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English for Cabin Crew

Sue Ellis
Lewis Lansford

EXPRESS SERIES



English for **Cabin Crew**

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Sue Ellis & Lewis Lansford

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About the book

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

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

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

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

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