

# Answer key

## Unit 1

### Meeting colleagues

- 1 1 Boston  
2 'My name's Paola, by the way.'  
3 'Hi, Paola. I'm Tom. It's nice to meet you.'  
4 'Sorry, what's your name?'  
5 They are not sure. Possibly.  
6 in ten minutes' time
- 2 1 F (They greet each other by name.)  
2 F - 'We've met before.'  
3 T  
4 F (She wants to do some shopping there.)  
5 T  
6 F (It was Jenny who spilled the drinks.)  
7 F (Katrin isn't.)
- 3 1 Ted  
2 in Business  
3 in Economy  
4 It's her first long-haul flight.  
5 Leila and Hemal  
6 at Door 4 Left

### Finding out about the flight

- 1 Possible order: 4, 2, 3, 5, 6, 1
- 2 1 his first officer, Rick Schultz  
2 that they have a quick flight time to Boston  
3 the weather during the flight  
4 turbulence expected after 3½ hours  
5 the main cabin service  
6 finish the meals and drinks service early  
7 that the crew know the cockpit procedures
- 3 1 moderate 4 strapped  
2 strong 5 cockpit  
3 over

### Case study

- 1 1 the emergency equipment, the safety instruction card, the number of meals on board, the usual drinks trolley and duty-free goods, and that the toilets are all stocked with the necessary hand towels and tissues  
2 security and the aircraft's safety features

- 5 1 partly terrified, very excited  
2 The actual content was always the same; the atmosphere could be different - sometimes friendly, sometimes tense.  
3 VIPs / celebrities; passengers who are travelling for sad reasons

## Unit 2

### Welcoming passengers

- 3 three (although the second woman is travelling with someone else)
- 4 1 Good 2 Can 3 how 4 May
- 5 The passenger asked for a window seat, but has not got one.
- 6 1 False. There are some empty seats.  
2 17D  
3 because she doesn't want an aisle seat  
4 at check-in  
5 She will move her as soon as she has checked the passenger list.  
6 She asks the passenger to remain in the aisle seat until she has checked the passenger list.
- 7 1 airline 5 first name  
2 boarding time 6 date  
3 flight number 7 seat number  
4 family name 8 gate number
- 8 1 check-in 6 window seats  
2 hand-baggage 7 in advance  
3 boarding pass 8 hand-baggage  
4 seat number 9 overhead lockers  
5 Seating arrangements

### Settling passengers in their seats

- 1 1 head-rest 6 table  
2 seatbelt 7 safety  
3 arm-rest instruction card  
4 overhead locker 8 call button  
5 TV handset 9 light button control
- 2 1 the passenger list  
2 move the passenger to 15A  
3 help her with her bags  
4 her first name
- 3 She has an 11-month-old baby with her.
- 4 1 after take-off  
2 'How old is your baby?'; 'Has she flown before?'

- 3 a bit nervous, especially about the baby waking up during take-off  
4 on her mother's lap  
5 with a special baby belt
- 6 1 T  
2 F (He says he was delayed getting to the airport from the city.)  
3 F (Sylvie says 'No problem'.)  
4 T  
5 F (Sylvie says 'Everyone is on board'.)
- 7 1 see 5 expecting  
2 sorry 6 cross  
3 getting 7 that's it  
4 airport 8 secure

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

- 1 A 1 B 4 C 8 D 5 E 9 F 6 G 11 H 12  
I 10 J 2 K 7 L 3 M 13  
5 a 5 b 1 c 2 d 6 e 3 f 4 g 7 h 8

### Case study

- 1 1 the growing problems of storing hand-baggage in the overhead lockers as passengers board the aircraft  
2 Yes. If there is no space for their bags in the overhead lockers or under the seat in front of them, their bags will be off-loaded and put in the hold.
- 2 1 People become angry; flight attendants are stressed because they can't perform their proper duties.  
2 store small items under seats, leave space for others, free the aisles  
3 safety duties: checking equipment and passengers' behaviour / needs
- 5 1 The business traveller who is serious; passengers going on holiday, maybe flying for the first time, who are excited and nervous; passengers travelling to visit family and friends. All have different feelings.  
2 He was an elderly man with an obviously serious medical condition. Shon had to decide whether to allow him to travel or not. He wanted to travel. He was taken off the plane by paramedics, and a possibly serious medical incident was avoided.

- 3 to do the job with the most professional and highest standard possible  
Her tips: drink plenty of water, carry a little pot of moisturiser for the lips. For women, take a new bottle of nail varnish; for men, moisturiser

## Unit 3

### Making the first announcements

- 2 1 board 6 block  
2 unless 7 ready  
3 quickly 8 through  
4 Sorry 9 orders  
5 free 10 exact
- 3 1 2 and 3  
2 1 (There are no hot snacks.)  
3 3
- 5 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.

### Getting started

- 2 1 go to the toilet  
2 a glass of water  
3 heat her baby's bottle  
4 how long it takes to get from Terminal 2 to Terminal 3
- 3 1 sit 4 help 7 do  
2 problem 5 with 8 worry  
3 course 6 soon 9 get

### Helping to settle passengers

- 2 Passenger 1: She can't get her bag down from the overhead locker.  
Passenger 2: He needs a blanket.  
Passenger 3: He wants his meal.  
Passenger 4: She wants to change seats.
- 3 Passenger 1: Are you feeling better now?  
Passenger 2: Can I help you, sir?  
Passenger 3: Did you call, sir?  
Passenger 4: Is everything all right?

- 5 1 how long the flight will be  
2 11 hours  
3 at 10.45 / in 45 minutes' time  
4 They are hungry.  
5 headphones for her girls/children  
6 channel 2  
7 a blanket  
8 to remind herself about the blanket

### Case study

- 1 1 children kicking the backs of seats; families talking loudly and passing things backwards and forwards; babies crying loudly  
2 Some passengers want parents to control children more, some suggest 'family-only' zones on board. Cabin crew can ask parents to control children. Airlines sometimes provide cards/colouring books on the aircraft, and tables/chairs/toys at the departure gate.
- 4 1 getting the drinks trolleys ready for the first service; dealing with passengers' queries  
2 The biggest difference is the need for speed on short-haul flights. Shon preferred long-haul because of the exotic destinations and, above all, the chance to interact with passengers.  
3 During take-off an elderly man held on to her foot without realizing it.

## Unit 4

### Giving a choice

- 1 1 breakfast and lunch  
2 three 3 three  
4 probably in the morning, as breakfast is served first
- 2 Fruit: orange, strawberries  
Meat/Fish: seafood, chicken, beef tenderloin  
Vegetables/Herbs: seasonal salad, tomatoes, cauliflower, onions, beans, peas, chives, potatoes, red pepper, green salad  
Dairy food: yoghurt, butter, Parmesan (cheese), cheese sauce, cream
- 3 1 dessert 5 knife 9 butter  
2 first course 6 roll 10 napkin /  
/ salad 7 main serviette  
3 cup course  
4 fork 8 spoon

- 4 1 T  
2 F (He chooses red wine.)  
3 F (It is South African.)  
4 True, but this is not on the menu.  
5 T (She asks 'Is the chicken very spicy?' and she says 'Good.' when told it is 'just mildly spiced'.)  
6 F (She asks for a special children's meal.)  
7 T (She hasn't pre-ordered a children's menu.)  
8 F (She chooses still water for herself and 7up for her children.)  
9 T

### Serving drinks

#### 2 Wines and beers

Sauvignon Blanc  
Merlot  
Bloody Mary  
Martini  
Kronenberg  
port  
Carlsberg  
Bordeaux  
champagne  
**Hot drinks**  
fruit tea  
hot chocolate  
cappuccino  
Earl Grey tea  
English Breakfast tea  
espresso

#### Spirits

Johnny Walker  
cognac  
vodka  
Bacardi rum  
bourbon

#### Soft drinks

soda  
Perrier  
apple juice  
diet Coke  
lemonade  
bottled still water  
tomato juice  
tonic water  
ginger ale

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

- 4 1 No, she doesn't.  
2 four  
3 He wants tea, but will have to wait because only cold drinks are being served.  
4 two  
5 'Here we are. Enjoy.'  
6 Yes, he says the meal is great.  
7 because the bar is shut  
8 a soft drink

### Duty-free sales

- 1 1 begin 2 list 3 pocket 4 using  
5 accept 6 win 7 excellent
- 2 1 shortly 4 frequent flyers  
2 purchases 5 bargains  
3 prepare 6 designed

<b>Perfumes &amp; jewellery</b>	<b>Electric &amp; electronic items</b>
a brooch	a USB key
perfume spray	a travel plug adaptor
earrings	a travel razor
eau de toilette	headphones
a crystal pendant	
a bracelet	

<b>Alcohol &amp; tobacco</b>	<b>Cosmetics</b>	<b>Gifts</b>
whisky	face cream	a soft toy
cognac	aftershave	chocolates
cigars	lipstick	a watch
vodka	mascara	a model aircraft
champagne		a scarf
cigarettes		a pen

- 4 1 perfume 5 because he wants  
 2 \$41 his frequent flyer  
 3 a scarf points  
 4 by credit card 6 a receipt
- 6 1 \$46.50 4 €13.50  
 2 \$8.25 5 £22.90  
 3 €56.75 6 \$40.59
- 7 Spain/euro, China/renminbi, Brazil/real, Australia/Australian dollar, UAE/dirham, Singapore/Singapore dollar, Saudi Arabia/Saudi riyal, Russia/rouble, Nigeria/naira, Pakistan/rupee

**Case study**

- 1 1 Passengers = 1, 2, 3, 8, 9, 10  
 Crew = 4,5,6 Either = 7  
 2 positive: 1, 3 and 10; negative: 2, 3, 7, 8 and 9 (3 contains both negative and positive comments); no opinion: 4, 5 and 6  
 3 positive: fine, well prepared, look great, taste even better  
 negative: the worst, bland, not very hot, badly presented, tasteless, dreadful, not fit for human consumption  
 4 1 because she had the chance to engage with the passengers and get to know them  
 2 during the pre-flight briefing; the number of meals and the nature of any special meals needed  
 3 The woman's children were given food from First and Business class.

**Unit 5**

**Identifying passenger problems**

- 2 1 get the sound to work on his headphones  
 2 no  
 3 Yes. He alters the volume.  
 4 A film (movie) – *The English Patient*  
 5 Yes. He selects the film for her.
- 4 1 i 2 e 3 d 4 a
- 5 1 information officer 3 nanny  
 2 waiter(ress) 4 nurse

**Dealing with problems**

- 2 1 He offers to check on their arrival time.  
 2 a sandwich  
 3 a blanket  
 4 no  
 5 She offers to try to find a doctor or nurse.
- 3 1 get back 4 see  
 2 get 5 ask  
 3 meantime

**Saying sorry**

- 2 peppermint tea, tomato juice, cheese sandwiches
- 3 1 Passenger 3: 'I don't believe it – it's the same old story. You always seem to run out.'  
 2 Passenger 3: 'They've been very popular today.'  
 3 four  
 4 Seven, if you include 'I'm afraid we've only got apple juice and orange juice today.'
- 4 1 get 5 chicken 9 way  
 2 sandwiches 6 same 10 about  
 3 run 7 seem  
 4 popular 8 apologize

**Case study**

- 1 1 Thousands of pounds in cash was stolen from passengers as they slept on the overnight flight from Tokyo to Paris.  
 2 at least six passengers, in Business class  
 3 No. The airline did not comment on this particular incident, but said that in general passengers' belongings in the cabin are their own responsibility.

- 4 1 Usually most airlines provide a week or possibly two weeks of customer service training and one week, or half, of that training is centred on handling passenger complaints.  
 2 the seating and the choice of meals  
 3 show that you understand the passenger's point of view, and deal with their problem

**Unit 6**

**Dealing with an on-board accident**

- 2 1 a female passenger in row 20  
 2 a head wound  
 3 During the turbulence a laptop fell out of the overhead locker onto her head.  
 4 to take his seat and strap in securely  
 5 to get the first aid kit immediately
- 3 1 No one. She is alone.  
 2 a bit dizzy  
 3 a glass of water  
 4 a small cut  
 5 clean up the wound and put a dressing over it  
 6 hold a compress against her forehead; get into her seat and strap in
- 4 1 hurt; bleeding 5 dressing  
 2 fell 6 dizzy  
 3 feeling 7 hold  
 4 bang
- 6 1 automatic external defibrillator (AED)  
 2 cardiopulmonary resuscitation (CPR) mask  
 3 aspirin 7 syringes  
 4 antiseptic wipes 8 oxygen  
 5 gloves 9 stethoscope  
 6 bandages 10 dressings

**Dealing with a serious medical incident**

- 2 1 T  
 2 F (He is travelling with his wife.)  
 3 F (She wants to put him on the floor.)  
 4 F  
 5 T  
 6 F (They need a doctor.)  
 7 T (He is a diabetic and has injections.)  
 8 F (He is 63. He's been tired recently.)  
 9 T  
 10 F

- 3 1 hear 5 mask  
 2 heart 6 care  
 3 breathing 7 administered  
 4 get 8 pulse
- 6 1 that the man is going into cardiac arrest  
 2 yes  
 3 that they divert the plane to the nearest hospital without delay  
 4 The captain will contact ATC and arrange to land at the nearest airport.
- 7 1 important 5 anticipate  
 2 divert 6 remain  
 3 nearest 7 inconvenience  
 4 prepare 8 updated

**Reporting a medical incident**

- 2 /t/: checked, stopped, asked, switched  
 /d/: happened, resumed, informed, arrived, closed, remained, administered, suffered  
 /rd/: reported, fainted, needed, decided, assisted, recommended
- 5 1 happened 8 administer  
 2 cardiac 9 recommended  
 3 condition 10 aware  
 4 comfortable 11 services  
 5 pulse 12 until  
 6 defibrillator 13 transferred  
 7 first 14 resumed

**Case study**

- 1 1 A doctor responded to the call from cabin crew and ended up treating several patients.  
 2 three – none of them serious medical emergencies  
 3 fetching equipment the doctor needed; administering oxygen
- 4 1 1 fractures 4 strokes  
 2 hyperventilation 5 giving birth  
 3 heart attacks 6 nose bleed
- 3 Two main reasons: first, flight attendants' medical training is excellent and they are taught how to deal with a wide range of situations that can occur on board; second, there is always someone on board (doctor/nurse or experienced crew member) who will know how to deal with medical problems.

**Unit 7**

**Taking charge in an emergency**

- 4 1 emergency 9 over  
 2 emergency 10 mouth  
 3 Stay 11 normally  
 4 fastened 12 over  
 5 calm 13 mouth  
 6 follow 14 pull  
 7 down 15 band  
 8 down 16 before

**Preparing for an emergency evacuation**

- 2 1 speaking 5 slides  
 2 technical 6 prepare  
 3 20 (twenty) 7 carefully  
 4 normal
- 4 1 leaving 9 marked  
 2 evacuation 10 pointed  
 3 exactly 11 locate  
 4 keep 12 additional  
 5 going 13 belongings  
 6 shows 14 behind  
 7 bracing 15 remove  
 8 sides

**Reporting an evacuation**

- 1 an aircraft floating on water; people standing or sitting on the wings and on the evacuation slides
- 4 1 a bird-strike 3 none  
 2 on water in the Hudson River 4 the captain  
 5 good training
- 5 1 massive 6 slightly  
 2 a strike 7 submerged  
 3 to survive 8 injuries  
 4 to ditch 9 first-class  
 5 floating 10 superbly

**Case study**

- 1 1 a 3 b 1 c 7 d 5 e 8 f 6 g 2 h 4  
 2 The cabin crew moved passengers to other seats and even tried to release oxygen mask with their ID cards.
- 4 1 V1: There was instrument failure just before V1, which is the point at which an aircraft is committed to leaving the ground.  
 braking: This caused the aircraft to swerve violently.  
 senior crew member: He was so scared Shon could see the veins in his neck.

people in the Business class section: She could see the fear in their faces, and the knuckles on their hands were white as they held on tightly to their arm-rests.

communication from the flight deck: There wasn't any (presumably the crew were too busy trying to control the aircraft).

- 2 the announcements from the captain: The captain's communication skills were excellent.

the tyres on the aircraft: All the tyres except three had burst.

the fuel tanks: They were in the wings, so the captain didn't want the exit doors over the wings to be opened, although two passengers did open them; fortunately they did not explode.

passengers behaving selfishly: One woman with two children jumped out before them, leaving them at the top of the evacuation slide; one man was determined to take his briefcase, blocking the escape of other passengers; two passengers opened the wing doors, despite instructions not to.

- 3 1 cope 2 stress 3 competent  
 4 calm 5 drills 6 approach

**Unit 8**

**Responding to passenger complaints**

- 4 1 apologize; busy; get  
 2 good; really; away  
 3 dear; patient; special
- 5 2 Sympathize: Oh dear, that's not good. Apologize: I'm really sorry.  
 Find a solution: Let me take it away for you and see if I can get you a hot cooked meal immediately.
- 3 Sympathize: Oh dear. Apologize: I'm sorry about this.  
 Find a solution: Let me just check the special meals list.
- 7 1 dirty toilets  
 2 cold cabin  
 3 long delay and no information  
 4 wrong seats with crying babies nearby  
 5 no snacks, dirty plane, awful service

- 9 1 letting; apologize 4 sorry; enjoyed  
2 frustrating 5 so; only  
3 about

### Dealing with complaints about other passengers

- 2 1 A group of people near him are making too much noise.  
2 He wants to move.  
3 He suggests speaking to the group first and, if that does not work, finding another seat for the passenger.  
4 yes, for the moment
- 3 1 disturbing 4 care  
2 refuse 5 word  
3 understand 6 How
- 4 1 No, the plane is full.  
2 talk to the noisy passengers  
3 just watch the situation and come and help him if necessary
- 5 1 enjoying 6 noise  
2 Great 7 hear  
3 favour 8 another  
4 down 9 understanding  
5 trying

### Managing disruptive passengers

- 2 1 He's drunk and shouting.  
2 another drink/vodka  
3 very aggressive, verbally and physically  
4 get his own drink  
5 They restrain him by strapping his wrist to the arm-rest.  
6 speak to the captain  
7 to have the police meet the aircraft  
8 reassure them that the situation is under control
- 3 1 landing 6 control  
2 aggressive 7 strapped  
3 alcohol 8 purser  
4 shout 9 calm  
5 several 10 police

### Case study

- 1 1 interfering with external doors on the aircraft during flight (5)  
physically attacking the cabin crew (4)  
being abusive to cabin crew (3)  
drunken and unruly passengers  
fighting and disturbing other passengers (2)

passenger becoming abusive before take-off (1)

- 2 The main cause seems to be too much alcohol. Other causes could be psychologically unbalanced passengers, personal stress, over-assertive behaviour.
- 4 1 Difficult passengers are frustrating because some problems can't be solved on board in spite of the goodwill and desire of the cabin crew to do their best for them. Shon always worked with the passenger, tried to do the best for them and send them away feeling positive.  
2 He complained about everything – the seat, the menu, the towels, the wine, the meal, the blanket, even the bad breath of the flight attendant. But Shon took a positive attitude, never disagreed with him and got him extras and lots of small gifts for his wife. She was extremely kind to him, so much so that when he left the plane, he thanked her and said that although he would never fly with the airline again, his attitude towards its flight attendant (Shon) had changed because she had been so professional.  
3 He said he wanted to move because he was very tall and needed more leg-room and he was close to crying babies. Business class was full, so Shon found him a row of seats where he could stretch out. But he wasn't happy because what he had really wanted was an upgrade.

## Unit 9

### Making final announcements and checks

- 3 switch off in-seat power, switch off in-flight entertainment system, collect headphones
- 4 1 shortly 5 away 9 must  
2 switched 6 down 10 assist  
3 ensure 7 position 11 ready  
4 under 8 power
- 7 1 blind 6 bother  
2 arrival 7 takes  
3 one 8 minibus  
4 front 9 Everyone  
5 exit; everything 10 coat; locker

### Giving information about delayed landings

- 2 1 The plane is climbing, not descending.  
2 missing a connection to Nice  
3 The airport might be busy.  
4 getting the passenger off the plane first
- 3 1 about 30 minutes  
2 a problem on the ground  
3 nine o'clock  
4 10.15  
5 clear immigration  
6 wait for luggage or check in for his flight to Nice
- 4 A runway is closed. They divert to Bordeaux.

### Getting through the final ten minutes

- 1 For cabin crew: final checks on passengers; secure everything  
For passengers: ten minutes to landing; seatbelts fastened  
Next: cabin crew wait for the final warning to take their seats
- 2 1 yes  
2 check Jutta's side  
3 She hasn't finished the bar paperwork.  
4 He still has some clearing in to do and a bassinet to put away. And there is a passenger in the toilet.  
5 get him to his seat  
6 yes
- 3 1 for 3 with 5 on  
2 in 4 for 6 to
- 5 Last 20 minutes: 1, 4, 5, 7, 10, 11  
Last 10 minutes: 2, 3, 6, 8, 9, 12

### Case study

- 1 1 All of the ten toilets on board became blocked soon after take-off.  
2 The plane had make an unscheduled landing in Mumbai.
- 4 1 to be collected: meal trays, drinks, headsets, blankets (rubbish also has to be collected, or 'cleared in'); to be checked: landing cards, seatbelts; to be handed out: immigration forms (then also to be checked); to be secured: the cabin, the galley; to be stowed: trolleys

- 2 She hadn't been given a landing card and there was only ten minutes before landing. Shon's crew had not advised her of this; there was a breakdown in communication. The woman should have been given the forms well in advance of landing.
- 3 pilot/co-pilot and passengers: minimal communication, usually about the time of arrival, the weather, any delays, thanking passengers for travelling with the airline  
passengers and cabin crew: a lot of communication about preparing the passengers for landing (having headsets ready for collection, filling out landing cards and immigration forms, arrival procedures, returning to seats and fastening seatbelts, etc.)  
Flight crew and cabin crew: minimal communication apart from advising that passengers and galley are ready for landing and the cabin is secure

## Unit 10

### Arriving at the gate and disembarking the passengers

- 3 1 behalf 7 injury  
2 entire 8 designated  
3 items 9 remind  
4 stowed 10 ready  
5 ensure 11 wish  
6 personal

### Taking part in the crew debriefing

- 1 1 a (long haul) / c (short haul)  
2 b 3 c 4 c
- 2 1 because they are all tired  
2 from positive comments from the passengers  
3 delay in shutting down the meals service and the coffee pots spillage  
4 because they were delayed by a difficult passenger  
5 shut down / end of service / everyone should be sitting down  
6 communicated better with her team  
7 It overturned and all the coffee pots fell on the floor.  
8 a T b T c F d F e T
- 5 1 c 2 e 3 a 4 f 5 b 6 d

### Case study

- 1 1 There was a terrorism incident. A man tried to explode a device during the final minutes of normal descent.  
2 The explosive device was a six-inch packet of high explosives called PETN, along with a syringe. It was hidden in the man's underpants.  
3 They reacted quickly. Once they understood what was happening, they jumped on the terrorist, used blankets and a fire extinguisher to put out the flames, restrained the man and put him securely in the front of the plane.
- 4 1 the cabin, their safety areas, every toilet, every seat and under the seat, the galley areas  
2 those passengers who may be disabled or may have special requirements or special needs  
3 From: hard work, worthwhile, highly rewarding, fun, exciting

### Self Study 1

- 1 1 Hello 5 know  
2 how 6 met  
3 about 7 Pleased  
4 bad 8 meet
- 2 1 captain 4 purser  
2 flight attendants 5 first officer  
3 cabin supervisor 6 galley leader
- 3 1 d 2 f 3 e 4 b 5 c 6 a
- 4 1 credit cards 5 passport  
2 book 6 keys  
3 magazines 7 toothbrush  
4 make-up bag 8 mobile phone
- 5 1 turbulence 3 storms  
2 winds 4 weather
- 6 Suggested answers:  
1 b What are cockpit procedures?  
They're flight deck rules and routines.  
2 d What does strapped in mean?  
It means wearing seatbelts.  
3 h What's a roster?  
It's a list of names and duties.  
4 c What's a shuttle?  
It's a crew bus to the aircraft.  
5 a What does long-haul mean?  
It means a long flight.  
6 g What's a log book?  
It's where we write things down.

- 7 f What's a passport?  
It's a personal identity document.
- 8 e What are stowage areas?  
They're where we put things away.

### Self Study 2

- 1 1 boarding 6 seats  
2 exit 7 change  
3 check 8 flight  
4 course 9 Welcome  
5 together 10 front
- 2 1 d 2 c 3 b 4 e 5 f 6 a
- 3 1 Could I see your boarding pass, please?  
2 Would you put your bag in the overhead locker, please?  
3 Could you switch off your phone now, please?  
4 Can I ask what your seat number is, please?  
5 Would you sit there, please?  
6 Would you mind folding your tray table, please?
- 4 1 Is it possible to change seats with someone near us?  
2 Because everyone is boarding just now.  
3 four seats together  
4 three rows behind us  
5 Because the new seat is also an aisle seat. She says 'I want an aisle seat, too.'
- 5 1 how 6 volume  
2 menu 7 reading  
3 down 8 press  
4 select 9 button  
5 then
- 6 1 carefully 7 pulling  
2 instruction 8 lift  
3 familiarize 9 throughout  
4 board 10 pointed  
5 sign 11 nearest  
6 buckle 12 open
- 7 1 Please fasten your seatbelt, sir. (h)  
2 Please put your seat in the upright position. (g)  
3 Can I just check your seatbelt? (f)  
4 Would you mind switching off your computer? (e)  
5 Please switch off your phone. (d)  
6 Could you put your table up, sir? (c)  
7 Would you mind putting your bag in the overhead locker? (a)  
8 Please read this notice. (b)

### Self Study 3

- 1 1 shortly 5 menu card  
 2 through the cabin 6 exact change  
 3 light refreshments 7 a short flight  
 4 Kindly 8 remain seated
- 2 Ladies and **gentlemen**, it's great **to** have you on board. The seatbelt sign has been switched **off**. You **can move** around the cabin now. In a few moments we shall be **coming** through **the** cabin with refreshments. Please be ready **with** your order. We'd really appreciate **it** if you had the exact change for your purchases.
- 3 1 sign 4 minutes 7 aisles  
 2 short 5 time 8 trolleys  
 3 service 6 seated

- 4 1 immediately after the seatbelt sign is off  
 2 50 minutes / less than an hour  
 3 remain seated  
 4 moving in the aisles  
 5 get the trolleys out to begin the refreshment service
- 5 1 Of course, no problem at all. I'll be right back.  
 2 I'll be back with a new pair in a few minutes.  
 3 Let me get them a snack.  
 4 Just give me a few minutes to get that ready for you.
- 6 1 Don't 5 call 9 apologize  
 2 Let 6 course 10 problem  
 3 all right 7 else 11 ahead  
 4 feeling 8 back 12 help
- 7 Sentences 2, 5, and 6 (Sentence 1 would be said by a pilot or air traffic controller – it is not appropriate for passengers.)

### Self Study 4

- 1 1 ask 5 course 9 tray  
 2 menu 6 much 10 choose  
 3 full 7 pre-order  
 4 starter 8 special
- 2 Starter: egg mayonnaise, smoked salmon, tuna salad, tomatoes and olives, salade niçoise, seafood salad  
 Main course: chicken tikka, fish in white sauce, beef bourguignon, lasagne, chicken satay and rice, lamb and couscous  
 Dessert: chocolate pudding, lemon sponge, fruit salad, apple pie, grapes, ice cream  
*Cheese and biscuits* does not go in any of the columns.

- 3 Before the meal: 2, 6, 9, 13  
 During the meal: 1, 3, 8, 11, 12  
 After the meal: 4, 5, 7, 10, 14
- 4 1 What would you like to drink, madam?  
 2 Would you like something to drink, sir?  
 3 Would you care for a drink, sir?  
 4 What can I get you, sir?  
 5 Could I have a glass of water?  
 6 Can I have a cold beer, please?
- 5 1 d 2 f 3 a 4 g  
 5 b 6 e 7 h 8 c
- 6 **Across** 2 RAZOR 4 WHISKY 5 PERFUME  
 8 CHOCOLATES 9 VODKA 10 TEDDY  
**Down** 1 CIGARS 3 AFTERSHAVE  
 6 MASCARA 7 JEWELLERY

### Self Study 5

- 1 1 The cabin is too cold.  
 2 23°C  
 3 turn up the thermostat and give the passengers a blanket  
 4 20 minutes  
 5 beverage  
 6 a blanket  
 7 return to the couple five minutes later  
 8 a hot chocolate drink
- 2 1 Can I help you?  
 2 I'm really sorry.  
 3 Can I get you ...?  
 4 I'll pop back to see you in about five minutes.  
 5 Would that be all right?
- 3 1 T 2 T 3 T 4 F 5 F 6 T  
 7 F 8 T 9 F

- 4 1 I'll check on our arrival time and get back to you.  
 2 I'll get it for you; I'll get it now.  
 3 I'll get you a blanket in the meantime; I'll be back in a moment.  
 4 I'll see what I can do; I'll ask if there is a doctor or nurse on board.
- 5 1 c 2 g 3 a 4 b 5 f 6 e 7 d

### Self Study 6

- 1 1 turbulence 8 colleague 15 wound  
 2 return 9 kit 16 dressing  
 3 hurt 10 opened 17 compress  
 4 head 11 dizzy 18 fine  
 5 laptop 12 pain 19 seat  
 6 locker 13 glass 20 fastened  
 7 unconscious 14 cut

- 2 stethoscope, gloves, diarrhoea tablets, painkillers, bandages, compresses, antiseptic wipes, triangular bandages, scissors, wound dressings, safety pins, face masks
- 3 Possible order of actions to take:  
 1 f 2 h 3 e 4 c 5 b 6 d  
 7 i 8 j 9 k (if there is one)  
 Actions not to take: a, g, l

- 4 **CHECK**  
 1 How are you feeling?  
 2 Are you in pain?  
 8 Where's the pain?  
 11 Are you on any medication?  
 14 Have you been sick before?

- CALL**  
 3 He looks very sick.  
 5 He's not breathing normally.  
 9 He's complaining of a pain in his chest.  
 12 He says he's got chest pains.

- CARE**  
 4 Lie him down.  
 6 Make room please.  
 7 Get the oxygen and defibrillator.  
 10 Loosen his clothing.  
 13 Check his pulse.
- 5 1 collapsed 7 administered  
 2 suffered 8 remained  
 3 checked 9 arrived  
 4 loosened 10 recommended  
 5 asked 11 decided  
 6 reported

### Self Study 7

- 1 1 emergency 11 vest  
 2 locate 12 pressure  
 3 behind 13 oxygen  
 4 exit 14 compartment  
 5 door 15 flow  
 6 instructed 16 mouth  
 7 floor 17 band  
 8 guide 18 breathe  
 9 landing 19 assistance  
 10 adopt 20 first
- 2 1 e 2 i 3 d 4 g 5 h 6 c  
 7 a 8 b 9 f
- 3 1 F 2 T 3 T 4 F 5 F 6 T  
 7 F 8 T 9 F 10 F 11 T 12 T
- 4 a 5 b 2 c 6 d 1 e 4 f 3

- 5 2 He told them to follow the instructions given to them by their crew.  
 3 He told them not to leave their seats until instructed.  
 4 He told them to make their way to the nearest exit.  
 5 He told the ladies to take off their high-heeled shoes.  
 6 He told them to leave all (their) personal belongings behind.
- 6 Suggested answer:  
 First of all, all the lights went off and the oxygen masks came down. Then there was a lot of smoke in the cabin and everyone was in a panic, but the cabin crew were very calm and told everyone to sit down. Then they shouted 'Go!' and we all rushed to the slides. I didn't have time to think about it or even take off my high-heeled shoes. Everyone was safe, but some people were injured at the bottom of the slides.

### Self Study 8

- 1 1 c 2 b 3 b 4 a  
 2 1 f 2 a 3 e 4 d 5 b 6 c  
 3 1 need 6 change  
 2 standing 7 spare  
 3 folded 8 tell  
 4 upset 9 little  
 5 behind 10 fine
- 4 1 He has to ask the group to be quiet.  
 2 He asks them a 'special favour'.  
 3 No, they are quite pleasant.  
 4 Some passengers want to watch a film, others want to have a sleep.  
 5 They want another drink.
- 5 Sir, you have to stop shouting and you must **to** sit down, please. Madam, I can see how upset **you are**. Would you **come / mind coming** to the back of the plane with **me**, please? I **am** (or **do**) apologize, and please don't worry. Everything is **under** control and incidents like this are extremely rare.

6

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

### Self Study 9

- 1 20 minutes before landing  
 1, 2, 6, 9, 11, 14  
 10 minutes before landing  
 4, 5, 7, 8, 10, 12  
 2 minutes before landing  
 3, 13
- 2 2 Fold it away, please.  
 3 Put them in the overhead lockers.  
 4 Switch it off now, please.  
 5 Put it upright, please.  
 6 Put it down, please.
- 3 1 to 5 eleven forty-five  
 2 4 o'clock 6 noon  
 3 takes 7 twenty-five to two  
 4 lasts 8 connecting
- 4 1 the time 4 When  
 2 time 5 how  
 3 how much 6 about
- 5 1 speaking 6 apologies  
 2 bad 7 inconvenience  
 3 Traffic 8 quickly  
 4 due 9 meantime  
 5 delayed 10 fastened
- 6 1 Have you done 4 Have they collected  
 2 Has she secured 5 Have you finished  
 3 Has he checked 6 Have we completed
- 7 1 flight deck 5 stowed  
 2 cabin crew 6 minute  
 3 checks 7 strapped  
 4 secure

### Self Study 10

- 1 1 Have a wonderful holiday.  
 2 Enjoy your trip, madam.  
 3 Safe journey home.  
 4 Look forward to seeing you again soon.

- 5 I'm sorry it was such a bad flight.  
 6 Thank you for flying with us, sir.  
 7 Have a good day.  
 You would not normally use sentence 5.
- 2 1 I suggest (that) you don't wear  
 2 I suggest (that) you let  
 3 I suggest (that) you have  
 4 I suggest (that) you don't take  
 5 I suggest (that) you visit
- 3 1 behalf 8 remind  
 2 local 9 permitted  
 3 stowed 10 outside  
 4 off 11 should  
 5 ensure 12 off  
 6 luggage 13 wish  
 7 injury 14 journey
- 4 The flight attendant was very late getting strapped in for landing.
- 5 I shouldn't have got stuck dealing with that passenger. I should have acted more quickly.  
 You should all know that cabin crew must be strapped in for landing. We should all know the procedures ... We should all be aware of possible problems ...  
 ... we should all be working for each other all the time.
- 6 1 You should've all known that cabin crew must be strapped in for landing.  
 2 We should've all known the procedures ...  
 3 We should've all been aware of possible problems ...  
 4 ... we should've all been working for each other all the time.
- 7 2 ✓ 3 ✓ 5 ✓
- 8 Incorrect sentences:  
 2 You **shouldn't to open** the overhead lockers now.  
 3 You **shouldn't have got** involved in an argument with that passenger.  
 5 They **shouldn't to be going** to the toilets any more.  
 8 I should **to tell** the purser.
- 9 Across 4 GOODBYE 5 LANDING  
 6 NOISY 7 EMERGENCIES 9 TAKE OFF  
 10 DOCTOR 11 BRIEFING  
 Down 1 FOOD 2 COMPLAINTS  
 3 WELCOME 8 CAPTAIN



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