

# The pre-flight briefing

Study the main units first, especially the *Listening* sections, so that you become very familiar with the content, vocabulary and language used. Then do these *Self Study* exercises. If there's anything you are unsure about, don't hesitate to go back to the

main unit and have another look. Don't forget that the audio scripts from all the *Listening* exercises are in the back of the book to help you, too.

## Meeting colleagues

**1** Complete the conversation between two flight attendants. Use these words.

met ■ how ■ pleased ■ about ■ hello  
meet ■ bad ■ know

Jared <sup>1</sup> \_\_\_\_\_ Soo-Min, <sup>2</sup> \_\_\_\_\_ are you?  
Soo-Min Fine. What <sup>3</sup> \_\_\_\_\_ you?  
Jared Not too <sup>4</sup> \_\_\_\_\_. This is Ana,  
by the way. Do you <sup>5</sup> \_\_\_\_\_ her?  
Soo-Min No, we haven't <sup>6</sup> \_\_\_\_\_.  
<sup>7</sup> \_\_\_\_\_ to meet you, Ana.  
Ana Nice to <sup>8</sup> \_\_\_\_\_ you, Soo-Min.

**2** Complete the sentences. Use these job titles.

flight attendants ■ purser ■ first officer  
galley leader ■ captain ■ cabin supervisor

- The \_\_\_\_\_ is in command of the plane.
- The \_\_\_\_\_ are there to ensure the safety and comfort of passengers.
- There is a \_\_\_\_\_ in charge of each section of the aircraft.
- All the cabin crew report to the \_\_\_\_\_.
- With the captain in the cockpit is the \_\_\_\_\_.
- The \_\_\_\_\_ is responsible for the meals service in their sector.

**3** Match the situations with the expressions.

- meeting a friend \_\_\_\_\_
- meeting a colleague for the first time \_\_\_\_\_
- telling someone your name \_\_\_\_\_
- the purser greeting the cabin crew \_\_\_\_\_
- greeting the captain \_\_\_\_\_
- greeting a colleague you've worked with before \_\_\_\_\_

- a Nice to meet you again.      d Hi, how's it going?  
b Hello, how are you all?      e My name's Paula.  
c Good morning, Captain.      f Pleased to meet you.

**4** Reorder the letters to find items in the flight attendant's carry-on bag.

- |                      |                      |
|----------------------|----------------------|
| 1 dricet dsarc _____ | 5 saprostp _____     |
| 2 okob _____         | 6 syke _____         |
| 3 sganizame _____    | 7 htsotorbuh _____   |
| 4 ekam-pu agb _____  | 8 libome hopne _____ |

## Finding out about the flight

**5** Fill in the missing words from the captain's briefing about expected stormy weather.

I just wanted to warn the crew of some moderate  
<sup>1</sup>t \_\_\_\_\_ during the flight – this is due to strong  
<sup>2</sup>w \_\_\_\_\_ and <sup>3</sup>s \_\_\_\_\_ over the Atlantic.  
We anticipate this bad <sup>4</sup>w \_\_\_\_\_ about three and  
a half hours into the flight today.

**6** Write questions to ask the meaning of the words and expressions 1–8. Then write answers with the correct replies a–h.

What does SEP mean? It means Standard Emergency Procedures.  
What are ... They're ... / What's ... It's ...

- |                      |                                  |
|----------------------|----------------------------------|
| 1 cockpit procedures | a a long flight                  |
| 2 strapped in        | b flight deck rules and routines |
| 3 roster             | c a crew bus to the aircraft     |
| 4 shuttle            | d wearing seatbelts              |
| 5 long-haul          | e where we put things away       |
| 6 log book           | f personal identity document     |
| 7 passport           | g where we write things down     |
| 8 stowage areas      | h a list of names and duties     |

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_





## Welcoming passengers

1 Complete the conversations. Use these words.

exit ■ course ■ front ■ welcome ■ check  
boarding ■ together ■ change ■ flight ■ seats

- 1 A Welcome on board. Your <sup>1</sup> \_\_\_\_\_ pass, please.  
B Here it is.  
A Thank you. You're in the <sup>2</sup> \_\_\_\_\_ row. It's half-way down the aisle, on the right.
- 2 A Hello, good morning. Can I <sup>3</sup> \_\_\_\_\_ your boarding passes?  
B Yes, of <sup>4</sup> \_\_\_\_\_. If possible we would like to sit <sup>5</sup> \_\_\_\_\_.  
A OK. Please take these <sup>6</sup> \_\_\_\_\_ for now and I'll try to <sup>7</sup> \_\_\_\_\_ them for you when all the passengers have boarded the plane. The <sup>8</sup> \_\_\_\_\_ isn't full today.  
B Thanks a lot.
- 3 A Hello, sir. <sup>9</sup> \_\_\_\_\_.  
B Thanks. Sorry I'm a little late.  
A No problem. You're in seat 3B. It's on the left at the <sup>10</sup> \_\_\_\_\_ of the aircraft.

2 Match the action words 1–6 with the phrases a–f.

- |                  |  |
|------------------|--|
| 1 greet          | a everyone to switch off mobile phones |
| 2 check          | b the exit row is clear                |
| 3 make sure that | c that all seatbelts are fastened      |
| 4 close          | d passengers                           |
| 5 show           | e the overhead lockers                 |
| 6 tell           | f the safety instruction card          |

3 Make these sentences into polite requests. Use the words in brackets to help you.

- 1 I want to see your boarding pass. (Could I ...)  
\_\_\_\_\_
- 2 Put your bag in the overhead locker. (Would you ...)  
\_\_\_\_\_
- 3 Switch off your phone now. (Could you ...)  
\_\_\_\_\_
- 4 What's your seat number? (Can I ...)  
\_\_\_\_\_
- 5 Sit there please. (Would ...)  
\_\_\_\_\_
- 6 Fold your tray table. (... mind ...)  
\_\_\_\_\_

## Settling passengers in their seats

4 Read the conversation between a flight attendant and passengers boarding a flight. Then answer the questions below using phrases from the conversation.

**Passenger 1** Excuse me, there are four of us in the same family. My son and daughter are with me here, but my husband is in a seat three rows behind us. We need four seats together. Is it possible to change seats with someone near us?

**Flight attendant** Yes, I understand. Everyone is boarding just now, but I'll check this out for you. Let me see what I can do. I'll try my best.

**Passenger 1** Thanks, I appreciate that. Please try.

**Flight attendant** Of course. I'll come back as soon as I can.

**Flight attendant** (to another passenger) Excuse me, sir, are you alone?

**Passenger 2** No, we're together. This is my wife.

**Flight attendant** Oh, yes, of course. Sorry to bother you. (to another passenger) Excuse me, madam, is this your seat?

**Passenger 3** Yes, why?

**Flight attendant** Would you mind changing it with the father of these children? The family want to be together.

**Passenger 3** Well ... er ... that depends. Where is his seat?

**Flight attendant** It's just three rows back and it's also an aisle seat.

**Passenger 3** Oh, that's good, then – no problem. I want an aisle seat, too.

**Flight attendant** Great. Many thanks. It makes all the difference.

**Passenger 3** My pleasure.

**Flight attendant** (to family) There you are. That was easy.

1 What does the mother ask?

\_\_\_\_\_

2 Why can't the flight attendant change the seat immediately?

\_\_\_\_\_

3 What does the family need?

\_\_\_\_\_

4 Where does the mother say her husband's seat is?

\_\_\_\_\_

5 What reason does the woman give for agreeing to change seats?

\_\_\_\_\_



**5 Complete the flight attendant's description of how things work. Use these words.**

button ■ menu ■ press ■ down ■ reading  
select ■ how ■ then ■ volume

This is <sup>1</sup>\_\_\_\_\_ the TV handset works. First, press the <sup>2</sup>\_\_\_\_\_ button and this gives you a choice of options. You can choose from these options by going up or <sup>3</sup>\_\_\_\_\_, like this. So, let's <sup>4</sup>\_\_\_\_\_ 'Films'. <sup>5</sup>\_\_\_\_\_ you get another choice, so it's 'Select' again. This one. OK? Oh, and you have the <sup>6</sup>\_\_\_\_\_ control on the left here. And this is for your <sup>7</sup>\_\_\_\_\_ light. Just <sup>8</sup>\_\_\_\_\_ on and off. And if you need anything, don't forget the call <sup>9</sup>\_\_\_\_\_. This one. All right?

**Demonstrating safety procedures and checking before take-off**

**6 How well do you know the safety instructions? Fill in the missing words from this extract. Listen to audio 2.7 to check your answers.**

Listen <sup>1</sup>\_\_\_\_\_ to the following safety instructions. You will find a safety <sup>2</sup>\_\_\_\_\_ card in the pocket in front of you. Please read this carefully before take-off and <sup>3</sup>\_\_\_\_\_ yourself with the emergency exits and procedures on <sup>4</sup>\_\_\_\_\_ this Boeing 777S. When the seatbelt <sup>5</sup>\_\_\_\_\_ is on, you must fasten

your seatbelt. To do this, insert the metal fitting into the <sup>6</sup>\_\_\_\_\_ – like this, and tighten by <sup>7</sup>\_\_\_\_\_ the strap – like this. To undo the seatbelt, <sup>8</sup>\_\_\_\_\_ the buckle – like this. We suggest you keep the seatbelt fastened <sup>9</sup>\_\_\_\_\_ the flight.

There are several emergency exits on this aircraft. They are being <sup>10</sup>\_\_\_\_\_ out to you now. Please take a few moments now to locate your <sup>11</sup>\_\_\_\_\_ exit. It may be behind you. If you are sitting in an emergency exit, you must know how to <sup>12</sup>\_\_\_\_\_ the door in an emergency and when instructed to do so by the crew.

**7 Put the words in the correct order to make requests. Then match the requests with illustrations a-h on page 17.**

- 1 seatbelt please your sir fasten.  
\_\_\_\_\_
- 2 upright the your in please seat position put.  
\_\_\_\_\_
- 3 seatbelt just I your can check?  
\_\_\_\_\_
- 4 mind you off would computer switching your?  
\_\_\_\_\_
- 5 phone off please switch your.  
\_\_\_\_\_
- 6 table sir up your you could put?  
\_\_\_\_\_
- 7 bag mind the putting in overhead would your locker you?  
\_\_\_\_\_
- 8 this read please notice.  
\_\_\_\_\_

**LOG BOOK**

**Do you enjoy welcoming passengers on board your flight?**

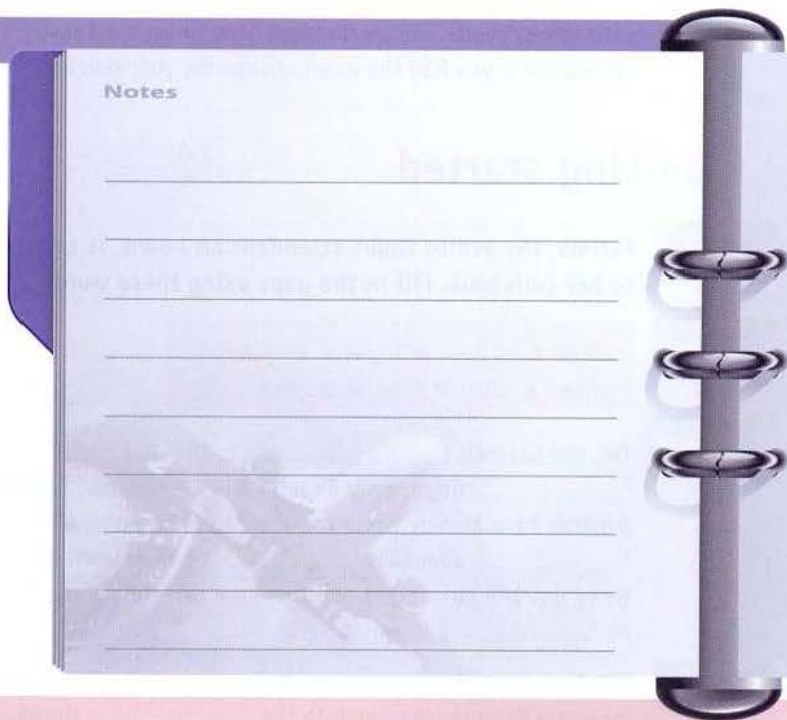
- How do you show this?
- Are you nervous of certain types of passenger?
- Do you recognize regular types of passenger?

**What do you say to welcome different passengers? What do you say to ...**

- children? ➤ older people? ➤ business travellers?

**Have you become an expert in the safety instructions before take-off?**

- Do you practise making the announcement?
- Do you try to improve your demonstration of the safety instructions?
- Do you say anything to passengers who don't listen to the instructions?



*“We'd like to tell you now about some important safety features of this aircraft. The most important safety feature we have aboard this plane is the flight attendants. Please look at one now.”*

Senior cabin crew member



# After take-off and into the flight

## Making the first announcements

- 1 Read the announcement about beginning the refreshment service. Find words and phrases which have the same meaning as 1–8 below. Then practise saying the announcement.

'Ladies and gentlemen, we shall shortly be coming through the cabin with hot and cold drinks and light refreshments. Kindly look at the menu card in the seat pocket in front of you and have your orders ready. The exact change would be appreciated. This is a short flight and we'd like to serve everyone on board, so please remain seated if possible during the service. Thank you, and enjoy the flight.'

- 1 in a few moments \_\_\_\_\_
- 2 down the aisles \_\_\_\_\_
- 3 snacks \_\_\_\_\_
- 4 Please be good enough to \_\_\_\_\_
- 5 a list of items to eat and drink \_\_\_\_\_
- 6 correct amount of money \_\_\_\_\_
- 7 less than 1.5 hours of flying time *a* \_\_\_\_\_
- 8 stay in your seats \_\_\_\_\_

- 2 There are eight mistakes in the following announcement. Can you find and correct them all?

'Ladies and men, it's great have you on board. The seatbelt sign has been switched. You can to move around the cabin now. In a few moments we shall be come through cabin with refreshments. Please be ready your order. We'd really appreciate if you had the exact change for your purchases.'

## Getting started

- 3 Fatima, the senior flight attendant on board, is talking to her colleague. Fill in the gaps using these words.

short ■ seated ■ trolleys ■ minutes  
aisles ■ time ■ sign ■ service

'OK, the seatbelt <sup>1</sup> \_\_\_\_\_ is off. This is a <sup>2</sup> \_\_\_\_\_ flight, only an hour and 25 minutes. Fifteen minutes have already passed, and we have to finish the <sup>3</sup> \_\_\_\_\_ about 20 <sup>4</sup> \_\_\_\_\_ before landing. We've got 169 passengers and there are just four of us. So, no <sup>5</sup> \_\_\_\_\_ to waste.

'Oh dear, I asked people to remain <sup>6</sup> \_\_\_\_\_ and look, there are passengers moving in the <sup>7</sup> \_\_\_\_\_ already. Oh well! Let's get the <sup>8</sup> \_\_\_\_\_ out and do our best.'

- 4 Answer the questions about what Fatima said in exercise 3.

- 1 At what stage of the flight is this happening?  
\_\_\_\_\_
- 2 How much time is there for the service?  
\_\_\_\_\_
- 3 What did Fatima ask the passengers to do during the service?  
\_\_\_\_\_
- 4 What are some of the passengers doing?  
\_\_\_\_\_
- 5 What do the flight attendants have to do first of all?  
\_\_\_\_\_

## Helping to settle passengers

- 5 Read these four exchanges on a long-haul flight. Choose the best phrase from the list to finish each one.

Let me get them a snack.  
Of course, no problem at all. I'll be right back.  
Just give me a few minutes to get that ready for you.  
I'll be back with a new pair in a few minutes.

- 1 **Flight attendant** Is everything all right, madam?  
**Passenger** Yes, fine, thanks. Can I have a glass of water?  
**Flight attendant** \_\_\_\_\_
- 2 **Flight attendant** What can I do for you?  
**Passenger** My earphones don't work.  
**Flight attendant** Oh dear, let me change them. \_\_\_\_\_
- 3 **Flight attendant** Did you call, madam?  
**Passenger** Yes, sorry to bother you, but my children are a little hungry.  
**Flight attendant** No bother at all. \_\_\_\_\_
- 4 **Flight attendant** How are you now?  
**Passenger** I'm still a bit nervous, but I'd love a cup of tea.  
**Flight attendant** With pleasure. \_\_\_\_\_

**6** Complete these expressions used when settling passengers.

- 1 \_\_\_\_\_ worry, you'll be fine.
- 2 \_\_\_\_\_ me help you with that.
- 3 Is everything \_\_\_\_\_?
- 4 Are you \_\_\_\_\_ better now?
- 5 Push the \_\_\_\_\_ button if you need anything.
- 6 Of \_\_\_\_\_, no problem at all.
- 7 Can I get you anything \_\_\_\_\_?
- 8 I'll be \_\_\_\_\_ in five minutes.
- 9 I do \_\_\_\_\_, madam. I'll get your blanket now.
- 10 No \_\_\_\_\_, sir. I'll do that now.
- 11 Yes, that's fine. Go \_\_\_\_\_.
- 12 Can I \_\_\_\_\_ you, madam?

**7** Which of these phrases could you use when talking to a passenger who is difficult to understand?

- 1 Say again, please.
- 2 Excuse me, I didn't catch that.
- 3 You are impossible to understand.
- 4 I don't know what you're saying.
- 5 Sorry, please say that again.
- 6 Could you repeat that, please?

**LOG BOOK**

**Think about a time you helped to settle a passenger on a long-haul flight.**

- What did you do to help them?
- What language did you use?
- Have you learned any new expressions that you could use in the future?

**Think about a bad experience during or immediately after take-off.**

- What happened?
- How did you and your colleagues react?
- What would you do differently the next time you had a similar experience?

**Think about when there was a problem with the refreshment service on a short-haul flight.**

- What happened?
- What did you say and do to resolve the problem?

Notes

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**6** *We have now reached our cruising altitude, so I am going to switch the seatbelt sign off.*

*Feel free to move about as you wish, but please stay inside the plane until we land –*

*it's a bit cold outside and if you walk on the wings, it affects the flight pattern.*

**9** A pilot



## Giving a choice

- 1 Complete the conversation between a flight attendant and a passenger during the meals service. Use these words.

special ■ menu ■ tray ■ starter ■ ask ■ full  
choose ■ pre-order ■ much ■ course

**Passenger** Excuse me, can I <sup>1</sup> \_\_\_\_\_ a question about the <sup>2</sup> \_\_\_\_\_, please?

**Flight attendant** By all means.

**Passenger** It's not for me, it's for my daughter. This is a <sup>3</sup> \_\_\_\_\_ meal, isn't it?

**Flight attendant** Yes, that's right – look, it says <sup>4</sup> \_\_\_\_\_, main <sup>5</sup> \_\_\_\_\_ and dessert.

**Passenger** I thought so, but that's too <sup>6</sup> \_\_\_\_\_ for my daughter. Do you have a children's menu?

**Flight attendant** Yes, we do, but you have to <sup>7</sup> \_\_\_\_\_ <sup>8</sup> \_\_\_\_\_ meals.

**Passenger** What a pity.

**Flight attendant** Look, it's not a problem, I'll bring her the full <sup>9</sup> \_\_\_\_\_ and she can pick and <sup>10</sup> \_\_\_\_\_ what she likes. She will probably give you the vegetables!

**Passenger** You're right. That's fine then. Thanks so much.

- 2 A full meal is a starter, main course and dessert. Put these items from the menu in the correct column. Which one does not go in any of the three columns?

egg mayonnaise ■ chocolate pudding  
smoked salmon ■ chicken tikka ■ tuna salad  
fish in white sauce ■ lemon sponge  
tomatoes and olives ■ beef bourguignon  
fruit salad ■ lasagne ■ salade niçoise ■ apple pie  
chicken satay and rice ■ grapes ■ seafood salad  
lamb and couscous ■ cheese and biscuits ■ ice cream

Starter	Main course	Dessert

## Serving drinks

- 3 Study the list of drinks. At what stage of the meals service would you normally offer them? Write *B* (before), *D* (during), or *A* (after) the meal.

1 Perrier	_____	8 beer	_____
2 apple juice	_____	9 mango juice	_____
3 Sauvignon Blanc	_____	10 cappuccino	_____
4 peppermint tea	_____	11 diet Coke	_____
5 port	_____	12 still water	_____
6 tomato juice	_____	13 champagne	_____
7 Earl Grey tea	_____	14 cognac	_____

- 4 Put the words in the correct order to make questions that flight attendants and passengers ask.

1 drink, you madam to what like would ?

2 sir you to like would drink, something ?

3 for drink, you would care sir a ?

4 I can sir you, what get ?

5 I water of have glass a could ?

6 please cold I beer, have a can ?

## Duty-free sales

- 5 Match the questions and answers about duty-free sales.

- 1 Any duty-free items? Duty free? \_\_\_\_\_  
2 Have you got any toys for children? \_\_\_\_\_  
3 How much do these scarves cost? \_\_\_\_\_  
4 Have you got any aftershave? \_\_\_\_\_  
5 How much is this brooch? \_\_\_\_\_  
6 How do you want to pay? \_\_\_\_\_  
7 Sure. Anything else? \_\_\_\_\_  
8 Excuse me, did you give me a receipt? \_\_\_\_\_

- a Fifty-four dollars. They're made of silk.  
b We have a special promotion on jewellery: it's only \$39 instead of \$49.  
c My mistake, I do apologize.  
d Yes, I'd like to see ladies' perfumes, please.  
e In cash in local currency, please.  
f Yes, we've got two: a model aircraft and a teddy bear.  
g Yes, we have a range of gifts for men.  
h That's all, thank you.

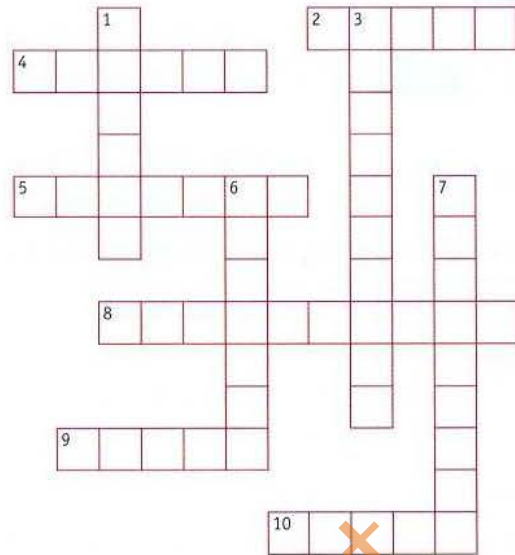
**6 Complete the crossword with items from the duty-free trolley.**

**Across**

- 2 You use a travel \_\_\_\_\_ for shaving.
- 4 Scotland's most famous alcoholic drink.
- 5 A ladies' gift that smells nice.
- 8 These are made from cocoa beans.
- 9 A strong alcoholic drink from Russia.
- 10 A \_\_\_\_\_ bear is a favourite soft toy for children.

**Down**

- 1 You can smoke these.
- 3 A pleasant-smelling gift for a man.
- 6 Make-up for the eyes.
- 7 Rings, necklaces, bracelets, etc.



**LOG BOOK**

**The in-flight meals service is the best moment to get to know the passengers.**

- What do you think? Is this true, or is it just about serving meals and nothing else?
- Do you have time to talk to passengers about their travel, holidays, and so on?
- Do you think most passengers appreciate the meals service?

**What about difficult passengers who complain?**

- What do you say if there is no choice of meal left?
- What do you say to a passenger who pre-ordered a meal, but it hasn't been recorded?
- What do you say to someone who says, 'It's awful, I can't eat this, and it's cold'?

**What is your experience of selling duty-free goods?**

- Do you enjoy being a sales person?
- What do passengers buy? What is your most interesting experience?
- What do you say if you haven't got the goods someone asks for?

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# Minor passenger problems

## Identifying passenger problems

**1** A passenger has pressed the call button. Read the conversation and answer the questions below.

**Flight attendant** Hello. Can I help you, madam?

**Passenger** The cabin is really cold. One of your colleagues said he was going to check the cabin temperature. That was 15 minutes ago and it's still freezing. I hope it's not going to be like this for the whole flight.

**Flight attendant** I'm really sorry, madam. You're right; it isn't very warm at the moment! I'm afraid it often takes about 20 minutes for the cabin to acclimatize after take-off, but it shouldn't be long now before it begins to feel warmer. Meanwhile, can I get you a blanket and maybe a hot beverage?

**Passenger** Good – I'm really cold! I don't need a drink, but I would like another blanket, please, and one for my husband, too.

**Flight attendant** OK. I'll be back in just a moment, madam. (*comes back*) I've just checked the cabin temperature and it is set at 23°C, which is normal. I've switched it up to 25°C to help speed things up and I'll pop back to see you in about five minutes to check you are a bit more comfortable. Would that be all right?

**Passenger** Thanks very much. Oh, and could I have a hot chocolate after all?

**Flight attendant** Of course. I'll get that for you now.

- 1 What's the problem?  
\_\_\_\_\_
- 2 What should the temperature in the cabin be?  
\_\_\_\_\_
- 3 What's the solution?  
\_\_\_\_\_
- 4 How long does it usually take for the cabin to get warm?  
\_\_\_\_\_
- 5 Find another word in the conversation that means 'drink'.  
\_\_\_\_\_
- 6 Would the woman prefer a hot drink or a blanket?  
\_\_\_\_\_
- 7 What does the flight attendant promise to do?  
\_\_\_\_\_
- 8 What does the woman change her mind about and ask for?  
\_\_\_\_\_

**2** Find phrases in the conversation in exercise 1 which mean the same as 1–5 below.

1 What can I do for you?  
\_\_\_\_\_

2 I do apologize.  
\_\_\_\_\_

3 Would you like ...?  
\_\_\_\_\_

4 I'll come back soon.  
\_\_\_\_\_

5 Is that OK?  
\_\_\_\_\_

## Dealing with problems

**3** Listen to the four problems on audio 5.4. Are the sentences true (T) or false (F)?

- 1 There is a traveller who has transit problems.
- 2 A passenger is cold.
- 3 Another passenger is hungry.
- 4 There is a sick mother with her daughter.
- 5 Passenger 1 is worried about her baggage.
- 6 Passenger 2 has a sandwich.
- 7 Passenger 3 must wait 20 minutes for a blanket.
- 8 Passenger 4's daughter has a high temperature and a bad headache.
- 9 The flight attendants solve all four problems.

**4** Flight attendants cannot deal with every problem straight away, so they use *will* or *I'll* and offer to do something as soon as they can. Listen to audio 5.4 again and write what the flight attendant says when offering help with the four problems.

1 the transit problem  
\_\_\_\_\_

2 the hungry passenger  
\_\_\_\_\_

3 the cold passenger  
\_\_\_\_\_

4 the sick daughter  
\_\_\_\_\_

## Saying sorry

### 5 Match the passengers' comments and requests with the replies.

- |   |  |
|---|--|
| 1 I'd like the beef, please.                | a Certainly. Earl Grey or English Breakfast?                   |
| 2 Have you got any paracetamol?             | b I do apologize, we've been so busy.                          |
| 3 I'd like some tea, please.                | c I am sorry, but we've run out of beef.                       |
| 4 I rang the call button several times.     | d I'm really sorry, we've only got beef left.                  |
| 5 The sound of the film still doesn't work. | e I can only apologize. I'll change it.                        |
| 6 This meal's cold.                         | f Sorry about that. Try pushing this button.                   |
| 7 I'd like the fish, please.                | g Yes, but I'm afraid I can't give it to you without a doctor. |

### LOG BOOK

#### Think about the usual in-flight passenger problems.

- What are these minor problems?
- What language do you use to solve them?
- Are you tired of giving the same replies, or is every case different?

#### Think about one particular problem you had to deal with.

- What happened?
- In what way was this problem different from others?
- Were you satisfied that you dealt with it in the best possible way?

#### Think about in-flight problems in general.

- Does your airline train you to manage problems and difficult passengers?
- Do problems spoil the flight experience for both the flight attendants and the passengers?
- Is dealing with passenger problems the worst side of your job, or simply what you are trained to expect?

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## Reporting a medical incident

**5** Complete the conversation describing the incident with the passenger who had a heart attack. Use the past simple form of these verbs.

arrive ■ collapse ■ loosen ■ check ■ report ■ remain  
decide ■ ask ■ administer ■ suffer ■ recommend

- A What happened?  
 B A passenger <sup>1</sup> \_\_\_\_\_ and <sup>2</sup> \_\_\_\_\_ a heart attack.  
 A What did the flight attendant do?  
 B She <sup>3</sup> \_\_\_\_\_ him and <sup>4</sup> \_\_\_\_\_ his clothing.

- A What did she tell her colleague to get?  
 B She <sup>5</sup> \_\_\_\_\_ for oxygen and a defibrillator.  
 A Did she tell the captain?  
 B Yes, she <sup>6</sup> \_\_\_\_\_ the passenger's condition to the captain.  
 A And then?  
 B She <sup>7</sup> \_\_\_\_\_ CPR and <sup>8</sup> \_\_\_\_\_ with the passenger.  
 A Was there a doctor on board?  
 B Yes, he <sup>9</sup> \_\_\_\_\_ quickly and <sup>10</sup> \_\_\_\_\_ immediate hospitalization.  
 A What did the captain do?  
 B He <sup>11</sup> \_\_\_\_\_ to make an emergency landing.

### LOG BOOK

#### What experience do you have of on-board medical incidents?

- What did you do to help the passenger(s)?
- What language did you use to find out the problem?
- Are there other expressions you could use in similar situations in the future?

#### Think about a serious incident you witnessed or assisted at.

- What happened?
- How did you and your colleagues react?
- What would you do differently the next time you had a similar experience?

#### Do you think you have sufficient training to deal with on-board medical incidents?

- Do you depend on your colleagues?
- Do you spend personal time improving your knowledge and first aid skills?
- Do you know how to ask the right questions? Can you use the right expressions to obtain information and describe sick passengers?

Notes

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**6** Research has shown that there is a 40 to 80 per cent chance of a doctor being on a flight. **9**

Airline spokesperson



# In-flight emergencies

## Taking charge in an emergency

- 1** Do you remember the pre-flight safety announcement? Fill in the key words and expressions. Listen to audio 2.7 and check your answers.

There are several <sup>1</sup> \_\_\_\_\_ exits on this aircraft. They are being pointed out to you now. Please take a few moments now to <sup>2</sup> \_\_\_\_\_ your nearest exit. It may be <sup>3</sup> \_\_\_\_\_ you. If you are sitting in an emergency <sup>4</sup> \_\_\_\_\_, you must know how to open the <sup>5</sup> \_\_\_\_\_ in an emergency and when <sup>6</sup> \_\_\_\_\_ to do so by the crew.

If we need to evacuate the aircraft, <sup>7</sup> \_\_\_\_\_-level lighting will <sup>8</sup> \_\_\_\_\_ you to the exits.

In the event of an emergency <sup>9</sup> \_\_\_\_\_, you will hear 'Brace, brace' and you must <sup>10</sup> \_\_\_\_\_ this position. Look at the card for the brace position.

Your life <sup>11</sup> \_\_\_\_\_ is under your seat. This is how you put it on.

If the <sup>12</sup> \_\_\_\_\_ drops, an <sup>13</sup> \_\_\_\_\_ mask will automatically drop from the <sup>14</sup> \_\_\_\_\_ above your head. To start the <sup>15</sup> \_\_\_\_\_ of oxygen, pull the mask towards you, put it firmly over your <sup>16</sup> \_\_\_\_\_ and nose and secure the elastic <sup>17</sup> \_\_\_\_\_ behind your head and <sup>18</sup> \_\_\_\_\_ normally. If you are travelling with a child or a person who needs <sup>19</sup> \_\_\_\_\_, put your mask on <sup>20</sup> \_\_\_\_\_ and then assist the other person.

- 2** Match verbs 1–9 with phrases a–i to complete the instructions used in emergencies.

- |             |                                      |
|-------------|--------------------------------------|
| 1 Pull down | a the brace position.                |
| 2 Place it  | b this red cord.                     |
| 3 Stay in   | c the exit door.                     |
| 4 Secure    | d your seats.                        |
| 5 Locate    | e the oxygen mask.                   |
| 6 Open      | f normally.                          |
| 7 Adopt     | g the elastic band behind your head. |
| 8 Pull on   | h your nearest exit.                 |
| 9 Breathe   | i over your mouth and nose.          |

## Preparing for an emergency evacuation

- 3** The captain has decided to make an emergency landing in 20 minutes' time. He has just made an announcement to passengers. Are the sentences true (T) or false (F)?

### Passengers ...

- 1 can go to the toilets for the last time
- 2 must return to their seats immediately
- 3 must put all their bags in the lockers
- 4 must take their shoes off
- 5 must take up the brace position
- 6 must wait for instructions.

### Cabin crew ...

- 7 will quickly collect any debris
- 8 will check that all seatbelts are fastened
- 9 will answer questions about the evacuation
- 10 will distribute disembarkation cards
- 11 will check the toilets
- 12 will sit down, strap in and wait for instructions.

- 4** Listen to audio 7.4. Towards the end of the track, the purser gives instructions for what to do after landing. Number the instructions in the order you hear them.

- a \_\_\_\_\_ I repeat, leave all your personal hand-baggage behind.
- b \_\_\_\_\_ Do not leave your seats until instructed to do so by your crew.
- c \_\_\_\_\_ Ladies, remove high-heeled shoes as they may tear the slide.
- d \_\_\_\_\_ Please remain seated and follow instructions given to you by your crew.
- e \_\_\_\_\_ Leave all personal belongings behind.
- f \_\_\_\_\_ When the seatbelt signs are switched off, make your way to your nearest exit.

## Reporting an evacuation

5 Report these instructions given by the purser.

1 'Remain seated.'

*The purser told the passengers to remain seated.*

2 'Follow the instructions given to you by your crew.'

*He told them ...*

3 'Do not leave your seats until instructed.'

4 'Make your way to the nearest exit.'

5 'Ladies, take off your high-heeled shoes.'

6 'Leave all personal belongings behind.'

6 Use the prompts to write a paragraph reporting what a passenger said about an emergency evacuation. Combine sentences using *and*, *but* and some of the linking words you learned in Unit 6.

all the lights / go off / oxygen masks / come down

be / a lot of smoke in the cabin / everyone / be / in a panic

cabin crew / be / very calm / tell / everyone / sit down

they / shout / 'Go!' / we all / rush / to the slides

I / not have time / think about it / or even / take off / high-heeled shoes

everyone / be / safe, / some people / be / injured at the bottom of the slide

### LOG BOOK

#### Think about your training for emergencies.

- Is saving lives in emergencies the most important part of all your training?
- Do you think you need more training, or are you ready for any emergency?
- Do you learn from reported incidents and discuss them with your colleagues?

#### Think about a real or simulated emergency you were involved in.

- What happened?
- How did you and your colleagues react?
- What would you do differently the next time you had a similar experience?

#### What do you think about the safety instructions, especially for an evacuation?

- Do passengers really know what to do? Or do they just panic?
- How do you prepare and train for such panic situations?
- Describe what happened in such an incident which you or your colleagues experienced. What did you say, or shout, to the passengers?

#### Notes

6 In the event of a sudden loss of cabin pressure, masks will descend from the ceiling. Stop screaming, grab the mask and pull it over your face. If you have a small child travelling with you, secure your mask before assisting with theirs. If you are travelling with more than one small child, pick your favourite.



# Complaints and disruptive passengers

## Responding to passenger complaints

### 1 Choose the best reply to these complaints.

- I can't sit in the middle. I feel trapped and I need to exercise during a 14-hour flight.
  - Sorry, I do understand, but do get up and move around when you wish.
  - There are lots of others who are just like you, sorry.
  - Let me see if I can move you to another seat. Wait a moment, please.
- I want to sit with my wife and children. When I checked in they promised me I could.
  - Check-in was wrong to promise you that.
  - I'll look into it and get back to you.
  - Can you sort it out yourself, please?
- Only fish left? No thanks, I'm allergic to fish. We're the last to be served and now you tell me there's only fish. It's unacceptable.
  - I know, it happens often. I'm sorry.
  - Let me see what I can get you from Business class. I'll be back.
  - I'm really sorry, but what can I do?
- Excuse me, this is almost cold. I can't eat it like this.
  - Sorry about that, let me heat it up for you. Just two minutes.
  - Really? No-one else has complained.
  - I'm sorry, I haven't got time to reheat it.

## Dealing with complaints about other passengers

### 2 Match the sentence halves.

- |  |       |
|--|-------|
| 1 If you're still feeling sick,              | _____ |
| 2 If there is still a problem,               | _____ |
| 3 I'll find you another seat                 | _____ |
| 4 If the volume on the handset doesn't work, | _____ |
| 5 If you don't like the meal,                | _____ |
| 6 I'll get the children some colouring books | _____ |
- 
- |                        |   |
|------------------------|---|
| a I'll come back.      | d I'll get another one for you.         |
| b I'll change it.      | e if there is one.                      |
| c if they'd like that. | f I'll get my colleague, who's a nurse. |

### 3 Read the conversation between Josef and Hans. Can you fill in the missing words? Listen to audio 8.6 to check your answers.

- Josef** Hans, I 'n\_\_\_\_\_ your help.
- Hans** What's the problem, Josef?
- Josef** Can you see that guy <sup>2</sup>s\_\_\_\_\_ in the middle with his arms <sup>3</sup>f\_\_\_\_\_?
- Hans** Yes. He looks <sup>4</sup>u\_\_\_\_\_ and angry.
- Josef** He is. He wants me to tell the group <sup>5</sup>b\_\_\_\_\_ him to keep quiet or else he is demanding a seat <sup>6</sup>c\_\_\_\_\_. I wondered if there were any seats vacant in the next cabin in case I have to re-seat him?
- Hans** Out of the question. The plane's full. There aren't any <sup>7</sup>s\_\_\_\_\_ seats anywhere.
- Josef** OK. I'll go over and <sup>8</sup>t\_\_\_\_\_ the group to quieten down.
- Hans** I think that's the best thing.
- Josef** I just hope they'll be reasonable!
- Hans** You'll be fine! Just use your usual charm and ask them to be a <sup>9</sup>l\_\_\_\_\_ quieter!
- Josef** Hans, if you see me struggling, please could you come over to help me?
- Hans** You'll be <sup>10</sup>f\_\_\_\_\_, don't worry. I'll keep an eye on you. If there is still a problem, then I'll come over.

### 4 Listen to audio 8.7 and answer the questions.

- What does Josef have to do?
- What 'special' thing does he ask for?
- Are the people angry about the request?
- What two reasons does Josef give them for being quiet?
- What do they want in return for being quiet?

## Managing disruptive passengers

### 5 A flight attendant is dealing with a disruptive passenger. Find and correct six errors.

**Flight attendant** (*to the disruptive passenger*) Sir, you have to stop shouting and you must to sit down, please. (*to another passenger*) Madam, I can see how upset are you. Would you coming to the back of the plane with, please? I am apologize, and please don't worry. Everything is in control and incidents like this are extremely rare.



6 Read this short report. Then study the grid on the right and find seven key words from the report that are associated with disruptive passengers. Words can be →, ↓ or ↘.

## DISRUPTIVE PASSENGERS FORCE FLIGHT TO DIVERT

A fight between rival football fans forced a plane to make an emergency landing last Friday.

The men, aged 24 and 36, could not be restrained by cabin crew after they started fighting and shouting. They were abusive and rude to the flight attendants and aggressive and insulting to other passengers.

The captain decided to land quickly and the unruly pair were handed over to the police on arrival.

A	B	U	S	I	V	E	D	M	E
C	G	R	F	S	H	A	I	Q	U
F	I	G	H	T	L	U	S	B	C
Z	C	E	R	I	E	R	R	O	W
U	L	M	B	E	F	O	U	Y	T
N	U	N	F	K	S	A	P	D	U
R	G	Y	K	R	B	S	T	P	E
U	P	S	H	O	U	T	I	N	G
L	X	H	A	Z	C	A	V	V	O
Y	N	W	I	J	L	A	E	D	E

### LOG BOOK

#### Think about passengers complaining.

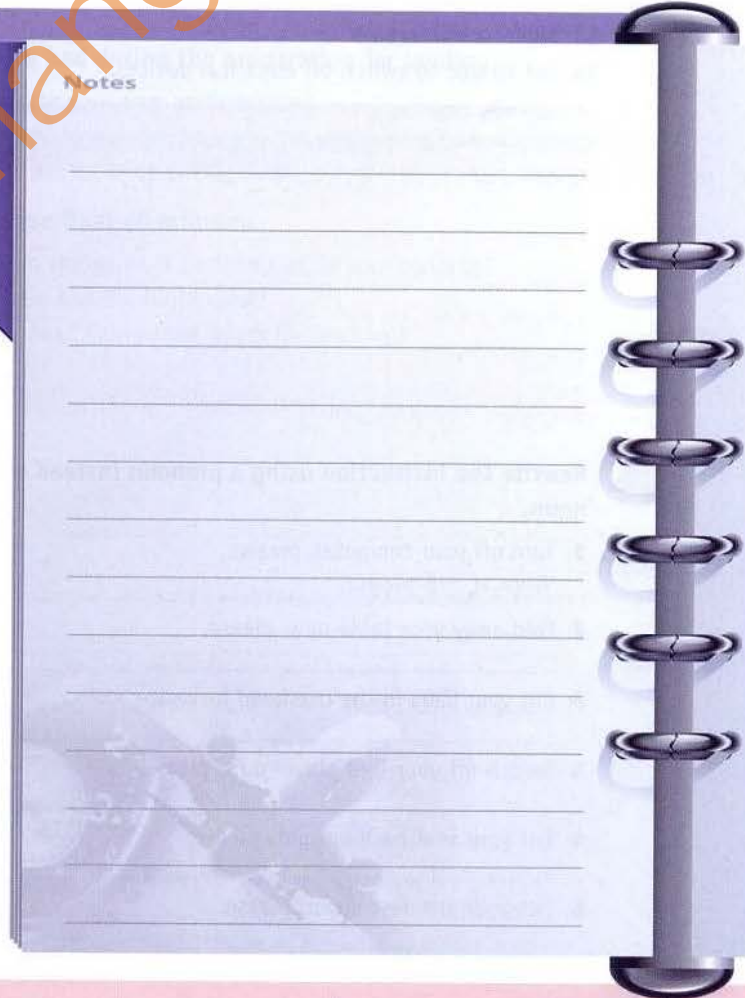
- Is this the most challenging part of your job, or simply something you accept?
- Can you anticipate most complaints? What kind of complaints do you expect?
- Do you know what to say and, above all, how to say it to complaining passengers?

#### Think about passengers complaining about other passengers.

- How do you handle these situations? Think of several examples.
- What do you say? What is your usual expression to solve the problem?
- Are you a good referee? What are the qualities you need for these situations?

#### Think about passengers behaving badly.

- Have you or your colleagues had a recent experience of unruly passengers? What happened? What did you say?
- What would you do differently the next time you had a similar experience?
- Are you a good police officer, or do you prefer to be a diplomat?



6 Please be sure to take all of your belongings. If you're going to leave anything, please make sure it's something we'd like to have. 9





## Getting through the final ten minutes

**6** Complete these questions about the final checks before landing.

- 1 \_\_\_\_\_ you'd \_\_\_\_\_ the clearing in?
- 2 \_\_\_\_\_ she's \_\_\_\_\_ the trolley in the galley?
- 3 \_\_\_\_\_ he's \_\_\_\_\_ that the tables are upright?
- 4 \_\_\_\_\_ they've \_\_\_\_\_ all the headsets?
- 5 \_\_\_\_\_ you've \_\_\_\_\_ the bar paperwork?
- 6 \_\_\_\_\_ we've \_\_\_\_\_ the final checks?

**7** Reorder the letters of the words in the box. Then use the words to complete the announcement below.

inmtue ■ prdspaet ■ nacbi ecwr ■ wosted  
glhtfi cekd ■ kheccs ■ ucerse

'Cabin crew, ten minutes to landing, ten minutes to landing.'

The 'ten minutes to landing' is a call from the <sup>1</sup> \_\_\_\_\_ to the <sup>2</sup> \_\_\_\_\_. They will then make final <sup>3</sup> \_\_\_\_\_ and make sure that the cabin is <sup>4</sup> \_\_\_\_\_. All passengers must be seated with seatbelts fastened, and all bags must be <sup>5</sup> \_\_\_\_\_ away. The cabin crew can still move about for last-<sup>6</sup> \_\_\_\_\_ checks. Just before landing, they receive the 'Cabin crew, seats for landing' call. At that point, they must return to their seats and get <sup>7</sup> \_\_\_\_\_ in for landing.

### LOG BOOK

**Think about the last 20 minutes before landing.**

- Is this the most stressful moment of the flight? Why?
- Is this when you see the best and the worst of your colleagues?
- Do you show by example, or tell others what to do?

**Think about a bad experience you've had during the preparation for landing.**

- What happened? How did you evaluate your own performance?
- What do you say to colleagues who perform badly? Do you get angry, or discuss things calmly?
- What do you say to passengers who are difficult at this time?

**Think about the organization of these final 20 minutes.**

- Is your routine always automatic? Do things work perfectly, as in your training?
- Who does what among the cabin crew and the flight crew?
- What do you think about when you hear 'Cabin crew, seats for landing'?

Notes

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**6** *Weather at our destination is 60 degrees with some broken clouds, but we will try to have them fixed for you before we arrive.*

A pilot



## Arriving at the gate and disembarking the passengers

**1** Reorder the words to make sentences. Which one would you *not* normally say to passengers?

- 1 wonderful a have holiday  
\_\_\_\_\_
- 2 madam your trip enjoy  
\_\_\_\_\_
- 3 home safe journey  
\_\_\_\_\_
- 4 soon to you seeing look again forward  
\_\_\_\_\_
- 5 was bad it such a sorry flight I'm  
\_\_\_\_\_
- 6 sir flying us for thank with you  
\_\_\_\_\_
- 7 day a have good  
\_\_\_\_\_

**2** Complete the suggestions. Use *I suggest ...* and the correct form of these verbs.

take ■ let ■ visit ■ have ■ wear

- 1 \_\_\_\_\_ you \_\_\_\_\_ your coats outside – Sydney is very hot in December.
- 2 \_\_\_\_\_ you \_\_\_\_\_ the other passengers get off first.
- 3 \_\_\_\_\_ you \_\_\_\_\_ your passports and disembarkation forms ready.
- 4 \_\_\_\_\_ you \_\_\_\_\_ a taxi – the shuttle train is quicker.
- 5 \_\_\_\_\_ you \_\_\_\_\_ the old town – it's really beautiful.

**3** Choose the correct options in the purser's final announcement. Listen to audio 10.1 to check your answers.

Ladies and gentlemen, on <sup>1</sup>board / <sup>2</sup>behalf of the captain and the entire crew, we would like to welcome you to Boston, where the <sup>3</sup>local / <sup>4</sup>latest time is 14.55.

For your safety, please remain seated with your seatbelt fastened, leaving all items of hand luggage safely <sup>5</sup>put / <sup>6</sup>stowed, until the seatbelt signs have been switched <sup>7</sup>on / <sup>8</sup>off.

Before you leave the aircraft, please <sup>9</sup>sure / <sup>10</sup>ensure you have all your personal items and hand-<sup>11</sup>luggage / <sup>12</sup>cases with you. Please be careful when opening overhead lockers as items may fall out causing <sup>13</sup>injury / <sup>14</sup>problem.

We would like to <sup>15</sup>remember / <sup>16</sup>remind you that smoking is not <sup>17</sup>permitted / <sup>18</sup>permitting until you've reached a designated smoking area <sup>19</sup>upstairs / <sup>20</sup>outside the terminal building. We would also like to remind all passengers that mobile phones <sup>21</sup>would / <sup>22</sup>should not be switched on until the seatbelt signs have been turned <sup>23</sup>off / <sup>24</sup>on. ...

We <sup>25</sup>wish / <sup>26</sup>hope you a very pleasant stay or a safe <sup>27</sup>travel / <sup>28</sup>journey if you are continuing your journey. We hope to see you again in the future. Goodbye.

## Taking part in the crew debriefing

**4** Read this conversation between the captain, the purser and a flight attendant. What was the problem?

**Captain** The other incident is more serious. We've all been through training for landing procedures and the safety issues, about making sure everyone knows what is happening between the flight deck and the cabin, so what went wrong?

**Purser** I think you are referring to the fact that not all the cabin crew were seated in time for landing.

**Captain** Precisely, in spite of the full sequence of announcements from the flight deck: 20 minutes, ten minutes and even 'Cabin crew, seats for landing'.

**Flight attendant** This was my fault. I shouldn't have got stuck dealing with that passenger. I didn't check the exit doors in time, and I was late, very late, getting strapped in. I should have acted more quickly.

**Purser** And that is serious. You should all know that cabin crew must be strapped in for landing.

**Captain** Listen, I will be reporting on both incidents. Our teamwork was poor and certainly our communication and leadership must be improved.

**Purser** For me, I'm disappointed. We should all know the procedures, we should all be aware of possible problems and we should all be working for each other all the time.

**Captain** Exactly. In my report, I'm going to recommend further crew resource management training for all the cabin crew. We've got to do better as a team.



**5** Find where the flight attendant uses *should* in the conversation when talking about what happened. Underline four more sentences with *should*.

**6** Put the sentences you underlined in exercise 5 in the past tense. Use *should have*.

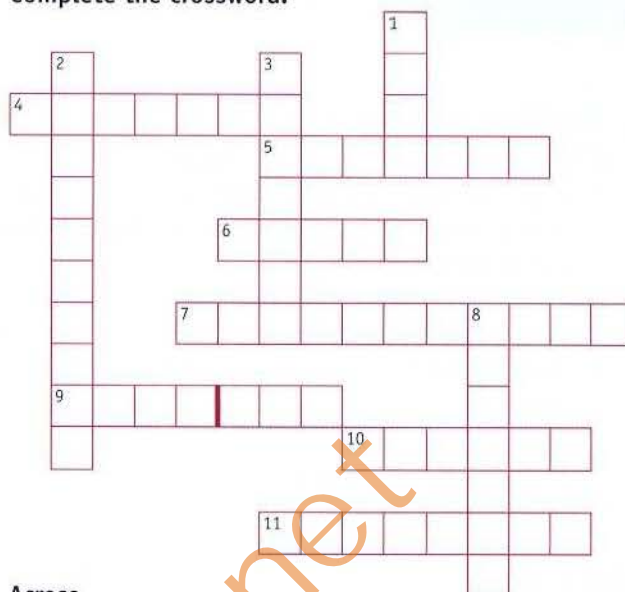
**7** Tick (✓) three things the flight attendant should have done to avoid being late.

- 1 He should've looked at his watch.
- 2 He should've checked the exit doors.
- 3 He should've stopped talking to the passenger.
- 4 He should've secured the galley.
- 5 He should've got strapped in.

**8** Read the sentences. If they are correct, put a tick (✓). If there are mistakes, correct them.

- 1 You should sit down now and fasten your seatbelt.
- 2 You shouldn't to open the overhead lockers now.
- 3 You should have not got involved in an argument with that passenger.
- 4 We should do our last checks now.
- 5 They shouldn't to be going to the toilets any more.
- 6 We should've told them before.
- 7 They shouldn't be shouting at all.
- 8 I should to tell the purser.

**9** Complete the crossword.



#### Across

- 4 You say this when someone is leaving.
- 5 'Cabin crew, cabin crew, seats for \_\_\_\_\_!'
- 6 Opposite of *quiet*
- 7 Serious and urgent events
- 9 Leave the ground
- 10 'This man is ill – is there a \_\_\_\_\_ on board?'
- 11 A meeting where you get information

#### Down

- 1 You find this on a menu.
- 2 You might get a lot of these if the flight is delayed.
- 3 You say this when you greet passengers.
- 8 The person in command of an aircraft

## LOG BOOK

### Think about the disembarkation of passengers.

- Are there still safety precautions to tell passengers about?
- Do you have the same attitude when you welcome passengers as when you say goodbye to them?
- What kinds of things do you say to passengers as they leave the aircraft?

### Think about a bad experience you've had as passengers are leaving the aircraft.

- What happened? Did you expect it, or was it a surprise?
- How did you reply? Did you get angry or discuss things calmly?
- What do you say to passengers who are difficult at this time?

### Think about crew debriefings.

- What is usually discussed? Is it always about something that went wrong? Can you think of examples?
- Is this debriefing important for you in your career? How do you assess your performance and progress?

### Notes

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6 Please remain seated until the plane is parked at the gate. At no time in history has a passenger beaten a plane to the gate. So please don't even try. Cabin crew member