of vegetable.
It's roasted/fried/boiled/grilled.
It's cooked with (vegetables).
It's served hot/cold/raw.
It comes with rice.



14 On international flights, you may need to offer passengers duty-free items. Listen. Tick the price you hear for each item.

1 	2 	3 	4 	5 
Rose flower perfume 49 EUR	Titanium watch 85 EUR	MP3 player cord 21 EUR	Pendant 58 EUR	Designer bag 79 EUR
<input type="checkbox"/> 69 USD <input type="checkbox"/> 79 USD	<input type="checkbox"/> 1,100 JPY <input type="checkbox"/> 11,000 JPY	<input type="checkbox"/> 90 PLN <input type="checkbox"/> 19 PLN	<input type="checkbox"/> 120 SGD <input type="checkbox"/> 20 SGD	<input type="checkbox"/> 425 AED <input type="checkbox"/> 245 AED
EUR = euros USD = US dollars JPY = Japanese yen				
PLN = Polish zloty SGD = Singapore dollars AED = Dubai dirhams				

15 Work with a partner. Take turns offering the duty-free items above. Show them and say how much they cost.

IN-FLIGHT SHOPPING

Offering

Would you/anyone like to buy any duty-free items?

Passenger requests

Can I see the titanium watch?

Would you mind showing me the designer purse?

Could I take a look at the pendant?

Showing

Here you are, sir/madam.

Passenger questions about prices

How much is that in US dollars?

What's twenty-one euros in zloty?

Can you give me change in dollars?

Saying prices

It's forty-nine euros (€49), so that's seventy-two US dollars (\$72).

It's eleven thousand yen (¥11,000).

It comes to ninety zloty (zł90).

It costs eighty-two Singapore dollars (S\$82).

The price is four hundred and twenty-five dirhams (Dh425).

Talking about change

I'm afraid I can only give you change in euros.

I can give you change in dollars or pounds.

Sorry, I can't give you change.

BRITISH ENGLISH

economy class
bag

AMERICAN ENGLISH

coach class
purse

16 What do you know about classes of airline travel? Tick which classes offer which amenities. Some amenities are available in more than one class.

Amenities	Economy class	Premium economy class	Business class	First class
1 A lot of leg room				
2 A standard seat				
3 High quality food and drink service				
4 Standard food and drink service				
5 Slightly better seats than economy				
6 A toilet shared with six other people				
7 A fully flat bed				
8 Seat-back video				
9 A dedicated lounge				
10 Priority check-in				

17 Read the flight attendant's descriptions of the airline classes and check your answers to exercise 16.



Economy class – Most people who fly travel in this class, which is also known as coach class. These are all standard seats, and the food service is standard, too. Our 747s have six lavatories for about 340 seats. That's more than fifty people per lavatory. People who sit near the front of this class often have a good view of the classes in front of them. If they can see an empty seat, they ask for an upgrade. Unfortunately, I almost always have to say no. There isn't much leg room, but the upside is that in our new planes, every seat in every class has a seat-back video screen for movies and games.

Premium economy class – This class is the first few rows of the economy class. The seats are a little bit wider and there is more leg room – but not a lot. There isn't as much leg room as in business and first class. Passengers use the economy class toilets and are served the same standard food and drink as the economy passengers.



Business class – Not everyone who flies in this class is a business person. The perks of travelling in this class begin with priority check-in, though business class passengers are not allowed to use the first-class airport lounge. In some aircraft, we combine this class with first class. The seats have plenty of leg room. They're designed to be very comfortable for sleeping. The food and drink are also very high quality. Passengers usually pay a lot of money for their seat, so they can be very demanding.

First class – Passengers in this class – which is the highest we offer – expect a very high standard of comfort and service. It begins with special priority check-in and a dedicated lounge with complimentary food and drink. We always board them first and offer them a drink immediately. The seats can be converted to comfortable, fully flat private beds. I've met a few famous people travelling in this cabin – actors and singers. There are two toilets in the cabin which are used by twelve passengers.





18 Listen. Write the conversation number.

1

The passenger ...	Conversation
a makes a polite complaint.	_____
b makes a polite request.	_____
c refuses to comply with a cabin crew's request.	_____

2

The flight attendant ...	Conversation
a agrees with what the passenger says.	_____
b threatens to contact the authorities.	_____
c politely refuses a request.	_____

19 Match the passenger questions and statements with the cabin crew's responses.

- | | |
|-----------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 ___ Would it be possible for me to move up to business class? | a Yes, I am. Would you turn off your MP3 player, please? |
| 2 ___ Why is that? | b Oh, dear. What's the problem? |
| 3 ___ It doesn't seem fair. | c I'm afraid not, sir. |
| 4 ___ I think there's a problem with this seat back. | d I'm sorry, sir, but you have no choice. I'll have to ask you to turn it off now, or we'll arrange for the police to meet you off the plane. |
| 5 ___ It's stuck. | e Let's have a look. |
| 6 ___ Are you talking to me? | f It might not seem fair to someone who's paid for a business seat for me to give you a free upgrade. We do our best to take care of everyone. |
| 7 ___ This is first class. You can't tell me what to do. | g Because the ticket you bought is for this class, sir. |

20 Work with a partner. Practise dealing with passengers.

PARTNER FILES

 Partner A File 5, p. 71
 Partner B File 13, p. 73

USEFUL PHRASES

Passenger		Cabin crew	
		Politely denying the request and explaining why, or offering a course of action	Acknowledging a request and offering a course of action
polite ↑	Would it be possible for me to move up to business class?	I'm afraid not. I'm not allowed to do that.	I can't promise anything, but I'll see what I can do.
	Can I change seats?	Sorry, no. We need you to stay where you are.	I can check with the chief purser.
	I need a drink of water.	I can do that just as soon as we've reached cruising altitude.	Certainly. I'll get you one in just a moment.
rude ↓	Get me a vegetarian meal right now!	I'm sorry, madam. I'm afraid we don't have one on board. I'd be happy to try to work something out, though.	I'll see if we have an extra one.
air rage	I'm going to hurt somebody!	Sit down now, sir. I need help!/Can someone help me, please?	

Note that even when the passenger becomes ruder, the cabin crew tries to respond politely.

OUTPUT

Read the text and answer the questions.

Mika Tanaka

I've never had a problem with air rage, but I have had some very angry passengers. People like to drink on planes and sometimes we have to stop them. That makes them unhappy. People also get angry when the in-flight entertainment doesn't work or when we don't have a duty-free item. My worst passenger was actually my fault. I spilt red wine on a man's trousers – he was very upset.



Passengers often ask for the temperature to be changed. People from different countries have different ideas about the right temperature. South American passengers always seem to want it warmer. Of course, some passenger requests are just for everyday things: a drink after the meal or help with the in-flight entertainment. That kind of stuff is easy to deal with.

The worst mix-up I ever had at meal-time was with a British passenger. He asked me for an iced vodka. Well, that's what I *heard*. After he spat out the drink violently, I understood that he'd actually asked for iced *water*. With angry passengers, I never argue but I never walk away. I always stay with the passenger and repeat in a calm voice, *I see your point, I understand*. This gives them a chance to express their anger. Then they always run out steam!

OVER TO YOU

Have you ever:

- seen or had to deal with an angry customer?
- had a misunderstanding about food or drink?
- remained calm when talking to a very angry person, or seen anyone do this?

Say what happened in each situation.

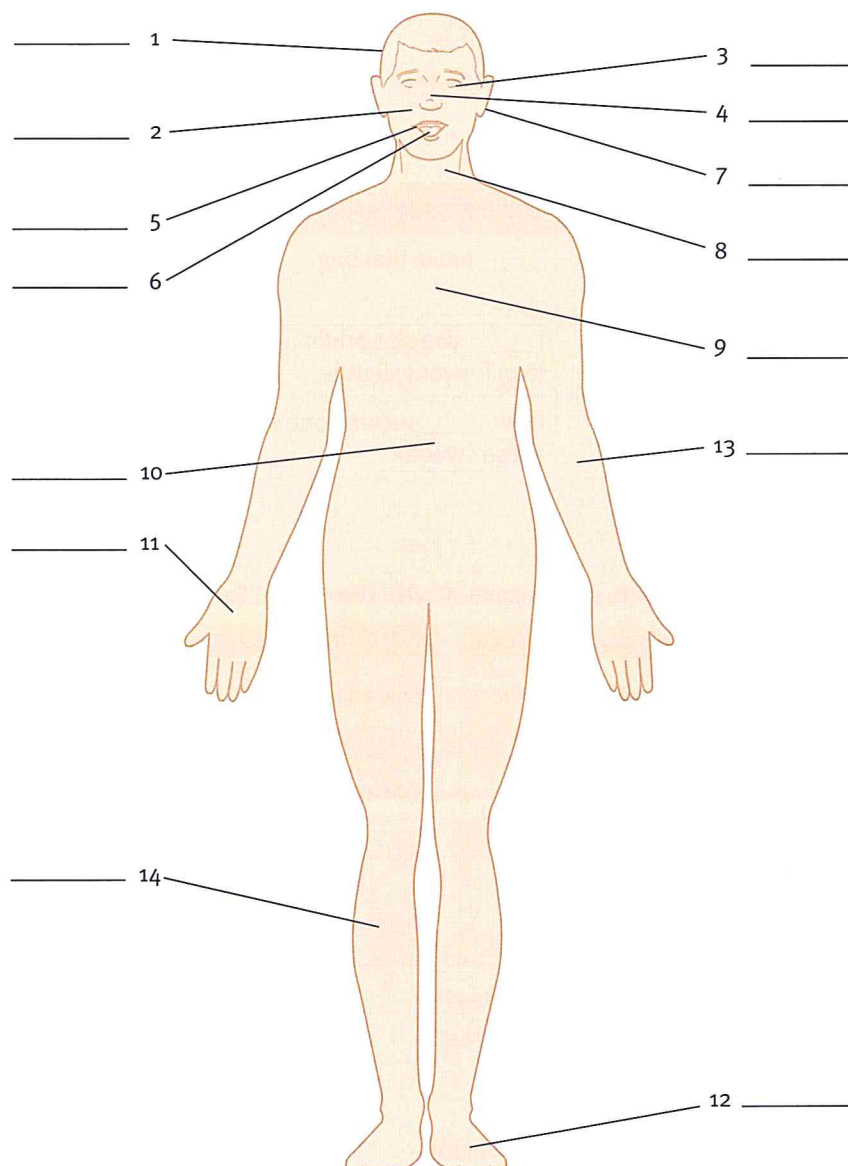
5

Health and medical issues

STARTER

Label the parts of the body with the words in the box.

arm • chest • ear • eye • face • foot • hand • head • leg • mouth •
nose • stomach • throat • tongue





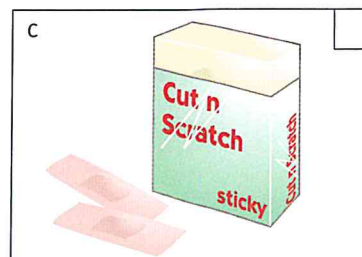
1 Listen. Match each conversation with a medical problem.

Conversation

Problem

- a a nosebleed
- b an earache
- c a cut on the head

2 Match each conversation with the items in the pictures.



3 Complete the sentences.

Conversation	Offering help	Making a suggestion	Giving advice/an opinion
1	_____ get a plaster for you.	_____ move that bag.	You _____ to put something on that cut.
2	Can I _____? Oh, I see the problem.	I _____ you sit upright and lean forward slightly.	If I were you, _____ put the sick bag on your lap.
3	_____ I help?	How _____ sucking one of these sweets?	I _____ you should have one.

Listen again and check.

4 Look at the table. Then complete sentences 1–8 with the correct form of the verb in brackets.

MOST OF THE EXPRESSIONS USE THE SAME VERB FORM		TWO OF THE EXPRESSIONS USE A DIFFERENT VERB FORM	
Can I	+ infinitive without <i>to</i> help?	How about	+ <i>-ing</i> moving?
Shall I			
I'll	move.	You need	+ infinitive with <i>to</i> to move.
Let's			
I suggest you			
If I were you, I'd			
I think you should			

- 1 How about _____ (have) a cup of tea?
- 2 If I were you, I'd _____ (get) some rest.
- 3 I'll _____ (bring) you a cold drink.
- 4 Let's _____ (move) the arm rest.
- 5 I think you should _____ (see) a doctor.
- 6 Shall I _____ (get) you a blanket?
- 7 You need _____ (sit) quietly and relax.
- 8 I suggest you _____ (put) that bag under the seat.

5 Use the words in the box to complete the passenger health problems.

can't breathe • hurts • cut • feel • feels • can't stop • looks • think

1 My head really _____.

2 I _____ a bit dizzy.
I think I'm going to faint.

3 I feel really cold.
I _____ shivering.

4 She's got a bad cold.
Her face _____ really pale.



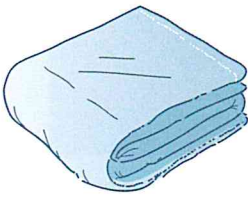





5 My chest feels really
tight. I _____ properly.

6 I've _____ my leg.
It's bleeding.

7 She's got a sore throat and
_____ really hot and feverish.

8 I've got a stomach ache.
I _____ it's indigestion.

6 Match the problems in exercise 5 with a remedy below.

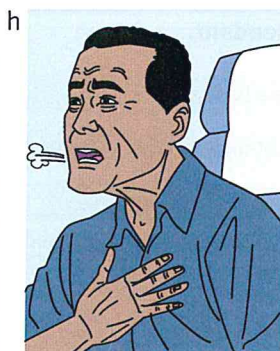
a 	b 	c 	d 
e 	f 	g 	h 

7 Work with a partner to practise responding to the passenger problems in exercise 5. Take turns being the passenger and the flight attendant.

Passenger:	→	I have a headache.
Flight attendant:	←	Can I bring you something for it?
Passenger:	→	What have you got?
Flight attendant:	←	We've got some painkillers. I'll get you a glass of water.
Passenger:	→	Thanks.
Flight attendant:	←	If I were you, I'd get some rest, too.

8 If you attend to a sick passenger you may need to pass information to a colleague or a doctor.
Match descriptions 1–10 with the pictures.

- 1 _____ He may be having a heart attack.
- 2 _____ She's fainted.
- 3 _____ He's having stomach pains.
- 4 _____ She may be going into labour.
- 5 _____ He's got asthma.
- 6 _____ She's having a seizure.
- 7 _____ He's hit his head.
- 8 _____ She's cut her hand.
- 9 _____ He's behaving very aggressively.
- 10 _____ He's choking.



9 Work in groups of three. Practise exchanging information about medical situations.

Student A: You are a flight attendant. Choose one of the pictures on page 40. Describe the passenger's condition to Student B (another flight attendant).

Student B: You are a flight attendant. Listen to Student A's description of a passenger. Pass the information to Student C (your on-board supervisor).

Student C: You are a senior flight attendant. Listen to Student B's description. Match it with one of the pictures on page 40.

Swap roles and practise again.



10 Listen. Match each conversation with a picture on page 40.

- 1 _____
- 2 _____
- 3 _____
- 4 _____

11 Listen again. Tick the sentences you hear.

- | | | | |
|---|---|-----------------------------------|--------------------------|
| 1 | a | We're trained for this situation. | <input type="checkbox"/> |
| | b | We'll train for this situation. | <input type="checkbox"/> |
| 2 | a | Where's pain? | <input type="checkbox"/> |
| | b | Where's the pain? | <input type="checkbox"/> |
| 3 | a | Don't try to get up. | <input type="checkbox"/> |
| | b | Don't you get up. | <input type="checkbox"/> |
| 4 | a | I helped you. | <input type="checkbox"/> |
| | b | I'm here to help you. | <input type="checkbox"/> |

12 Look at the list of five basic steps for dealing with a problem. Match sentences a–e with a step on the list.

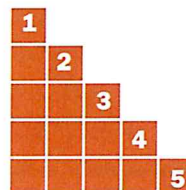
When you discover a problem, tell a colleague.

Make contact with the passenger.

Find out the problem.

Decide what action to take and tell the passenger.

Plan ahead.



- | | | |
|---|-------|----------------------------------|
| a | _____ | Where's the pain? |
| b | _____ | Sir, could I ask you to move? |
| c | _____ | I'm Kate. What's your name? |
| d | _____ | I'll go and help. |
| e | _____ | We'll get it for you right away. |

13 Have you ever seen or been involved in an emergency situation? What happened? Did you/your colleagues follow the five basic steps?

14 Read the text. For statements 1–8, mark the sentences True (✓) or False (X).

- | | | |
|---|---------------------------------------------------------|--------------------------|
| 1 | The incident happened twenty minutes before landing. | <input type="checkbox"/> |
| 2 | One of the passengers offered to help. | <input type="checkbox"/> |
| 3 | The purser found a doctor on board the aircraft. | <input type="checkbox"/> |
| 4 | The pilot said an emergency landing could be dangerous. | <input type="checkbox"/> |
| 5 | The nitroglycerine tablet made the man feel better. | <input type="checkbox"/> |
| 6 | The plane made an emergency landing. | <input type="checkbox"/> |
| 7 | The passenger's life was saved. | <input type="checkbox"/> |
| 8 | All of the passengers were helpful. | <input type="checkbox"/> |

Twenty minutes after take-off, one of the passengers, a man in his sixties, complained of chest pains. He was short of breath, his face was pale, and his pulse was weak. It was serious. We gave him oxygen while the Captain asked if there was a doctor or nurse on board.

A nurse offered to help. The man was clearly distressed but she was very calm, asking: 'Has this happened before? Are you taking any medicine? Do you have any allergies?' The nurse took his blood pressure. It was very low. She knew our medical kit could help this man, but she needed instructions from a doctor. The purser suggested the pilot contact a doctor on the ground.

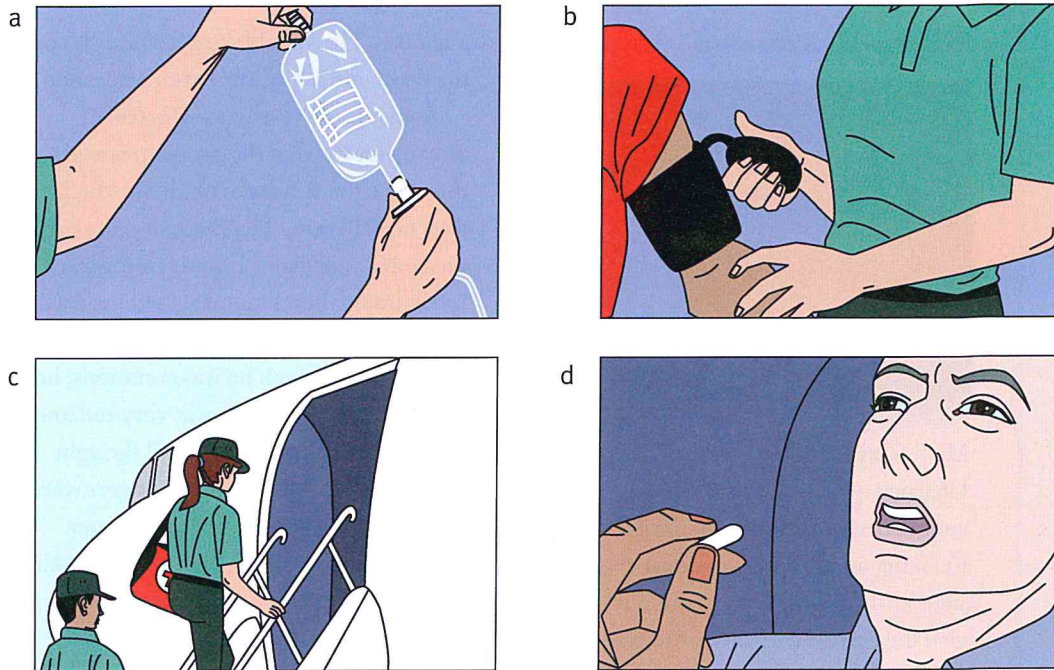
The passenger was getting weaker. His blood pressure was unstable and the nurse explained that we may need to land very quickly. Again, we informed the pilot. He was concerned about an emergency landing. Landing with full fuel tanks could cause an explosion and risk the lives of everyone on board. He wanted to know if it was absolutely necessary. The nurse explained it would be necessary if the passenger did not

stabilise quickly. It was very tense. She gave the passenger a nitroglycerine tablet under his tongue. It didn't help. Five minutes later she gave him another. He was getting worse.

Then the pilot managed to contact a doctor. After that everything happened really quickly. The doctor assessed the situation and immediately advised the nurse to give intravenous fluids from our medical kit. That helped a lot and the passenger quickly improved. In a few minutes his blood pressure and heart rate were almost normal but the doctor still requested an emergency landing. We landed a few minutes later but the pilot had time to dump the fuel so we could land safely. As soon as we landed, paramedics boarded the plane and took over the situation. The passenger made a full recovery.

We were lucky to have a competent nurse on board. She was talking to, and reassuring, the passenger all the time. Not all the passengers were so helpful though. Some wouldn't move when asked and one even accused the nurse of causing harm to the passenger. Another person tried to stop the nurse giving the fluids!

15 Underline the sentences in the text on page 42 which describe the pictures.



16 Find words or phrases in the text on page 42 for the meanings.

- 1 _____ finding it difficult to breathe
- 2 _____ the regular beat of blood as it travels around the body
- 3 _____ in pain or difficulty
- 4 _____ reactions or sensitivity to foods or other substances
- 5 _____ the pressure of blood as it travels round the body
- 6 _____ not very regular; likely to change suddenly
- 7 _____ become more regular
- 8 _____ going into a vein in the body
- 9 _____ the number of beats of blood per minute
- 10 _____ injury

17 Work in groups of three. Practise offering help and advice.

Student A: You are a passenger with a health problem. Say what's wrong, and panic.

Student B: You are a nurse on board. Try to calm the passenger. Offer help and advice.

Student C: You are a flight attendant. Offer help and advice. Pass messages to/from the pilot.

18 Work with a partner. Practise dealing with other medical incidents on board.

PARTNER FILES

Partner A File 6, p. 71
Partner B File 14, p. 73

OUTPUT

Read the text and answer the questions.

Milana Ryazanova

My first-aid training was really important. I learned a lot and it gave me the confidence to deal with medical incidents. Even for simple things we must check all signs and symptoms very carefully so we give the correct treatment. We also check the passenger's background to find out if they've had the symptoms before, or are taking any medication. If an incident is serious, we may have to translate or explain it to the Captain or a doctor on the ground, so it's really important that we get it right.

There are often passengers on board who don't feel well. Recently, one passenger had flu – he felt very unwell and was very pale. He had a sore throat and a high temperature. I gave him hot tea with lemon, a cold remedy tablet and

a blanket. He was able to get some rest on the flight and felt a little better after that!

Sometimes passengers who feel ill already know what the problem is and may have medication with them which they need to take. That happened to me on a long haul flight. I was clearing the lunch trays when I found a passenger who was clearly very ill. I asked him what was wrong but although he was conscious, he couldn't speak. His face was very red and I could smell alcohol. At first, I thought he was just drunk. Other passengers were worried, so I gave him a glass of water while a colleague brought the first-aid kit and an oxygen cylinder. We made him comfortable and he began to feel better. Then he told us he had chest pains. He had a heart condition and needed his tablets from the overhead locker. He wasn't supposed to drink alcohol with the tablets so we watched him very carefully for the rest of the flight!

At other times, people are simply afraid of flying. They panic, and that makes them feel unwell. We try to calm and reassure them, perhaps offering a warm drink. A simple distraction like this is sometimes enough to help them feel a bit better.

OVER TO YOU

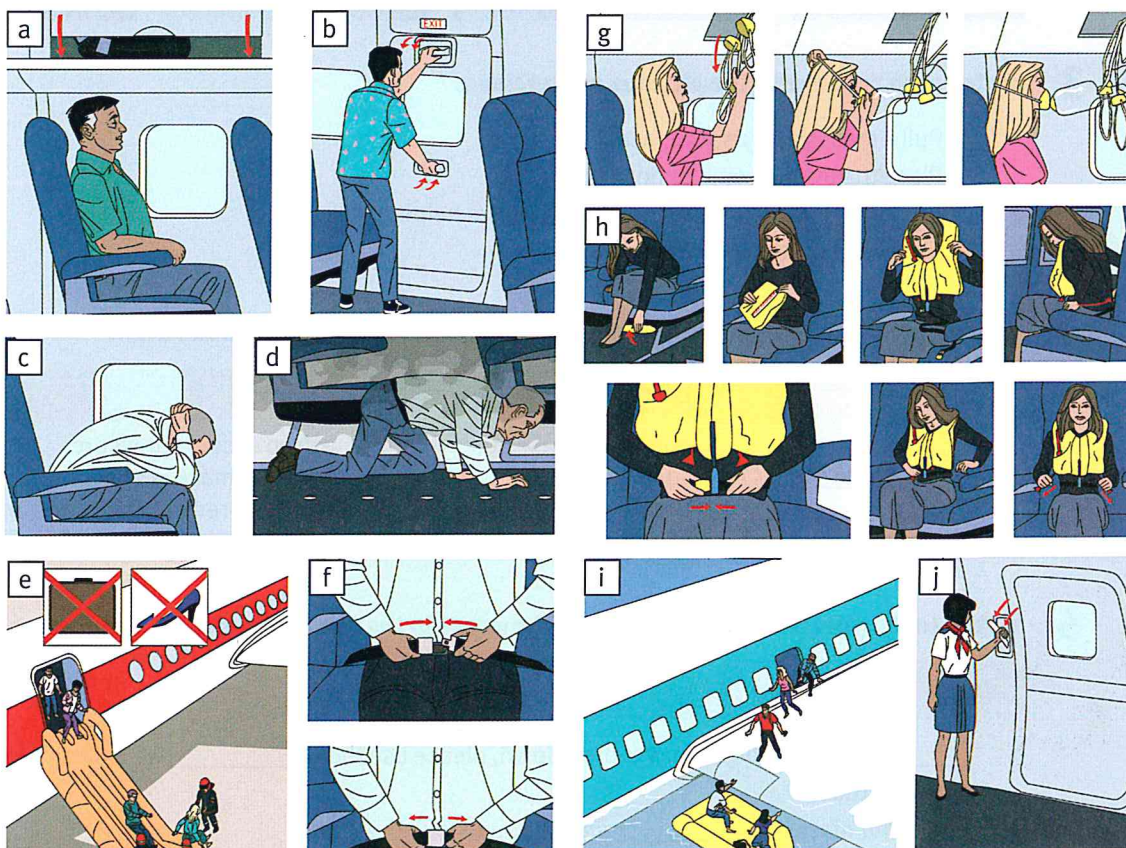
- Have you ever done any first-aid training? If so, have you ever used it to help anyone?
- Why do you think it is important to check a passenger's background if they are unwell?
- How would you try to help passengers who are afraid of flying?

6

Safety and emergencies

STARTER

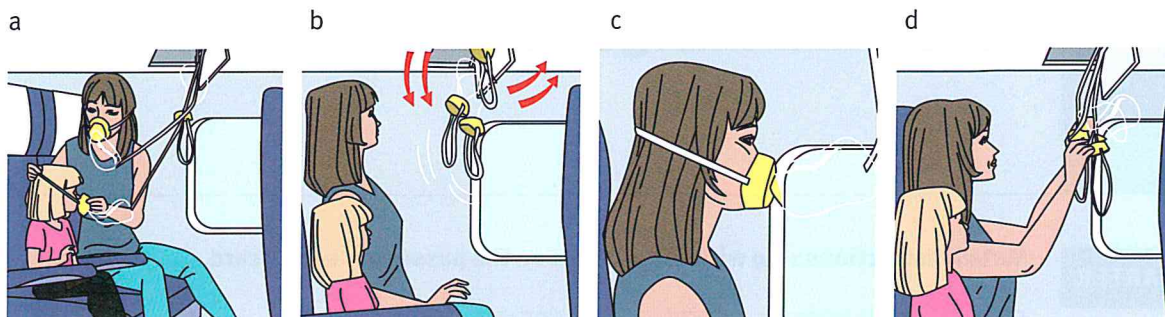
Match instructions 1–10 with the pictures on the passenger safety card.



- 1 _____ Close overhead lockers and stow bags under seats.
- 2 _____ Disarm the door.
- 3 _____ Fasten your seat belts.
- 4 _____ Get down low and follow the floor lighting.
- 5 _____ Jump onto the slide feet first.
- 6 _____ Open the emergency exit next to your seat.
- 7 _____ Put on your own oxygen mask first.
- 8 _____ Take up the brace position.
- 9 _____ Use the overwing emergency exits over water.
- 10 _____ Your life jacket is under your seat.

1 Listen to the flight attendant's announcement. Which pictures from the safety card apply to this situation?

2 Listen again. Number the pictures in the right order.



3 Match each action with the pictures in exercise 2.

- 1 ___ Pull a mask towards your face.
- 2 ___ Place the mask over your nose and mouth.
- 3 ___ Remember to secure your own mask before helping others.
- 4 ___ The oxygen masks will drop down.

4 Now match the actions in exercise 3 with a link word and an explanation below.

	Link word	Explanation
_____ due to/because of		a a drop in cabin pressure.
<u>Pull a mask towards your face</u> so		b keep the mask in place.
_____ because		c you must remain conscious and alert.
_____ in order to		d you can breathe the oxygen.



20

5 Listen to the pilot's announcement. Use the words in the box to complete the sentences.

after • before • once • until • when • while

- 1 _____ your oxygen masks drop down, please use them _____ we descend to a lower altitude.
- 2 Keep your masks on _____ we tell you to take them off.
- 3 _____ we get down to 10,000 feet, we'll make another announcement.
- 4 Please feel free to ask the cabin crew if you need any assistance _____ we get to Minsk.
- 5 _____ landing, we will make alternative arrangements for you.

6 Underline the correct alternative.

- 1 The Captain is concerned about the loss of pressure / rapid descent.
- 2 The aircraft is descending slowly / quickly in order to reach a safe altitude.
- 3 The aircraft is descending to above / below 10,000 feet because passengers can breathe without extra oxygen at that altitude.
- 4 The Captain is explaining the process so this is probably a controlled / an emergency descent.



7 Even in a controlled descent, passengers will usually be concerned. Match the concerns in A with the responses in B.

A Passenger concerns	B Cabin crew responses
1 Are we going to crash?	a We're descending to a lower altitude.
2 I feel fine. Why do I need oxygen?	b There's nothing to worry about. Everything's fine.
3 What's happening?	c Because the air pressure in the cabin is too low.
4 When can we have something to eat?	d So we can land quickly.
5 Why are we diverting?	e Because it's too far away.
6 I'm really scared.	f After we arrive in Minsk.
7 Why aren't we going on to Almaty?	g In order to fix the problem.
8 Why do we need to land?	h Of course not. We'll be on the ground before you know it.

Listen and check.

8 Look again at the cabin crew responses in B above. Answer the questions.

- Which words are used to reassure passengers?
- Which words signal that a reason is being given?
- Which phrases give the passengers information?

9 Work with a partner and take turns.

Student A: Give the information or instructions below and reassure passengers.

Student B: Respond to the information.

- Keep seat belts fastened.
- Observe the 'No Smoking' signs.
- Keep all electrical equipment switched off.
- Remove oxygen masks.
- Return seats to upright position.
- Remain seated.

A: You can take your oxygen mask off now.

B: Are you sure it's safe?

A: Yes. You can breathe normally once we get below 10,000 feet.
You're quite safe now.

GIVING INFORMATION/ADVICE	GIVING A REASON	REASSURING THE PASSENGER
Pull the mask towards your face	because the air pressure is too low.	There's (really) nothing to worry/be concerned about.
We're diverting to City airport	because of a drop in pressure.	(I can assure you) it's normal/fine/OK.
We'll contact Air Traffic Control	so we can land.	It's/You're perfectly/quite/completely safe.
	(in order) to fix the problem.	It's all under control.
	due to a loss of pressure.	You can breathe normally.

10 Read the text and answer the questions.

A rapid decompression is much more serious than a gradual decompression and the effects will appear extremely quickly. There will be no time to ask and answer questions.

During a rapid decompression ...

- 1 there will be a loud noise and a sudden fogging or misting of the cabin. These are caused by the sudden change in pressure. There will also be a rapid temperature drop.
- 2 oxygen levels will fall very quickly and cause hypoxia – a condition where the human body isn't getting enough oxygen.
- 3 lack of oxygen quickly leads to dizziness, nausea, loss of judgement, and problems with vision.
- 4 you may have less than one minute to put on your oxygen mask before you lose consciousness.
- 5 physical activity becomes difficult and dangerous because oxygen levels are low.
- 6 the temperature will fall rapidly.
- 7 exposure to extremely low temperatures causes hypothermia, a condition where body temperature becomes dangerously low.
- 8 sudden pressure changes may cause pain from trapped gas in the body.
- 9 any unsecured objects or persons may move around the cabin or be sucked out of the aircraft.

- 1 What causes a loud noise when there is a rapid decompression?
- 2 What is *hypoxia*?
- 3 What will happen to you if you don't put on your oxygen mask?
- 4 Why does physical activity become difficult after a rapid decompression?

11 Put the words in the box in the correct column in the table.

dizziness • fog and mist • hypothermia • loss of judgement • nausea •
objects moving around the cabin • pain from trapped gases • vision problems

Rapid decompression problems caused by ...		
very low temperatures	lack of oxygen	sudden pressure change

**12 In emergency situations, the crew have to issue direct orders. Listen and underline the main stress on each order.**

- | | |
|----------------------------------|-------------------------------|
| 1 Keep your mask <u>on</u> ! | 6 Sit down! |
| 2 Stay calm! | 7 Breathe normally. |
| 3 Stay in your seat! | 8 Put your own mask on first. |
| 4 Keep your seat belt fastened! | 9 Hold on! |
| 5 Don't unfasten your seat belt! | 10 Don't get up. |

13 Work with a partner. Take turns reading the orders aloud and saying the main stress.

14 Answer the questions.

- 1 What is *turbulence*?
- 2 How can it cause injury?
- 3 What should passengers and flight attendants do to prevent injuries from turbulence?

15 Read the descriptions of what happens during turbulence. Then tick light (L), medium (M), or severe (S) for each description.

	L	M	S
1 Drinks shake inside cups.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 Drinks splash out of cups.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 Trolleys are difficult to manoeuvre.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 Unsecured objects fall over or lift off the floor.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 Passengers may feel slight straining against seat belts.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6 Service and walking are impossible.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7 Passengers feel strain against seat belts.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8 Standing is difficult without bracing.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9 Passengers are forced violently against seat belts.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10 Trolleys are easy to manoeuvre.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11 Unsecured objects are thrown about.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12 Walking is difficult.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

16 Read the blog. Number the paragraphs in the correct order.**A WARNING for anyone who doesn't take turbulence seriously**

a ___ We all left the floor and hit the walls and ceiling. It was really scary. Thank goodness all the boxes and trolleys were secured as it could have been a lot worse. I broke my foot in three places and another crew member hurt her ankle very badly.

b ___ I haven't returned to work because of my foot. I'm now enjoying a quiet summer – I just wish the weather was better! Like many others I never took turbulence seriously ... but I will from now on. My advice is stay safe and strap in whenever you can!

c ___ Then, about thirty seconds after the seatbelt sign was switched on, we dropped 500

feet – twice. Luckily, all the passengers were strapped in but none of the crew was. I was in the aft galley of a B767 with six other crew members.

d ___ Once the aircraft was stable again everyone was shocked at how bad the turbulence was – and at how quickly it had happened. There was absolutely no warning.

e ___ We were inbound from Alicante and two hours from Wessex airport when the Captain switched the seatbelt sign on. It wasn't at all rough at the time but there was a thunderstorm ahead and the Captain was being careful. There was no turbulence warning.

17 Mark the sentences True (✓) or False (X).

- 1 This was a case of light turbulence. ☐
- 2 The aircraft dropped about 1,000 feet very quickly. ☐
- 3 The captain hadn't turned on the seatbelt sign. ☐
- 4 Several passengers were injured. ☐
- 5 There was no warning of turbulence ahead. ☐



18 Use the words in the box to complete the conversation.

allow • drops • fall • return • sit down • strap in • switched • work

- Flight attendant: Sir, the Captain has _____¹ on the seat belt sign. Could you go back to your seat, please?
- Passenger: Yeah, I know. I'm fine.
- Flight attendant: Sir, you must _____² to your seat now. We're expecting turbulence.
- Passenger: Don't worry. It'll be fine.
- Flight attendant: Sir, I'm sorry but I cannot _____³ you to stand. It could get really rough. Everyone must return to their seats and _____⁴.
- Passenger: Look. I'm fine. I _____⁵ on ships at sea – in really big waves ... you know?
- Flight attendant: Don't worry, I won't _____⁶ over.
- Flight attendant: Sir, I doubt if your ship _____⁷ hundreds of feet without any warning.
- Now, _____⁸!



Listen and check.

19 Listen again. Tick how the flight attendant uses her voice to be assertive.

- | | |
|-----------------------------------------------|-----------------------------------------------|
| 1 <input type="checkbox"/> She shouts. | 4 <input type="checkbox"/> She talks slowly. |
| 2 <input type="checkbox"/> She talks quickly. | 5 <input type="checkbox"/> She talks clearly. |
| 3 <input type="checkbox"/> She talks quietly. | 6 <input type="checkbox"/> She talks loudly. |



20 Number the sentences in the conversation in the correct order.

Flight attendant

- a _____ Your son must be strapped in, too.
- b _____ Thank you.
- c _____ Excuse me madam, but the Captain's switched the 'fasten seat belt' sign on.
- d _____ Madam, we're expecting severe turbulence very soon. Strap him in now! It's for his own safety.
- e _____ I'm sorry madam, he's not secure. You must use the extension belt. Here, let me help you.

Passenger

- f _____ I can hold him on my lap.
- g _____ All right, all right. I am. Look.
- h _____ Oh, for goodness sake! He'll scream the place down, you know.
- i _____ Yeah, I know. I'm strapped in.

Listen and check. Then work with a partner. Practise reading the conversation with the correct tone.

DID YOU KNOW?

Flight attendants must always be polite to passengers but they must also ensure that all passengers comply with airline regulations. This may lead to some difficult exchanges.

AUDIO



25

21 Listen. Underline the correct alternative.

- 1 The passenger is using his laptop / radio.
- 2 The passenger is cooperative / uncooperative.
- 3 The flight attendant's language becomes more / less assertive.
- 4 The captain / purser will look after the device for the rest of the flight.

22 During the exchange the flight attendant uses four tactics. Put them in the order she uses them.

- a ☐ gives advice
- b ☐ explains the regulations
- c ☐ asks the passenger to cooperate
- d ☐ gives a warning

Listen again and check.

23 Match sentences 1–4 with the four tactics in exercise 22.

- 1 ☐ If you do not cooperate, this will be a matter for the authorities.
- 2 ☐ Please make sure it stays off for the rest of the flight.
- 3 ☐ I suggest you put the headphones down and pass me the microphone.
- 4 ☐ You can't use this equipment on board the aircraft.

24 Work with a partner. Practise dealing with difficult situations.

PARTNER FILES

Partner A File 7, p. 71
Partner B File 15, p. 73

USEFUL PHRASES

Asking for cooperation

Could you ... ?
Can you switch it off, please?
Please put/pass/give me the ...
Please make sure ...

Advice

I (strongly) advise you to ...
I suggest you ...

Explaining rules and regulations

That's/It's not allowed.
It can't be used ...
You can't use ...
You must switch it off/stop using ...

Warning

If you do not cooperate, this will ...
Sir, this incident has been reported to ...

OUTPUT

Read the text and answer the questions.

Alberto Molina



We had a difficult situation when there was an oven fire. It happened really quickly. There were two of us in the galley when we suddenly realised there was smoke coming from one of the ovens. Our training kicked in and we reacted immediately. My colleague switched everything off and I grabbed the halon fire extinguisher. I opened the oven door very slightly, and carefully emptied the whole cylinder into the oven. The fire went out, just like it did during training.

However, passengers seated near the galley started to panic and were shouting 'Fire!' That made other passengers panic and it was quite difficult to keep control. At times like this you have to be quite forceful. You have to be very confident and give instructions

in a clear and positive manner. At the same time, you must be polite and stay calm. Fortunately, the purser and other colleagues helped. They calmed the passengers and explained that the fire was out.

When all the passengers were back in their seats, the crew distracted them by offering free drinks, more newspapers, and any other items which passengers asked for. Some passengers were still worried because they could smell the smoke but everything was calm again.

Finally, the purser thanked us for acting so promptly and for following the fire fighting procedures so well. A disaster had been averted!

OVER TO YOU

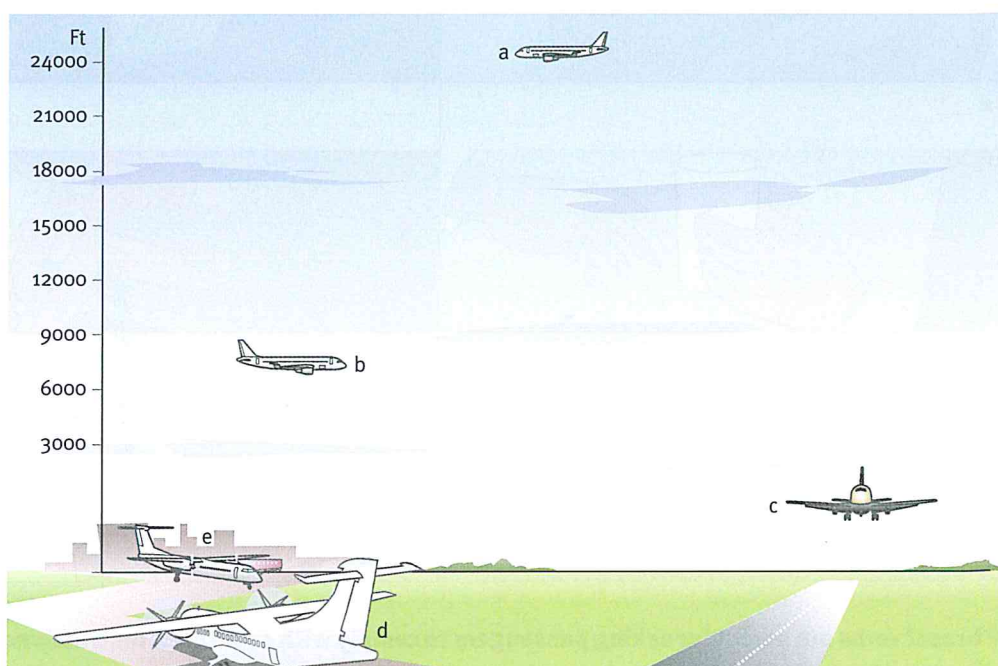
- Do you think you could stay calm and issue clear instructions in a difficult or dangerous situation?
- Have you ever had to deal with an emergency situation at work?
- Can you think of other diversion tactics which may help to calm passengers in a situation like this?

Descent, landing, and layover

STARTER

Match the descriptions of each stage to the diagram.

- | | |
|----------------------------|-----------------------------------------|
| 1 ___ arrival at the stand | 4 ___ preparing for descent and arrival |
| 2 ___ descent | 5 ___ landing |
| 3 ___ taxi in | |



1 Listen to five announcements. Match each one to the correct description in Starter.

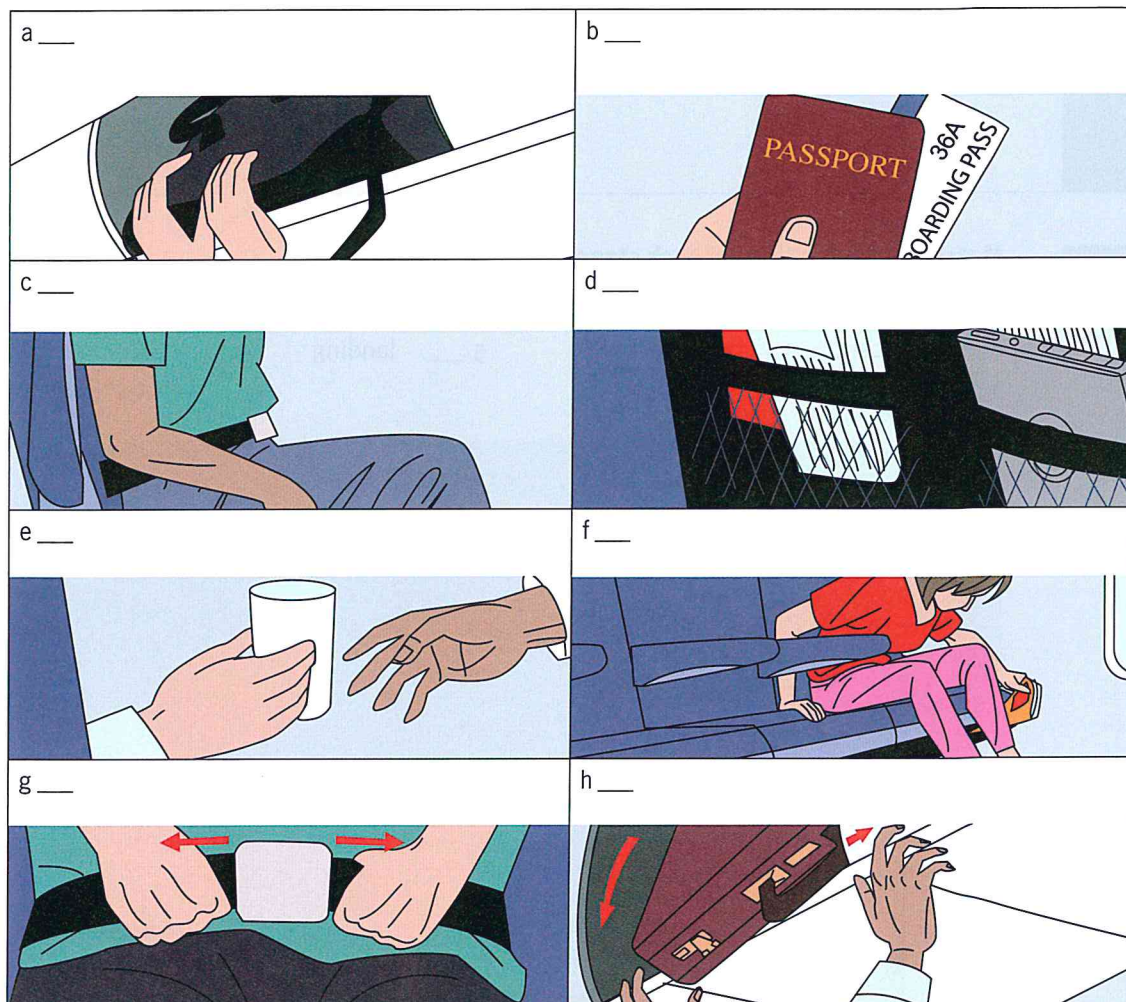
a ___ b ___ c ___ d ___ e ___

2 Listen again. Complete the phrases for giving passengers instructions.

Please ...

- | | | |
|---|-------|--------------------------------------------------|
| 1 | _____ | your completed documents and passport available. |
| 2 | _____ | any bags or other items in the overhead lockers. |
| 3 | _____ | your seat area. |
| 4 | _____ | your seat belt is fastened. |
| 5 | _____ | any remaining cups or glasses to us. |
| 6 | _____ | seated with your seat belt fastened. |
| 7 | _____ | when opening the overhead lockers. |
| 8 | _____ | that you take all your belongings with you. |

3 Match the phrases in exercise 2 with the pictures.



4 Phrasal verbs are useful for asking passengers to comply with cabin crew instructions. Look at the situations and use the words in brackets to make polite requests.

- | | |
|----------------------------------------------------------------------------------------------|---------------------------------------------------|
| 1 immigration form not filled in (fill in)
<u>Please fill in the immigration form in.</u> | 4 seat back reclined (put up)
_____ |
| 2 tray table down (put up)
_____ | 5 baggage in aisle (put away)
_____ |
| 3 infant not secure (strap in)
_____ | 6 laptop computer turned on (switch off)
_____ |

PHRASAL VERBS

All of the phrasal verbs above are *separable*. This means the two parts of the verb can be used in two different ways:

Please **fill in** the immigration form.

Please **fill** the immigration form **in**.

Some phrasal verbs are *inseparable*:

I'm **looking after** the passengers in main cabin.

NOT I'm **looking** the passengers in main cabin **after**.



5 Listen to six announcements. Match each one with a situation.

Announcement	Situation
1	a paramedics meeting flight
2	b refuelling stop
3	c delay
4	d gate unavailable
5	e holding
6	f required spraying of insecticide

6 Match words from the announcements with the correct meaning.

1 onward flight	a a person who has had special training in caring for sick or injured people
2 landing clearance	b the latest information
3 paramedic	c permission given by air traffic control for an aircraft to land
4 insecticide	d wind that is blowing against the direction an aircraft is travelling
5 headwinds	e a substance that is used for killing insects
6 update	f another flight you take to continue your journey

7 Use the correct form of the verbs in the box to complete the phrases.

arrive • board • delay • inform • let • receive • spray • stop • tell • update

Keeping passengers informed	Explaining what will happen
1 We will keep you _____ of any changes.	5 We will be _____ in Sofia shortly.
2 We will _____ you know when you can get up.	6 We will be _____ the cabin with insecticide.
3 We will _____ you when it is safe.	7 We will _____ our landing clearance in approximately ten minutes.
4 We will keep you _____ every five minutes.	8 Paramedics will _____ the aircraft.
	9 We will be _____ to refuel in Kuala Lumpur.
	10 We will be _____ for fifteen minutes.

8 Make a passenger announcement for each situation in the pictures.

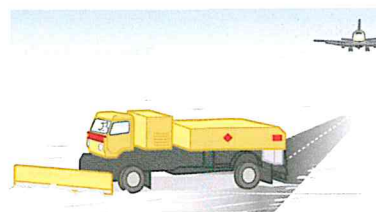
a



b



c



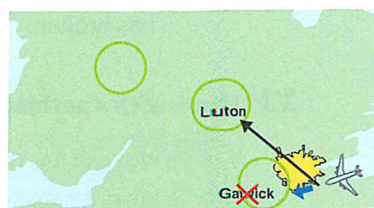
d



e

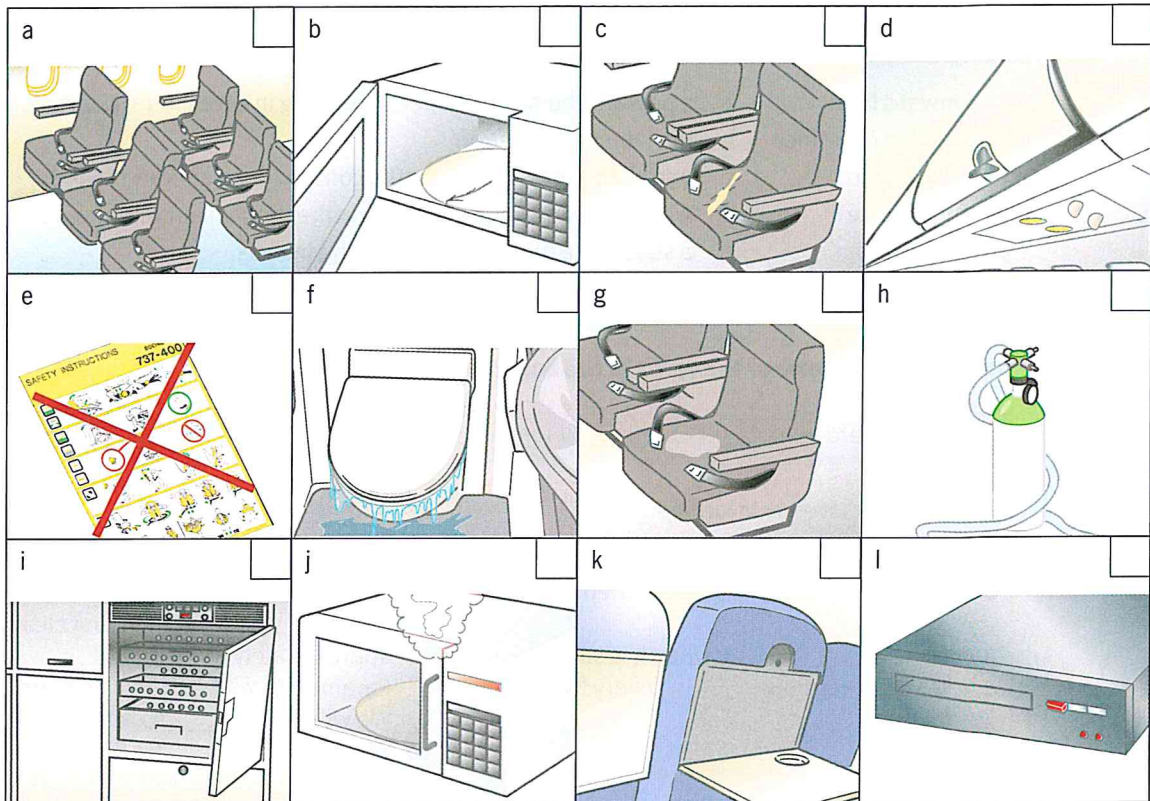


f



9 Match the problems with the pictures.

- | | |
|--------------------------------------|--------------------------------------------------|
| 1 We can't use the microwave tray. | 7 The tray table won't stay up. |
| 2 The toilet won't flush properly. | 8 We can't use seat 29D. It's wet. |
| 3 The oven door won't shut properly. | 9 The microwave has broken. |
| 4 DVD player number 3 isn't working. | 10 The mask is missing from the oxygen cylinder. |
| 5 That overhead locker won't close. | 11 No one can sit in seat 25B. It's damaged. |
| 6 The seat back in A5 won't move. | 12 There are no safety cards on row 11. |



10 Now match the explanations with the problems in exercise 9.

- | | |
|----------------------------------------------------|--------------------------------------------------|
| a ___ There aren't enough spares. | g ___ I think it's blocked. |
| b ___ The catch is bent. | h ___ The play button is jammed. |
| c ___ We can't cook the lunch. | i ___ The seat cover is badly torn. |
| d ___ It's cracked and may break. | j ___ It's stuck in the recline position. |
| e ___ We can't find it. | k ___ Someone has spilt a drink and it's soaked. |
| f ___ It keeps falling down. The catch has broken. | l ___ There's something wrong with the hinge. |

11 Work with a partner. Use the pictures in exercise 9 to explain the problems.

- A: We can't use the microwave tray.
 B: Why? What's wrong?
 A: It's cracked and may break.

12 Complete the cabin crew log with the words in the box.

broken off • clogged • cracked • enough • missing • ripped • stuck • twisted • wedged
• wet • working • wrong

Departure airport: <i>Tumbiki</i>			Flight no: <i>BA 279</i>	
Destination: <i>Lahore</i>			Date: <i>26 April</i>	
	Date	Flight	Location	Problem
1	25 Apr	BA 278	Forward galley	Microwave - glass tray _____.
2	26 Apr	BA 279	Forward WC	Not flushing. Probably _____.
3	26 Apr	BA 279	Aft galley	Oven door doesn't close properly. Something _____ with hinge.
4	26 Apr	BA 279	Aft o/h locker	DVD player number 3 not working. Play button _____.
5	26 Apr	BA 279	Row 17	O/h locker won't shut. Catch looks _____.
6	26 Apr	BA 279	Seat 5A	Seat back _____ back. Won't go upright.
7	26 Apr	BA 279	Seat 33F	Tray table keeps falling down. Piece _____ catch.
8	26 Apr	BA 279	Seat 25B	Seat cover _____. Not usable.
9	26 Apr	BA 279	Forward galley	The microwave is not _____.
10	26 Apr	BA 279	Aft o/h locker	Oxygen mask _____ from cylinder.
11	26 Apr	BA 279	Seat 29D	Seat very _____ - orange juice spill.
12	26 Apr	BA 279	Row 11	No safety cards. Not _____ spares.

13 Mark the sentences True (✓) or False (X).

- The damaged microwave tray was reported on a previous flight.
- There is something wrong with the forward toilet.
- There's a problem with the rewind on DVD player number 3.
- One of the seats is stuck in the upright position.
- A tray table fastening is damaged.
- There aren't any safety cards in row 11.

☐
☐
☐
☐
☐
☐

14 Work with a partner. Explain that something is wrong.

PARTNER FILES

Partner A File 8, p. 71
Partner B File 16, p. 73

USEFUL PHRASES

Something is missing

It/They is/are missing
There aren't any/enough ...
I/We can't find the ...

There's a problem

It is/they/are broken/damaged.
The ... has broken.
There's something wrong with ...

Something is out of action

It is/They/aren't working.
It/They won't work.
We can't use ...

DID YOU KNOW ... ?

At the end of a flight you should:

- make sure every passenger leaves the plane safely with all their hand luggage.
- complete a written flight report and record any unusual incidents.
- add up and record all food and drink orders and duty-free sales.

After that you can check into your hotel, relax, and explore the destination before your next flight!



15 Listen to the conversations. Mark the sentences True (✓) or False (X).

Conversation 1

- 1 The crew are staying at the Metropole hotel for three nights. ☐
- 2 Breakfast is served in the dining room. ☐
- 3 The crew get a 20% discount in the hotel restaurant and shops. ☐

Conversation 2

- 4 There's no cash machine in the hotel lobby. ☐
- 5 The bank is open now. ☐
- 6 The bank is close to the hotel. ☐

Conversation 3

- 7 The air-conditioning isn't working. ☐
- 8 Reception will send someone up in an hour. ☐

16 Match words from the conversations in exercise 15 with the correct meanings.

- | | |
|--------------------|-------------------------------------------------------|
| 1 booking | a ATM (automated teller machine) |
| 2 breakfast | b first meal of the day |
| 3 discount | c card giving money off for a regular user |
| 4 loyalty card | d hotel entrance/reception area |
| 5 wallet | e lower price than usual |
| 6 cash machine | f reservation |
| 7 lobby | g machine to cool a room |
| 8 air-conditioning | h small case to keep paper money, plastic cards, etc. |

17 Listen again. Complete the phrases. Check the transcript on page 91 if necessary.

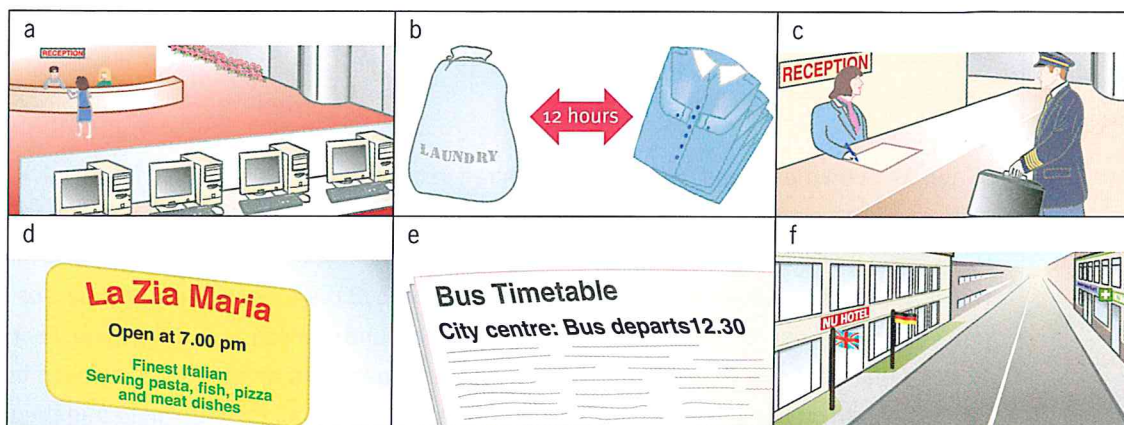
- | | |
|-----------------------------------------|-------------------------------|
| 1 _____ breakfast? | 5 _____ to walk there? |
| 2 Can you tell me ... _____ a discount? | 6 _____ the air-conditioning. |
| 3 _____ I can change some money? | It's blowing out hot air. |
| 4 _____ it open? | 7 _____ make the room cooler. |

18 Match the responses to the phrases in exercise 17.

- | | |
|---------------------------------------|-----------------------------------------------|
| a ____ About one minute! | e ____ Yes, of course. There's a cash machine |
| b ____ At 9.30. | in the hotel lobby. |
| c ____ It's from 7.00 to 9.30. | f ____ Yes, you do. 10%. |
| d ____ Oh, I'm very sorry about that. | g ____ Ah, yes. The air-conditioning. |

19 Put the words in the correct order to form questions.

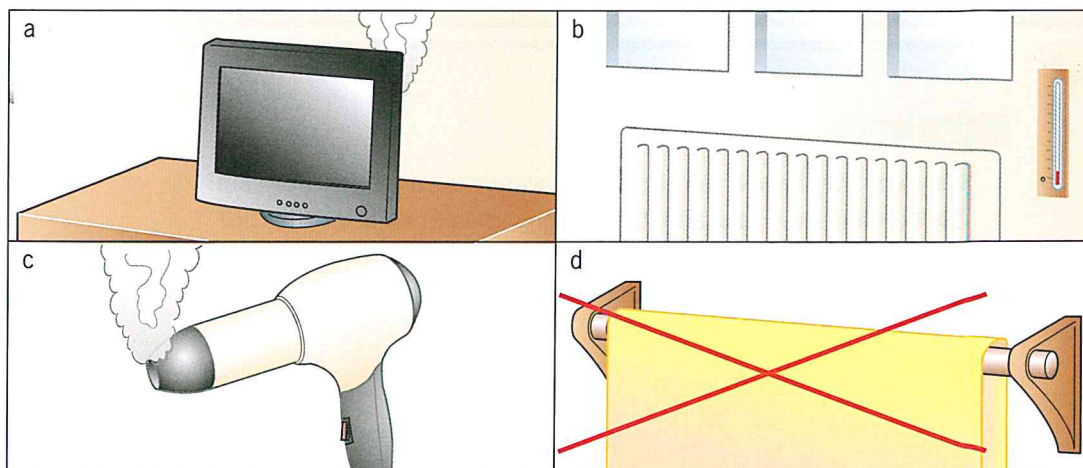
- 1 How laundry long take the will ? _____
- 2 an connection Do have in Internet our rooms we ? _____
- 3 does open restaurant the time What ? _____
- 4 are Can me shops tell the where you ? _____
- 5 bus does leave the When ? _____
- 6 bag can Is leave my somewhere there I ? _____

20 Work with a partner. Match the pictures to a question in exercise 19. Take turns asking and answering each question.

a _____ b _____ c _____ d _____ e _____ f _____

21 Work with a partner. Take turns calling hotel reception to explain problems with your hotel room.

- A: Hello, I'm calling from room 4208.
 B: How can I help?
 A: I've got a problem with the door. The thing that closes the door is broken.
 B: The lock? We'll send someone up right away.



OUTPUT

Read the text and answer the questions.

Ji-Eun Park

There are often delays coming in to land, especially in winter when it's foggy. Passengers always ask for the reason. Sometimes they get anxious; some even get aggressive and demand that the aircraft lands on time! If that happens, I try to be very polite and positive. And I keep smiling. I explain the reason for the delay and offer to bring drinks or blankets or anything else to keep them comfortable. If the delay is really long, we put on a good film.



When we're on the ground, we check the aircraft in case anything has been left behind. It's amazing what we find – valuables, passports, immigration forms. Once I found a wallet full of money! I took it to the 'Lost and found' counter. Fortunately, I met the passenger who had lost it. He explained that the money was for tuition fees and six months' living expenses. I can't believe he would forget something like that! I've found other strange things, too. I once found a diamond ring in the lavatory and a wig in an overhead locker. One lady even left her false teeth on her lunch tray and we had to search through all the rubbish to find them! When all the hard work is done, I can finally relax. Every new city brings new sights, new activities, new people to meet, and I try to experience as much as possible. One of my favourites is Bangkok in Thailand. I love this country! I can have a relaxing massage – that's so good after a long flight! I can also eat wonderful food and visit the beaches on the islands. I did that last New Year and saw some stunning firework displays. Another favourite is London – the Thames river cruise is great and there's always something fun going on. I also love wandering through the maze of shopping streets and bazaars in Istanbul ...

People are different everywhere and it's so interesting to learn about their cultures and traditions from real life rather than reading about them in books!

OVER TO YOU

- Have you ever been on an aircraft that was delayed coming in to land? Did the cabin crew look after the passengers well? What did they do?
- What would you most look forward to after a long flight?
- Which countries would you most like to visit?

8

Getting a job

STARTER

Airlines often give cabin crew applicants a test of general and aviation knowledge, and problem-solving skills. Take the short practice test.

GENERAL KNOWLEDGE

- | | |
|--------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------|
| 1 What is the three-letter ICAO airline code for British Airways? | 6 What is the largest country in South America? |
| 2 What is the name of the currency used in Japan? | 7 In aviation, what does the abbreviation ATC stand for? |
| 3 When the time is 13.00 in New York, what's the time in London? | 8 Which airport is the busiest in the world, in terms of passenger numbers? |
| 4 What is the national airline of Germany? | 9 Which airport is known as LAX? |
| 5 What is the capital of Australia? | 10 If you had to explain the location of food on a plate to a blind passenger, how would you do it? |

Compare answers with a partner. What else do you think usually happens on interview day?

AUDIO



- 1** Look at the schedule for the interview day. Listen. Number the situations in the order you hear them.

E-Z AIR INTERVIEW DAY

- a ____ Height and weight check (10 minutes)
- b ____ Welcome and introduction to E-Z Air (15 minutes)
- c ____ Personal interview (30 minutes)
- d ____ Document check (10 minutes)
- e ____ Team assessment (20 minutes)
- f ____ Customer service role-play (15 minutes)
- g ____ Maths and general knowledge test (20 minutes)

2 Listen again. Answer the questions.

- 1 If twenty people attend the interview day, about how many will be offered a job?

- 2 What documentation does the interviewer not want to see?

- 3 How tall is the applicant?

- 4 What does the interviewer say about calculators?

- 5 What imaginary situation is the team dealing with?

- 6 What are they role-playing?

- 7 What does the interviewer ask the applicant to talk about?

3 What part of the interview day are you the most nervous about? What do you think will be the most enjoyable?**4 The team assessment exercise helps interviewers understand how you work with a group. Work in groups of five or six. Do a practice team assessment.****PARTNER FILES**

All students File 17, p. 74

TEAM ASSESSMENT TIPS

- Keep your sense of humour and smile consistently.
- Show interest.
- Be positive.
- Listen to others.
- Give positive feedback, e.g. *Great idea!/I like that idea!*
- Participate as much as possible, but don't stop others from participating.

5 The individual interview gives you an opportunity to discuss your own work experience and qualities in detail. Answer the questions.

- 1 Why do you want to be a cabin crew member?
- 2 Why do you want to work for E-Z Air?
- 3 What skills and qualities will you bring to the job?
- 4 What skills and qualities do you need to improve?
- 5 Have you ever had to deal with an angry customer? What happened?
- 6 Have you ever worked with someone from another culture? Did you learn anything?
- 7 What do you think will be the most difficult part of the job?
- 8 Would your current employer describe you as reliable?
- 9 What would you do if an older lady passenger seemed upset and appeared to be crying?
- 10 If we don't hire you for this job, what will you do?

6 Match the answers with the questions in exercise 5. Are they similar to the answers you gave?

- a ____ The company has a good reputation as an employer. I'd feel great about working for you. Also, it's just the right size: not too big, not too small.
- b ____ I'd like to develop more confidence in leading people. I expect working as a cabin crew member will help me achieve this.
- c ____ Definitely. They would tell you I've never been late for work, and I've had only one sick day in three years. That doesn't mean I go to work when I'm ill, it means I take care of myself!
- d ____ I'll take it as a learning opportunity. I'll definitely go back and try to improve myself, then apply again.
- e ____ At the hotel where I work, guests come from all over the world. Communication can be challenging. I've learned to speak slowly and calmly. I don't mind repeating myself, and I try different words, too. I'm always interested in meeting people from different places.
- f ____ I have good experience with customer care from my job in the hotel. I'm cheerful most of the time, and I don't mind taking responsibility for my actions – doing what needs to be done. I love team work, too.
- g ____ Once, there was a mix-up over a room at the hotel. A customer arrived with his family, but the booking was for a single room. He was furious. I kept apologizing, and immediately got them seated in the restaurant for a free meal. We sorted out the room and left a fruit basket. He was never entirely happy, but he could see that we'd tried to make it right.
- h ____ I like the idea of the exciting lifestyle. I've never enjoyed too much routine, and I really enjoy working with people.
- i ____ I would offer her a tissue and a glass of water. I would ask if she needed anything else. If she said no, I would keep an eye on her, but not say anything else.
- j ____ I think being on call and waiting for a phone call in the middle of the night must be pretty tough. But I want this job because I like a challenge, and I want to avoid a nine-to-five routine.

Now work with a partner. Take turns asking and answering the questions in exercise 5. Use the phrases below.

- | | |
|-----------------------------------|-----------------------------------------|
| 1 I like the idea of ... | 6 I'm always interested in ... |
| I've never enjoyed ... | I never try to ... |
| I really enjoy ... | Instead, I ... |
| 2 I'd feel very good about ... | 7 I think ... must be pretty tough. But |
| 3 I have good experience with ... | I want this job because ... |
| I don't mind ... | I want to avoid ... |
| I love ..., too. | 8 They would tell you ... |
| 4 I'd like to develop ... | 9 I would ... |
| 5 Once, ... | 10 I'll take it as ... |
| | I'll definitely go back and try to ... |

INTERVIEW DAY TIPS

- Be honest and open.
- Show that you can 'think on your feet' (solve problems quickly).
- Be prepared for the interview. Practise interviews with a friend. Practise, practise, practise!
- Don't prepare a long speech! Think about your own qualities. Practise answering a lot of different questions naturally.

7 What are the job requirements for working as cabin crew? Discuss your ideas with a partner.

8 Use the words to complete the text. Were your ideas from exercise 7 correct?

additional language • customer satisfaction • customer-service experience •
good health • healthy weight • maximum height • minimum age • perfect eyesight •
unusual hairstyle

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CABIN CREW: What are the job requirements?

Your questions answered.

Are there any age requirements or restrictions?
Some airlines may set a _____¹ of 18–21 and a maximum as low as 32.

What about height and weight?
Cabin crew need to be able to reach all of the equipment on the aircraft, so you must be a minimum of 158 cm tall. You also need to be able to move around the cabin comfortably, so the _____² is usually 190 cm. You must be a normal _____³ for your height.

What are the health requirements?
_____⁴ is essential. You normally need to have a medical examination as part of the selection process.

My eyesight isn't very good without glasses. Will that be a problem?
You might have to take an eye test once you have been hired. If you don't have _____⁵, you will probably be required to wear glasses or contact lenses on the job.

What about education?
Most airlines require that you have completed secondary education with at least average marks. However, if you have excellent _____⁶, some airlines may hire you even if you lack strong formal educational qualifications.

I had a job as a sales assistant. Will that help?
While customer safety is the highest priority, _____⁷ is very important for airlines. Applicants successful in other customer-contact jobs may have an advantage. Experience working with elderly people, children, or people with physical disabilities may also be an advantage because it shows you are willing to take responsibility for people.

Do I need to have first aid training?
Airlines don't generally require that you have first aid training, but it can be helpful in getting a job.

I can't swim. Will that be a problem?
Most airlines require that you are able to swim 25 to 30 metres. You should learn to swim before you apply for a job.

Do I have to speak a foreign language?
In addition to being able to communicate clearly in your first language, it usually helps your application if you can speak an _____⁸ or languages.

Are there any other requirements?
Your appearance should be neat and attractive. Most airlines don't want cabin crew with a visible tattoo or _____⁹.
You also need to be very flexible and adaptable. You may be at work at almost any time of day on any day of the year, and you'll be expected to be cheerful and efficient while you're there.

9 Mark the sentences True (✓) or False (X).

- | | | | |
|------------------------------------------------------------------------|--------------------------|---------------------------------------------------------------------------|--------------------------|
| 1 Some airlines have age requirements. | <input type="checkbox"/> | 5 Good marks in school are necessary for getting an airline job. | <input type="checkbox"/> |
| 2 If you are 200 cm tall, you can't work as a flight attendant. | <input type="checkbox"/> | 6 First aid training isn't a requirement to apply for a cabin crew job. | <input type="checkbox"/> |
| 3 You definitely won't need to have an eye exam. | <input type="checkbox"/> | 7 Swimming ability is a necessary part of the job. | <input type="checkbox"/> |
| 4 If you wear glasses or contact lenses, you can't work as cabin crew. | <input type="checkbox"/> | 8 If you don't speak two languages, you can't work as a flight attendant. | <input type="checkbox"/> |

10 Do you think the requirements are fair? Why, or why not?

11 Read the job advert. Would you apply for the job? Why, or why not?

Cabin crew vacancies

Company E-Z Air **Location** Metro International Airport

Job type Full time **Salary** Competitive

Job description
The cabin crew member is responsible for the safety of passengers and for the delivery of quality in-flight service in line with company procedures. The cabin crew member is responsible to the senior cabin crew member and works as part of the cabin crew team.

Key responsibilities	Minimum requirements
1 Ensure safety and high on-board service standards throughout the cabin	1 A verifiable five-year education and employment history
2 Show willingness to take and accept responsibility for crew and customers	2 A good standard of education or excellent customer service experience
3 Take initiative to address difficult issues	3 Fluent in English (spoken and written – a test will be given)
4 Contribute to cabin crew's delivery of on-time performance	4 Height 1.58 m to 1.90 m and normal, healthy weight
5 Ensure that in-flight sales targets are met	5 In good health, physically fit, and able to pass a medical examination
6 Be responsible for cash taken in-flight	6 Able to swim 25 m
7 Maintain cabin crew qualification	7 Confident in dealing with customers
	8 No visible tattoos or body piercing
	9 Able to arrive at Metro International within 90 minutes

Application process
To apply for this job, [click here](#)

12 Read the advert again. Find the phrase or sentence that means:

- 1 your direct boss will be a crew member with more experience _____
- 2 use your own ideas to deal with problems _____
- 3 continue to receive training and certification as a flight attendant _____
- 4 a record of your activities for the past five years which can be checked _____
- 5 in less than an hour and a half _____

13 Read tasks a–g. Work with a partner. Match each task with one of the 'key responsibilities' in the job advert.

- a _____ Encourage passengers to buy duty-free products and make other in-flight purchases.
- b _____ Demonstrate the use of the life jacket and emergency exits.
- c _____ One of your colleagues has forgotten to secure the food trolley after meal service. Secure it and then say: 'I've secured this trolley.'
- d _____ Count and safely put away the money from duty-free sales.
- e _____ Make sure that any pre-departure job you have, for example securing a door, is done quickly and at the right time.

14 Read the 'Minimum requirements' in the job advert. Tick the ones you meet. Mark the ones you don't meet with X.

15 Look at the list of job features. In your opinion, is each one a challenge or a reward? Write C for challenge or R for reward.

- | | | | |
|---------|-------------------------|---------|--------------------|
| 1 _____ | Being part of a team | 5 _____ | Flexible schedule |
| 2 _____ | Enjoying helping people | 6 _____ | Hard physical work |
| 3 _____ | Difficult passengers | 7 _____ | Good accommodation |
| 4 _____ | Difficult schedule | 8 _____ | Safety concerns |



16 Listen to four cabin crew members talking about their jobs. Write the number (1–8) of each feature in exercise 15 that the speakers talk about.

Crew member
a: _____



Crew member
b: _____



Crew member
c: _____



Crew member
d: _____



17 Look at the four statements. Which one describes:

- | | |
|----------------------------------------|------------------------------------------------------------------------------------------------|
| a something that is generally true? | 1 If I worked in an office, I'd go crazy. |
| b a possible future event? | 2 If I have to stay over night, I always stay in a nice hotel. |
| c an imaginary situation? | 3 If I stay in the job, I'll become a team leader – maybe a purser or cabin services director. |
| d a past situation that didn't happen? | 4 If I hadn't become a flight attendant, I'd probably have studied nursing. |

TALKING ABOUT CAUSE AND EFFECT AND POSSIBILITIES

Zero conditional (rule or fact)

If I'm on call, I have to answer the phone.

First conditional (possible future event)

If I do well in the interview, I'll get the job.

Second conditional (imaginary situation)

If I worked for a big airline, I'd travel internationally.

Third conditional (past condition that didn't happen)

If I hadn't worked in a fast food restaurant, I wouldn't have had any customer service experience.

18 Write four sentences about yourself. Write one sentence using each of the four conditional forms. Try to write sentences that would be useful in a job interview situation. Then compare your answers with a partner.

If I got this job, I'd give 100% all of the time.

19 Before you decide to apply for a job, you should look closely at the qualities you can bring to it. Work with a partner. Do a quiz to learn more about your strengths and areas that need improvement.

PARTNER FILES

All students File 18, p.74

OUTPUT

Read the text and answer the questions.

Fawaz Abbas

I found my first cabin crew job while actually flying with an airline, through an advert in their in-flight magazine. My current job was advertised on the airlines vacancies section of their website.

The application forms usually set strict word limits for answering questions, which means you have to be very clear and specific in your responses. It can be hard to get everything you want to say into the answer, but just stick to the question. These answers are discussed at the interview, so it's a good idea to keep a copy of your application form – to refresh your memory the night before.



I found that arriving for the interview was exciting, as everything looked so professional and to make it to that stage was an achievement in itself. The group activities can be enjoyable, too, especially if you find the one-to-one interviews stressful. Just be yourself and enjoy interacting with the mix of people in the group, as that's a key element of the job.

As long as you prepare for the interview day, there shouldn't be any surprise questions. Have a mental list involving a range of examples you can give about past customer service experiences, because most questions asked involve the phrase: *Give an example of ...*. These don't have to be dramatic situations, just everyday examples. Also, don't be afraid to ask for a question to be repeated – this can give you a moment to get your thoughts together.

When you're trying to get a job, take the time to make your application form stand out – airlines receive hundreds of these forms. Make sure you follow the instructions carefully, give clear and concise answers, and double-check everything. If they require a photo, take some smartly-dressed pictures of yourself specifically for the application, as this shows you're taking the process seriously. A photo from your holiday isn't going to impress the airline. Finally, remember that there are many different styles of airline and you may not suit them all – so keep trying!

OVER TO YOU

- Have you ever applied for anything (a job, a course, etc.)? What happened?
- Can you think of a time you wanted to make a good impression? What was the situation? What did you do?
- Are you ready to apply for airline jobs? If not, what do you need to do to prepare yourself?

Test yourself!

Check how much cabin crew vocabulary you know.

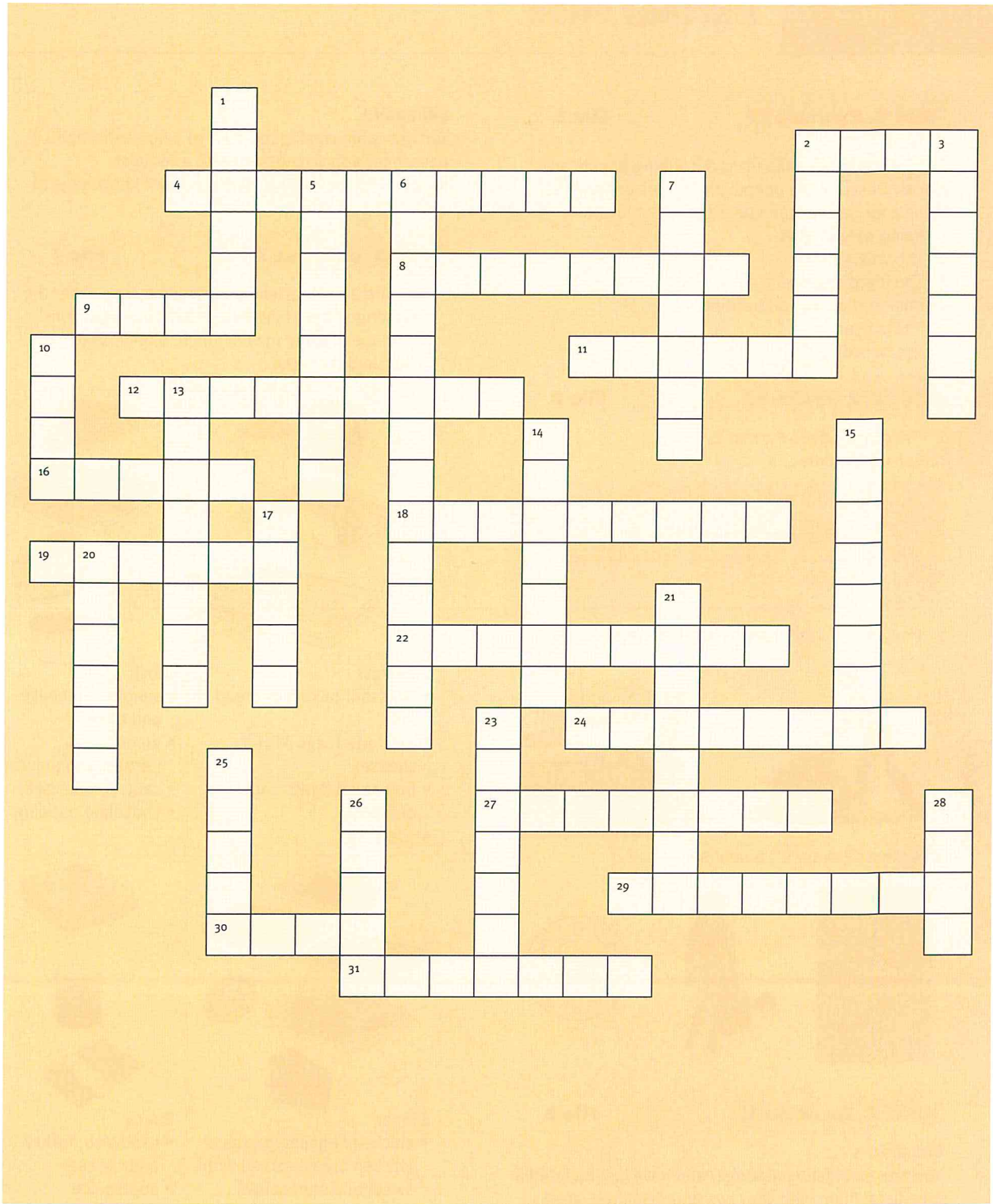
Use the clues to complete the crossword puzzle.

Across

- 2 ___ extinguishers are distributed throughout the aircraft.
- 4 Mobile phones and other ___ devices can't be used during take-off and landing.
- 8 First-class passengers expect a very high ___ of service.
- 9 Air ___ is when someone becomes very angry during a flight.
- 11 Airlines have ___ requirements because cabin crew need to be tall enough to reach all of the equipment in the aircraft.
- 12 You must carry official ___ such as immigration forms and passports.
- 16 Give a drink of ___ with a tablet.
- 18 Cabin crew need to pay attention to passengers' appearance and ___ as they board the aircraft.
- 19 People with ___ sometimes find it difficult to breathe.
- 22 You should prepare for your ___ so you can answer the questions easily and comfortably.
- 24 Being ___ means you're able to change to suit new conditions or situations.
- 27 Only first class passengers are allowed to use the ___ in their cabin.
- 29 Any damage or ___ on board must be reported.
- 30 Changes in cabin pressure may lead to ___ bleeds or ear problems.
- 31 Everyone must be strapped in ready for ___.

Down

- 1 It isn't always easy to be ___ when you're dealing with rude customers.
- 2 Access to the ___ deck is restricted.
- 3 ___ class often doesn't have much leg room.
- 5 Experience with ___ service can be helpful in getting an airline job.
- 6 It's important that cabin crew are willing to take ___ for other crew members and for customers.
- 7 ___ is the part of the airport where aircraft land, take off, load, unload, etc.
- 10 Emergency equipment is stowed near the ___ station.
- 13 It can be difficult lifting heavy items into the ___ locker.
- 14 You cover a cut with a ___.
- 15 Purses, brief cases, and other small ___ items need to go under the seat in front of passengers.
- 17 All large bags are checked into the ___ hold.
- 20 Every passenger should read the ___ card.
- 21 The cabin service ___ is responsible for the whole cabin.
- 23 Smoking is never ___ on board an aircraft.
- 25 Oxygen is needed if the ___ pressure drops.
- 26 A good ___ is a real treat after a long flight.
- 28 Secure your own oxygen ___ before helping others.



Partner A

Partner Files

UNIT 1, Exercise 17

File 1

With your partner, take turns describing people and places. Describe the people and places on your list. See if your partner can guess the job or location.

- 1 Ramp service staff
- 2 The crew room
- 3 The flight engineer
- 4 Immigration and quarantine
- 5 The purser
- 6 The boarding gate

UNIT 2, Exercise 11

File 2

- 1 Ask questions to Partner B.
- 1 Can you tell me ... ?

Order of services	
11.15	_____
11.30	_____
13.00	_____

- 2 How many ... are there? 3 What time is ... ?



- 2 Answer Partner B's questions.



UNIT 3, Exercise 17

File 3

Situation 1

You are an elderly passenger and have just boarded a long haul flight with your two grandchildren, aged 12 and 8. You paid an additional cost for extra leg room and are pleased with your seats. You have plenty of room in front and you are next to the door. You do not want to move.

Respond to the flight attendant's request.

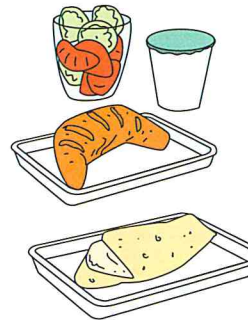
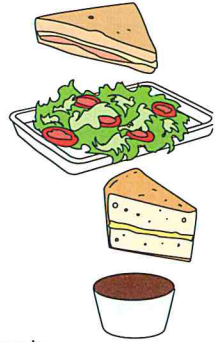
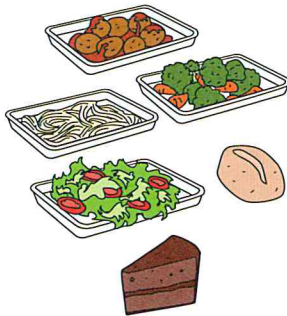
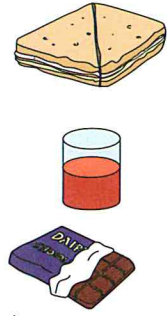
Situation 2

You are cabin crew at the start of a domestic flight. A passenger approaches you with a request. Respond to the request. Use your own knowledge to explain the situation.

UNIT 4, Exercise 13

File 4

- 1 You are a flight attendant serving a meal. Offer the passenger breakfast then answer any questions. Continue offering meals (lunch, dinner, snack) until you run out of time.

 <p>Breakfast</p> <ul style="list-style-type: none"> • croissant (a kind of bread roll) • omelette (eggs with cheese) • fruit salad (kiwis and oranges) • yogurt 	 <p>Lunch</p> <ul style="list-style-type: none"> • sandwich (cheese and ham) • green salad (lettuce and tomato) • cake (lemon cake) • chocolate pudding
 <p>Dinner</p> <ul style="list-style-type: none"> • chicken nuggets (pieces of chicken breast served with sweet and sour sauce) • mixed vegetables (broccoli and carrots) • noodles (Chinese style) • bread roll • green salad • chocolate cake 	 <p>Snack</p> <ul style="list-style-type: none"> • sandwich (turkey and cheese) • apple juice • chocolate bar

- 2 You are a passenger. The flight attendant will offer you a meal. Look at the menu. Ask questions about the food.

Breakfast <ul style="list-style-type: none"> • croissant • omelette • potato cake • fresh tomato • a selection of cheeses • yogurt 	Lunch <ul style="list-style-type: none"> • ravioli • a bread roll • yogurt
Dinner <ul style="list-style-type: none"> • fish nuggets • rice • mixed vegetables • potato salad • bread roll • green salad • vanilla pudding 	Snack <ul style="list-style-type: none"> • sandwich • apple • bag of crisps

UNIT 4, Exercise 20**File 5**

Act out four role-plays with Partner B.

Situation 1

You are cabin crew. Ask the passenger to turn off his/her laptop computer in preparation for landing.

Situation 2

You are a passenger. There is a problem with your tray table. It is broken and it has spilled your meal on your clothes. You are angry. Complain to the flight attendant.

Situation 3

You are cabin crew. A passenger in economy class is ill and may need to vomit. He/She wants to use the business class toilet but you cannot allow this. Encourage the passenger to use an airsickness bag, or offer to help him/her to the economy class lavatory.

Situation 4

You are a business class passenger. The person in the seat next to you has been given a vegetarian meal. You did not order one but you have seen it and you would like to have one. Ask the flight attendant. If he or she says no, say that you have paid a lot of money for your business class ticket and you expect good treatment.

UNIT 5, Exercise 18**File 6**

- 1 You are a flight attendant on a long haul flight. A passenger is having an epileptic seizure. His head and hands are shaking and moving about a lot. You must protect him from harming himself.
- Call the senior flight attendant.
 - Explain the problem.
 - Ask for help and advice.
 - Suggest that the pilot asks if there is a doctor on board.

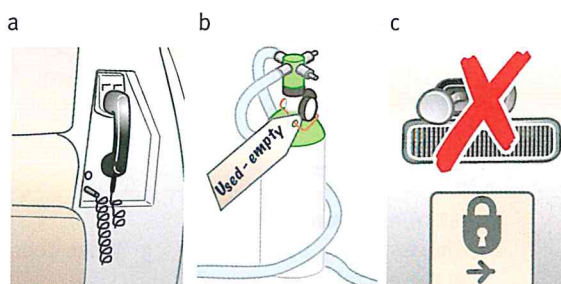
- 2 You are a flight attendant. A colleague approaches you and is clearly concerned.
- Offer to help.
 - Listen to the problem and her suggestion.
 - Make suggestions
 - Offer advice to calm the injured passenger.

Unit 6, Exercise 24**File 7**

- 1 You are a flight attendant. Listen to the passenger's request. The passenger is very drunk and becoming violent. Two other passengers are now restraining him.
- Try to calm the passenger.
 - Explain that you can't serve him any more alcohol.
 - Advise him that he must not disturb other passengers.
 - If necessary warn him that he will be removed from the aircraft.
- 2 You are a passenger. You are smoking in the aircraft lavatory. You don't think it's dangerous and think you can smoke if you want to. Don't open the lavatory door, but respond to the flight attendant.

Unit 7, Exercise 14**File 8**

- 1 Use the pictures to say what's wrong.



Respond to questions from Partner B. Give as much information as possible.

- 2 Listen to the problems that Partner B describes. Ask questions to discover exactly what is wrong.

Partner B

Partner Files

UNIT 1, Exercise 17

File 9

With your partner, take turns describing people and places. Describe the people and places on your list. See if your partner can guess the job or location.

- 1 Passenger service staff
- 2 Customs inspection
- 3 The co-pilot
- 4 The baggage claim
- 5 The cabin services director
- 6 The arrivals hall

UNIT 2, Exercise 11

File 10

- 1 Answer Partner A's questions.

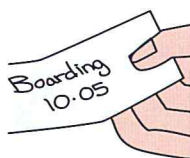
1

Order of services	
11.15	<u>comfort kits</u>
11.30	<u>trolley service</u>
13.00	<u>meal service</u>

2



3



- 2 Ask questions to Partner A.

- 1 Where's the ... on the aircraft?
- 2 Are there any ... ?
- 3 When does ... ?



UNIT 3, Exercise 17

File 11

Situation 1

You are cabin crew at the start of a long haul flight. Passengers are still boarding and you notice an elderly passenger with two young children. One is sat in the exit row seat. You know they will not be able to cope in an emergency and want them to change seats to another row.

Approach the passenger and ask her to change seats. Use your own knowledge to explain the reason.

Situation 2

You are a teenage musician taking your first plane trip. You are travelling abroad to play in a music competition. You have been allowed to carry your guitar on to the plane, but it's too big to fit under the seat or in the overhead bin. It is a very expensive instrument and precious to you, so you want to hold it on your lap. However, you have heard the announcement about stowing luggage. Get the flight attendant's attention. Demand that you be allowed to hold your guitar on your lap.

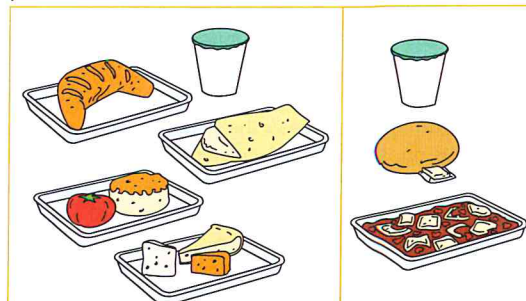
UNIT 4, Exercise 13

File 12

- 1 You are a passenger. The flight attendant will offer you a meal. Look at the menu. Ask questions about the food.

Breakfast <ul style="list-style-type: none"> • croissant • omelette • fruit salad • yogurt 	Lunch <ul style="list-style-type: none"> • sandwich • green salad • cake • chocolate pudding
Dinner <ul style="list-style-type: none"> • chicken nuggets • mixed vegetables • noodles • bread roll • green salad • chocolate cake 	Snack <ul style="list-style-type: none"> • sandwich • apple juice • chocolate bar

- 2 You are a flight attendant serving a meal. Offer the passenger breakfast then answer any questions. Continue offering meals (lunch, dinner, snack) until you run out of time.

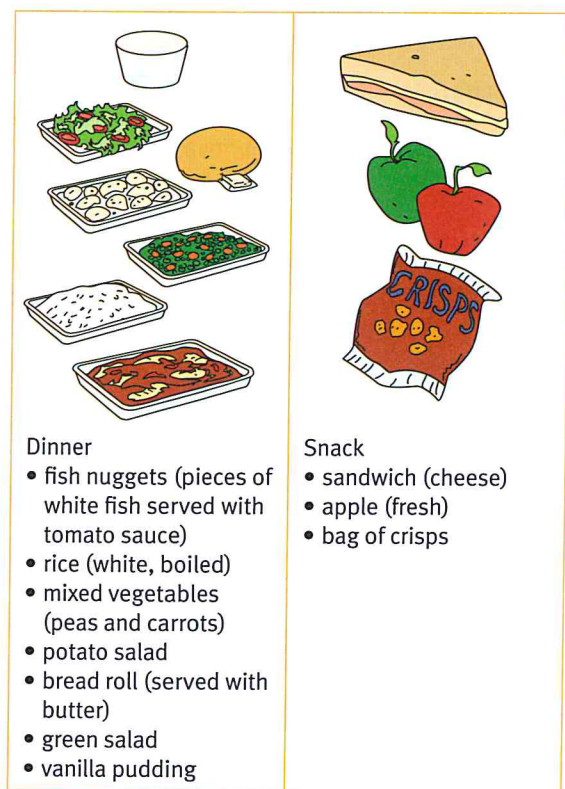


Breakfast

- croissant (a kind of bread roll)
- omelette (eggs with cheese)
- potato cake (fried potato patty)
- fresh tomato
- a selection of cheeses
- yogurt

Lunch

- ravioli (pasta baked with cheese)
- a bread roll (served with butter)
- yogurt

**UNIT 4, Exercise 20****File 13**

Act out four role-plays with Partner A.

Situation 1

You are a passenger in first class. You are using your laptop computer. You have some important work to do and you have read an article saying that it's safe to use your computer. Start out by being polite, but continue to argue with the flight attendant.

Situation 2

You are cabin crew. Listen to your passenger's complaint. Do your best to help the passenger calm down.

Situation 3

You are a passenger. You are seated near the front of economy class. You are not feeling well. Your stomach is very upset and you are afraid you are going to vomit. Ask the cabin crew if you can use the business class toilet, which is very near.

Situation 4

You are cabin crew. A passenger who hasn't pre-ordered a special meal is now asking for a vegetarian meal. Unfortunately, you can offer only the standard meal. Deal with the passenger's request.

UNIT 5, Exercise 18**File 14**

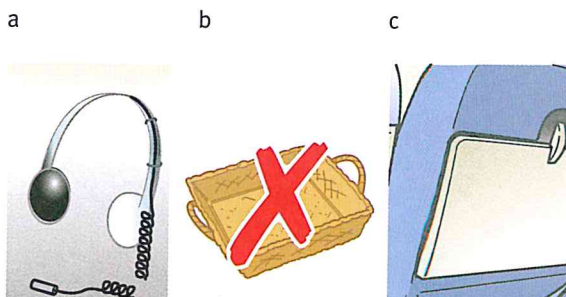
- 1 You are a senior flight attendant. A colleague approaches you and is clearly concerned.
 - Offer to help.
 - Listen to the problem and her suggestion.
 - Respond and make your own suggestions.
 - Offer advice to keep the passenger safe.
- 2 You are a flight attendant. The aircraft has just stabilized after unexpected turbulence. One passenger undid her seat belt and hit the ceiling. She has hurt her head. You tried to calm the passenger but she is angry and upset. She believes her injury is the pilot's fault.
 - Approach a colleague.
 - Explain the problem.
 - Ask your colleague for help and advice.
 - Suggest calling the purser.

UNIT 6, Exercise 24**File 15**

- 1 You are a male passenger in economy class. It's your birthday and you have drunk some alcohol to celebrate. You want more some alcohol but the flight attendant won't serve you. You are very angry. Insist that you have more alcohol.
- 2 You are a flight attendant. You can smell cigarette smoke coming from the lavatory. You must stop the passenger smoking any more. Knock on the door.
 - Ask the passenger to stop smoking and come out.
 - Explain the regulations.
 - Advise the passenger that smoking is illegal on the aircraft.
 - If necessary, warn the passenger that you will open the door and they will be arrested if they continue to smoke.

UNIT 7, Exercise 14**File 16**

- 1 Listen to the problem that Partner A describes. Ask questions to discover exactly what is wrong.
- 2 Use the pictures to say what's wrong.



Respond to questions from Partner B. Give as much information as possible.

UNIT 8, Exercise 4

File 17

You are on board a flight from London to New York. All of the passengers have boarded the aircraft. However, the Captain has just told you that the departure will be delayed for three hours because of a technical fault. There is no power in the aircraft, so the entertainment system doesn't work. All of the passengers must remain seated.

Think of some creative ways of keeping the passengers entertained. Use the items in the list below or come up with ideas of your own. You have 20 minutes and after that, present your ideas to the group.



UNIT 8, Exercise 19

File 18

Partner A and Partner B

1 For each question, mark the answer that is the closest to how you feel. Then read the key.

- 1 If you have to deal with demanding or unhappy people in your daily life, how do you generally react?
 - a I try to understand what they want and calm the situation.
 - b I try to avoid demanding and unhappy people.
 - c I often become unhappy or even angry myself.
- 2 How do you feel if people change plans at the last minute (for example changing the time or location of a meeting)?
 - a I understand that everyone's busy and life's complicated. It doesn't upset me.
 - b I don't mind it too much, but I do feel a bit annoyed.
 - c I think real friends and real professional people should take appointments very seriously.
- 3 In an interview, if you're asked a difficult question about your past, what will you do?
 - a Try to answer honestly.
 - b I really don't know.
 - c Say what I need to say in order to get the job.
- 4 Would you accept a job even if you were asked to move to a different city?
 - a Almost certainly, because I really want to do this job.
 - b I might consider it, but I'm not sure I'd like the idea.
 - c I probably wouldn't move. I like the place I'm living in now.
- 5 If you hadn't decided to look for work as a flight attendant, what job would you have tried for?
 - a Another customer service job.
 - b I've got no idea.
 - c I might try for something very different.

- 2 Interviewers may ask questions like those above. It helps them form an idea of whether you are well suited to working as a flight attendant. Match each question in the quiz to a statement below.
- Cabin crew must be ...
- a) customer-service oriented.
 - b) honest.
 - c) helpful and have empathy.
 - d) flexible and adaptable.
 - e) motivated.
- 3 Practise asking and answering the questions in the quiz.

Key
Mostly a = You're very well-suited to the job.
Mostly b = You might find the job challenging.
Mostly c = You will find this job difficult.
2 1c 2d 3b 4e 5a

Answer key

UNIT 1

page 5

1

1	4	9	'The best part is going on [international flights].'
2	1	19	'I'm in charge of [running] the whole cabin.'
3	1	1	'My main responsibility is [passenger safety].'
4	2	12	'I report to the [cabin service director].'

page 6

2

a3 b1 c4 d2

3

1e 2i 3a 4j 5b 6k 7c 8h 9d 10l
11g 12f

page 7

5

a2 b3 c4 d5 e1 f6 g8 h7

page 8

7

1 1924
2 1952
3 in the 1990s

8

2 cheerful
3 polite
4 prepared
5 professional
6 young
7 glamorous
8 adaptable
9 forceful
10 empathetic
11 organized
12 skilled
13 patient
14 cool under pressure

page 9

9

1 cheerful
2 coolness
3 empathetic
4 flexibility
5 glamorous
6 organization
7 patient
8 politeness
9 prepared
10 professionalism
11 skilled
12 youth

10

1 cheerful
2 empathy
3 youth
4 glamour
5 skilled
6 professional
7 excellent
8 clarity
9 tall
10 good
11 clean

page 10

12

1 apron
2 control tower
3 boarding gates
4 immigration and quarantine
5 crew room
6 baggage claim
7 customs inspection
8 security check
9 arrivals
10 check-in

13

1 security
2 arrivals hall
3 security, customs
4 boarding gates
5 apron

page 11

14

1c 2b 3a 4e 5d

15

a2 b4 c3 d5 e1

16

- 1 check-in counter agent – check-in
- 2 gate agent – boarding gates
- 3 apron service staff – apron
- 4 field operations staff – apron
- 5 baggage handler – apron, baggage claim

UNIT 2**page 13****STARTER**

1d 2c 3a 4e 5b

1

- a 2, Yes (Sally and Oleg), No (Sally and captain)
 b 3, No (Abbie and Fran), Yes, (Fran and Zoe)
 c 1, No

2

1F 2F/I 3I

3

1do, F 2 introduce, F 3 call, F/I 4 good, I 5 meet, I

page 14

4

- 1 I'm the purser today.
- 2 I'm senior crew member in economy.
- 3 Good to meet you both.
- 4 We know each other already.
- 5 How are you doing?
- 6 It's good to see you again.

5

a2 b1 c3

page 15

7

1b 2d 3a 4e 5c

8

- 1 Flight attendant 3
- 2 Two
- 3 6 months
- 4 2L
- 5 22C

9

- 1 What are your duties before and after take-off?
- 2 Could you tell us how many oxygen cylinders there are on this aircraft?
- 3 Have we got any babies or very young children on board?
- 4 Who is working in business class?
- 5 Have any other passengers got special requirements?

10

- 1 many
- 2 long
- 3 Where
- 4 When
- 5 much
- 6 What
- 7 Are
- 8 Can

page 16

12

1f 2d 3b 4c 5g 6a 7e

13

- a flight deck
- b first class
- c economy cabin
- d emergency exit
- e overwing hatch
- f crew station
- g cargo hold

14

- 1 flight deck
- 2 emergency exit
- 3 crew station
- 4 cargo hold
- 5 first class
- 6 overwing hatch
- 7 economy class

page 17

15

- 1 smoke hood – Crew station and flight deck.
- 2 medical kit – Flight deck and/or overhead locker.
- 3 first aid kit – Overhead locker.
- 4 emergency lighting – Floor.
- 5 oxygen cylinder – Overhead lockers throughout aircraft and flight deck.
- 6 torch – Crew station and flight deck.
- 7 crash axe – In the galley and/or flight deck.
- 8 life jacket – Under all seats and crew station. Spares in bag in overhead locker.
- 9 fire extinguisher – Overhead lockers throughout aircraft, near crew station.
- 10 seat belts – All seats in cabin and flight deck.
- 11 safety card – Passenger seat pockets.
- 12 no smoking sign – Above passenger seats, in the lavatory, in the galley.

16

Equipment	in	on	under/below	above/over	near/close to
1 safety card	<i>seat pocket</i>				
2 emergency lighting		floor			
3 life jacket			seat		
4 oxygen cylinder	overhead locker				crew station
5 no smoking sign	the passenger service unit			passenger seat	
6 first aid kit	overhead locker				crew station
7 fire extinguisher	overhead locker				crew station
8 seat belt		all seats			

page 18

18

1T 2F 3F 4F 5T 6F 7T 8T

19

1d 2g 3h 4c 5b 6a 7e 8f

page 19

20

Possible answers:

Situation 1

I'm sorry, but I didn't hear the departure time or gate number.

Can you repeat the departure time and gate number, please?

Can you tell me how long the flight is?

Situation 2

I don't know how old he/the child is. How old is he/the child?

Can he/the child read?

I'm not sure about the meal times. Can you tell me again, please?

Situation 3

I'm sorry, but I don't understand.

Have you lost your boarding card?

Can you show me your boarding card?

Situation 4

I'm confused about the times of my duties. Can you go through them again, please?

I didn't hear the times. Could you repeat them, please?

Did you say I'm with the blind passenger at 10.00 or 11.00?

UNIT 3

page 21

STARTER

1c 2b 3d 4a

1 Possible answers:

- 1 Diabetes, heart trouble, he ran to catch the plane.
- 2 They could be intoxicated.
- 3 Illness, nervous because he plans to do something bad, nervous first-time flyer.
- 4 She is struggling to cope with the children.

2 Possible answers:

- 1 In-flight illness could force diversion or present other complications.
- 2 May misbehave or be sick on the plane.
- 3 May be ill or have panic attack on the plane, or attempt to sabotage flight.
- 4 May disturb other passengers, may need help to look after all three children.

3 Possible answers:

Try to determine if flyers really are potential problems; if so, alert the purser, or be prepared to deal with such issues as may arise.

4 Possible answers:

Students' own answers; depends on actual conditions.

page 22

1

Answers may vary from culture to culture. Possible answers:

Be yourself and speak with a smile.

Be welcoming, visible and happy/ready to help.

Relax, be enthusiastic, and have fun.

Speak clearly and slowly, using positive everyday language.

Identify yourself and crew using first names.

Establish eye contact.

Build credibility, respect, and attention with customers.

Tell customers what they can do, instead of what they can't do.

Create a positive environment.
Treat everyone as you would like to be treated.

2

- 1 boarding
- 2 departure
- 3 aisle
- 4 bags
- 5 lockers
- 6 items
- 7 seat
- 8 devices
- 9 gate
- 10 door

page 23

4 and 5

Personal items	Hand luggage	Electronic devices
handbag walking stick wallet	suitcase trolley bag suit bag rucksack	MP3 player mobile phone laptop DVD player handheld video game

7

- 1 a big blue suitcase
- 2 a little red handbag

8

- 1 a big, expensive, leather suitcase
- 2 a small, fragile purse
- 3 an old red hat box
- 4 a beautiful new portable DVD player

page 24

9

- a seating near the front of the aircraft, on the aisle
- b seating near the flight attendants' crew station
- c seating next to empty seats, if possible; assistance with equipment or medication

10

	Arturo Chavez	Joe Smith	Cathy Smith	Veena Singh	Shelagh Mulvaney	Soo-Bong Park
10A	X	X	X		✓	X
24D	✓	X	X		X	
25C		✓	X		X	
25B		X	✓		X	X
14C	X	X	X		X	✓
1B		X	X	✓	X	X

page 25

11

- 1 near the lavatory; AC
- 2 next to my wife's; JS
- 3 on the aisle; SM
- 4 in the middle; SP
- 5 near the front; VS
- 6 together; CS

12

- 1 c 2 a 3 g 4 d 5 b 6 h 7 f 8 e

page 27

15

- 1 'd like you
- 2 wonder if you'd mind
- 3 be possible
- 4 you think
- 5 you mind
- 6 don't suppose
- 7 you possibly
- 8 Would you
- 9 I'm sorry
- 10 Would you please

16

- 1 g 2 i 3 b 4 j 5 c 6 a 7 e 8 d 9 f 10 h

UNIT 4

page 29

STARTER

3 Possible answers:

- I good eye contact
- G excellent grammar
- I a friendly smile
- I a clear, confident voice
- U/B expensive clothes and nice jewellery
- U/B a very serious attitude about everything
- U/B a very informal way of speaking
- I comfortable but polite communication

1

- 1 F
- 2 T
- 3 F

page 30

2

- 1 b
- 2 a
- 3 b
- 4 b
- 5 c

4

	Cold/ soft drink	Hot drink	Alcohol	Way of serving
beer			✓	
black (tea/coffee without milk)				✓
bloody mary			✓	
coffee		✓		
cola	✓			
gin and tonic			✓	
juice (apple, orange, tomato, etc.)	✓			
lager			✓	
neat				✓
no ice				✓
on the rocks/with ice				✓
red wine			✓	
rosé wine			✓	
rum and coke			✓	
soda water	✓			
sparkling water	✓			
still water	✓			
tea (black, green, herbal, etc.)		✓		
whisky			✓	
white (tea/coffee)				✓
white wine			✓	
with milk and sugar				✓

page 31

6

- orders and receives tomato juice, no ice
- orders green tea, receives black tea with milk, no sugar
- orders and receives a lager

7

- to drink
- I offer
- Would you like
- care for
- Shall I
- Do you take
- Have you got
- please
- I'd like
- May I have
- Can I have

9

- pasta with a beef and tomato sauce, or lemon chicken

- people who have pre-ordered special meals

10

- F
- T
- F
- T

page 32

11

- pasta with beef
- lemon chicken
- green salad
- (cooked) peas and carrots
- chocolate cake

12

- It's
- served with
- is made from
- The side dishes are
- There's also

page 33

14

- 69 USD
- 11,000 JPY
- 90 PLN
- 120 SGD
- 425 AED

page 34

16

Amenities	Economy class	Premium economy class	Business class	First class
1 A lot of leg room			✓	✓
2 A standard seat	✓			
3 High quality food and drink service			✓	✓
4 Standard food and drink service	✓	✓		
5 Slightly better seats than economy		✓		
6 A toilet shared with six other people				✓
7 A fully-flat bed				✓
8 Seat-back video	✓	✓	✓	✓
9 A dedicated lounge				✓
10 Priority check-in			✓	✓

page 35**18**

1

a 2 b 1 c 3

2

a 2 b 3 c 1

19

1c 2g 3f 4b 5e 6a 7d

UNIT 5**page 37****STARTER**

1 head

2 face

3 eye

4 nose

5 mouth

6 tongue

7 ear

8 throat

9 chest

10 stomach

11 hand

12 foot

13 arm

14 leg

page 38**1**

1c 2a 3b

2

a 3 b 2 c 1

3

1 I'll, Let's, need

2 help, suggest, I'd

3 Shall, about, think

4

1 having

2 get

3 bring

4 move

5 see

6 get

7 to sit

8 put

page 39**5**

1 hurts

2 feel

3 can't stop

4 looks

5 can't breathe

6 cut

7 feels

8 think

6

1g 2a 3c 4d 5f 6b 7h 8e

page 40**8**

1e 2g 3i 4f 5h 6c 7d 8a 9b 10j

page 41**10**

1f 2i 3h 4g

11

1a 2b 3a 4b

12

a 3 b 5 c 2 d 1 e 4

page 42**14**

1 F

2 T

3 F

4 T

5 F

6 T

7 T

8 F

page 43**15**

a The doctor assessed the situation and immediately advised the nurse to give intravenous fluids from our medical kit.

b The nurse took his blood pressure.

c As soon as we landed, paramedics boarded the plane and took over the situation.

d She gave the passenger a nitroglycerine tablet under his tongue.

16

1 short of breath

2 pulse

3 distressed

4 allergies

5 blood pressure

6 unstable

7 stabilise

8 intravenous

9 heart rate

10 harm

UNIT 6

page 45

STARTER

1a 2j 3f 4d 5e 6b 7g 8c 9i 10h

1

g

page 46

2

a4 b1 c3 d2

3

1d 2c 3a 4b

4

- 1 so, d
- 2 in order to, b
- 3 because, c
- 4 due to/because of, a

5

- 1 When, while
- 2 until
- 3 Once
- 4 before
- 5 After

6

- 1 loss of pressure
- 2 quickly
- 3 below
- 4 a controlled

page 47

7

1h 2c 3a 4f 5d 6b 7e 8g

8

- 1 Of course not, There's nothing to worry about. Everything's fine.
- 2 In order to, Because, So
- 3 We're descending to a lower altitude, After we arrive in Minsk.

page 48

10

- 1 A sudden change in pressure.
- 2 A condition where the human body isn't getting enough oxygen.
- 3 You will lose consciousness.
- 4 Because oxygen levels are low.

11

Rapid decompression problems caused by ...		
very low temperatures	lack of oxygen	sudden pressure change
hypothermia	dizziness nausea loss of judgement vision problems	fog and mist objects moving around the cabin pain from trapped gases

12

- 1 Keep your mask on!
- 2 Stay calm!
- 3 Stay in your seat!
- 4 Keep your seat belt fastened!
- 5 Don't unfasten your seat belt!
- 6 Sit down!
- 7 Breathe normally.
- 8 Put your own mask on first.
- 9 Hold on!
- 10 Don't get up.

page 49

14

- 1 Air movement that can't be seen. It may cause the aircraft to drop suddenly.
- 2 Any unsecured people or items may be thrown around the cabin.
- 3 Everyone must strap in and everything must be secured in place.

15

1L 2M 3M 4S 5L 6S 7M 8M 9S 10L
11S 12M

16

a3 b5 c2 d4 e1

17

1F 2T 3F 4F 5T

page 50

18

- 1 switched
- 2 return
- 3 allow
- 4 strap in
- 5 work
- 6 fall
- 7 drops
- 8 sit down

19

3✓, 4✓, 5✓

20

a3 b9 c1 d7 e5 f4 g8 h6 i2

page 51

21

- 1 radio
- 2 uncooperative
- 3 more
- 4 captain

22

- a 3 (You must switch it off and stop using it.)
- b 1 (That's not allowed.)
- c 2 (Can you switch it off, please?)
- d 4 (This incident has been reported to the flight deck.)

23

- 1d 2c 3a 4b

UNIT 7

page 53

STARTER

- 1e 2b 3d 4a 5c

1

- a3 b1 c5 d4 e2

2

- 1 have
- 2 put
- 3 look around
- 4 make sure
- 5 give
- 6 remain
- 7 be careful
- 8 ensure

page 54

3

- a2 b1 c6 d8 e5 f3 g4 h7

4

- 2 Please put the tray table up.
- 3 Please strap him/her in.
- 4 Please put the seat back up.
- 5 Please put the bag away.
- 6 Please switch your laptop off.

page 55

5

- 1c 2e 3a 4f 5b 6d

6

- 1f 2c 3a 4e 5d 6b

7

- 1 informed
- 2 let
- 3 tell
- 4 updated
- 5 arriving
- 6 spraying

7 receive

8 board

9 stopping

10 delayed

8

Possible answers:

- a Ladies and gentlemen, the toilets have been closed. We will let you know if we can fix the problem.
- b Ladies and gentlemen, a fire engine will be meeting the aircraft. This is a precaution only.
- c Ladies and gentlemen, we will be landing shortly. The runway is now clear of snow.
- d Ladies and gentlemen, the trolley service will be closing soon/has closed.
- e Ladies and gentlemen, customs officers will be boarding the aircraft.
- f Ladies and gentlemen, we will be diverting to Luton. We apologize for the inconvenience.

page 56

9

- 1b 2f 3i 4l 5d 6a 7k 8g 9j 10h
- 11c 12e

10

- a12 b5 c9 d1 e10 f7 g2 h4 i11 j6
- k8 l3

page 57

12

- 1 cracked
- 2 clogged
- 3 wrong
- 4 stuck
- 5 twisted
- 6 wedged
- 7 broken off
- 8 ripped
- 9 working
- 10 missing
- 11 wet
- 12 enough

13

- 1T 2T 3F 4F 5T 6T

page 58

15

- 1F 2T 3F 4F 5F 6T 7T 8F

16

- 1f 2b 3e 4c 5h 6a 7d 8g

17

- 1 What time's
- 2 do we get
- 3 Is there somewhere
- 4 When does
- 5 How long will it take
- 6 I've got a problem with
- 7 It's the thing to

18

a5 b4 c1 d6 e3 f2 g7

page 59

19

- 1 How long will the laundry take?
- 2 Do we have an Internet connection in our rooms?
- 3 What time does the restaurant open?
- 4 Can you tell me where the shops are?
- 5 When does the bus leave?
- 6 Is there somewhere I can leave my bag?

20

a2 b1 c6 d3 e5 f4

UNIT 8

page 61

STARTER

- 1 BAW
- 2 Yen
- 3 18.00
- 4 Lufthansa
- 5 Canberra
- 6 Brazil
- 7 Air traffic control
- 8 London Heathrow
- 9 Los Angeles International (USA)
- 10 With 'clock' positions: 'The salad is at ten o'clock' and so on.

1

a3 b1 c7 d2 e5 f6 g4

page 62

2

- 1 10
- 2 driving licence
- 3 1.8 m
- 4 People mustn't use them.
- 5 three-hour departure delay
- 6 The passenger wants a vegetarian meal but there isn't one available.
- 7 A disagreement with a manager.

page 63

6

a2 b4 c8 d10 e6 f3 g5 h1 i9 j7

page 64

8

- 1 minimum age
- 2 maximum height
- 3 healthy weight
- 4 Good health
- 5 perfect eyesight
- 6 customer-service experience
- 7 customer satisfaction

8 additional language

9 unusual hairstyle

9

1T 2T 3F 4F 5F 6T 7T 8F

page 65

12

- 1 The cabin crew member is responsible to the senior cabin crew member
- 2 Take initiative to address difficult issues
- 3 Maintain cabin crew qualification
- 4 A verifiable five-year ... history
- 5 Within 90 minutes

13

a5 b1 c2 d6 e4

page 66

15

Possible answers:

1R 2R 3C 4C 5R 6C 7R 8C

16

Crew member a: 4, 5

Crew member b: 3, 7

Crew member c: 1, 8

Crew member d: 2, 6

17

a2 b3 c1 d4

page 68

Across

- 2 fire
- 4 electronic
- 8 standard
- 9 rage
- 11 height
- 12 documents
- 16 water
- 18 behaviour
- 19 asthma
- 22 interview
- 24 flexible
- 27 lavatory
- 29 problems
- 30 nose
- 31 landing

Down

- 1 polite
- 2 flight
- 3 economy
- 5 customer
- 6 responsibility
- 7 airside
- 10 crew
- 13 overhead
- 14 plaster
- 15 personal
- 17 cargo
- 20 safety
- 21 director
- 23 allowed
- 25 cabin
- 26 hotel
- 28 mask

Transcripts



UNIT 1, EXERCISE 1

1

I've had my current job for four years. I got the job after I'd been with my airline for five years – so I've been flying for nine years. I was happy to get a pay increase, but the best part of the job is going on international flights. I had to pass an English test for that. And now I have a regular flight schedule. I got very tired of being on call and having to go to work whenever the phone rang.

2

I started as a flight attendant nineteen years ago. I've worked for three different airlines. Now I've got the top job. I've been doing it for a year. I'm in charge of running the whole cabin. I tell the flight crew when the cabin is secure for take-off and landing, I make all the announcements, and I report any missing or broken emergency equipment to the pilots after the pre-flight check. I operate the doors, too. I also look after the manifest, take care of all the required paperwork and reports for each flight, and also account for all of the money.

3

I'm a new recruit. I finished my training eighteen months ago, and I've been doing this job for about a year. It's hard work. But I love it. My main responsibility is passenger safety. Of course, I also look after passengers' comfort, but safety is the most important thing. A lot of passengers don't understand that. Some people think I'm a waiter.

4

I've had this job for two years, but I've been with the airline for twelve years. I'm responsible for the entire cabin and all the flight attendants. I report to the cabin service director. We work closely together, so sometimes I make announcements, help with the doors, or take care of paperwork. I enjoy the responsibility.



UNIT 1, EXERCISE 14

1

A OK, I just need your signature on this.

B Right. Hang on, this says a hundred and ninety-five dinners, mixed.

A Does it?

B We've got two hundred and thirty-five passengers. My CSD's got the manifest. Let me check that with her. I'm sure we're going to need more meals.

2

A I'm afraid there's a big mess in the aft starboard toilet.

B Oh, yeah?

A Yeah. The toilet failed and the floor's, er, pretty wet.

B Well, I can clean it, but maintenance will have to fix your toilet.

A Yes, the purser's already contacted them.

3

A Passport, please.

B Here you are.

A Coming home?

B Yes.

A OK, welcome back.

4

A OK, everybody here? Right. I'm Stuart Innes and my assistant purser today is Heather Bower. We're flying a B-757 today. Who can tell me the emergency exit configuration?

B There are two possibilities, either eight exit doors or ten.

A Good. We've got ten.

B So there are two overwing exits ...

5

A Sorry, could I just get a look at your badge, there?

B Here you go.

A Oh, just started, huh?

B Actually, this is my first flight as a flight attendant.

A Oh, right. Sorry, but we had an alert earlier. I need you to take off your shoes, please.

B OK.

A Thanks. And good luck with the job!



UNIT 2, EXERCISE 1

FA = Flight attendant

1

AJ Hello, I'm Anna James. I'm the purser today.

JR How do you do, Anna? I'm John Reed. I'm senior crew member in economy today. Let me introduce Naomi Tanaka. She's cabin crew. Good to meet you both.

2

CB Hello, I'm Captain Baxter.

SR Pleased to meet you, captain. I'm Sally Rhodes. Please call me Sally.

CB Of course, Sally, let me introduce Oleg Kavalov, our first officer.

SR We know each other already! How are you doing, Oleg?
OK Great. It's good to see you again.

3

FA1 Hi. We haven't met, have we? I'm Abbie.
FA2 Oh, hi. Good to meet you, Abbie. I'm Fran. Oh, excuse me ... Zoe! Hi, how are you?
FA3 Hello, Fran! I'm fine! How about you? Hey, it's great to see you again!
FA2 You too! ... Abbie, I'd like you to meet an old friend of mine: Zoe. I don't think you know each other, do you?
FA1 No, I don't think so. Nice to meet you, Zoe.



5

UNIT 2, EXERCISE 7

1

FA I'm flight attendant three. I'm responsible for door 3L. I cross-check with door 3R. I'm working in economy so I'll welcome the passengers on rows nine to thirty. I'll demonstrate emergency equipment on row 10. I'll give out blankets and headsets, and then help to prepare the drinks trolleys.

2

FA We have five oxygen cylinders on this type of aircraft. Two of them are in the aft overhead bin – on the port side in business class, one on the flight deck, and the other two are in the aft overhead bin in economy, on the starboard side. There should be two masks with each one.

3

Purser There's a lady with a six-month-old on her lap. Can you make sure you go through the safety briefing with her? Don't forget to show her how to use the infant seat belt, and check she knows where the call button is.

4

FA I'm responsible for business class. My door is 2L – and I cross-check with 2R. I'll receive the meals and galley equipment in business class. I'll also be responsible for keeping my area clean and tidy. As the senior crew member I'll also coordinate all the work in economy.

5

FA We have a gentleman in a wheelchair – he's been allocated seat number 22C. He'll board first, ahead of the other passengers. He has a carer with him but he's severely disabled, so can you please make sure they have everything they need? And don't forget they'll need an individual safety briefing. Just let me know if you have any problems.



6

UNIT 2, EXERCISE 18

1

Purser OK, it appears we'll meet some strong headwinds an hour or so into the flight ... so there'll be moderate to severe turbulence around that time.
FA Er ... I'm a bit concerned about the timing. That's the same time we start the meal service.
Purser I know. We'll delay the meal until around 09.30. We should be clear of turbulence by then.
FA I'm sorry, but I don't understand. If we delay the meal service until 09.30, how will we clear away ... ?

2

Purser We've got a service animal on board – a guide dog for a blind lady.
FA Er ... did you say there's a dog on board?
Purser Yes. There's a guide dog coming on with one of the passengers.
FA Thanks. Sorry, I didn't hear what you said the first time. So, does that mean she'll be boarding first?
Purser Yes, that's right. Can you help her to her seat and put her bag in the overhead bin? Make sure she has a full safety briefing and can use the PSU.

3

Purser Captain says there's a delay to our departure ... it could be as much as a couple of hours. She's waiting for an update now.
FA I'm sorry, I didn't catch that. Did you say there's a delay?

4

Purser Apparently we have a cello in the cabin.
FA Can you say that again, please? ... A what?
Purser A cello. You know – a musical instrument – it's quite big.
FA So why is it in the passenger cabin?
Purser I think it's just too delicate to go in the hold. We've got a small orchestra on board, but it's the only instrument with its own seats!
FA OK. How many seats has it got?
Purser I don't know, but I'll find out. It'll be a row towards the back so we can keep an eye on it.



7

UNIT 3, EXERCISE 3

Good morning, ladies and gentlemen. Welcome aboard flight 204 to Auckland. We're looking forward to making this a smooth boarding and an on-time departure. Please step out of the aisle as quickly as possible after placing your bags in the overhead lockers. Place all carry-on bags in the overhead lockers, and store smaller personal items under the seat in front of you. Cell phones and other electronic devices may be used while we're here at the gate. However, once the door has been closed, these items must be turned off and stowed. Thank you for choosing E-Z Air and welcome aboard!

**UNIT 3, EXERCISE 4**

CC = Cabin crew, Pax = Passenger

- 1**
 CC There's a big blue suitcase blocking the aisle at the front of the economy cabin. Would the owner of the big blue suitcase please raise their hand?
 Pax Oh, sorry. It's mine.
 CC Could you please put it in the overhead locker?
 Pax Sure. No problem.
- 2**
 CC Pardon me, sir. Would you please turn off your MP3 player for take-off?
 Pax Oh, OK. Sorry.
 CC Thank you.
- 3**
 CC Excuse me. Whose handbag is this? Could I have your attention, please? I've got a little red handbag here!
 Pax Oh, it's mine. Why?
 CC Could you please put it under the seat in front of you? We need the space in the overhead locker for larger items.
 Pax Yes, of course. Sorry.

**UNIT 3, EXERCISE 15**

- 1**
 CC I'd like you to fasten your seat belt, please.
 Pax OK.
- 2**
 CC I wonder if you'd mind keeping your child's feet off the seat in front? It can be very difficult for other passengers.
 Pax Oh, sorry.
- 3**
 CC Would it be possible for you to put that under the seat, please?
 Pax Sure, no problem.
- 4**
 CC Do you think you could put your seat upright, please?
 Pax Oh, yeah.
- 5**
 CC Would you mind putting your paper down, please? The people behind can't see the safety briefing. Thank you.
 Pax OK.
- 6**
 CC I don't suppose you could turn your phone off, please?
 Pax Do I have to?
- 7**
 CC Could you possibly put your tray up, please?
 Pax Yes, sure.

8

- CC Would you strap him in now, please?
 Pax Oh, all right.

9

- CC I'm sorry, but could you please put your foot rest up, now?
 Pax OK.

10

- CC Would you please put your window shade up for take-off?
 Pax Why should I? The sun's shining in my face!

**UNIT 4, EXERCISE 1**

We'll shortly begin our in-flight drinks service. We have a selection of complimentary hot and cold beverages including coffee, tea, and soft drinks. Beer, wine, and cocktails are available. Exact change is always appreciated. As the trolleys pass through the cabin, please keep the aisles clear.

**UNIT 4, EXERCISE 6**

1

- CC Would you like anything to drink, sir?
 Pax Juice.
 CC Would you like orange juice or apple juice ... ?
 Pax Tomato.
 CC OK. Would you care for ice?
 Pax No. No ice.
 CC Here you are, sir.
 Pax That's not enough. I want a full glass.
 CC Shall I leave the can with you?
 Pax Yeah.
 CC Here you are, sir. Enjoy your drink.

2

- CC Can I offer you a drink, ma'am?
 Pax Have you got any green tea?
 CC Sorry, I'm afraid not. We have regular black tea.
 Pax Oh, all right. That will be fine. Black tea, please.
 CC Do you take milk or sugar? Or lemon?
 Pax Yes, milk, please. No sugar. May I have a spoon, please?
 CC Here you are.
 Pax Thank you.

3

- CC Would you like anything from the trolley?
 Coffee? Tea? Soft drink?
 Pax I'd like a lager, please.
 CC OK, that's five pounds, please.
 Pax Sorry, I've only got a ten.
 CC No problem. I can change it. Here's five pounds ... and your beer. Enjoy!
 Pax Oh, and can I have some more napkins?
 CC Of course, sir. Here you are.

12

UNIT 4, EXERCISE 9

We're now ready to begin our meal service. Tonight we're happy to offer a choice of pasta with a beef and tomato sauce, or lemon chicken. If you've pre-ordered a special meal, those will be served first. As the trolleys pass through the cabin, please keep the aisles clear.

13

UNIT 4, EXERCISE 10

- CC Did you order a vegetarian meal, sir?
 Pax 1 Er ... maybe. I ordered kosher. Are they the same?
 CC Sorry, sir. I don't think so. I've got a vegetarian meal for seat 18A, and a kosher meal for seat 22A. I'm very sorry about this. If you'll just wait a moment ... Excuse me. Have you ordered either kosher or vegetarian?
 Pax 2 Yes, I ordered vegetarian.
 CC OK, great. Here you are.
 Pax 2 Thanks very much.
 CC Right, I got it sorted out. Here's your kosher meal, sir.
 Pax 1 Oh, thanks.

14

UNIT 4, EXERCISE 11

- CC Would you like pasta with beef or lemon chicken?
 Pax Sorry, what's the pasta?
 CC It's little noodles – macaroni – served with a red sauce. The sauce is made from beef and tomatoes. The side dishes are a green salad and cooked peas and carrots. There's also a bread roll with some butter. It also comes with dessert – some cake. Chocolate cake.
 Pax And what does the lemon chicken come with?
 CC The lemon chicken comes with the same side dishes. The only difference between the two meals is the main course.
 Pax OK. I'll try the lemon chicken, please.
 CC Here you go.
 Pax Thanks.

15

UNIT 4, EXERCISE 14

- 1
 Pax How much is the rose flower perfume?
 CC That's forty-nine euros, madam.
 Pax No, I mean in dollars. How much is it in dollars?
 CC That's sixty-nine dollars.
 Pax Can you give me change in dollars?
 CC I'm afraid I can only give you change in euros, madam.
- 2
 Pax Can I see the titanium watch?
 CC Sure. Here you are. It's eighty-five euros.

- Pax How much is that in yen?
 CC Eleven thousand yen, madam.

- 3
 Pax I'd like the MP3 player cord, but can I pay in zloty?
 CC Yes, madam.
 Pax What's twenty-one euros in zloty?
 CC It's ninety zloty.

- 4
 Pax Can I pay for this pendant with my Visa card?
 CC Sure.
 Pax Can you charge in Singapore dollars?
 CC No problem. It'll be a hundred and twenty Singapore dollars.

- 5
 Pax Would you mind showing me the designer purse?
 CC Sure, no problem. That's seventy-nine euros.
 Pax How much in dirhams?
 CC Four hundred and twenty-five Dubai dirhams.

16

UNIT 4, EXERCISE 18

- 1
 Pax Excuse me. I can see a lot of empty seats up in business class. Would it be possible for me to move up to business class?
 CC I'm afraid not, sir.
 Pax Oh, why is that?
 CC Because the ticket you bought is for this class, sir.
 Pax It doesn't seem fair.
 CC It might not seem fair to someone who's paid for a business seat for me to give you a free upgrade. We do our best to take care of everyone. Now, may I get you a drink, sir?
- 2
 Pax Excuse me. I think there's a problem with this seat back.
 CC Oh, dear. What's the problem?
 Pax It's stuck. I pushed it back, but now it won't go back up.
 CC Let's have a look. Yes, I think you're right. It's stuck. Could I ask you to move to a different seat?
 Pax No problem.
 CC OK, we're going to have to put you in business class.
 Pax Great. Thanks!
- 3
 CC Excuse me, sir.
 Pax Are you talking to me?
 CC Yes, I am. Would you turn off your MP3 player, please?
 Pax What's the problem?

- CC We made an announcement. You need to turn it off because it may interfere with our navigation equipment. We're preparing to land.
- Pax Sorry, but no. What does my MP3 player have to do with your plane? Anyway, this is first class. You can't tell me what to do.
- CC I'm sorry, sir, but you have no choice. I'll have to ask you to turn it off now, or we'll arrange for the police to meet you off the plane.
- Pax Ha, ha.
- CC That wasn't a joke, sir.
- Pax Oh, all right.



17

UNIT 5, EXERCISE 1

1

- Pax OUCH! OW, OW, OW!
- CC I'll get the bag! Are you all right, sir?
- Pax I opened the locker, and that bag hit me on the head!
- CC Oh, no! Here, sit down. Let's move the bag.
- Pax OK.
- CC You need to put something on that cut. I'll get a plaster for you.

2

- Pax Er, excuse me.
- CC Yes, sir. Can I help?
- Pax My nose. It's bleeding.
- CC Here, take these tissues, that's it ... I suggest you sit upright and lean forward slightly. Don't put your head back.
- Pax Thanks.
- CC No worries. If I were you, I'd put the sick bag on your lap. Just let any blood run into it. I'll just get some more tissues, and some ice. Are you OK for a minute?
- Pax Uh-huh.

3

- Pax 1 Mum! My ears hurt!!
- Pax 2 I know, I know. Just try swallowing. That'll help.
- Pax 1 I can't. They hurt ... My ears hurt! Make it stop!
- CC Shall I help?
- Pax 2 Thanks.
- CC How about sucking one of these sweets?
- Pax 1 Uh ...?
- CC I think you should have one – it can really help to stop the pain.
- Pax 1 Thanks.
- CC No problem.



18

UNIT 5, EXERCISE 10

1

- Pax 1 Oh! Oh!
- CC1 I'll go and help. You stay close in case I need you.
- CC2 Sure.

- CC1 It's OK, don't panic. I can help you. Tell the pilot we've got a woman on board who may be in labour.
- CC2 OK. I'll tell him.
- CC1 We're trained for this situation! Now, just stay calm. Tell me – when's the baby due?
- Pax 1 Ah! Ooh!
- CC1 OK. Let's make you a bit more comfortable. I think you should try to lie down.
- Sir, could I ask you to move to one of the seats further down the plane? We're going to need a bit of privacy here!

2

- CC1 The guy in seat 27D looks awful. I think he's ill.
- CC2 I'm not busy. I'll go. Excuse me. Are you all right? Can I help?
- Pax Er, no ... I mean ... I don't know. I've got this awful pain.
- CC2 Where? Where's the pain? In your stomach?
- Pax Uh-huh.
- CC2 When did it start?
- Pax Um, a ... a few minutes ago.
- CC2 Er ... Is it indigestion? How about taking some indigestion tablets?
- Pax Yeah, yeah. OK.
- CC2 I think you should try some, but tell us if it doesn't improve ...

3

- CC1 I think that guy's got a problem. Can you get the first aid kit while I check?
- CC2 Sure.
- CC1 OK, sir. I can see your problem.
- Pax Yes ... inhaler ... forgot it.
- CC1 OK. No, don't try to get up. Just sit there. Don't worry. We've got an inhaler in our medical kit. We'll get it for you right away.

4

- CC1 Oh, no! That lady's just collapsed. I'll go.
- CC2 OK. Tell me if you need any help.
- CC1 What happened?
- ...
- CC1 Hello ... Hello ... Can you hear me?
- Pax Uh ... Where am I?
- CC1 You just fainted. I'm here to help you. I'm Kate. What's your name?
- Pax Er ... Me? Er, Doris.
- CC1 OK, Doris. Just stay there for a minute. Don't try to sit up.
- Pax Oh dear, I'm so sorry to be a problem.
- CC1 Don't worry. It's no problem. Just lie still for a moment.
- CC1 Now, tell me, Doris. Has this happened before?
- Pax Er, yes ... no. I get dizzy, but I don't usually ... er, faint, you said?
- CC1 That's right. Are you on any medication, Doris? Any tablets?
- Pax Oh, yes. In my bag. Let me sit up ...

- CC1 Be careful. Just sit up slowly ... OK? How do you feel now?
- Pax I'm fine.
- CC1 OK. Now let's look at these tablets. Is this your bag?
- Pax Mmm.
- CC1 Right. You need to take one tablet every four hours. Have you taken any since we left the airport?
- Pax No.
- CC1 Right. I think you should take one now and I'll get you another one before we land ...



UNIT 6, EXERCISE 1

If the cabin pressure falls, the oxygen masks will drop down. Reach up and pull a mask towards your face until the tubing is fully extended. Place the mask over your nose and mouth and breathe normally. The oxygen flow will start automatically. Pull the elastic over your head. Pull the elastic tab on either side of the mask to tighten the band. Remember to secure your own mask before helping others. Use your mask until further advised. Absolutely no smoking!



UNIT 6, EXERCISE 5

Ladies and gentlemen, we're experiencing a drop in cabin air pressure. When your oxygen masks drop down, please use them while we descend to a lower altitude. Keep your masks on until we tell you to take them off ... Once we get down to 10,000 feet, we'll make another announcement ... We've levelled off at 10,000 feet. We're going to divert to Minsk. You may take off your oxygen masks now. There really is nothing to worry about but please feel free to ask the cabin crew if you need any assistance before we get to Minsk. After landing we'll make alternative arrangements for you to reach your destination.



UNIT 6, EXERCISE 7

- 1
- Pax Are we going to crash?
- FA Of course not. We'll be on the ground before you know it.
- 2
- Pax I feel fine. Why do I need oxygen?
- FA Because the air pressure in the cabin is too low.
- 3
- Pax What's happening?
- FA We're descending to a lower altitude.
- 4
- Pax When can we have something to eat?
- FA After we arrive in Minsk.

5

- Pax Why are we diverting?
- FA So we can land quickly.

6

- Pax I'm really scared.
- FA There's nothing to worry about. Everything's fine.

7

- Pax Why aren't we going on to Almaty?
- FA Because it's too far away.

8

- Pax Why do we need to land?
- FA In order to fix the problem.



UNIT 6, EXERCISE 12

- 1
- Keep your mask on!
- 2
- Stay calm!
- 3
- Stay in your seat!
- 4
- Keep your seat belt fastened!
- 5
- Don't unfasten your seat belt!
- 6
- Sit down!
- 7
- Breathe normally.
- 8
- Put your own mask on first.
- 9
- Hold on!
- 10
- Don't get up.



UNIT 6, EXERCISE 18

- FA Sir, the Captain has switched on the seat belt sign. Could you go back to your seat, please?
- Pax Yeah, I know. I'm fine.
- FA Sir, you must return to your seat now. We're expecting turbulence.
- Pax Don't worry. It'll be fine.
- FA Sir, I'm sorry but I cannot allow you to stand. It could get really rough. Everyone must return to their seats and strap in.
- Pax Look. I'm fine. I work on ships at sea – in really big waves ... you know? Don't worry. I won't fall over.
- FA Sir, I doubt if your ship drops hundreds of feet without any warning. Now, sit down!



24

UNIT 6, EXERCISE 20

- FA Excuse me madam, but the Captain's switched the, fasten seat belt, sign on.
- Pax Yeah, I know. I'm strapped in.
- FA Your son must be strapped in, too.
- Pax I can hold him on my lap.
- FA I'm sorry, madam. He's not secure. You must use the extension belt. Here, let me help you.
- Pax Oh, for goodness sake! He'll scream the place down, you know.
- FA Madam, we're expecting severe turbulence very soon. Strap him in now. It's for his own safety.
- Pax All right, all right. I am ... Look.
- FA Thank you.



25

UNIT 6, EXERCISE 21

- FA Excuse me, sir ... Sir, could you remove your headphones please?
- Pax Huh?
- FA Sir, are you listening to the cockpit transmissions?
- Pax What if I am?
- FA I'm sorry, but that's not allowed. You can't use this equipment on board the aircraft. Can you switch it off, please?
- Pax OK, OK. What's the problem? There – it's off now. Happy?
- FA Thank you, sir. Please make sure it stays off for the rest of the flight.
- Pax Huh.
- ...
- FA Sir, your radio is on again.
- Pax So?
- FA Sir, you must switch it off and stop using it. VHF radios can't be used on the aircraft. I suggest you put the headphones down and pass me the microphone.
- Pax And if I don't?
- FA Sir, this incident has been reported to the flight deck. I strongly advise you to give me the radio. If you do not cooperate, this will be a matter for the authorities.
- Pax You can't do that.
- FA Sir, I assure you I can. Now, please give me the radio. The Captain will keep it on the flight deck for the rest of the flight.
- Pax OK, OK. You haven't heard the last of this. I'll ...



26

UNIT 7, EXERCISE 1

- a
Welcome to Tblisi, ladies and gentlemen. The local time is 10.20. Please remain seated until the Captain has parked the aircraft at the gate. Once the seat belt sign is switched off, please be careful when opening the overhead lockers as items in them may have moved during the flight.

b

We would like to thank you for flying Air CIS and would be happy to welcome you on board again in the future. Please ensure that you take all your belongings with you and have a safe onward journey ...

c

Ladies and gentlemen, we are preparing to land in Asmara. Please make sure your seat belt is fastened, your seat backs and tray tables are in their upright positions, and all electronic devices are turned off. Please give any remaining cups or glasses to us as we walk through the aisles. Thank you. We'll be landing shortly.

d

Ladies and gentlemen, we will be handing out the necessary documents needed for your entry into Georgia. Please have your completed documents and passport available for officials on disembarkation. Today's date is the third of September and this is flight number 750.

e

Ladies and gentlemen, we are making our approach into Khartoum. Please put any bags or other items in the overhead lockers or under your seat. We will come through the cabin to pick up any rubbish. Please look around your seat area, on the floor, and especially in your seat pocket for anything you want to throw away.



27

UNIT 7, EXERCISE 5

1

Hello again, ladies and gentlemen. We apologise for the delay. We'll be arriving in Sofia shortly. For those of you with onward flights, your gate number for your next flight is on your boarding card ...

2

Ladies and gentlemen, we are holding over Santa Cruz. We will receive our landing clearance in approximately ten minutes. Please remain seated with your seat belts fastened. Please also ensure that electronic devices are switched off. We will keep you informed of any changes to this plan.

3

Ladies and gentlemen, may I have your attention please? Paramedics will board the aircraft to assist one of our passengers in need of medical attention. Please remain seated so the paramedics can get through the aisle. We will let you know when you can get up and leave the aircraft. Thank you for your cooperation and patience.

4

Ladies and gentlemen, in accordance with pre-arrival requirements of the government of India, we will be lightly spraying the cabin with an insecticide approved for use onboard aircraft by the World Health Organization. This is a requirement of all airlines operating into India. Thank you.

5

Ladies and gentlemen, due to strong headwinds we will be stopping to refuel in Kuala Lumpur. Please remain on board the aircraft. Our estimated time of departure is 0740 hours. Can we remind you that electronic devices may not be used whilst refuelling, so please ensure they are switched off. We will tell you when it is safe to use them again. Thank you for your patience.

6

Ladies and gentlemen, we will be delayed for approximately fifteen minutes waiting for a gate. For your safety and the safety of those around you, please keep your seat belts fastened and remain seated. We are working on a solution to the problem. We will keep you updated every five minutes. Thank you for your patience.



28

UNIT 7, EXERCISE 15

R = Receptionist

1

R Welcome to the Metropole Hotel. It's Air Atlantica, isn't it?

FA1 Yes, that's right.

R OK, let me just find your booking. How many nights are you staying?

FA2 Just two. Tonight and tomorrow.

R Ah, yes. Here it is ... the twenty-third and the twenty-fourth. Right, you'll need to complete these forms, please.

FA2 Excuse me. What time's breakfast?

R It's from seven to nine-thirty. It's served in the dining room, just next to reception.

FA1 Can you tell me ... do we get a discount in the hotel shop?

R Yes, you do. 10%. Your airline has a loyalty card – it's in the wallet I gave you with your key card. And you can use the card in any of the shops or the restaurants here at the hotel.

2

R Yes, can I help?

FA Yes, please. Is there somewhere I can change some money?

R Yes, of course. There's a cash machine in the hotel lobby if you just want cash.

FA No. I've got money, but I want local currency.

R You need the bank, then. It's closed now but it's just outside.

FA When does it open?

R At nine thirty.

FA How long will it take to walk there?

R About a minute! It's almost directly opposite the hotel entrance.

3

R Reception.

FA Hi, I'm calling from room 4208. I've got a problem with the ... it's the thing to make the room cooler.

R

The air-conditioning?

FA

Right. Well, it's blowing out hot air!

R

Oh, I'm very sorry about that. We'll send someone up right away.



29

UNIT 8, EXERCISE 1

I = Interviewer, A = Applicant

1

I I'd like to thank you all for coming to the E-Z Air interview day. We're really pleased that each of you is interested in working for our airline. We're very happy to have the opportunity to meet every one of you, even though only about half of you will be offered a placement with the airline. For those who aren't offered a placement, we hope the day will have been a useful step towards finding the right job.

2

I OK, next. Hi, there.

A Hi.

I OK, let's see, what have we got? Passport, GCSEs. Have you got your national insurance number?

A Yes, here it is. And do you need my driving licence?

I No, thanks.

3

I Next, please. Step over here onto the scales, please. OK, let's see ... seventy kilograms ... and one point eight metres. OK, you're fine. Next, please.

4

I OK, you have twenty minutes to write your answers. You mustn't use a calculator or any books. Please keep your eyes on your own paper. OK, has everyone got a paper? Start working now, please.

5

I OK, if no one has any questions, then please begin.

A1 OK, so we've got twenty minutes to come up with some ideas.

A2 We need someone to write the ideas down.

A3 OK, I'll do that.

A1 Good. So, the situation is that the plane is delayed three hours.

A2 Right. And we need to use the things on the list to entertain the passengers.

A1 OK, well, how about if we make a game with the cups?

A3 A game?

A2 We could do something with the golf club ...

- 6**
I I ordered a vegetarian meal.
A I'm afraid there's been some kind of misunderstanding. We don't have any vegetarian meals left.
I Right, so £300 for a flight, and I don't eat?
A I'm sorry, sir. The only part of the pasta meal that isn't vegetarian is the chicken, and I'm happy to give you two of those.
I Oh, so £300 for a ticket and I get two meals, eh?
A Well, sir, this time, it's something like that. We're doing our very best to work with you on this. Um ... I'd be happy to give you a bottle of wine with that, just to say we're sorry.
I OK, great. That wasn't easy, but you did really well.
- 7**
I Tell us about a time that you've had a disagreement with a manager. What happened?
A That's a tough one! Well, when I was working in a restaurant – I was a waiter – I had an idea about improving our menu. In the afternoons, a lot of families were coming in – families with small kids. We had a kids' menu, but it was only burgers and chips or fish and chips. Parents were always asking if they could order some fruit, or a small-sized milk in a plastic cup, or whatever. I always had to explain that we didn't have those things. Sometimes I would help them find something to order that they could share with their kids, but it always was kind of a pain. So, I mentioned to my manager that maybe we should improve the kids' menu, and he didn't like that idea at all.
I Why not?
A Well, he had an idea that the restaurant was somehow supposed to be 'cool', you know, like for young, single people. Not a place to come with kids, I guess.
I I see, I see. So what happened?
A Well, a couple of months later, that guy left and when the new manager came, one of the first things she did was to improve the kids' menu!

b
 I always wanted to travel. Even when I travel inside my own country, it's interesting to me. And you know what I really love? If I have to stay overnight, I always stay in a nice hotel. After a hard day's work – or a hard night's work – it's always such a luxury to go to bed in a lovely hotel room. I'll probably never get used to having to be polite to really rude people, but you know, it doesn't happen very often, and I always know I'll probably never see them again after the flight is over. And I basically like people, so the friendly ones make the job a lot of fun.

c
 The best thing about the job is the teamwork. When I walk through the airport in my uniform, with my team, it just feels great. Everyone wants to be there, and even if we're working together for the first time, we all know what we need to do. We're proud of our work. And if I stay in the job, I'll become a team leader – maybe a purser or cabin services director. I do sometimes worry about staying safe – you know, that I'll have to deal with someone or something very, very bad on a flight – but one reason I got this job is that I'm confident and positive and enthusiastic, so I don't spend much time worrying.

d
 If I hadn't become a flight attendant, I'd probably have studied nursing. I really enjoy taking care of people. On a flight, there are always nervous flyers, parents who need help with young kids, and so on. The work can be quite hard physically, though. Every time I fly, I help people lift heavy bags up into the overhead lockers. And of course I'm on my feet for hours. Still, it's completely worth it. I love what I do.



30

UNIT 8, EXERCISE 16

a
 For me, the best thing about it is that it isn't a nine-to-five job. I worked in an office for a couple of years, and I learned something about myself: I don't like a regular routine. Now, I might be flying on Saturday night, but relaxing by the pool on Monday morning. Of course, the schedule is sometimes challenging. I'll probably never get used to the phone ringing at four a.m. telling me I have to be at the airport at six. If I'm ten minutes late for my check-in, I could lose my job. But if I worked in an office, I'd go crazy!

Useful phrases

TALKING ABOUT JOBS

Flight attendants must look after passengers.
The job of senior crew member involves going on international flights.
The purser's responsibilities include making announcements.
The cabin service director is responsible for the whole cabin.

TALKING ABOUT PEOPLE AND PLACES

This is the place where you open your luggage.
He/She's responsible for the entire aircraft.
This is a person who is responsible for helping the pilot.
It's where you go to collect your luggage.
It's who you speak to when you need information about ramp services.
It's used for crew meetings.

TALKING ABOUT PROBLEMS

Saying what's wrong

I'm sorry, (but) I don't understand.
I'm confused.
I'm concerned.
I didn't catch that.
I didn't hear.
I'm not sure/certain.

Asking for clarification

Could you repeat that?
Did you say ... ?
What do you mean?
Do you/Does that mean ... ?
Can you tell me/say/go through that again, please?

Saying you don't know

I don't know.

INTRODUCTIONS

Formal introductions

A: Hello, I'm Ahmed Fawaz.
B: Pleased to meet you, Mr Fawaz.
My name's Penny Leung.
A: How do you do?
B: How do you do?

Informal introductions

A: Hi, I'm Lena Petrov.
B: Good to meet you, Lena. I'm Maria Chavez.
A: Nice to meet you too, Maria.

REQUESTS AND RESPONSES

Asking politely

Is it OK/all right if ... ?
Would you mind helping me with ... ?
Do you mind if I ... ?
I wonder if you'd mind helping me ... ?
Would it be possible to ... ?
Could you possibly ... ?
Do you think you could ... ?
I don't suppose you could/would ... ?
Could/Would you ..., please?

Asking politely but firmly

Could you ... ?
Can you ..., please?
I'd like you to ...
I want you to ..., please.
Please turn it off now.

Asking directly or instructing

Turn it off, please.
Put it in the ...
Stop ...
Don't ...
Will you ... ?
Sit down!
Please move ...

Polite response (positive)

Yes.
Of course.
Sure.
Certainly.
No problem.

Polite response (not sure)

I'm not sure. Can you wait while I find out?
I'm sorry. I don't know.

Polite response (negative)

I'm afraid I haven't/can't at the moment.
I'm sorry, but that's not possible.
I'm sorry, I can't do that.

Apologizing

Sorry, sir/madam. I don't think so.
I'm very sorry about this.

Passenger		Cabin crew
		Politely denying the request and explaining why, or offering a course of action.
<div style="display: flex; align-items: center; justify-content: center;"> <div style="writing-mode: vertical-rl; transform: rotate(180deg);">polite</div> <div style="margin: 0 10px;">↑</div> <div style="writing-mode: vertical-rl; transform: rotate(180deg);">rude</div> </div> <div style="text-align: center; margin-top: 10px;">air rage</div>	Would it be possible for me to move up to business class?	I'm afraid not. I'm not allowed to do that.
	Can I change seats?	Sorry, no. We need you to stay where you are.
	I need a drink of water.	I can do that just as soon as we've reached cruising altitude.
	Get me a vegetarian meal right now!	I'm sorry, madam. I'm afraid we don't have one on board. I'd be happy to try to work something out, though.
	I'm going to hurt somebody!	Sit down now, sir. I need help! / Can someone help me, please?

Most of the expressions use the same verb form.

Can I	+ infinitive without <i>to</i>
Shall I	help?
I'll	move.
Let's	
I suggest you	
If I were you, I'd	
I think you should	

Two of the expressions use a different verb form.

How about	+ <i>-ing</i> moving?
You need	+ infinitive with <i>to</i> to move.

SPECIAL DIETS

Medical diets

bland (non-spicy)
diabetic
gluten-free
low fat/cholesterol
low salt
high fibre
low-calorie
non-lactose
peanut free

Cultural diets

Chinese, Indian, Japanese, etc.

Religious diets

Buddhist and Jain
Halal
Hindu
Kosher

Other special meals

children's
infant and baby
vegan
vegetarian

Describing food

It's little noodles.
It's served with a red sauce.
The side dishes are a green salad, and cooked peas and carrots.
The sauce is made from beef and tomatoes.
There's also a bread roll with some butter.
It's a type of fish.
It's a kind of vegetable.
It's roasted/fried/boiled/grilled.
It's cooked with (vegetables).
It's served hot/cold.

IN-FLIGHT SHOPPING

Offering

Would you/anyone like to buy any duty-free items?

Passenger requests

Can I see the titanium watch?

Would you mind showing me the designer purse?

Could I take a look at the pendant?

Showing

Here you are, sir/madam.

Passenger questions about prices

How much is that in US dollars?

What's twenty-one euros in zloty?

Can you give me change in dollars?

Saying prices

It's forty-nine euros (€49), so that's seventy-two US dollars (\$72).

It's eleven thousand yen (¥11,000).

It comes to ninety zloty (ZŁ90).

It costs eighty-two Singapore dollars (S\$82).

The price is four hundred and twenty-five dirhams (Dh425).

Talking about change

I'm afraid I can only give you change in euros.

I can give you change in dollars or pounds.

Sorry, I can't give you change.

SAFETY

Giving information/advice

Pull the mask towards your face.

We're diverting to City airport.

We'll contact Air Traffic Control.

Giving a reason

because the air pressure is too low.

because of a drop in pressure.

so we can land.

(in order) to fix the problem.

due to a loss of pressure.

Reassuring the passenger

There's (really) nothing to worry/be concerned about.

(I can assure you) it's normal/fine/OK.

It's/You're perfectly/quite/completely safe.

It's all under control.

You can breathe normally.

Asking for cooperation

Could you ... ?

Can you switch it off, please?

Please put/pass/give me the ...

Please make sure ...

Advice

I (strongly) advise you to ...

I suggest you ...

Explaining rules and regulations

That's/It's not allowed.

It can't be used ...

You can't use ...

You must switch it off/stop using ...

Warning

If you do not cooperate, this will ...

Sir, this incident has been reported to ...

EXPLAINING PROBLEMS

Something is missing

It is/They/are missing

There aren't any/enough ...

I/We can't find the ...

There's a problem

It is/They/are broken/damaged.

The ... has broken.

There's something wrong with ...

Something is out of action

It is/They/aren't working.

It/They won't work.

We can't use ...

TALKING ABOUT CAUSE AND EFFECT AND POSSIBILITIES

Zero conditional (rule or fact)

If I'm on call, I have to answer the phone.

First conditional (possible future event)

If I do well in the interview, I'll get the job.

Second conditional (imaginary situation)

If I worked for a big airline, I'd travel internationally.

Third conditional (past condition that didn't happen)

If I hadn't worked in a fast food restaurant, I wouldn't have had any customer service experience.

BRITISH ENGLISH

apron
 bag
 economy class
 hand luggage
 jetty
 life jacket
 mobile phone
 overhead locker
 rucksack
 torch

AMERICAN ENGLISH

ramp
 purse
 coach class
 carry-on baggage
 air bridge
 life vest
 cell phone
 overhead bin
 backpack
 flashlight

ICAO ALPHABET

A Alpha
 B Bravo
 C Charlie
 D Delta
 E Echo
 F Foxtrot
 G Golf
 H Hotel
 I India
 J Juliett

K Kilo
 L Lima
 M Mike
 N November
 O Oscar
 P Papa
 Q Quebec
 R Romeo
 S Sierra
 T Tango

U Uniform
 V Victor
 W Whiskey
 X X-ray
 Y Yankee
 Z Zulu

English for Cabin Crew

EXPRESS SERIES



English for Cabin Crew is part of the EXPRESS SERIES. It is the ideal quick course for flight attendants who need to use English on the ground or in the air. It's also suitable for students who are interested in a career in cabin service and are preparing for an entry test or interview with an airline. It can be used to supplement a regular coursebook, on its own as a stand-alone intensive specialist course, or for self-study. With **English for Cabin Crew** the sky's the limit.

Key Features of the Book

- Units cover in-flight service, from greeting passengers and boarding, to landing and layover and include a unit on the recruitment process
- Tip boxes addressing key language points
- Tip boxes highlighting differences between British and American English
- PARTNER FILES to practise typical scenarios, such as meal service, dealing with difficult passengers, and responding to complaints
- STARTER section at the beginning of each unit with warm-up and awareness-raising activities
- OUTPUT section at the end of each unit with activities to encourage discussion and reflection
- Appendix including answer key, transcripts, and a glossary of useful phrases

Key Features of the MultiROM

- Realistic listening extracts for use with the student's book
- Interactive exercises with audio to practise structure, vocabulary, and listening

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