

4

Cabin services and amenities

STARTER

Answer the questions. Then interview a partner and make a note of their answers.

- 1 Think of a time when you were a customer in a restaurant or hotel and you received good service. What happened? Why was the service good?
- 2 Think of a time when you were a customer in a restaurant or hotel and you received bad service. What happened? Why was the service bad?
- 3 What personal qualities are needed for a customer care job? Mark the following as important (I), good but not essential (G), unimportant (U), or bad (B).
 - _____ good eye contact
 - _____ excellent grammar
 - _____ a friendly smile
 - _____ a clear, confident voice
 - _____ expensive clothes and nice jewellery
 - _____ a very serious attitude about everything
 - _____ a very informal way of speaking
 - _____ comfortable but polite communication
- 4 Imagine you have a passenger who doesn't share a language with you or with anyone on the plane – you cannot communicate using words. How will you offer the passenger a drink? How will you explain the choice of a chicken pasta dish or baked fish?

Look again at question 3. Of the qualities you marked I and G, which do you already have? Which do you need to work on?



1 Listen to the announcement. Mark the sentences True (✓) or False (X).

- 1 The announcement is about food service.
- 2 Some items will be for sale.
- 3 The announcement says that there is a problem.

2 Listen again. Choose the best word or phrase to complete each sentence.

- 1 *We'll shortly begin* means ...
 - a we will not begin.
 - b we will soon begin.
 - c we have already begun.
- 2 Coffee, tea, and soft drinks are *complimentary*. This means they are ...
 - a free.
 - b optional.
 - c served in first class only.
- 3 Beer, wine, and cocktails contain ...
 - a milk.
 - b alcohol.
 - c soft drinks.
- 4 *Exact change* means that customers ...
 - a pay in coins only.
 - b give just the right amount of money.
 - c can receive some money back if necessary.
- 5 *Keep the aisles clear* means ...
 - a be patient.
 - b speak carefully when you order.
 - c don't block the trolley with your legs or luggage.

3 Read aloud the transcript of exercise 1 on page 86. Remember to smile.**4 Look at the table of drinks and drink-related words. Tick the correct column.**

	Cold / soft drink	Hot drink	Alcohol	Way of serving
beer			✓	
black (tea/coffee without milk)*				
bloody mary				
coffee				
cola				
gin and tonic				
juice (apple, orange, tomato, etc.)				
lager				
neat				
no ice				
on the rocks/with ice				
red wine				
rosé wine				
rum and coke				
soda water				
sparkling water				
still water				
tea (black, green, herbal, etc.)*				
whisky				
white (tea/coffee)				
white wine				
with milk and sugar				

**Black* has two meanings in connection with *tea*.

1) Tea served *black* is tea without milk in it.

2) *Black* tea is a type of dark tea leaf; compare with green tea or herbal tea.

5 Work with a partner. Say what drinks you like and dislike. What do you drink when you're a passenger on a plane?



6 Listen to three conversations. What does each passenger order? What do they get?

	1	2	3
Order			
What the customer received			

7 Listen again. Complete the phrases. Check the transcript on page 86 if necessary.

Making offers	Ordering drinks
Would you like anything _____?	_____ any green tea?
Can _____ you a drink?	Black tea, _____.
_____ anything from the trolley?	_____ a lager, please.
Asking about preferences	Other requests
Would you _____ ice?	_____ a spoon, please?
_____ leave the can with you?	_____ some more napkins?
_____ milk or sugar?	

8 Work with a partner. Practise offering and ordering drinks.



9 Listen. Answer the questions.

- 1 What are the meal options? _____
- 2 Who will be served first? _____



10 Listen. Mark the sentences True (✓) or False (✗).

- 1 The man ordered a vegetarian meal.
- 2 The woman ordered a vegetarian meal.
- 3 The passengers are angry about the confusion.
- 4 In the end, everyone gets the meal they ordered.

11 Work in groups of three. Try to role-play the above situation from memory.

DID YOU KNOW?

There are many types of special meals for passengers and cabin crew.

Medical diets

- bland (non-spicy)
- diabetic
- gluten-free
- low fat/cholesterol
- low salt
- high fibre
- low-calorie
- non-lactose
- peanut free

Cultural diets

Chinese, Indian, Japanese, etc.

Religious diets

- Buddhist and Jain
- Halal
- Hindu
- Kosher

Other special meals

- children's
- infant and baby
- vegan
- vegetarian

The flight crew usually receive meals labelled for the pilot, the first officer, and the flight engineer. They are given different foods to reduce the risk that all three might become ill at the same time.



On some airlines the flight crew are not permitted to eat shellfish, due to the risk of food poisoning.



11 Listen. Complete the dinner menu.



Main course

_____ or _____





Side dishes

_____ and _____

Dessert



12 Listen again. Complete the sentences.

- 1 _____ little noodles.
- 2 It's _____ a red sauce.
- 3 The sauce _____ beef and tomatoes.
- 4 _____ a green salad and cooked peas and carrots.
- 5 _____ a bread roll with some butter.

13 Work with a partner. Practise offering and describing food.

PARTNER FILES

Partner A File 4, p. 70
Partner B File 12, p. 72

USEFUL PHRASES

Apologizing

Sorry, sir/madam. I don't think so.
I'm very sorry about this.

Describing food

It's little noodles.
It's served with a red sauce.
The side dishes are a green salad, and cooked peas and carrots.
The sauce is made from beef and tomatoes.
There's also a bread roll with some butter.
It's a type of fish.
It's a kind of vegetable.
It's roasted/fried/boiled/grilled.
It's cooked with (vegetables).
It's served hot/cold/raw.
It comes with rice.



14 On international flights, you may need to offer passengers duty-free items. Listen. Tick the price you hear for each item.

1 	2 	3 	4 	5 
Rose flower perfume 49 EUR	Titanium watch 85 EUR	MP3 player cord 21 EUR	Pendant 58 EUR	Designer bag 79 EUR
<input type="checkbox"/> 69 USD <input type="checkbox"/> 79 USD	<input type="checkbox"/> 1,100 JPY <input type="checkbox"/> 11,000 JPY	<input type="checkbox"/> 90 PLN <input type="checkbox"/> 19 PLN	<input type="checkbox"/> 120 SGD <input type="checkbox"/> 20 SGD	<input type="checkbox"/> 425 AED <input type="checkbox"/> 245 AED
EUR = euros USD = US dollars JPY = Japanese yen PLN = Polish zloty SGD = Singapore dollars AED = Dubai dirhams				

15 Work with a partner. Take turns offering the duty-free items above. Show them and say how much they cost.

IN-FLIGHT SHOPPING

<p>Offering Would you/anyone like to buy any duty-free items?</p> <p>Passenger requests Can I see the titanium watch? Would you mind showing me the designer purse? Could I take a look at the pendant?</p> <p>Showing Here you are, sir/madam.</p> <p>Passenger questions about prices How much is that in US dollars? What's twenty-one euros in zloty? Can you give me change in dollars?</p>	<p>Saying prices It's forty-nine euros (€49), so that's seventy-two US dollars (\$72). It's eleven thousand yen (¥11,000). It comes to ninety zloty (z.90). It costs eighty-two Singapore dollars (S\$82). The price is four hundred and twenty-five dirhams (Dh425).</p> <p>Talking about change I'm afraid I can only give you change in euros. I can give you change in dollars or pounds. Sorry, I can't give you change.</p>
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BRITISH ENGLISH	AMERICAN ENGLISH
economy class	coach class
bag	purse

16 What do you know about classes of airline travel? Tick which classes offer which amenities. Some amenities are available in more than one class.

Amenities	Economy class	Premium economy class	Business class	First class
1 A lot of leg room				
2 A standard seat				
3 High quality food and drink service				
4 Standard food and drink service				
5 Slightly better seats than economy				
6 A toilet shared with six other people				
7 A fully flat bed				
8 Seat-back video				
9 A dedicated lounge				
10 Priority check-in				

17 Read the flight attendant's descriptions of the airline classes and check your answers to exercise 16.



Economy class – Most people who fly travel in this class, which is also known as coach class. These are all standard seats, and the food service is standard, too. Our 747s have six lavatories for about 340 seats. That's more than fifty people per lavatory. People who sit near the front of this class often have a good view of the classes in front of them. If they can see an empty seat, they ask for an upgrade. Unfortunately, I almost always have to say no. There isn't much leg room, but the upside is that in our new planes, every seat in every class has a seat-back video screen for movies and games.

Premium economy class – This class is the first few rows of the economy class. The seats are a little bit wider and there is more leg room – but not a lot. There isn't as much leg room as in business and first class. Passengers use the economy class toilets and are served the same standard food and drink as the economy passengers.



Business class – Not everyone who flies in this class is a business person. The perks of travelling in this class begin with priority check-in, though business class passengers are not allowed to use the first-class airport lounge. In some aircraft, we combine this class with first class. The seats have plenty of leg room. They're designed to be very comfortable for sleeping. The food and drink are also very high quality. Passengers usually pay a lot of money for their seat, so they can be very demanding.

First class – Passengers in this class – which is the highest we offer – expect a very high standard of comfort and service. It begins with special priority check-in and a dedicated lounge with complimentary food and drink. We always board them first and offer them a drink immediately. The seats can be converted to comfortable, fully flat private beds. I've met a few famous people travelling in this cabin – actors and singers. There are two toilets in the cabin which are used by twelve passengers.





18 Listen. Write the conversation number.

1

The passenger ...	Conversation
a makes a polite complaint.	_____
b makes a polite request.	_____
c refuses to comply with a cabin crew's request.	_____

2

The flight attendant ...	Conversation
a agrees with what the passenger says.	_____
b threatens to contact the authorities.	_____
c politely refuses a request.	_____

19 Match the passenger questions and statements with the cabin crew's responses.

- | | |
|---|--|
| 1 ___ Would it be possible for me to move up to business class? | a Yes, I am. Would you turn off your MP3 player, please? |
| 2 ___ Why is that? | b Oh, dear. What's the problem? |
| 3 ___ It doesn't seem fair. | c I'm afraid not, sir. |
| 4 ___ I think there's a problem with this seat back. | d I'm sorry, sir, but you have no choice. I'll have to ask you to turn it off now, or we'll arrange for the police to meet you off the plane. |
| 5 ___ It's stuck. | e Let's have a look. |
| 6 ___ Are you talking to me? | f It might not seem fair to someone who's paid for a business seat for me to give you a free upgrade. We do our best to take care of everyone. |
| 7 ___ This is first class. You can't tell me what to do. | g Because the ticket you bought is for this class, sir. |

20 Work with a partner. Practise dealing with passengers.



Partner A File 9, p. 71
Partner B File 11, p. 73

USEFUL PHRASES			
Passenger		Cabin crew	
		Politely denying the request and explaining why, or offering a course of action	Acknowledging a request and offering a course of action
polite ↑ ↓ rude	Would it be possible for me to move up to business class?	I'm afraid not. I'm not allowed to do that.	I can't promise anything, but I'll see what I can do.
	Can I change seats?	Sorry, no. We need you to stay where you are.	I can check with the chief purser.
	I need a drink of water.	I can do that just as soon as we've reached cruising altitude.	Certainly. I'll get you one in just a moment.
air rage	Get me a vegetarian meal right now!	I'm sorry, madam. I'm afraid we don't have one on board. I'd be happy to try to work something out, though.	I'll see if we have an extra one.
	I'm going to hurt somebody!	Sit down now, sir. I need help!/Can someone help me, please?	

OUTPUT

Read the text and answer the questions.

Mika Tanaka

I've never had a problem with air rage, but I have had some very angry passengers. People like to drink on planes and sometimes we have to stop them. That makes them unhappy. People also get angry when the in-flight entertainment doesn't work or when we don't have a duty-free item. My worst passenger was actually my fault. I spilt red wine on a man's trousers – he was very upset.



Passengers often ask for the temperature to be changed. People from different countries have different ideas about the right temperature. South American passengers always seem to want it warmer. Of course, some passenger requests are just for everyday things: a drink after the meal or help with the in-flight entertainment. That kind of stuff is easy to deal with.

The worst mix-up I ever had at meal-time was with a British passenger. He asked me for an iced vodka. Well, that's what I heard. After he spat out the drink violently, I understood that he'd actually asked for iced water. With angry passengers, I never argue but I never walk away. I always stay with the passenger and repeat in a calm voice, *I see your point, I understand*. This gives them a chance to express their anger. Then they always run out steam!

OVER TO YOU

Have you ever:

- seen or had to deal with an angry customer?
- had a misunderstanding about food or drink?
- remained calm when talking to a very angry person, or seen anyone do this?

Say what happened in each situation.