

Partner A

Partner Files

UNIT 1, Exercise 17

File 1

With your partner, take turns describing people and places. Describe the people and places on your list. See if your partner can guess the job or location.

- 1 Ramp service staff
- 2 The crew room
- 3 The flight engineer
- 4 Immigration and quarantine
- 5 The purser
- 6 The boarding gate

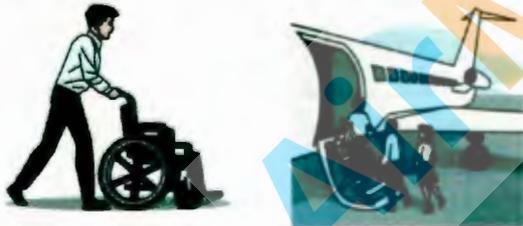
UNIT 2, Exercise 11

File 2

- 1 Ask questions to Partner B.
- 1 Can you tell me ... ?

Order of services	
11.15	_____
11.30	_____
13.00	_____

- 2 How many ... are there?    3 What time is ... ?



- 2 Answer Partner B's questions.



UNIT 3, Exercise 17

File 3

Situation 1

You are an elderly passenger and have just boarded a long haul flight with your two grandchildren, aged 12 and 8. You paid an additional cost for extra leg room and are pleased with your seats. You have plenty of room in front and you are next to the door. You do not want to move.

Respond to the flight attendant's request.

Situation 2

You are cabin crew at the start of a domestic flight. A passenger approaches you with a request. Respond to the request. Use your own knowledge to explain the situation.

UNIT 4, Exercise 13

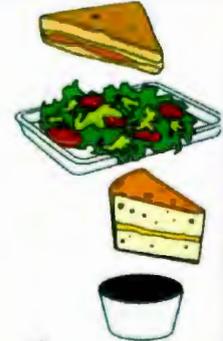
File 4

- 1 You are a flight attendant serving a meal. Offer the passenger breakfast then answer any questions. Continue offering meals (lunch, dinner, snack) until you run out of time.



Breakfast

- croissant (a kind of bread roll)
- omelette (eggs with cheese)
- fruit salad (kiwis and oranges)
- yogurt



Lunch

- sandwich (cheese and ham)
- green salad (lettuce and tomato)
- cake (lemon cake)
- chocolate pudding



Dinner

- chicken nuggets (pieces of chicken breast served with sweet and sour sauce)
- mixed vegetables (broccoli and carrots)
- noodles (Chinese style)
- bread roll
- green salad
- chocolate cake



Snack

- sandwich (turkey and cheese)
- apple juice
- chocolate bar

- 2 You are a passenger. The flight attendant will offer you a meal. Look at the menu. Ask questions about the food.

<b>Breakfast</b> <ul style="list-style-type: none"> <li>• croissant</li> <li>• omelette</li> <li>• potato cake</li> <li>• fresh tomato</li> <li>• a selection of cheeses</li> <li>• yogurt</li> </ul>	<b>Lunch</b> <ul style="list-style-type: none"> <li>• ravioli</li> <li>• a bread roll</li> <li>• yogurt</li> </ul>
<b>Dinner</b> <ul style="list-style-type: none"> <li>• fish nuggets</li> <li>• rice</li> <li>• mixed vegetables</li> <li>• potato salad</li> <li>• bread roll</li> <li>• green salad</li> <li>• vanilla pudding</li> </ul>	<b>Snack</b> <ul style="list-style-type: none"> <li>• sandwich</li> <li>• apple</li> <li>• bag of crisps</li> </ul>

**UNIT 4, Exercise 20****File 5**

Act out four role-plays with Partner B.

**Situation 1**

You are cabin crew. Ask the passenger to turn off his/her laptop computer in preparation for landing.

**Situation 2**

You are a passenger. There is a problem with your tray table. It is broken and it has spilled your meal on your clothes. You are angry. Complain to the flight attendant.

**Situation 3**

You are cabin crew. A passenger in economy class is ill and may need to vomit. He/She wants to use the business class toilet but you cannot allow this. Encourage the passenger to use an airsickness bag, or offer to help him/her to the economy class lavatory.

**Situation 4**

You are a business class passenger. The person in the seat next to you has been given a vegetarian meal. You did not order one but you have seen it and you would like to have one. Ask the flight attendant. If he or she says no, say that you have paid a lot of money for your business class ticket and you expect good treatment.

**UNIT 5, Exercise 18****File 6**

- 1 You are a flight attendant on a long haul flight. A passenger is having an epileptic seizure. His head and hands are shaking and moving about a lot. You must protect him from harming himself.
- Call the senior flight attendant.
  - Explain the problem.
  - Ask for help and advice.
  - Suggest that the pilot asks if there is a doctor on board.

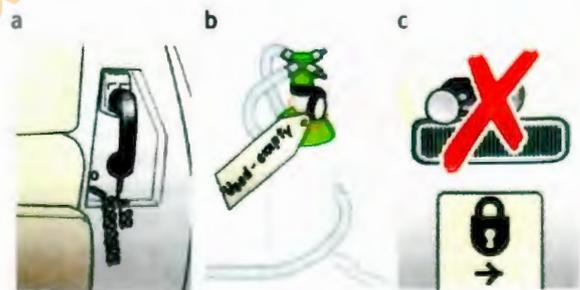
- 2 You are a flight attendant. A colleague approaches you and is clearly concerned.
- Offer to help.
  - Listen to the problem and her suggestion.
  - Make suggestions
  - Offer advice to calm the injured passenger.

**Unit 6, Exercise 24****File 7**

- 1 You are a flight attendant. Listen to the passenger's request. The passenger is very drunk and becoming violent. Two other passengers are now restraining him.
- Try to calm the passenger.
  - Explain that you can't serve him any more alcohol.
  - Advise him that he must not disturb other passengers.
  - If necessary warn him that he will be removed from the aircraft.
- 2 You are a passenger. You are smoking in the aircraft lavatory. You don't think it's dangerous and think you can smoke if you want to. Don't open the lavatory door, but respond to the flight attendant.

**Unit 7, Exercise 14****File 8**

- 1 Use the pictures to say what's wrong.



Respond to questions from Partner B. Give as much information as possible.

- 2 Listen to the problems that Partner B describes. Ask questions to discover exactly what is wrong.

## Partner B

## Partner Files

## UNIT 1, Exercise 17

## File 9

With your partner, take turns describing people and places. Describe the people and places on your list. See if your partner can guess the job or location.

- 1 Passenger service staff
- 2 Customs inspection
- 3 The co-pilot
- 4 The baggage claim
- 5 The cabin services director
- 6 The arrivals hall

## UNIT 2, Exercise 11

## File 10

- 1 Answer Partner A's questions.

Order of services	
11.15	<u>comfort kits</u>
11.30	<u>trolley service</u>
13.00	<u>meal service</u>

2



3



- 2 Ask questions to Partner A.

- 1 Where's the ... on the aircraft?
- 2 Are there any ... ?
- 3 When does ... ?



## UNIT 3, Exercise 17

## File 11

## Situation 1

You are cabin crew at the start of a long haul flight. Passengers are still boarding and you notice an elderly passenger with two young children. One is sat in the exit row seat. You know they will not be able to cope in an emergency and want them to change seats to another row.

Approach the passenger and ask her to change seats. Use your own knowledge to explain the reason.

## Situation 2

You are a teenage musician taking your first plane trip. You are travelling abroad to play in a music competition. You have been allowed to carry your guitar on to the plane, but it's too big to fit under the seat or in the overhead bin. It is a very expensive instrument and precious to you, so you want to hold it on your lap. However, you have heard the announcement about stowing luggage. Get the flight attendant's attention. Demand that you be allowed to hold your guitar on your lap.

## UNIT 4, Exercise 13

## File 12

- 1 You are a passenger. The flight attendant will offer you a meal. Look at the menu. Ask questions about the food.

## Breakfast

- croissant
- omelette
- fruit salad
- yogurt

## Lunch

- sandwich
- green salad
- cake
- chocolate pudding

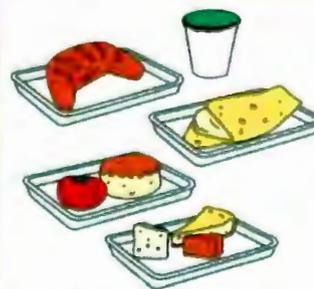
## Dinner

- chicken nuggets
- mixed vegetables
- noodles
- bread roll
- green salad
- chocolate cake

## Snack

- sandwich
- apple juice
- chocolate bar

- 2 You are a flight attendant serving a meal. Offer the passenger breakfast then answer any questions. Continue offering meals (lunch, dinner, snack) until you run out of time.



## Breakfast

- croissant (a kind of bread roll)
- omelette (eggs with cheese)
- potato cake (fried potato patty)
- fresh tomato
- a selection of cheeses
- yogurt



## Lunch

- ravioli (pasta baked with cheese)
- a bread roll (served with butter)
- yogurt



**Dinner**

- fish nuggets (pieces of white fish served with tomato sauce)
- rice (white, boiled)
- mixed vegetables (peas and carrots)
- potato salad
- bread roll (served with butter)
- green salad
- vanilla pudding

**Snack**

- sandwich (cheese)
- apple (fresh)
- bag of crisps

**UNIT 4, Exercise 20**

**File 13**

Act out four role-plays with Partner A.

**Situation 1**

You are a passenger in first class. You are using your laptop computer. You have some important work to do and you have read an article saying that it's safe to use your computer. Start out by being polite, but continue to argue with the flight attendant.

**Situation 2**

You are cabin crew. Listen to your passenger's complaint. Do your best to help the passenger calm down.

**Situation 3**

You are a passenger. You are seated near the front of economy class. You are not feeling well. Your stomach is very upset and you are afraid you are going to vomit. Ask the cabin crew if you can use the business class toilet, which is very near.

**Situation 4**

You are cabin crew. A passenger who hasn't pre-ordered a special meal is now asking for a vegetarian meal. Unfortunately, you can offer only the standard meal. Deal with the passenger's request.

**UNIT 5, Exercise 18**

**File 14**

- 1 You are a senior flight attendant. A colleague approaches you and is clearly concerned.
  - Offer to help.
  - Listen to the problem and her suggestion.
  - Respond and make your own suggestions.
  - Offer advice to keep the passenger safe.
- 2 You are a flight attendant. The aircraft has just stabilized after unexpected turbulence. One passenger undid her seat belt and hit the ceiling. She has hurt her head. You tried to calm the passenger but she is angry and upset. She believes her injury is the pilot's fault.
  - Approach a colleague.
  - Explain the problem.
  - Ask your colleague for help and advice.
  - Suggest calling the purser.

**UNIT 6, Exercise 24**

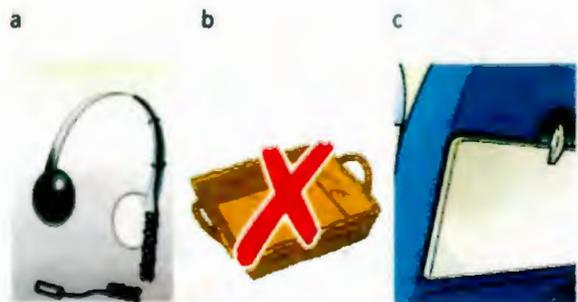
**File 15**

- 1 You are a male passenger in economy class. It's your birthday and you have drunk some alcohol to celebrate. You want more some alcohol but the flight attendant won't serve you. You are very angry. Insist that you have more alcohol.
- 2 You are a flight attendant. You can smell cigarette smoke coming from the lavatory. You must stop the passenger smoking any more. Knock on the door.
  - Ask the passenger to stop smoking and come out.
  - Explain the regulations.
  - Advise the passenger that smoking is illegal on the aircraft.
  - If necessary, warn the passenger that you will open the door and they will be arrested if they continue to smoke.

**UNIT 7, Exercise 14**

**File 16**

- 1 Listen to the problem that Partner A describes. Ask questions to discover exactly what is wrong.
- 2 Use the pictures to say what's wrong.



Respond to questions from Partner B. Give as much information as possible.

UNIT 8, Exercise 4

File 17

You are on board a flight from London to New York. All of the passengers have boarded the aircraft. However, the Captain has just told you that the departure will be delayed for three hours because of a technical fault. There is no power in the aircraft, so the entertainment system doesn't work. All of the passengers must remain seated.

Think of some creative ways of keeping the passengers entertained. Use the items in the list below or come up with ideas of your own. You have 20 minutes and after that, present your ideas to the group.



UNIT 8, Exercise 19

File 18

Partner A and Partner B

1 For each question, mark the answer that is the closest to how you feel. Then read the key.

- 1 If you have to deal with demanding or unhappy people in your daily life, how do you generally react?
  - a I try to understand what they want and calm the situation.
  - b I try to avoid demanding and unhappy people.
  - c I often become unhappy or even angry myself.
- 2 How do you feel if people change plans at the last minute (for example changing the time or location of a meeting)?
  - a I understand that everyone's busy and life's complicated. It doesn't upset me.
  - b I don't mind it too much, but I do feel a bit annoyed.
  - c I think real friends and real professional people should take appointments very seriously.
- 3 In an interview, if you're asked a difficult question about your past, what will you do?
  - a Try to answer honestly.
  - b I really don't know.
  - c Say what I need to say in order to get the job.
- 4 Would you accept a job even if you were asked to move to a different city?
  - a Almost certainly, because I really want to do this job.
  - b I might consider it, but I'm not sure I'd like the idea.
  - c I probably wouldn't move. I like the place I'm living in now.
- 5 If you hadn't decided to look for work as a flight attendant, what job would you have tried for?
  - a Another customer service job.
  - b I've got no idea.
  - c I might try for something very different.

- 2 Interviewers may ask questions like those above. It helps them form an idea of whether you are well suited to working as a flight attendant. Match each question in the quiz to a statement below. Cabin crew must be ...
- a) customer-service oriented.
  - b) honest.
  - c) helpful and have empathy.
  - d) flexible and adaptable.
  - e) motivated.
- 3 Practise asking and answering the questions in the quiz.

Key  
 Mostly a = You're very well-suited to the job.  
 Mostly b = You might find the job challenging.  
 Mostly c = You will find this job difficult.  
 z 1c 2d 3b 4e 5a