

# Answer key

## UNIT 1

### page 5

1

1	4	9	'The best part is going on [international flights].'
2	1	19	'I'm in charge of [running] the whole cabin.'
3	1	1	'My main responsibility is [passenger safety].'
4	2	12	'I report to the [cabin service director].'

### page 6

2

a3 b1 c4 d2

3

1e 2i 3a 4j 5b 6k 7c 8h 9d 10l  
11g 12f

### page 7

5

a2 b3 c4 d5 e1 f6 g8 h7

### page 8

7

1 1924  
2 1952  
3 in the 1990s

8

2 cheerful  
3 polite  
4 prepared  
5 professional  
6 young  
7 glamorous  
8 adaptable  
9 forceful  
10 empathetic  
11 organized  
12 skilled  
13 patient  
14 cool under pressure

### page 9

9

1 cheerful  
2 coolness  
3 empathetic  
4 flexibility  
5 glamorous  
6 organization  
7 patient  
8 politeness  
9 prepared  
10 professionalism  
11 skilled  
12 youth

10

1 cheerful  
2 empathy  
3 youth  
4 glamour  
5 skilled  
6 professional  
7 excellent  
8 clarity  
9 tall  
10 good  
11 clean

### page 10

12

1 apron  
2 control tower  
3 boarding gates  
4 immigration and quarantine  
5 crew room  
6 baggage claim  
7 customs inspection  
8 security check  
9 arrivals  
10 check-in

13

1 security  
2 arrivals hall  
3 security, customs  
4 boarding gates  
5 apron

### page 11

14

1c 2b 3a 4e 5d

15

a2 b4 c3 d5 e1

- 16
- 1 check-in counter agent – check-in
  - 2 gate agent – boarding gates
  - 3 apron service staff – apron
  - 4 field operations staff – apron
  - 5 baggage handler – apron, baggage claim

## UNIT 2

### page 13

#### STARTER

1d 2c 3a 4e 5b

- 1
- a, 2, Yes (Sally and Oleg), No (Sally and captain)
  - b, 3, No (Abbie and Fran), Yes, (Fran and Zoe)
  - c, 1, No

- 2
- 1F 2F/I 3I

- 3
- 1do, F 2 introduce, F 3 call, F/I 4 good, I 5 meet, I

### page 14

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

- 5
- a2 b1 c3

### page 15

7

1b 2d 3a 4e 5c

- 8
- 1 Flight attendant 3
  - 2 Two
  - 3 6 months
  - 4 2L
  - 5 22C
- 9
- 1 What are your duties before and after take-off?
  - 2 Could you tell us how many oxygen cylinders there are on this aircraft?
  - 3 Have we got any babies or very young children on board?
  - 4 Who is working in business class?
  - 5 Have any other passengers got special requirements?

- 10
- 1 many
  - 2 long
  - 3 Where
  - 4 When
  - 5 much
  - 6 What
  - 7 Are
  - 8 Can

### page 16

12

1f 2d 3b 4c 5g 6a 7e

- 13
- a flight deck
  - b first class
  - c economy cabin
  - d emergency exit
  - e overwing hatch
  - f crew station
  - g cargo hold

- 14
- 1 flight deck
  - 2 emergency exit
  - 3 crew station
  - 4 cargo hold
  - 5 first class
  - 6 overwing hatch
  - 7 economy class

### page 17

- 15
- 1 smoke hood – Crew station and flight deck.
  - 2 medical kit – Flight deck and/or overhead locker.
  - 3 first aid kit – Overhead locker.
  - 4 emergency lighting – Floor.
  - 5 oxygen cylinder – Overhead lockers throughout aircraft and flight deck.
  - 6 torch – Crew station and flight deck.
  - 7 crash axe – In the galley and/or flight deck.
  - 8 life jacket – Under all seats and crew station. Spares in bag in overhead locker.
  - 9 fire extinguisher – Overhead lockers throughout aircraft, near crew station.
  - 10 seat belts – All seats in cabin and flight deck.
  - 11 safety card – Passenger seat pockets.
  - 12 no smoking sign – Above passenger seats, in the lavatory, in the galley.

16

Equipment	in	on	under/below	above/over	near/close to
1 safety card	seat pocket				
2 emergency lighting		floor			
3 life jacket			seat		
4 oxygen cylinder	overhead locker				crew station
5 no smoking sign	the passenger service unit			passenger seat	
6 first aid kit	overhead locker				crew station
7 fire extinguisher	overhead locker				crew station
8 seat belt		all seats			

page 18

18

1T 2F 3F 4F 5T 6F 7T 8T

19

1d 2g 3h 4c 5b 6a 7e 8f

page 19

20

Possible answers:

**Situation 1**

I'm sorry, but I didn't hear the departure time or gate number.

Can you repeat the departure time and gate number, please?

Can you tell me how long the flight is?

**Situation 2**

I don't know how old he/the child is. How old is he/the child?

Can he/the child read?

I'm not sure about the meal times. Can you tell me again, please?

**Situation 3**

I'm sorry, but I don't understand.

Have you lost your boarding card?

Can you show me your boarding card?

**Situation 4**

I'm confused about the times of my duties. Can you go through them again, please?

I didn't hear the times. Could you repeat them, please?

Did you say I'm with the blind passenger at 10.00 or 11.00?

**UNIT 3**

page 21

**STARTER**

1c 2b 3d 4a

**1 Possible answers:**

- Diabetes, heart trouble, he ran to catch the plane.
- They could be intoxicated.
- Illness, nervous because he plans to do something bad, nervous first-time flyer.
- She is struggling to cope with the children.

**2 Possible answers:**

- In-flight illness could force diversion or present other complications.
- May misbehave or be sick on the plane.
- May be ill or have panic attack on the plane, or attempt to sabotage flight.
- May disturb other passengers, may need help to look after all three children.

**3 Possible answers:**

Try to determine if flyers really are potential problems; if so, alert the purser, or be prepared to deal with such issues as may arise.

**4 Possible answers:**

Students' own answers; depends on actual conditions.

page 22

1

Answers may vary from culture to culture. Possible answers:

- Be yourself and speak with a smile.
- Be welcoming, visible and happy/ready to help.
- Relax, be enthusiastic, and have fun.
- Speak clearly and slowly, using positive everyday language.
- Identify yourself and crew using first names.
- Establish eye contact.
- Build credibility, respect, and attention with customers.
- Tell customers what they can do, instead of what they can't do.

Create a positive environment.  
Treat everyone as you would like to be treated.

- 2  
1 boarding  
2 departure  
3 aisle  
4 bags  
5 lockers  
6 items  
7 seat  
8 devices  
9 gate  
10 door

page 23

5

Personal items	Hand luggage	Electronic devices
handbag	suitcase	MP3 player
walking stick	trolley bag	mobile phone
wallet	suit bag	laptop
	rucksack	DVD player
		handheld video game

7

- 1 a big blue suitcase  
2 a little red handbag

8

- 1 a big, expensive, leather suitcase  
2 a small, fragile purse  
3 an old red hat box  
4 a beautiful new portable DVD player

page 24

9

- a seating near the front of the aircraft, on the aisle  
b seating near the flight attendants' crew station  
c seating next to empty seats, if possible; assistance with equipment or medication

10

	Arturo Chavez	Joe Smith	Cathy Smith	Veena Singh	Shelagh Mulvaney	Soo-Bong Park
10A	X	X	X		✓	X
24D	✓	X	X		X	
25C		✓	X		X	
25B		X	✓		X	X
14C	X	X	X		X	✓
1B		X	X	✓	X	X

page 25

11

- 1 near the lavatory; AC  
2 next to my wife's; JS  
3 on the aisle; SM  
4 in the middle; SP  
5 near the front; VS  
6 together; CS

12

- 1c 2a 3g 4d 5b 6h 7f 8e

page 27

15

- 1 'd like you  
2 wonder if you'd mind  
3 be possible  
4 you think  
5 you mind  
6 don't suppose  
7 you possibly  
8 Would you  
9 I'm sorry  
10 Would you please

16

- 1g 2i 3b 4j 5c 6a 7e 8d 9f 10h

UNIT 4

page 29

STARTER

- 3 Possible answers:  
I good eye contact  
G excellent grammar  
I a friendly smile  
I a clear, confident voice  
U/B expensive clothes and nice jewellery  
U/B a very serious attitude about everything  
U/B a very informal way of speaking  
I comfortable but polite communication

1

- 1 F  
2 T  
3 F

page 30

2

- 1 b  
2 a  
3 b  
4 b  
5 c

4

	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				✓

page 31

6

- orders and receives tomato juice, no ice
- orders green tea, receives black tea with milk, no sugar
- orders and receives a lager

7

- to drink
- I offer
- Would you like
- care for
- Shall I
- Do you take
- Have you got
- please
- I'd like
- May I have
- Can I have

9

- pasta with a beef and tomato sauce, or lemon chicken

2 people who have pre-ordered special meals

10

- F
- T
- F
- T

page 32

11

- pasta with beef
- lemon chicken
- green salad
- (cooked) peas and carrots
- chocolate cake

12

- It's
- served with
- is made from
- The side dishes are
- There's also

page 33

14

- 69 USD
- 11,000 JPY
- 90 PLN
- 120 SGD
- 425 AED

page 34

16

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			✓	✓

**page 35**

18

1  
a 2 b 1 c 3

2  
a 2 b 3 c 1

19

1c 2g 3f 4b 5e 6a 7d

**UNIT 5**

**page 37**

**STARTER**

- 1 head
- 2 face
- 3 eye
- 4 nose
- 5 mouth
- 6 tongue
- 7 ear
- 8 throat
- 9 chest
- 10 stomach
- 11 hand
- 12 foot
- 13 arm
- 14 leg

**page 38**

1  
1c 2a 3b

2  
a 3 b 2 c 1

3  
1 I'll, Let's, need  
2 help, suggest, I'd  
3 Shall, about, think

4  
1 having  
2 get  
3 bring  
4 move  
5 see  
6 get  
7 to sit  
8 put

**page 39**

5  
1 hurts  
2 feel  
3 can't stop

4 looks  
5 can't breathe  
6 cut  
7 feels  
8 think

6  
1g 2a 3c 4d 5f 6b 7h 8e

**page 40**

8  
1e 2g 3i 4f 5h 6c 7d 8a 9b 10j

**page 41**

10  
1f 2i 3h 4g

11  
1a 2b 3a 4b

12  
a 3 b 5 c 2 d 1 e 4

**page 42**

14  
1 F  
2 T  
3 F  
4 T  
5 F  
6 T  
7 T  
8 F

**page 43**

15  
a The doctor assessed the situation and immediately advised the nurse to give intravenous fluids from our medical kit.  
b The nurse took his blood pressure.  
c As soon as we landed, paramedics boarded the plane and took over the situation.  
d She gave the passenger a nitroglycerine tablet under his tongue.

16  
1 short of breath  
2 pulse  
3 distressed  
4 allergies  
5 blood pressure  
6 unstable  
7 stabilise  
8 intravenous  
9 heart rate  
10 harm

**UNIT 6**

**page 45**

**STARTER**

1a 2j 3f 4d 5e 6b 7g 8c 9i 10h

1

g

**page 46**

2

a4 b1 c3 d2

3

1d 2c 3a 4b

4

- 1 so, d
- 2 in order to, b
- 3 because, c
- 4 due to/because of, a

5

- 1 When, while
- 2 until
- 3 Once
- 4 before
- 5 After

6

- 1 loss of pressure
- 2 quickly
- 3 below
- 4 a controlled

**page 47**

7

1h 2c 3a 4f 5d 6b 7e 8g

8

- 1 Of course not, There's nothing to worry about. Everything's fine.
- 2 In order to, Because, So
- 3 We're descending to a lower altitude, After we arrive in Minsk.

**page 48**

10

- 1 A sudden change in pressure.
- 2 A condition where the human body isn't getting enough oxygen.
- 3 You will lose consciousness.
- 4 Because oxygen levels are low.

11

**Rapid decompression problems caused by ...**

very low temperatures	lack of oxygen	sudden pressure change
hypothermia	dizziness nausea loss of judgement vision problems	fog and mist objects moving around the cabin pain from trapped gases

12

- 1 Keep your mask on!
- 2 Stay calm!
- 3 Stay in your seat!
- 4 Keep your seat belt fastened!
- 5 Don't unfasten your seat belt!
- 6 Sit down!
- 7 Breathe normally.
- 8 Put your own mask on first.
- 9 Hold on!
- 10 Don't get up.

**page 49**

14

- 1 Air movement that can't be seen. It may cause the aircraft to drop suddenly.
- 2 Any unsecured people or items may be thrown around the cabin.
- 3 Everyone must strap in and everything must be secured in place.

15

1L 2M 3M 4S 5L 6S 7M 8M 9S 10L  
11S 12M

16

a3 b5 c2 d4 e1

17

1F 2T 3F 4F 5T

**page 50**

18

- 1 switched
- 2 return
- 3 allow
- 4 strap in
- 5 work
- 6 fall
- 7 drops
- 8 sit down

19

3 ✓, 4 ✓, 5 ✓

20

a3 b9 c1 d7 e5 f4 g8 h6 i2

page 51

21

- 1 radio
- 2 uncooperative
- 3 more
- 4 captain

22

- a 3 (You must switch it off and stop using it.)
- b 1 (That's not allowed.)
- c 2 (Can you switch it off, please?)
- d 4 (This incident has been reported to the flight deck.)

23

- 1d 2c 3a 4b

UNIT 7

page 53

STARTER

- 1e 2b 3d 4a 5c

1

- a3 b1 c5 d4 e2

2

- 1 have
- 2 put
- 3 look around
- 4 make sure
- 5 give
- 6 remain
- 7 be careful
- 8 ensure

page 54

3

- a2 b1 c6 d8 e5 f3 g4 h7

4

- 2 Please put the tray table up.
- 3 Please strap him/her in.
- 4 Please put the seat back up.
- 5 Please put the bag away.
- 6 Please switch your laptop off.

page 55

5

- 1c 2e 3a 4f 5b 6d

6

- 1f 2c 3a 4e 5d 6b

7

- 1 informed
- 2 let
- 3 tell
- 4 updated
- 5 arriving
- 6 spraying

7 receive

8 board

9 stopping

10 delayed

8

Possible answers:

- a Ladies and gentlemen, the toilets have been closed. We will let you know if we can fix the problem.
- b Ladies and gentlemen, a fire engine will be meeting the aircraft. This is a precaution only.
- c Ladies and gentlemen, we will be landing shortly. The runway is now clear of snow.
- d Ladies and gentlemen, the trolley service will be closing soon/has closed.
- e Ladies and gentlemen, customs officers will be boarding the aircraft.
- f Ladies and gentlemen, we will be diverting to Luton. We apologize for the inconvenience.

page 56

9

- 1b 2f 3i 4l 5d 6a 7k 8g 9j 10h

11c 12e

10

- a12 b5 c9 d1 e10 f7 g2 h4 i11 j6

k8 l3

page 57

12

- 1 cracked
- 2 clogged
- 3 wrong
- 4 stuck
- 5 twisted
- 6 wedged
- 7 broken off
- 8 ripped
- 9 working
- 10 missing
- 11 wet
- 12 enough

13

- 1T 2T 3F 4F 5T 6T

page 58

15

- 1F 2T 3F 4F 5F 6T 7T 8F

16

- 1f 2b 3e 4c 5h 6a 7d 8g

17

- 1 What time's
- 2 do we get
- 3 Is there somewhere
- 4 When does
- 5 How long will it take
- 6 I've got a problem with
- 7 It's the thing to



18  
a5 b4 c1 d6 e3 f2 g7

page 59

- 19
- How long will the laundry take?
  - Do we have an internet connection in our rooms?
  - What time does the restaurant open?
  - Can you tell me where the shops are?
  - When does the bus leave?
  - Is there somewhere I can leave my bag?

20  
a2 b1 c6 d3 e5 f4

UNIT 8

page 61

STARTER

- BAW
- Yen
- 18.00
- Lufthansa
- Canberra
- Brazil
- Air traffic control
- London Heathrow
- Los Angeles International (USA)
- With 'clock' positions: 'The salad is at ten o'clock' and so on.

1  
a3 b1 c7 d2 e5 f6 g4

page 62

- 2
- 10
  - driving licence
  - 1.8 m
  - People mustn't use them.
  - three-hour departure delay
  - The passenger wants a vegetarian meal but there isn't one available.
  - A disagreement with a manager.

page 63

6  
a2 b4 c8 d10 e6 f3 g5 h1 i9 j7

page 64

- 8
- minimum age
  - maximum height
  - healthy weight
  - Good health
  - perfect eyesight
  - customer-service experience
  - customer satisfaction

- additional language
- unusual hairstyle

9  
1T 2T 3F 4F 5F 6T 7T 8F

page 65

- 12
- The cabin crew member is responsible to the senior cabin crew member
  - Take initiative to address difficult issues
  - Maintain cabin crew qualification
  - A verifiable five-year ... history
  - Within 90 minutes

13  
a5 b1 c2 f6 g4

page 66

15  
Possible answers:  
1R 2R 3C 4C 5R 6C 7R 8C

- 16
- Crew member a: 4, 5  
Crew member b: 3, 7  
Crew member c: 1, 8  
Crew member d: 2, 6

17  
a2 b3 c1 d4

page 68

Across

- fire
- electronic
- standard
- rage
- height
- documents
- water
- behaviour
- asthma
- interview
- flexible
- lavatory
- problems
- nose
- landing

Down

- polite
- flight
- economy
- customer
- responsibility
- airside
- crew
- overhead
- plaster
- personal
- cargo
- safety
- director
- allowed
- cabin
- hotel
- mask