

Descent, landing, and layover

STARTER

Match the descriptions of each stage to the diagram.

- | | |
|----------------------------|---|
| 1 ___ arrival at the stand | 4 ___ preparing for descent and arrival |
| 2 ___ descent | 5 ___ landing |
| 3 ___ taxi in | |



1 Listen to five announcements. Match each one to the correct description in Starter.

- a ___ b ___ c ___ d ___ e ___

2 Listen again. Complete the phrases for giving passengers instructions.

Please ...

- | | |
|---------|--|
| 1 _____ | your completed documents and passport available. |
| 2 _____ | any bags or other items in the overhead lockers. |
| 3 _____ | your seat area. |
| 4 _____ | your seat belt is fastened. |
| 5 _____ | any remaining cups or glasses to us. |
| 6 _____ | seated with your seat belt fastened. |
| 7 _____ | when opening the overhead lockers. |
| 8 _____ | that you take all your belongings with you. |

3 Match the phrases in exercise 2 with the pictures.



4 Phrasal verbs are useful for asking passengers to comply with cabin crew instructions. Look at the situations and use the words in brackets to make polite requests.

- | | |
|---|--|
| 1 immigration form not filled in (fill in)
<i>Please fill the immigration form in.</i> | 4 seat back reclined (put up) |
| 2 tray table down (put up) | 5 baggage in aisle (put away) |
| 3 infant not secure (strap in) | 6 laptop computer turned on (switch off) |

PHRASAL VERBS

All of the phrasal verbs above are *separable*. This means the two parts of the verb can be used in two different ways:

Please fill in the immigration form.

Please fill the immigration form in.

Some phrasal verbs are *inseparable*:

I'm looking after the passengers in main cabin.

NOT *I'm looking the passengers in-main-cabin after.*

5 Listen to six announcements. Match each one with a situation.

Announcement	Situation
1	a paramedics meeting flight
2	b refuelling stop
3	c delay
4	d gate unavailable
5	e holding
6	f required spraying of insecticide

6 Match words from the announcements with the correct meaning.

1 onward flight	a a person who has had special training in caring for sick or injured people
2 landing clearance	b the latest information
3 paramedic	c permission given by air traffic control for an aircraft to land
4 insecticide	d wind that is blowing against the direction an aircraft is travelling
5 headwinds	e a substance that is used for killing insects
6 update	f another flight you take to continue your journey

7 Use the correct form of the verbs in the box to complete the phrases.

arrive • board • delay • inform • let • receive • spray • stop • tell • update

Keeping passengers informed

- We will keep you _____ of any changes.
- We will _____ you know when you can get up.
- We will _____ you when it is safe.
- We will keep you _____ every five minutes.

Explaining what will happen

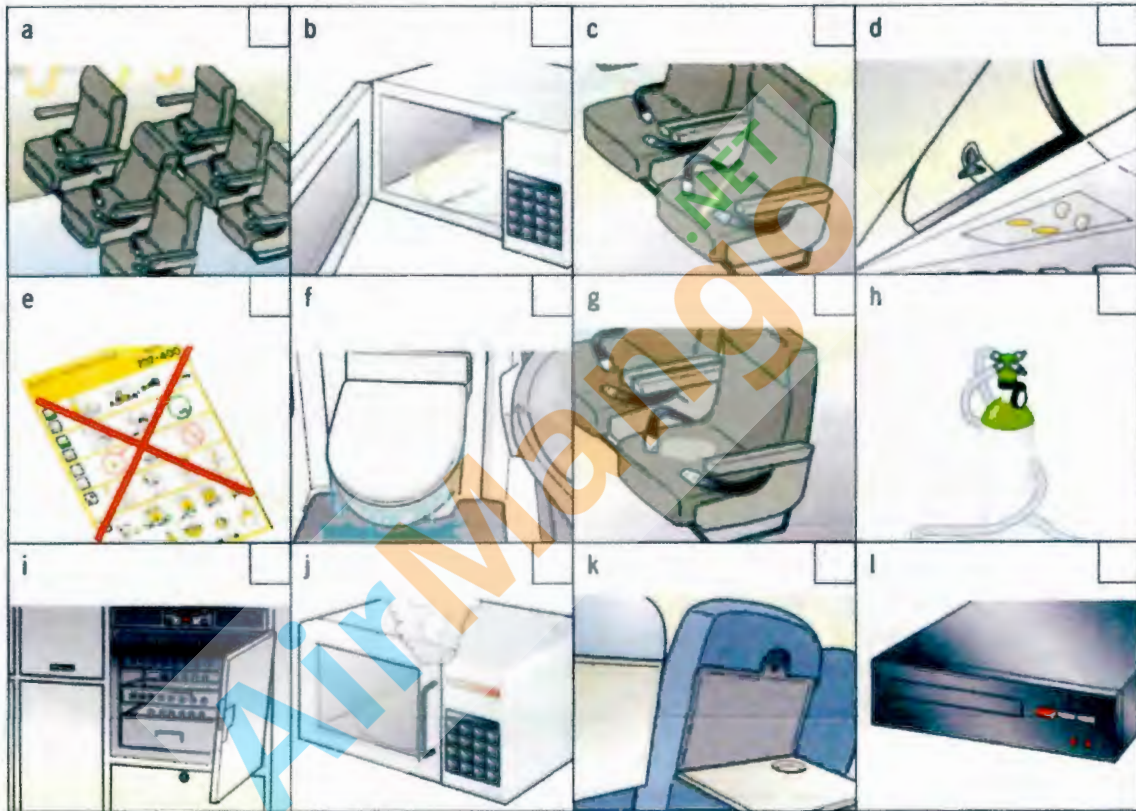
- We will be _____ in Sofia shortly.
- We will be _____ the cabin with insecticide.
- We will _____ our landing clearance in approximately ten minutes.
- Paramedics will _____ the aircraft.
- We will be _____ to refuel in Kuala Lumpur.
- We will be _____ for fifteen minutes.

8 Make a passenger announcement for each situation in the pictures.



9 Match the problems with the pictures.

- | | |
|--------------------------------------|--|
| 1 We can't use the microwave tray. | 7 The tray table won't stay up. |
| 2 The toilet won't flush properly. | 8 We can't use seat 29D. It's wet. |
| 3 The oven door won't shut properly. | 9 The microwave has broken. |
| 4 DVD player number 3 isn't working. | 10 The mask is missing from the oxygen cylinder. |
| 5 That overhead locker won't close. | 11 No one can sit in seat 25B. It's damaged. |
| 6 The seat back in A5 won't move. | 12 There are no safety cards on row 11. |



10 Now match the explanations with the problems in exercise 9.

- | | |
|--|--|
| a ___ There aren't enough spares. | g ___ I think it's blocked. |
| b ___ The catch is bent. | h ___ The play button is jammed. |
| c ___ We can't cook the lunch. | i ___ The seat cover is badly torn. |
| d ___ It's cracked and may break. | j ___ It's stuck in the recline position. |
| e ___ We can't find them. | k ___ Someone has spilt a drink and it's soaked. |
| f ___ It keeps falling down. The catch has broken. | l ___ There's something wrong with the hinge. |

11 Work with a partner. Use the pictures in exercise 9 to explain the problems.

A: We can't use the microwave tray.

B: Why? What's wrong?

A: It's cracked and may break.

12 Complete the cabin crew log with the words in the box.

broken off • clogged • cracked • enough • missing • ripped • stuck • twisted • wedged
 • wet • working • wrong

Departure airport: <i>Tumbiki</i>		Flight no: <i>BA 279</i>		
Destination: <i>Lahore</i>		Date: <i>26 April</i>		
	Date	Flight	Location	Problem
1	25 Apr	BA 278	Forward galley	Microwave - glass tray _____.
2	26 Apr	BA 279	Forward WC	Not flushing. Probably _____.
3	26 Apr	BA 279	Aft galley	Oven door doesn't close properly. Something _____ with hinge.
4	26 Apr	BA 279	Aft o/h locker	DVD player number 3 not working. Play button _____.
5	26 Apr	BA 279	Row 17	O/h locker won't shut. Catch looks _____.
6	26 Apr	BA 279	Seat 5A	Seat back _____ back. Won't go upright.
7	26 Apr	BA 279	Seat 33F	Tray table keeps falling down. Piece _____ catch.
8	26 Apr	BA 279	Seat 25B	Seat cover _____. Not usable.
9	26 Apr	BA 279	Forward galley	The microwave is not _____.
10	26 Apr	BA 279	Aft o/h locker	Oxygen mask _____ from cylinder.
11	26 Apr	BA 279	Seat 29D	Seat very _____ - orange juice spill.
12	26 Apr	BA 279	Row 11	No safety cards. Not _____ spares.

13 Mark the sentences True (✓) or False (X).

- The damaged microwave tray was reported on a previous flight.
- There is something wrong with the forward toilet.
- There's a problem with the rewind on DVD player number 3.
- One of the seats is stuck in the upright position.
- A tray table fastening is damaged.
- There aren't any safety cards in row 11.

14 Work with a partner. Explain that something is wrong.

PARTNER FILES Partner A File 8, p.71
 Partner B File 16, p.73

USEFUL PHRASES

Something is missing

It/They is/are missing
 There aren't any/enough ...
 I/We can't find the ...

There's a problem

It/they is/are broken/damaged.
 The ... has broken.
 There's something wrong with ...

Something is out of action

It/They isn't/aren't working.
 It/They won't work.
 We can't use ...

DID YOU KNOW ... ?

At the end of a flight you should:

- make sure every passenger leaves the plane safely with all their hand luggage.
- complete a written flight report and record any unusual incidents.
- add up and record all food and drink orders and duty-free sales.

After that you can check into your hotel, relax, and explore the destination before your next flight!

**15 Listen to the conversations. Mark the sentences True (✓) or False (x).****Conversation 1**

- 1 The crew are staying at the Metropole hotel for three nights.
- 2 Breakfast is served in the dining room.
- 3 The crew get a 20% discount in the hotel restaurant and shops.

Conversation 2

- 4 There's no cash machine in the hotel lobby.
- 5 The bank is open now.
- 6 The bank is close to the hotel.

Conversation 3

- 7 The air-conditioning isn't working.
- 8 Reception will send someone up in an hour.

16 Match words from the conversations in exercise 15 with the correct meanings.

- | | |
|--------------------|---|
| 1 booking | a ATM (automated teller machine) |
| 2 breakfast | b first meal of the day |
| 3 discount | c card giving money off for a regular user |
| 4 loyalty card | d hotel entrance/reception area |
| 5 wallet | e lower price than usual |
| 6 cash machine | f reservation |
| 7 lobby | g machine to cool a room |
| 8 air-conditioning | h small case to keep paper money, plastic cards, etc. |

17 Listen again. Complete the phrases. Check the transcript on page 91 if necessary.

- | | |
|---|-------------------------------|
| 1 _____ breakfast? | 5 _____ to walk there? |
| 2 Can you tell me ... _____ a discount? | 6 _____ the air-conditioning. |
| 3 _____ I can change some money? | It's blowing out hot air. |
| 4 _____ it open? | 7 _____ make the room cooler. |

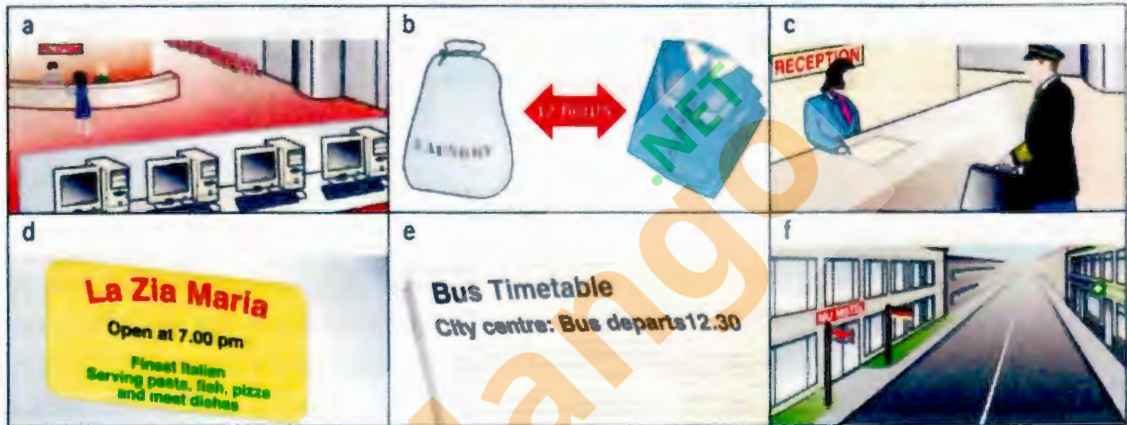
18 Match the responses to the phrases in exercise 17.

- | | |
|--------------------------------------|--|
| a ___ About one minute! | e ___ Yes, of course. There's a cash machine in the hotel lobby. |
| b ___ At 9.30. | f ___ Yes, you do. 10%. |
| c ___ It's from 7.00 to 9.30. | g ___ Ah, yes. The air-conditioning. |
| d ___ Oh, I'm very sorry about that. | |

19 Put the words in the correct order to form questions.

- 1 How laundry long take the will ? _____
- 2 an connection Do have in internet our rooms we ? _____
- 3 does open restaurant the time What ? _____
- 4 are Can me shops tell the where you ? _____
- 5 bus does leave the When ? _____
- 6 bag can Is leave my somewhere there I ? _____

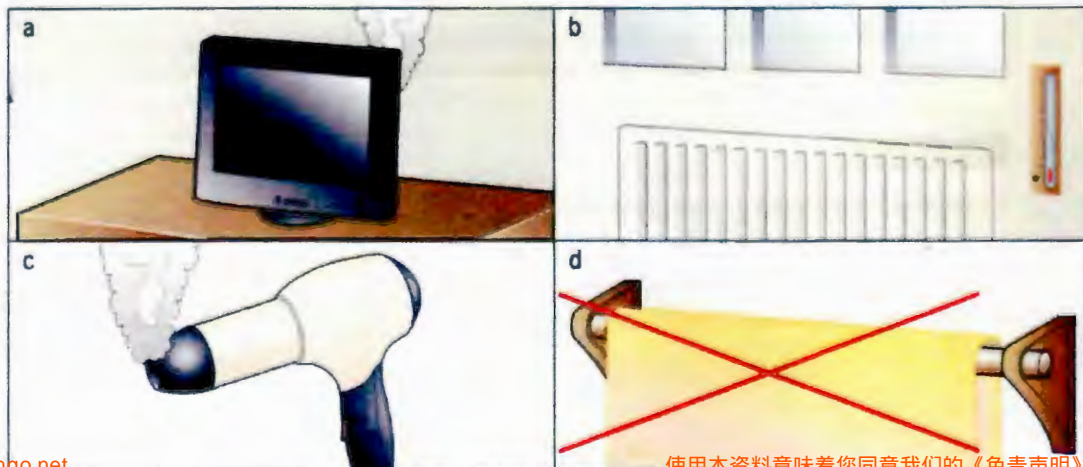
20 Work with a partner. Match the pictures to a question in exercise 19. Take turns asking and answering each question.



a _____ b _____ c _____ d _____ e _____ f _____

21 Work with a partner. Take turns calling hotel reception to explain problems with your hotel room.

A: Hello, I'm calling from room 4208.
 B: How can I help?
 A: I've got a problem with the door. The thing that closes the door is broken.
 A: The lock? We'll send someone up right away.



OUTPUT

Read the text and answer the questions.

Ji-Eun Park

There are often delays coming in to land, especially in winter when it's foggy. Passengers always ask for the reason. Sometimes they get anxious; some even get aggressive and demand that the aircraft lands on time! If that happens, I try to be very polite and positive. And I keep smiling. I explain the reason for the delay and offer to bring drinks or blankets or anything else to keep them comfortable. If the delay is really long, we put on a good film.



When we're on the ground, we check the aircraft in case anything has been left behind. It's amazing what we find – valuables, passports, immigration forms. Once I found a wallet full of money! I took it to the 'Lost and found' counter. Fortunately, I met the passenger who had lost it. He explained that the money was for tuition fees and six months' living expenses. I can't believe he would forget something like that! I've found other strange things, too. I once found a diamond ring in the lavatory and a wig in an overhead locker. One lady even left her false teeth on her lunch tray and we had to search through all the rubbish to find them! When all the hard work is done, I can finally relax. Every new city brings new sights, new activities, new people to meet, and I try to experience as much as possible. One of my favourites is Bangkok in Thailand. I love this country! I can have a relaxing massage – that's so good after a long flight! I can also eat wonderful food and visit the beaches on the islands. I did that last New Year and saw some stunning firework displays. Another favourite is London – the Thames river cruise is great and there's always something fun going on. I also love wandering through the maze of shopping streets and bazaars in Istanbul ...

People are different everywhere and it's so interesting to learn about their cultures and traditions from real life rather than reading about them in books!

OVER TO YOU

- Have you ever been on an aircraft that was delayed coming in to land? Did the cabin crew look after the passengers well? What did they do?
- What would you most look forward to after a long flight?
- Which countries would you most like to visit?