

Audio scripts

Unit 1

1.1

Paola Hi. Are you on the flight to Boston at 10.20?

Tom Yes, I am. Are you on the same flight?

Paola Yeah! My name's Paola, by the way.

Tom Hi, Paola. I'm Tom. It's nice to meet you.

Jenny Hello, Paola, I'm Jenny.

Paola Hi, Jenny. It's nice to meet you.

Jenny Sorry, what's your name?

Tom My name's Tomasz, but I prefer to be called Tom. Anyway, pleased to meet you, Jenny.

Jenny I'm sure I've flown with you before, Paola, but I can't remember what trip we did together.

Paola Yes, I feel I know you, too!

Tom We'd better go now, the shuttle is waiting and our briefing starts in ten minutes.

1.2

Tom Good morning, Katrin. How are you today?

Katrin Fine thanks, Tom. How about you? Have you had some good trips recently?

Tom Yes, I had a great roster last month! And I've just got back from a 4-day Hongkong trip. The flight was really busy, but I had a fantastic team! Are you looking forward to going to Boston?

Katrin Definitely. The shops are fantastic there! Mind you, I was in a bit of a panic last night – I couldn't find my passport! It took me ages to find it! I thought I was going to have to come off this flight.

Tom I'm glad you found it! I was looking forward to working with you again as it's my first trip to Boston. By the way, this is Paola.

Paola Oh, we've met before! Hello, Katrin, how are you?

Katrin Very well, thanks. It's nice to see you again.

Paola This is Jenny.

Katrin Hi, Jenny.

Jenny Hi there, Katrin. *[Pause]* Paola, I've just remembered which trip we did together! It was to Madrid back in June.

Paola Oh, that's right! How could I forget! It was a really turbulent flight, wasn't it! Didn't you drop a full drinks tray on that very smartly dressed businessman and he went a bit crazy?

Jenny Wow! Yes! You have a good memory. Anyway, how are you?

Paola Not too bad now. I've been off sick for a week, so it's great to be back flying. In fact, I think you and Tom are part of my team today.

1.3

Ted Good morning everyone, and welcome to DZ107 flight to Boston. For those who haven't flown with me before, my name's Ted. I'm your purser in charge of today's flight. I'd also like to introduce you to your cabin supervisors: Katrin Larsson is going to be in charge of Business today and Leila Ahmed is in charge of Economy.

Katrin Hello, everyone.

Leila Hi, everyone. It's nice to see some new and familiar faces.

Ted Can I just check that everyone has got their working positions and door responsibilities?

All crew Yes.

Ted And I see we have a new long-haul crew member joining us today – Jutta Weber. Welcome to long-haul, Jutta. You'll be working with Leila and Hemal, so if you're unsure of any of your responsibilities, I'm sure they'll be glad to help you out.

Jutta Thanks. I'm really excited about my first long-haul flight!

Leila Hi, Jutta, I'm Leila, the FA7 galley leader. I'll be sitting at Door 4 Left, working with you and Hemal. When we get on board, if you need any help with your pre-take-off duties or stowage areas, just let us know.

Jutta Thank you very much.

Ted OK. Before I give you any flight details ...

1.4

My name's Paola. Pleased to meet you. Hi there, I'm Tom.

Sorry, what's your name?

Excuse me, could tell me your name, please?

This is my colleague, Katrin.

This is Hemal.

Hello again, how are you? Fine thanks. And you?

How's it going? Very well, thanks.

How are you? Not too bad.

Hi there! Hi!

1.5

Captain Good morning, everyone. My name is Kurt Ostermeier and I'm your captain today. This is my first officer, Rick Schultz. You'll be pleased to hear that we've got a really quick flight time today of nine hours 20 minutes and, apparently, the weather in Boston is good, but cold. Rick, you wanted a word about the weather during the flight.

First officer Yes, thanks. I just wanted to warn the crew of some moderate turbulence during flight – this is due to strong winds and storms over the Atlantic. We anticipate this turbulence about 3½ hours into the flight.

Ted Oh, right! The main cabin service should be over by then.

First officer Good. We'll try to give you as much warning as possible and it may be necessary for the crew to be seated and strapped in during the worst of it.

Ted Thanks, Rick – we'll try to get the drinks and meal service finished early, then.

Leila Excuse me, can I clarify something?

Ted Sure.

Leila Can we delay the main meal service until the turbulence is over?

Ted No, sorry, we'll have to follow normal procedure. You can never schedule the weather.

Captain Ted, can you confirm that your crew is familiar with the cockpit procedures?

Ted Yes, Captain. All crew members are familiar with the rules and procedures regarding the cockpit.

Captain Great. OK then. Let's go and have a good flight!

1.6

Can I just check what the flight time is?
Can you confirm that your crew is familiar with the cockpit procedures?
Can I clarify something?
Can I clarify the time of the meals service?

Unit 2

2.1

Jenny Good morning, madam. Welcome on board.

Woman Thanks.

Jenny Can I see your boarding pass, please?

Woman Yes ... here you are.

Jenny 27G ... go straight across to the other side, and then turn right. You'll see the seat numbers on the overhead lockers. My colleague will show you where your seat is.

Woman Thank you.

Jenny Hello, madam. Welcome on board ... you're together? Turn right here, go straight down the cabin past the toilets. You'll find your seats at the front of the next cabin, in the middle section. ... Hello, how are you today, sir? May I check your boarding pass ...

2.2

Jenny Can I help you, madam? Seat number 17D. Yes, come this way. Yours is the aisle seat just here.

Woman An aisle seat? I specifically asked for a window seat.

Jenny Did you? I *am* sorry. You've been given an aisle seat. Did you request a window seat at check-in?

Woman Yes ... and I told her I can't fly if I can't have a seat by the window. She assured me I had a window seat.

Jenny Oh dear, I'm really sorry about this. But don't worry – the flight isn't full today and I'm sure I can sort out a window seat for you. Would you mind just taking this seat until I have checked the passenger list? It will only take a couple of minutes.

Woman Are you sure? I don't want to stay here for the flight.

Jenny Don't worry, I'll be back in a moment with a better seat for you, madam.

2.3

- 1 Welcome on board.
- 2 Good morning.
- 3 Good afternoon.
- 4 Good evening.
- 5 Hello, how are you?
- 6 Hello there, how are you today?
- 7 Could I please see your boarding pass?
- 8 Would you mind just taking this seat until I have checked the passenger list?
- 9 Can I help you, madam?
- 10 Can I help you, sir?
- 11 Would you follow me, please?
- 12 This way, please.
- 13 Here you are.
- 14 Straight across the cabin and turn left.
- 15 That's right.
- 16 Carry on down the cabin.

2.4

Sylvie Everything all right, Jenny?

Jenny Yes, fine. Nearly all the passengers are on board now ... Hello sir, you're in row 11. Let me see, madam. Yes, this way, on the left, 8D – it's the aisle seat.

Jenny I need a window seat for a passenger. Do you have the Passenger List?

Sylvie Yes, I've got it – here, have a look.

Jenny Great – there's a window seat free in 15A, Sylvie. Would you mind if I gave 15A to my passenger?

Sylvie No problem, Jenny. You go ahead. I'll carry on greeting the remaining passengers ... Hello. Welcome on board. Are you together?

Passengers Yes.

Jenny Hello, madam. I've got a window seat for you in 15A – it's just a couple of rows in front. Would that be OK for you?

Woman Any window seat will be fine, thanks.

Jenny Do you need any help with your bags?

Woman Oh, thank you – you could take this for me ...

Jenny Follow me.

Woman Many thanks, I really appreciate this.

Jenny No problem at all. My name's Jenny. If you need anything during the flight, I'll be happy to help you. I hope you enjoy your flight.

Woman Many thanks, Jenny.

2.5

Sylvie Jenny, Mrs Lenchik will need a bassinet for her baby after take-off. Can I leave you to look after her?

Jenny Certainly. Welcome on board, Mrs Lenchik. My name is Jenny and I'll be looking after you during your flight. How old is your baby?

Woman She'll be 11 months tomorrow!

Jenny Ah, she's asleep! She's beautiful. Has she flown before?

Woman No. This is my first flight with her. Actually, I've only just managed to get her to sleep – she's been a bit difficult in the departure lounge. I'm hoping she'll stay asleep during take-off.

Jenny OK. Your baby will need to be seated on your lap for take-off and landing, fastened to your seatbelt with a special baby belt. It's just like an extension seatbelt. Hopefully we won't wake her up! I'll go and get one for you

and show you how it works. After take-off, I'll bring you a bassinet cot for your baby ... and if you need anything during the flight, just let me know. I'll be back with the baby belt in just a minute, OK?

Woman Thanks.

2.6

Sylvie Hello, sir. Welcome on board. May I see your boarding pass, please?

Man Yes ... sorry I'm late. I was delayed getting from the city to the airport.

Sylvie No problem. We've been expecting you ... 4F – cross to the other side and turn left.

Man Many thanks.

Sylvie Jenny, that's it, everyone is on board. Can you check the doors? [*on the interphone*] Tom, doors check, please. OK, prepare for the safety demo.

Jenny OK. Zone C cabin secure.

Tom OK. Zone D and E cabin secure ...

2.7

Ladies and gentlemen, even if you are a frequent traveller, it is important that you listen carefully to the following safety instructions.

You will find a safety instruction card in the pocket in front of you. Please read this carefully before take-off and familiarize yourself with the emergency exits and procedures on board this Boeing 777S.

When the seatbelt sign is on, you must fasten your seatbelt. To do this, insert the metal fitting into the buckle – like this – and tighten by pulling the strap – like this. To undo the seatbelt, lift the buckle – like this.

We suggest you keep the seatbelt fastened throughout the flight.

There are several emergency exits on this aircraft. They are being pointed out to you now. Please take a few moments now to locate your nearest exit. It may be behind you. If you are sitting in an emergency exit, you must know how to open the door in an emergency and when instructed to do so by the crew.

If we need to evacuate the aircraft, floor level lighting will guide you to the exits.

In the event of an emergency landing, you will hear 'Brace, brace' and you must adopt this position. Look at the card for the brace position.

Your life vest is under your seat. This is how you put it on.

First, take it out of the pouch and put it over your head. Then pass the straps around your waist and tie them in front. Do not inflate the vest until you leave the aircraft. To inflate the vest, pull on this red cord. Use the whistle and light to attract attention.

If the pressure drops, an oxygen mask will automatically drop from the compartment above your head. To start the flow of oxygen, pull the mask towards you, put it firmly over your mouth and nose and secure the elastic band behind your head and breathe normally. If you are travelling with a child or a person who needs assistance, put your mask on first and then assist the other person.

Finally, make sure your seat backs are upright, your tables are folded away and your hand-baggage is either in the overhead locker or under the seat in front of you.

All electronic devices must now be switched off for take-off.

We wish you all an enjoyable flight.

2.8

1 Hello there, this is the exit row. Have you read the safety instructions card carefully? [*Pause*] Good. Thanks for that.

2 Can you put your table up, please, before take-off?

3 Sorry, you'll have to switch your computer off during take-off.

4 Is your child's seatbelt fastened securely, madam?

5 Hello sir, this is an emergency exit, so no bags are allowed on the floor. Would you mind putting your bag in the overhead locker for take-off?

6 Sorry, you'll have to switch off your mobile now.

7 Could you put your seat in the upright position, please?

8 Sir, we're preparing for take-off, so can you fasten your seatbelt, please?

Unit 3

3.1

1 Ladies and gentlemen, boys and girls, it's great to have you on board. The seat-belt sign is off, but please don't leave your seats unless you have to. This is only a short flight and we'd like to serve you drinks and snacks as quickly as possible. There will only be time for one service and, er ... apologies, we don't have any hot snacks today. Sorry about that. Speak to you again soon.

2 Hello everyone, this is Stefan speaking. The seat-belt sign is off. Feel free to walk around. We want to serve you drinks shortly, so watch out for the trolley – we don't want to run you down, so don't block the aisles. We don't have a lot of time, so be ready with your order please, and your money, of course. Thanks for your cooperation. Have a good flight.

3 Ladies and gentlemen, the seat-belt sign has been switched off and you can move around the cabin. We shall be coming through the cabin with refreshments in a few moments. Kindly look at the menu card in the pocket in front of you and have your orders ready, please. We'd really appreciate it if you had the exact change for your purchases. Thank you, and enjoy the flight.

3.2

1 It's great to have you on board.

2 Please don't leave your seats unless you have to.

3 We'd like to serve you drinks and snacks as quickly as possible.

4 The seatbelt sign is off.

5 Feel free to walk around.

6 Thanks for your cooperation.

7 We shall be coming through the cabin with refreshments in a few moments.

8 We'd really appreciate it if you had the exact change for your purchases.

3.3

1

FA Excuse me, excuse me, could you sit down, please? We need to get past with the trolley. We don't have a lot of time.

Man Listen, I'm sorry, but I have to go to the toilet.

FA OK, no problem. Sorry about that.

2

Woman Sorry to bother you, can I have a glass of water? I have to take my medicine.

FA Yes, of course. We're coming through the cabin now and I'll bring it to you. What seat are you in?

Woman 11D. Thanks.

3

FA Hello, can I help you?

Woman Yes, could you heat my baby's bottle, please?

FA I'm afraid we're busy just now. Can you wait a moment?

Woman Not really. I have to feed her now. She's been crying for a long time.

FA Leave it with me and I'll do it as soon as possible.

Woman Many thanks.

4

Man Excuse me.

FA What can I do for you?

Man Erm ... on arrival I have to get from Terminal 2 to Terminal 3. How long will it take? I've got a pretty tight connection.

FA Ah, yes. Look, we have to start the refreshments service now. Can you wait until we've finished the service, and then I'll explain everything for you?

Man OK, but can I remind you in about 30 minutes? I'm really nervous about missing the next flight.

FA Listen, don't worry. I'll get back to you. I promise.

Man Thanks.

3.4

Can I help you?

What can I do for you?

Yes, of course.

OK, no problem.

I'm afraid we're busy just now. Can you wait a moment?

Can you wait until we've finished the service?

Leave it with me and I'll do it as soon as possible.

I'll get back to you. I promise.

3.5

1

FA Hello, madam, are you feeling better now?

Woman Yes, thank you. But I can't get my bag down from the overhead locker.

FA Let me help.

Woman Thank you so much

FA No problem, madam. My pleasure.

2

FA Can I help you, sir?

Man Yes, you can. I asked for a blanket ten minutes ago.

FA Ah yes, I do apologize. I'll get it immediately.

3

FA Did you call, sir?

Man Yes, several times. In fact, I don't understand. You announced the meals service a long time ago. When are you going to serve us? It's really poor.

FA You're quite right, sir, but good news – we're just about to start the meals service.

4

FA Hello there, is everything all right?

Woman Can I change my seat, please? There's an empty seat over there.

FA You're right. Let me just quickly check the passenger list to make sure it's empty. *[Pause]* Yes, that's fine. Go ahead.

Woman Thanks very much.

3.6

Hello, madam, are you feeling better now?

Can I help you, sir?

Did you call, sir?

Hello there, is everything all right?

No problem, madam.

I do apologize. I'll get it immediately.

You're quite right, sir.

Yes, that's fine. Go ahead.

3.7

1

FA Here's the menu, sir.

Man Oh, thank you. By the way, how long is the flight?

FA Eleven hours.

Man But the captain said we arrive at 14.45.

FA That's local time.

Man Oh, of course.

FA Anything else I can do for you?

Man No thanks, I'm fine.

2

FA Menu? ... Menu? Here you are, madam.

Woman Ah good, will you be serving the meals soon?

FA Well, there'll be drinks first and then the meal will follow.

Woman So ... in about one hour?

FA A little earlier, I think. It's ten o'clock now, so let's say about 10.45.

Woman That's good, my two boys are starving.

FA Really! Let me try to find something when I come back with the drinks shortly.

Woman That would be very kind. Thanks.

3

FA Headphones, madam?

Woman Thanks. Can the girls have them as well?

FA Of course. Have they used them before?

Woman Yes, they showed *me* how to use them. And the handsets!

FA Ah, good. Films are on Channel 2, girls, OK?

4

FA Headphones, sir?

Man Thanks. Oh, can I have a blanket, please?

FA Sure. Are you cold?

Man Just a little, but I'm not complaining.

FA I'll bring it to you in a moment. Let me put the call light on to remind me. Can I get you anything else, sir?

Man No, that's fine, thank you very much.

3.8

Here you are.
 Can I get you anything else?
 Anything else I can do for you?
 Let me put the call light on (for you).
 Don't worry, you'll be fine.
 Of course, no problem at all.
 I'll be back in five minutes.

Unit 4

4.1

FA Would you like beef or chicken, sir?
 Or the vegetarian option, the lasagne?
Man Beef, please.
FA Here we are. What would you like to drink?
Man A glass of red wine, please.
FA OK.
Man Is it French?
FA No, it's a South African wine – it's very nice – would you like to try it?
Man Yes. Thanks.
FA And you, madam, would you like beef or chicken or the lasagne?
Woman Oh, have you got any fish?
FA No, I'm sorry. Our choices are beef, chicken or vegetable lasagne today.
Woman Is the chicken very spicy?
FA No, it's just mildly spiced – it's not like a curry – would you like to try it?
Woman Good, I'll take the chicken. Could I have a glass of water too, please?
FA Certainly, madam. Would you like still or sparkling?
Woman Still, please.
FA There you are. Enjoy your meal ... and what about your children?
Woman Do you have children's meals on board?
FA We do carry pre-ordered special children's meals for passengers who have booked prior to their flight. Did you book them?
Woman No, I'm afraid I didn't.
FA Well, I could check to see if we have any spare meals for you. Would you like me to do that?
Woman Oh, yes, please. That would be great.

FA I'll be back in a moment. *[Pause]*
 I've got two children's meals here that have been ordered, but not needed! It's burger and chips and fun food they'll really enjoy! Would they like these?
Woman Oh – it's their favourite food! Thank you so much!
FA You're very welcome. There you are. Would you like a drink with your meal, boys?
Woman They'd like a 7up with no ice, please.
FA If you're returning with us, it might be possible to order your children a special child's meal for their flight home. I can come back to you after the meals service and discuss if you'd like?
Woman That would be great, thanks.
FA No problem. I'll be back after the meals service then. Enjoy your meal! Would you like chicken or beef sir? ...

4.2

Coffee or tea?
 Red or white wine?
 Still or sparkling?
 Beef or chicken?
 Brown or white?
 Vegetarian or non-vegetarian?

4.3

soda
 Perrier
 apple juice
 Sauvignon Blanc
 Johnny Walker
 Merlot
 cognac
 fruit tea
 Bloody Mary
 hot chocolate
 vodka
 Martini
 Kronenberg
 Bacardi rum
 cappuccino
 diet Coke
 lemonade
 bottled still water
 port
 Carlsberg
 Bordeaux
 champagne

tomato juice
 tonic water
 Earl Grey tea
 ginger ale
 bourbon
 English Breakfast tea
 espresso

4.4

1

FA What would you like to drink?
Woman A large glass of water, first of all, and a gin and tonic, please.
FA No problem. Ice with your water?
Woman No, thanks.

2

FA What can I get you, sir?
Man What kind of fruit juice have you got?
FA Apple, orange, pineapple or tomato.
Man Pineapple, please.

3

FA What would you like, sir?
Man Could I have a cup of tea, please?
FA Yes, of course. Do you mind waiting a moment? We're serving cold drinks just now.
Man Oh sorry, I'll have an apple juice then, and the tea later.
FA Are you sure?
Man Yes, that'll be fine.

4

FA Would you like a drink from the bar, sir?
Man Do you have a cold beer?
FA Sure, Heineken or a local beer?
Man I'll try a local one, please.
FA Here you are.

5

Child Can we have two large glasses of Coke, please?
FA With ice, I guess.
Child Yes, please.
FA Here we are. Enjoy.

6

Woman Excuse me, could I have another glass of white wine?
FA By all means. Pass your glass, please. There you are.
Woman Many thanks. The meal is great, by the way.
FA Glad you're enjoying it.

7

Man Excuse me, I'd like another vodka.

FA Sorry sir, we'll be landing in 30 minutes and the drinks bar has been closed. Can I get you a soft drink, perhaps?

Man No, thanks.

4.5

Apple, orange, pineapple or tomato.

Coke, Fanta, Sprite, 7up or Lilt.

Red wine, white wine, sherry or champagne.

Earl Grey, English Breakfast, peppermint or green.

Still water, sparkling water, soda water or tonic water.

Espresso, cappuccino, decaffeinated or regular.

4.6

Ladies and gentlemen, the duty-free sales will begin shortly. Please prepare your list of purchases. Check the *Shopping on Board* magazine in your seat pocket. All prices are in local currency and in US dollars, and you can pay by cash or by using a credit card. We accept most major credit cards. Frequent flyers win points on all sales on board. There are some excellent bargains and there are several items specially designed for our airline.

4.7

FA Perfumes, gifts, chocolates, alcohol, toys ...

Man Yes, please.

FA What can I get for you, sir?

Man I'm looking for a light perfume for my daughter's birthday.

FA I have the perfect one, no ... two. Both are 100 mls. This one is delightful, and it's a bargain at only 41 dollars. The other one is a classic – the very best, but more expensive at 65 dollars.

Man Which one do you recommend?

FA I really like this one.

Man And it costs 41 dollars?

FA Yes, that's right.

Man OK, I'll take it.

FA How would you like to pay?

Man By credit card. But just a minute, can I also see the airline's specially designed scarves?

FA Of course. They're pure silk and they're ... let me see, 72 dollars each.

Man I'll take one.

FA So that comes to – let me add it up ... 41 plus 72 ... 113 dollars.

Man OK. Here's my credit card and my frequent flyers card, too, for the points.

FA Thank you. Would you like a receipt, or just the credit card print-out?

Man I need the receipt too, please.

FA No problem. Here's your receipt, here are your cards and these are your gifts.

Man Many thanks.

FA It's a pleasure. ... Duty Free sales ... yes? ... no? ... [fade]

4.8

The perfume costs 41 dollars.

The scarves are 72 dollars each.

Forty-one plus 72 makes 113 dollars.

Four times eight equals 32 dollars.

A hundred dollars minus 85 – that's 15 dollars change.

That comes to 120 euros.

How will you be paying? By card or with cash?

How would you like to pay?

Here's your receipt, your card and your gifts.

Unit 5

5.1

FA Did you call, sir?

Man Ah yes, I don't understand this thing.

FA Your handset?

Man Yes.

FA What's the problem?

Man I don't have any sound, I'm afraid.

FA Oh, I'm sorry about that. Have you checked your headphones are plugged in properly?

Man Yes, it's just that they're not working.

FA Let's see – press the volume button here ... that's right ... and then the up and down button.

Man Ah, that's it. Got it. Many thanks.

FA You're welcome.

Woman Excuse me, I need your help, too.

FA Of course. How can I help? What's the matter?

Woman I can't get the film I want.

FA I'll show you. Press 'Menu' first, then 'Movies'. OK? Which film do you want to see?

Woman This one – *The English Patient*.

FA OK, so press 'Select', and then 'Play', and off you go. Enjoy the film.

Woman Thanks very much.

FA My pleasure.

5.2

1 Did you call, sir?

2 Your handset?

3 OK?

4 What's the problem?

5 What's the matter?

6 How can I help?

5.3

1

Woman Sorry to bother you. I have a short transit time on arrival and this flight was delayed. I'm worried that ...

FA ... you'll miss your connection.

Woman Exactly!

2

Man Excuse me, is it possible to get a snack during the night? I'm already hungry.

FA Of course, we have a self-service in the galley, or you can call.

3

FA You called, madam?

Woman Yes, I certainly did. I told your colleague it was too cold at least 15 minutes ago and, it's still like an ice box.

4

FA Hello, what can I do for you?

Woman My daughter isn't well. I think she's got a high temperature. Do you have any paracetamol?

5.4

1

Woman Sorry to bother you. I have a short transit time on arrival and this flight was delayed. I'm worried that ...

FA ... you'll miss your connection.

Woman Exactly!

FA Did you check your baggage right through?

Woman Yes.

FA Then you should be OK, so don't worry. I'll check on our arrival time and get back to you.

Woman Thanks for your help.

2

Man Excuse me, is it possible to get a snack during the night? I'm already hungry.

FA Of course, we have a self-service in the galley, or you can call.

Man Fantastic. Maybe I'll have one now before I go to sleep.

FA I'll get it for you. A sandwich or pot noodles?

Man Definitely not pot noodles. A sandwich then. Thanks very much.

FA Don't mention it. I'll get it now.

3

FA You called, madam?

Woman Yes, I certainly did. I told your colleague it was too cold at least 15 minutes ago and, it's still like an ice box.

FA You're right, it is cold. I'm afraid it often takes about 20 minutes for the cabin to acclimatize after take-off. I'll get you a blanket in the meantime, if you'd like.

Woman Oh yes, please. What a good idea!

FA I'll be back in a moment.

4

FA Hello, what can I do for you?

Woman My daughter isn't well. I think she's got a high temperature. Do you have any paracetamol?

FA Yes, but I'm afraid we can't give it, we need a doctor or a nurse. Was she like this before boarding?

Woman No, not at all, she was fine, but she's very hot now and complaining of a bad headache.

FA I'll see what I can do. Oh, how old is she?

Woman Seven.

FA I'll ask if there is a doctor or nurse on board.

5.5

I'll check on our arrival time and get back to you.

I'll ask if there is a doctor or nurse on board.

I'll get you a blanket.

I'll get it for you.

I'll get it now.

I'll show you how it works.

I'll get you another one.

5.6

FA What would you like, madam?

Woman 1 Just a cup of tea, please.

FA No problem.

Woman 1 What kind of tea have you got?

FA Er ... let me see – Earl Grey and herbal, English Breakfast, peppermint ...

Woman 1 Peppermint, yes, so two peppermint teas, please.

FA [*slight pause*] Oops! Sorry, we don't have any peppermint – my mistake.

Woman 1 Then two Earl Grey.

FA And you, sir. What would you like?

Man 1 A tomato juice, please.

FA I'm afraid we've only got apple juice and orange juice today.

Man 1 Oh, OK, but what a pity. Orange, please.

FA Here you are. I do apologize.

Man 1 Thanks.

FA What can I get you, sir?

Man 2 Two cheese sandwiches, and two diet Cokes, please.

FA Oh dear, I *am* sorry, but we've run out of cheese. They've been very popular today. But I can offer you chicken sandwiches.

Man 2 I don't believe it – it's the same old story. You always seem to run out.

FA Once again, I can only apologize, sir. Would you like the chicken?

Man 2 No way, no thank you.

FA Sorry about that ... Madam?

Woman 2 A peppermint tea, please.

FA I'm really sorry, we haven't got any left. We've got Earl Grey.

5.7

FA What can I get you, sir?

Man Two cheese sandwiches and two diet Cokes, please.

FA Oh dear, I *am* sorry, but we've run out of cheese. They've been very popular today. But I can offer you chicken sandwiches.

Man I don't believe it – it's the same old story. You always seem to run out.

FA Once again, I can only apologize, sir. Would you like the chicken?

Man No way, no thank you.

FA Sorry about that.

5.8

Sorry, we don't have any peppermint – my mistake.

I'm afraid we've only got apple juice and orange juice today.

I do apologize.

I am sorry, but we've run out of cheese.

I can only apologize, sir.

Sorry about that.

I'm really sorry, we haven't got any left.

UNIT 6

6.1

Ted Ladies and gentlemen. The captain has switched on the seatbelt sign. Please return immediately to your seats and fasten your seatbelts. Due to air turbulence, all in-flight service is suspended and will be resumed as soon as possible.

Leila Hemal, can you bring your trolley back to the galley as quickly as possible and get it stowed away securely?

Hemal Yes ... but those people in row 20 haven't sat down yet ...

Leila What are they doing still standing around! OK, I'll deal with that. [*Pause*] ... Excuse me, can you sit down and fasten your seatbelts please?

[*Pause*]

Man This lady's been hurt. She's bleeding.

Leila What's happened? [*speaks to injured passenger*] Hello ... are you all right? Can you hear me?

Man The overhead locker flew open with the turbulence and a laptop fell onto her head. I think she's unconscious!

Leila OK, thank you for letting me know. I'll deal with the lady now, sir. Please take your seat and strap in securely. *[calls out to colleague, Hemal]*
Hemal – I need some help. Get the first aid kit immediately.

Hemal OK. *[pause – takes trolley back to galley and talks to another flight attendant]* Jutta, can you secure my trolley for me please, and call Ted to inform him we have a passenger with a head injury in Zone D, and that Leila is dealing with it.

6.2

Leila Is she travelling with you, sir?

Man No, I think she's alone. I haven't spoken to her, but I don't think she's travelling with anyone.

Leila Hello, hello. How are you feeling?

Woman Ooh. Everything just went black.

Leila Do you have any pain?

Woman I'm a bit dizzy, that's all.

Leila You've had a nasty bang on your head. How are you feeling?

Woman Not too bad.

Leila Would you like a glass of water?

Woman Yes, that would be good.

Leila You've got a small cut on your forehead. It doesn't look too serious, though. I'm going to clean up the wound and put a dressing over it.

Leila Do you feel well enough to sit up?

Woman I'm fine.

Hemal Here's the first aid kit. How is she?

Leila She's feeling all right. Thanks, Hemal. Can you get her a glass of water, please?

Hemal Yes, I'll get one.

Woman I'm all right. I was a bit dizzy, but I'm fine now.

Leila I'm glad you're feeling all right. Can you hold this compress against your forehead? The captain has switched on the seatbelts sign, so if you feel able to sit up, I could help you into your seat. I'll fasten your seatbelt for you and come back and check how you are in a few moments.

6.3

What's happened?

Are you all right?

Can you hear me?

How are you feeling?

Do you have any pain?

Do you feel well enough to sit up?

How is she?

Can you hold this compress against your forehead?

Can you get her a glass of water, please?

6.4

Man Hey, come quickly. There's a man back here. He's unconscious.

Rani OK, where is he? Bilal, grab the oxygen and a defibrillator from the medical kit and get Safiya to call Anton, to advise him of a medical emergency.

Bilal OK.

[Short pause]

Safiya Hello, Anton. This is Safiya here from Economy cabin. We have a medical emergency on board ...

Rani Hello, Can you hear me? *[to his wife:]* Are you travelling with this passenger?

Woman I'm his wife. Oh my goodness, I think he's had a heart attack. He said he had a bit of indigestion – that was all. He stood up to go to the toilet and then he collapsed.

Rani He's very grey. He's not breathing. Let's get him on the floor now. ... Oh, he's breathing again. *[to wife]* Has this ever happened before?

Woman No.

Rani Bilal, help me get the mask over his head. *[to ill man]* Can you hear me?

Rani *[to other passengers]* Please move away and return to your seats. He needs as much air as possible. Sit down, please. Thank you. Bilal, I think we're going to need a doctor. Can you make an announcement immediately? *[to wife]* Is he on any medication?

Woman Yes, he's a diabetic so he has injections for that. Is he going to be all right?

Rani Don't worry. We're taking care of him. How old is he?

Woman Sixty-three.

Rani And in good health usually?

Woman Yes, but he's been very tired recently.

Bilal Ladies and gentleman – if there is a doctor on board, please make yourself known to a member of the crew immediately by pressing your call bell. Thank you.

Doctor I'm a doctor, what's the problem?

Woman Oh, thank goodness.

Rani Hello doctor, thank you for coming forward. This passenger is unconscious and he stopped breathing for a few seconds. We administered CPR for two minutes and he's breathing again, although his pulse is very weak and his breathing is shallow. We're just administering oxygen ...

6.5

Bilal, grab the oxygen.

Get Safiya to call Anton.

Help me get the mask over his head.

Tell the captain.

Make an announcement immediately.

6.6

Captain So what is the situation with the passenger?

Anton We have a doctor on board who is with the passenger at the moment. However, it's a very serious situation. The doctor has said the passenger is going into cardiac arrest and has requested the aircraft should divert to the nearest hospital urgently.

Captain Right. You're absolutely certain?

Anton Yes, Captain.

Captain Is the passenger travelling with anybody else?

Anton His wife is with him. She's naturally highly stressed and anxious.

Captain Right, I need the passenger's details immediately. I'll contact ATC and make the necessary arrangements, and I'll be back in touch with you in a minute.

Anton OK.

Unit 7

6.7

Captain Ladies and gentlemen, this is an important announcement. We have a serious medical situation on board and we need to divert to Mumbai, the nearest airport, as soon as possible. The flight attendants will now prepare the cabin for landing. I anticipate being on the ground within the next 15 minutes. After landing at Mumbai, you must remain on board the aircraft. I do apologize for any inconvenience this diversion may cause, however, I'd like to thank you for your cooperation and understanding. After landing at Mumbai, we will keep you regularly updated with our plans for your continued flight today.

6.8

Ladies and gentlemen – if there is a doctor on board, please make yourself known to a member of the crew immediately by pressing your call bell. Thank you.

6.9

/t/: collapsed, checked, stopped, asked, switched

/d/: loosened, happened, resumed, informed, arrived, closed, remained, administered, suffered

/ɪd/: wanted, reported, fainted, needed, decided, assisted, recommended

7.1

Purser Ladies and gentlemen, this is an emergency. This is an emergency. Stay in your seats with your seatbelts fastened. Remain calm and follow these instructions. Pull down the oxygen mask. Pull down the oxygen mask. Put it over your nose and mouth immediately and breathe normally.

FA Grab your mask. Pull it down and place it over your nose and mouth.

Purser Remain calm. Stay in your seats and pull a mask towards you. Place the mask over your mouth and nose like this and breathe normally, adjusting the band to secure it. Do make sure your own mask is fitted properly before helping anyone else.

7.2

Stay in your seats.
Remain calm.
Pull down the oxygen mask.
Pull it down over your nose and mouth.
Breathe normally.

7.3

Captain Ladies and gentlemen, your captain speaking. We have a technical problem and for everyone's safety we've decided to land in the next 20 minutes at the nearest airport. The landing should be perfectly normal, but for safety reasons we will evacuate the aircraft using the slides. The cabin crew will now give you full instructions and prepare you for the landing. Please listen carefully to their instructions. Thank you.

7.4

Purser Ladies and gentlemen. As the captain has just told you, we shall be landing in 20 minutes. For safety reasons, after landing we shall be leaving the aircraft using the evacuation slides. So please listen very carefully and do exactly as instructed. Please return to your seats immediately and keep your seatbelt fastened securely.

We are now going to take you through our safety procedures. Please watch and listen carefully. The safety card in your seat pocket shows details of your escape routes, oxygen masks and lifejackets. It also shows the bracing position, which you must adopt in an emergency landing. Again, please listen carefully.

Emergency exits are on both sides of the aircraft. They are clearly marked and are being pointed out to you now. On the main deck there are two exits at the rear of the First class cabin and two at the front and rear of each other cabin section. On the upper deck there is an emergency exit on each side, in the middle of the cabin.

Please take a moment now to locate the exit nearest to you, bearing in mind that the nearest usable exit may be behind you. To help you find your way to the exits, additional lighting is provided in the aisles at floor level.

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

7.5

The captain told the crew to prepare the cabin for an emergency landing.

The flight attendant told the passengers to take off their shoes.

The flight attendant told the passengers not to get anything from the overhead lockers.

The purser told the passengers not to worry.

UNIT 8

8.1

1

Man Excuse me, we've been waiting for drinks for a long time. We finished eating twenty minutes ago.

FA Oh, I do understand. I apologize. It's been so busy. What can I get you?

2

Woman I'm sorry, I can't eat this meal – it's cold!

FA Oh dear, that's not good. I'm really sorry. Let me take it away for you and see if I can get you a hot cooked meal immediately.

3

Woman This is not what I asked for. I ordered a vegetarian meal!

FA Oh, dear. I'm sorry about this. Please be patient. Let me just check the special meals list.

8.2

Let me just check the special meals list. Let me get an official form for you. Let me see if I can get you another one. Let me get you a blanket.

8.3

1

The toilets are dirty and the smell is disgusting.

2

We've asked for the cabin to be made a little warmer and it's getting even colder.

3

Excuse me, why doesn't someone tell us why there is such a long delay?

4

Listen, it's not good enough. First we were given the wrong seats and now we are surrounded by crying babies.

5

I want to make an official complaint. There were no snacks, the plane hadn't been cleaned and the service was awful.

8.4

1

Woman The toilets are dirty and the smell is disgusting.

FA Thank you for letting me know and I do apologize. I'll make sure they are dealt with immediately. As soon as they have been cleaned, I'll come back to let you know.

2

Man We've asked for the cabin to be made a little warmer and it's getting even colder.

FA Yes, I'm sorry about this. We seem to have a slight technical problem with the cabin temperature at the moment but we are sorting it out. It should warm up in about five minutes. Let me get you a blanket in the meantime.

3

Man Excuse me, why doesn't someone tell us why there is such a long delay?

FA I do apologize, sir. I know how frustrating it is sitting here and not knowing what's going on. Unfortunately, the jetty got stuck and so we couldn't close the door. However, we expect to be pushing back in five minutes.

4

Man Listen, it's not good enough. First we were given the wrong seats and now we are surrounded by crying babies.

FA I'm sorry about that. You're right. I have a couple of empty seats in a quieter part of the cabin a little further down. You'd be welcome to move to those.

5

Woman I want to make an official complaint. There were no snacks, the plane hadn't been cleaned and the service was awful.

FA I'm sorry that you haven't enjoyed your flight. We've had so many problems today and I can only apologize. I'll get an official complaint form for you this very minute.

8.5

Man Excuse me, listen, I can't sit here any longer. That group of people is making too much noise. They are disturbing me and everyone around. If you can't do anything about it, you'll have to find me another seat. I refuse to sit here any longer.

Josef Hmm, yes, I understand. I can hear how noisy they are, and I'm sorry they are disturbing you. Have you spoken to them yourself?

Man Of course not. I don't think they care about me or anyone else.

Josef Let me have a word with them. If it doesn't get better, then I'll try to find you another seat, although the plane is pretty full. How about that?

Man Well, er ... yes, OK. Thank you. That would be fine.

8.6

Josef Hans, I need your help.

Hans What's the problem, Josef?

Josef Can you see that guy standing in the middle with his arms folded?

Hans Yes. He looks upset and angry.

Josef He is. He wants me to tell the group behind him to keep quiet or else he is demanding a seat change. 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 spare seats anywhere.

Josef OK. I'll go over and tell 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 little quieter!

Josef Hans, if you see me struggling, please could you come over to help me?

Hans You'll be fine, don't worry. I'll keep an eye on you. If there is still a problem, then I'll come over.

8.7

Josef Excuse me, excuse me. Listen guys, are you enjoying the flight?

Man 1 Yes, yes, sure.

Man 2 You bet, it's great.

Josef Great. Could I ask you a special favour? Would you mind just keeping your voices down a little? You're getting a little loud and some people are trying to sleep or watch a film.

Man 1 Why? Who's complaining?

Man 2 Are we making a lot of noise?

Josef No-one's complained, but we can hear you all in the galley!

Man 1 Oh, OK, no problem.

Man 2 OK.

Man 1 How about another drink?

Josef Sure, I'll get you another drink if you keep your voices down. Thanks for your understanding.

8.8

If the situation doesn't get better, then I'll try to find you another seat.

If there's still a problem, then I'll come over.

If there is still a problem, I won't leave you on your own.

I'll get you another drink if you keep your voices down.

8.9

Could I ask you a special favour?

Would you mind just keeping the noise down a little?

Please could you come over to help me?

8.10

Man Hey you, where's my vodka? I've been waiting ages for it.

Jenny I'm sorry sir. The bar is now closed. We're not serving drinks.

Man Why not?

Jenny I've already said sir, the drinks service has finished, sir. The bar is closed.

Man I asked before. I ... I want another vodka. Get me another vodka, I said. Hey, come here. Get me a vodka!

Jenny Just one moment, sir.

Man I demand that you get me a drink! I asked you for a drink and you said you were going to get one. That was 15 minutes ago. So I want my drink! Do you hear me!

Jenny *[On the intercom]* Hello Tom, we've got a guy in 36D who's had too much to drink and he wants more. He's becoming very aggressive verbally and physically. I think we're going to need the restraining straps. Call Ted immediately.

Tom Just tell him, no more, finished, that's it.

Jenny I did, and he started shouting and then he pushed me. Almost knocked me over. We have a problem. Tell Ted, please.

Tom OK. Will do. And I'm on my way.

Jenny Sir, we can't serve any more drinks. Please sit down, sir.

Man Well if you won't get me one, I'll go and get it myself!

Tom I'm afraid the bar is closed sir. Please sit down. You have to sit down, sir. Sit down, I said. I'm warning you, sir.

Tom Ted, give us a hand to control him.

Ted Get him to the seat just there. That's it. I'll strap his wrist to the armrest. Good, now the other. That will hold him in his seat.

Tom He's shouting and swearing – he's not calming down at all.

Ted Yes, the situation is becoming serious now. I have to speak to the captain. I think we're going to need to have the police meet the aircraft on arrival.

Tom Right.

Ted Tom, stay with him. Reassure the passengers the situation is being dealt with. I'll be back in a moment.

Tom Right.

8.11

You have to sit down, sir.

I have to speak to the captain.

You have to stop that now.

You have to be quiet.

You have to do what the captain says.

8.12

Would you come to the back of the plane with me, please, madam?

I can see how upset you are.

Can you tell me exactly what happened?

I do apologize. Incidents like this are extremely rare.

Please don't worry.

Everything is under control.

UNIT 9

9.1

Purser Ladies and gentlemen, we'll shortly be landing at Montreal Trudeau Airport. The 'Fasten seatbelts' signs have been switched on. Please return to your seat and ensure your hand-baggage is safely secured in the overhead lockers or under the seat in front of you. Please also make sure your table is folded away, your seat back is upright, with the armrest down and your seatbelt is fastened.

Passengers seated in our First and Business class cabins, please make sure that your foot-rest and video screens are back in their original position.

If you have been using the in-seat power, we will shortly be switching it off, so please now unplug your laptop and store it in a safe place.

Once again, may we remind you that cell phones must not be switched on until the seatbelt signs have been switched off after landing.

We hope that you've enjoyed the in-flight entertainment during the flight. In preparation for landing we'll be switching the system off. It would greatly assist the flight attendants if you could have your used headsets ready for collection as they pass through the cabin.

9.2

1

Please return to your seat and ensure your hand-baggage is safely secured in the overhead lockers or under the seat in front of you.

2

Please make sure that your foot rest and video screens are back in their original position.

3

If you have been using the in-seat power, we will shortly be switching it off, so please now unplug your laptop and store it in a safe place.

4

May we remind you that cell phones must not be switched on until the seatbelt signs have been switched off after landing.

9.3

FA Thank you so much. Can you open the window blind, please? Brilliant ... and put your tray table away. Thanks.

Woman Excuse me, I can't find my arrival form – you know the customs thing.

FA You mean, the disembarkation form?

Woman That's it.

FA No problem, I'll bring you one in a few minutes.

Woman Thanks a lot. Do you want my headphones?

FA Not me, my colleague will collect them soon. ... Hello there. Put your bags under the seats in front, please. Perfect.

... Ah, this is an exit row, so everything has to go in the overhead lockers, please. Nothing on the floor at all. OK? Thanks for that.

Man 1 Can I give you these magazines?

FA Sure. Anything else? No? OK.

Man 2 Sorry to bother you. Do you know how long it takes to get from the airport to the city?

FA Yes, I do. By bus, by train, or by taxi?

Man 2 Which is the best?

FA To be honest, I'm not sure – we take the company minibus and it takes about half an hour to the city centre.

Man 2 That's not bad.

FA Everyone says the train is the fastest, but double check.

Man 2 Fantastic. Many thanks for your help.

FA Enjoy your stay there. ... Your seat back please, sir. Thank you, and your tray table. Good. And, sorry, could you take your coat off the empty seat and put it in the locker, please?

9.4

Man Excuse me.

FA Yes, how can I help?

Man The captain said we were landing 15 minutes ago, but we seem to be climbing again.

FA Yes, you're right.

Man What's wrong? Does this mean a delay?

FA I'm not sure. There might be a short delay. This airport can be very busy first thing in the morning. If there is a delay, the captain will make an announcement.

Man Oh, dear.

FA Is there a problem?

Man I have to make a quick connection to Nice.

FA I see. Well, let's see if we can get you off the plane first if there is a delay.

Man Thank you.

9.5

First officer Ladies and gentlemen, This is the first officer speaking. Unfortunately I have some bad news for you. Air Traffic Control has advised us that, due to a problem on the ground, we will be delayed for approximately 30 minutes or so. My apologies for any inconvenience, but we'll get you on the ground as quickly as possible. In the meantime, please keep your seatbelts fastened.

Man So there is a delay after all. Do we know why?

FA I'm afraid I can't tell you any more than what the first officer said.

Man Listen, I'm in transit. I've got a connecting flight and not a lot of time.

FA I know. You told me. What time is your flight to Nice?

Man At 10.15.

FA OK. Well, if we land at nine you should be OK.

Man How long does it take to get to the domestic terminal? I've only got hand luggage and I'm checked through, but I do have to clear immigration in Paris, don't I?

FA Yes, I'm afraid so. It takes about five minutes to get to the terminal you need. Look, all I can say is we'll get you off the plane as fast as possible.

Man Fingers crossed.

9.6

Leila Tom, sorry, have you checked your side of the cabin?

Tom Yes.

Leila Good. Could you check Jutta's side for me, then? She still hasn't finished the bar paperwork, for Customs.

Tom Oh, right. No problem.

Leila Also, she says you took the bar seals out of the bar trolley. Where did you put them?

Tom Oh, I think they're in the galley.

Leila If you could give them to her, that would be great. By the way, is your side of the cabin secure yet?

Tom Not quite. I've still got a bit of clearing in to do and I've got to put one bassinet away.

Leila OK.

Tom Oh, and one passenger is still in the toilet.

Leila Right. You'd better bang on the door and get him to his seat fast.

Tom OK.

Leila Do that first and clear in the cabin on the way back.

Tom Sure. But does Jutta need any help with the C209s?

Leila Don't worry, I'll help Jutta. You haven't got time.

Tom OK.

Leila Let me know when your cabin is secure so I can give the checks to Hemal.

Jutta OK. I've done the customs paperwork.

Leila Are all the bars locked and sealed?

Jutta Yes.

Leila OK, go and help Tom. He's checking your side of the cabin – you could take a tray and clear in any rubbish in the cabin. But you'll have to be quick.

Tom OK, Leila, cabin and galley now secure.

First officer *[on intercom]* Cabin crew seats for landing.

Leila Well done! Just in time. Better grab our seats and strap in quickly. *[on intercom]* Hemal, cabin secure.

Hemal Great. Thanks! See you after landing!

9.7

Has she done the final checks? No, she hasn't.

Have you secured the trolley in the galley? Yes, I have.

Have they checked the tables are upright? No, they haven't.

Have we done everything? Yes, we have.

Unit 10

10.1

Purser Ladies and gentlemen, on behalf of the captain and the entire crew we would like to welcome you to Boston, where the local time is 14.55.

For your safety, please remain seated with your seatbelt fastened, leaving all items of hand-luggage safely stowed, until the seatbelt signs have been switched off.

Before you leave the aircraft, please ensure that you have all your personal items and hand-luggage with you. Please be careful when opening overhead lockers as items may fall out causing injury.

We would like to remind you that smoking is not permitted until you've reached a designated smoking area outside the terminal building. We would also like to remind all passengers that mobile phones should not be switched on until the seatbelt signs have been turned off.

As the captain told you, it is very cold outside so I suggest you have your

coats ready for when you get outside the terminal!

We wish you a very pleasant stay or a safe journey if you are continuing your journey. We hope to see you again in the future. Goodbye.

10.2

the entire crew
the local time
safely stowed
please ensure
please be careful
designated area
terminal building

10.3

Captain OK, everyone. This debriefing will be short, as I'm sure we're all very tired. As you know, our flight was quite turbulent, but judging by the positive comments from our passengers, you all worked extremely hard to ensure passenger safety at all times. It was also good hearing passengers saying how much they'd enjoyed their flight in the circumstances as they left the aircraft. So I'd like to thank you all for a job well done. Ted?

Ted Thanks, Captain. Yes, in general, it was a good flight. However, our flight had two incidents, and we should talk about them now. In both cases, our teamwork was not the best. The first incident involved shutting down the meals service due to turbulence. The 'Fasten seatbelts' sign came on which means ...

Mixed voices ... shut down ... end of service ... everyone sitting down.

Ted That's right. So what happened, Leila?

Leila Yes, sorry, Ted. I heard the 'passengers and crew to their seats' announcement clearly and I just assumed my crew would immediately help to secure the cabin and galley. However, I should've checked on my crew. Hemal and Jutta were dealing with a difficult passenger, not realizing a sense of urgency.

Ted You should've told them to stop.

Leila You're right. I should have communicated better with my crew.

Ted OK. And what about the coffee pots spillage?

Leila Again, we should act more promptly in future as a team to secure the cabin or galley. During the turbulence, one trolley was still in the cabin and overturned. All the coffee pots fell on the floor.

Ted OK. What can you do next time should a similar situation occur?

Leila As soon as I hear the announcement, I won't make assumptions! I will immediately communicate with my crew to ensure they've heard the announcement and understood the instructions. I will then make sure that all in-flight service is halted until further notice is given by you or the captain. I will also make sure that the cabin and galley is secured as quickly as possible.

Ted Right. It's vital to check your crew have understood any communication via the PA system – so a valuable lesson learned today. Has anyone else got anything they'd like to say about the flight? OK, then ...

10.4

We should talk about two incidents now. You should act more promptly in future. You shouldn't continue serving food next time.

You should've shut down the service immediately.

You should've told them to stop. I should've communicated better.

We shouldn't have been late.