

# 2

## Pre-flight

**STARTER**

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



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



**1 Listen. Complete the information.**

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

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

- 1     2     3

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

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

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

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

**DID YOU KNOW?**

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

**5 Look at the pictures. Match descriptions a-c with the pictures.**

- a Purser to cabin crew pre-flight briefing
- b Flight crew to cabin crew pre-flight briefing
- c Passenger pre-flight briefing



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

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

**FORMAL INTRODUCTIONS**

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

**INFORMAL INTRODUCTIONS**

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



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

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

**8 Listen again. Answer the questions.**

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

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

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

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

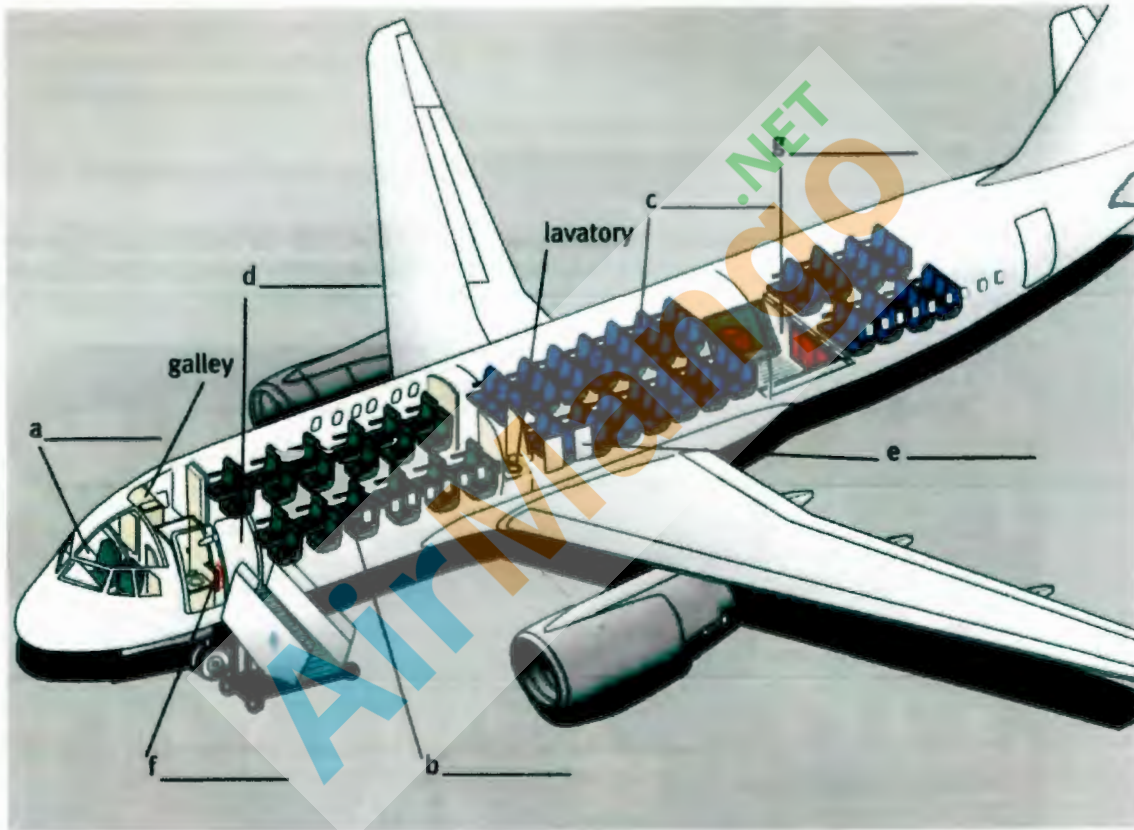
are • can • long • many • much • what • when • where

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

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

**12 Match the words to make areas on an aircraft.**

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



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

**14 Complete the sentences with words from exercise 12.**

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

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

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



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



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

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

**A: Where's the oxygen cylinder?  
B: It's in the overhead locker.**

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



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

**Conversation 1**

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

**Conversation 2**

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

**Conversation 3**

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

**Conversation 4**

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

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

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

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

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

**Situation 1**

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



**Situation 2**

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



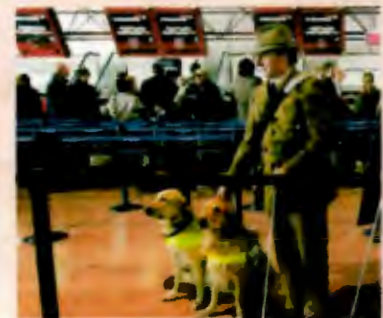
**Situation 3**

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



**Situation 4**

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



## OUTPUT

## Read the text and answer the questions.

## Luc Bertrand

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

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



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

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

## OVER TO YOU

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