

## 3

## Boarding

## STARTER

Read the introduction. Then match the pictures with the correct descriptions.

It is important for cabin crew to notice their first impressions of boarding passengers. They need to be aware of passengers who may have problems, or cause problems, during a flight.



- 1 An overweight man in his fifties is very red in the face and short of breath. The weather is mild, the airport is pleasantly cool, and the passengers are entering via an enclosed jetway.
- 2 A group of four women in their early twenties are talking and laughing loudly. One of them has started a conversation with another passenger and doesn't seem to realize that the other passenger doesn't really want to talk to her.
- 3 A man who is probably in his late twenties appears to be very nervous and anxious. He looks tired and/or worried. He is holding his passport and boarding pass very tightly.
- 4 A mother with three children: a crying baby, a toddler, and a four-year-old, looks exhausted and stressed. She has a large bag with her.

For each passenger or group of passengers, answer questions 1–4. Then discuss your answers with a partner.

- 1 How many possible causes can you think of for each person's appearance and behaviour?
- 2 What possible issues could each passenger present?
- 3 Can you do anything to prepare for or avoid in-flight problems?
- 4 Do you think all of the passengers are fit to fly?

**1 The first person a passenger sees when boarding the aircraft is a flight attendant. With a partner, think of five things cabin crew should or shouldn't do as they welcome passengers on board.**



**2 Use the words in the box to complete the announcement.**

aisle • bags • boarding • departure • devices • door • gate • items • lockers • seat

Good morning, ladies and gentlemen. Welcome aboard flight 204 to Auckland. We're looking forward to making this a smooth \_\_\_\_\_ and an on-time \_\_\_\_\_. Please step out of the \_\_\_\_\_ as quickly as possible after placing your \_\_\_\_\_ in the overhead \_\_\_\_\_. Place all carry-on bags in the overhead lockers, and store smaller personal \_\_\_\_\_ under the \_\_\_\_\_ in front of you. Cell phones and other electronic \_\_\_\_\_ may be used while we're here at the \_\_\_\_\_. However, once the \_\_\_\_\_ has been closed, these items must be turned off and stowed. Thank you for choosing E-Z Air and welcome aboard!

**BRITISH ENGLISH**

mobile phone  
hand luggage

**AMERICAN ENGLISH**

cell phone  
carry-on baggage

**Listen and check your answers.**

**3 Read the announcement out loud. Read with a smile – it makes your voice sound nicer!**



**4 Listen to three conversations. Find an example of each type of item and write them in the table.**

Personal items	Hand luggage	Electronic devices
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

**5 Add the words to the table in exercise 4.**

DVD player • handheld video game • laptop • mobile phone • rucksack • suit bag • trolley bag • walking stick • wallet

**6 Work with a partner. Turn to the transcripts on page 86. Practise the conversations. Use the words in the table in exercise 4.**

**7 How did the flight attendants describe the items? Use the words in the box to complete the descriptions.**

little • big • red • blue

- 1 a \_\_\_\_\_ suitcase
- 2 a \_\_\_\_\_ handbag

**Order of adjectives**

We use adjectives in a certain order when we describe things.

	Opinion	Size	Age or other quality	Shape	Colour	Origin	Material	Purpose
a	beautiful		old				leather	suitcase
a				square				hat box
a		small			red	Japanese		purse

**8 Look at the pictures. Use the words in the box to describe the items.**

beautiful • hat • portable • small • big • expensive • leather • fragile • old • red • new



suitcase



purse



box



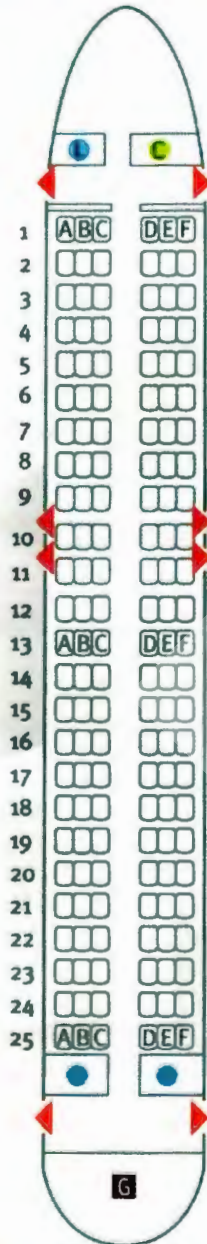
DVD player

- 1 \_\_\_\_\_
- 2 \_\_\_\_\_
- 3 \_\_\_\_\_
- 4 \_\_\_\_\_

**9 What special care might the following people need on a flight?**

- 1 very old people
- 2 young people travelling alone
- 3 people who are injured or ill

**10 The flight is very full. There are six empty seats (see chart below), and six standby passengers to board. Look at the list of passenger requirements and the list of seats. If a seat is acceptable for a passenger, mark it with a tick. If not, mark it with X. How will you seat everyone?**



← Exit location    **G** Galley  
● Lavatory        ● Closet

- a Fifty-year-old company executive Arturo Chavez is returning home from a business trip. He is ill and wants to be as near as possible to the lavatory.
- b Joe and Cathy Smith, both 22, have just got married. They're on their honeymoon and want to sit together. Joe wants an aisle seat because he's a nervous flyer.
- c Veena Singh is a 95-year-old great-grandmother travelling to meet her new great-grandson for the very first time. She is very old and weak.
- d Shelagh Mulvaney is a 19-year-old student going abroad. She's never travelled by air before and she's very excited to be making her first trip. She wants a window seat.
- e Soo-Bong Park is returning from a skiing holiday. He has hurt his leg. He is using a walking stick and he needs an aisle seat.

	Arturo Chavez	Joe Smith	Cathy Smith	Veena Singh	Shelagh Mulvaney	Soo-Bong Park
10A						
24D						
25C						
25B						
14C						
18						

**11 Use the phrases in the box to complete the requests. Then match each one with the passengers in exercise 10.**

in the middle • near the front • near the lavatory • next to my wife's • on the aisle • together

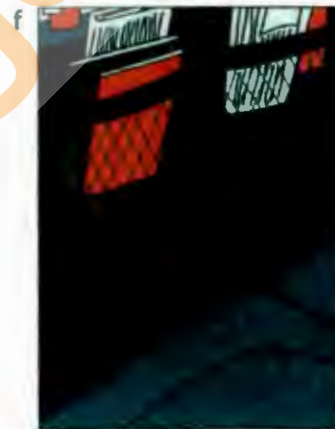
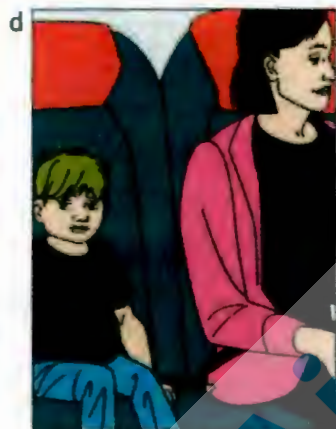
- 1 Sorry, I'm not feeling well. Could I be \_\_\_\_\_?
- 2 I expected my seat to be \_\_\_\_\_. We just got married!
- 3 I don't want to sit \_\_\_\_\_. I asked for a window seat.
- 4 My leg is injured, so it's hard for me to sit \_\_\_\_\_.
- 5 Can I sit \_\_\_\_\_ of the plane?
- 6 My husband and I would like to sit \_\_\_\_\_.

**12 Match the requests to the correct answers.**

Passenger	Flight attendant
1 Are there any headphones?	a Yes, I can help you after take-off. You'll have to leave it in the upright position now.
2 My seat back won't recline. Can you make it go back?	b Certainly, sir. Would <i>The Times</i> be OK?
3 Do you mind if I get past you?	c I'm afraid there are no more available.
4 I don't suppose we could take those empty seats, could we?	d I'm sorry but they're reserved for the cabin crew.
5 I don't want this. Haven't you got any English newspapers?	e No problem. Goodness – it's heavy!
6 Is it OK if I use the toilet now?	f Of course, I'll fetch one for you right away.
7 Would it be possible to have a blanket?	g Sure – there's plenty of room.
8 Would you mind lifting that into the locker for me, please?	h Sorry, but you'll have to wait until the captain turns off the seat belt sign.

**13 Work with a partner. Take turns reading the requests. Try to respond to your partner's request without reading.**

**14** You are carrying out a cabin check before take-off. Work with a partner. Make an appropriate request to the passenger for each picture.





**15 Listen. Complete the requests. Were your requests from exercise 14 the same?**

- 1 I \_\_\_\_\_ to fasten your seat belt, please.
- 2 I \_\_\_\_\_ keeping your child's feet off the seat in front? It can be very difficult for other passengers.
- 3 Would it \_\_\_\_\_ for you to put that under the seat, please?
- 4 Do \_\_\_\_\_ you could put your seat upright, please?
- 5 Would \_\_\_\_\_ putting your paper down, please? The people behind can't see the safety briefing. Thank you.
- 6 I \_\_\_\_\_ you could turn your phone off, please?
- 7 Could \_\_\_\_\_ put your tray up, please?
- 8 \_\_\_\_\_ strap him in now, please?
- 9 \_\_\_\_\_, but could you please put your foot rest up, now?
- 10 \_\_\_\_\_ put your window shade up for take-off?

**16 Match each sentence in exercise 15 with a picture in exercise 14.**

- |         |          |
|---------|----------|
| 1 _____ | 6 _____  |
| 2 _____ | 7 _____  |
| 3 _____ | 8 _____  |
| 4 _____ | 9 _____  |
| 5 _____ | 10 _____ |

**17 Work with a partner. Practise making polite requests.**

**PARTNER FILES**

Partner A File 1, p.70  
Partner B File 11, p.72

**USEFUL PHRASES**

**Asking politely**

- Is it OK/all right if ... ?
- Would you mind helping me with ... ?
- Do you mind if I ... ?
- I wonder if you'd mind helping me ... ?
- Would it be possible to ... ?
- Could you possibly ... ?
- Do you think you could ... ?
- I don't suppose you could/would ... ?
- Could/Would you ..., please?

**Polite response (positive)**

- Yes.
- Of course.
- Sure.
- Certainly.
- No problem.

**Asking politely but firmly**

- Could you ... ?
- Can you ..., please?
- I'd like you to ...
- I want you to ..., please.
- Please turn it off now.

**Polite response (not sure)**

- I'm not sure. Can you wait while I find out?
- I'm sorry. I don't know.

**Asking directly or instructing**

- Turn it off, please.
- Put it in the ...
- Stop ...
- Don't ...
- Will you ... ?
- Sit down!
- Please move ...

**Polite response (negative)**

- I'm afraid I haven't/can't at the moment.
- I'm sorry, but that's not possible.
- I'm sorry, I can't do that.

## OUTPUT

Read the text and answer the questions.

**PAMELA WOODWARD**

I work on a Challenger 604, which is a twelve-passenger corporate jet. As passengers board the plane, I try to concentrate on faces and names. During the flight, I like to use the passengers' names when I speak to them.

I don't often have problems with people on my flights but once, we were late arriving because of a medical emergency. During the delay, two passengers who were waiting for the turnaround flight were drinking a lot. When we were finally ready to go again, I thought these two passengers were too drunk to fly. I refused to let them board. After we took off, the other passengers thanked me. They said the two drunks had behaved very badly at the airport.

The most common difficulty during boarding is passengers who don't consider other people when they're boarding. They stand in the aisle. I have to ask them to sit down so that we can load the plane.

Sometimes there is a delay after boarding. If this happens, the passengers ask lots of questions. We keep them informed and provide extra drinks and snacks if the delay is long. We had a bad time last winter during a blizzard. We had to wait three hours for the weather to improve, then another two hours while the wings were de-iced. After all that, we couldn't move because the wheels were frozen! We waited another two hours before the captain decided we could not fly. It was four days before we finally left!

When we're finally ready for take-off, I think about which exit to use for an emergency, bracing commands, my brace position, how to open the exit, and so on. After that, I start thinking about how much time I have to do a proper service. Every flight is different for me, because our passengers always order whatever service they want ahead of time, before the flight. It's a very personal service. So I organize everything in my head before my hands start working!



## OVER TO YOU

- Would you like to work on a small corporate jet?  
Why/Why not?
- Do you think passengers who fly on small corporate jets are different from those on airliners?  
If so, how?
- Have you ever seen anyone deal with bad behaviour? What happened?