

Transcripts

UNIT 1, EXERCISE 1

2

1
I've had my current job for four years. I got the job after I'd been with my airline for five years – so I've been flying for nine years. I was happy to get a pay increase, but the best part of the job is going on international flights. I had to pass an English test for that. And now I have a regular flight schedule. I got very tired of being on call and having to go to work whenever the phone rang.

2
I started as a flight attendant nineteen years ago. I've worked for three different airlines. Now I've got the top job. I've been doing it for a year. I'm in charge of running the whole cabin. I tell the flight crew when the cabin is secure for take-off and landing, I make all the announcements, and I report any missing or broken emergency equipment to the pilots after the pre-flight check. I operate the doors, too. I also look after the manifest, take care of all the required paperwork and reports for each flight, and also account for all of the money.

3
I'm a new recruit. I finished my training eighteen months ago, and I've been doing this job for about a year. It's hard work. But I love it. My main responsibility is passenger safety. Of course, I also look after passengers' comfort, but safety is the most important thing. A lot of passengers don't understand that. Some people think I'm a waiter.

4
I've had this job for two years, but I've been with the airline for twelve years. I'm responsible for the entire cabin and all the flight attendants. I report to the cabin service director. We work closely together, so sometimes I make announcements, help with the doors, or take care of paperwork. I enjoy the responsibility.

UNIT 1, EXERCISE 14

3

1
A OK, I just need your signature on this.
B Right. Hang on, this says a hundred and ninety-five dinners, mixed.
A Does it?
B We've got two hundred and thirty-five passengers. My CSD's got the manifest. Let me check that with her. I'm sure we're going to need more meals.

2

A I'm afraid there's a big mess in the aft starboard toilet.
B Oh, yeah?
A Yeah. The toilet failed and the floor's, er, pretty wet.
B Well, I can clean it, but maintenance will have to fix your toilet.
A Yes, the purser's already contacted them.

3

A Passport, please.
B Here you are.
A Coming home?
B Yes.
A OK, welcome back.

4

A OK, everybody here? Right. I'm Stuart Innes and my assistant purser today is Heather Bower. We're flying a B-757 today. Who can tell me the emergency exit configuration?
B There are two possibilities, either eight exit doors or ten.
A Good. We've got ten.
B So there are two overwing exits ...

5

A Sorry, could I just get a look at your badge, there?
B Here you go.
A Oh, just started, huh?
B Actually, this is my first flight as a flight attendant.
A Oh, right. Sorry, but we had an alert earlier. I need you to take off your shoes, please.
B OK.
A Thanks. And good luck with the job!

UNIT 2, EXERCISE 1

4

FA = Flight attendant

1

AJ Hello, I'm Anna James. I'm the purser today.
JR How do you do, Anna? I'm John Reed. I'm senior crew member in economy today. Let me introduce Naomi Tanaka. She's cabin crew.
NT Good to meet you both.

2

CB Hello, I'm Captain Baxter.
SR Pleased to meet you, captain. I'm Sally Rhodes. Please call me Sally.
CB Of course. Sally, let me introduce Oleg Kavalov, our first officer.

- SR** We know each other already! How are you doing, Oleg?
OK Great. It's good to see you again.

- 3**
FA1 Hi. We haven't met, have we? I'm Abbie.
FA2 Oh, hi. Good to meet you, Abbie. I'm Fran. Oh, excuse me ... Zoe! Hi, how are you?
FA3 Hello, Fran! I'm fine! How about you? Hey, it's great to see you again!
FA2 You too! ... Abbie, I'd like you to meet an old friend of mine: Zoe. I don't think you know each other, do you?
FA1 No, I don't think so. Nice to meet you, Zoe.

UNIT 2, EXERCISE 7

- 1**
FA I'm flight attendant three. I'm responsible for door 3L. I cross-check with door 3R. I'm working in economy so I'll welcome the passengers on rows nine to thirty. I'll demonstrate emergency equipment on row 10. I'll give out blankets and headsets, and then help to prepare the drinks trolleys.
- 2**
FA We have five oxygen cylinders on this type of aircraft. Two of them are in the aft overhead bin – on the port side in business class, one on the flight deck, and the other two are in the aft overhead bin in economy, on the starboard side. There should be two masks with each one.
- 3**
Purser There's a lady with a six-month-old on her lap. Can you make sure you go through the safety briefing with her? Don't forget to show her how to use the infant seat belt, and check she knows where the call button is.
- 4**
FA I'm responsible for business class. My door is 2L – and I cross-check with 2R. I'll receive the meals and galley equipment in business class. I'll also be responsible for keeping my area clean and tidy. As the senior crew member I'll also coordinate all the work in economy.
- 5**
FA We have a gentleman in a wheelchair – he's been allocated seat number 22C. He'll board first, ahead of the other passengers. He has a carer with him but he's severely disabled, so can you please make sure they have everything they need? And don't forget they'll need an individual safety briefing. Just let me know if you have any problems.

UNIT 2, EXERCISE 18

- 1**
Purser OK, it appears we'll meet some strong headwinds an hour or so into the flight ... so there'll be moderate to severe turbulence around that time.
FA Er ... I'm a bit concerned about the timing. That's the same time we start the meal service.
Purser I know. We'll delay the meal until around 09.30. We should be clear of turbulence by then.
FA I'm sorry, but I don't understand. If we delay the meal service until 09.30, how will we clear away ... ?
- 2**
Purser We've got a service animal on board – a guide dog for a blind lady.
FA Er ... did you say there's a dog on board?
Purser Yes. There's a guide dog coming on with one of the passengers.
FA Thanks. Sorry, I didn't hear what you said the first time. So, does that mean she'll be boarding first?
Purser Yes, that's right. Can you help her to her seat and put her bag in the overhead bin? Make sure she has a full safety briefing and can use the PSU.
- 3**
Purser Captain says there's a delay to our departure ... it could be as much as a couple of hours. She's waiting for an update now.
FA I'm sorry, I didn't catch that. Did you say there's a delay?
- 4**
Purser Apparently we have a cello in the cabin.
FA Can you say that again, please? ... A what?
Purser A cello. You know – a musical instrument – it's quite big.
FA So why is it in the passenger cabin?
Purser I think it's just too delicate to go in the hold. We've got a small orchestra on board, but it's the only instrument with its own seats!
FA OK. How many seats has it got?
Purser I don't know, but I'll find out. It'll be a row towards the back so we can keep an eye on it.

UNIT 3, EXERCISE 3

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

UNIT 3, EXERCISE 4

CC = Cabin crew, Pax = Passenger

- 1**
 CC There's a big blue suitcase blocking the aisle at the front of the economy cabin. Would the owner of the big blue suitcase please raise their hand?
 Pax Oh, sorry. It's mine.
 CC Could you please put it in the overhead locker?
 Pax Sure. No problem.
- 2**
 CC Pardon me, sir. Would you please turn off your MP3 player for take-off?
 Pax Oh, OK. Sorry.
 CC Thank you.
- 3**
 CC Excuse me. Whose handbag is this? Could I have your attention, please? I've got a little red handbag here!
 Pax Oh, it's mine. Why?
 CC Could you please put it under the seat in front of you? We need the space in the overhead locker for larger items.
 Pax Yes, of course. Sorry.

UNIT 3, EXERCISE 15

- 1**
 CC I'd like you to fasten your seat belt, please.
 Pax OK.
- 2**
 CC I wonder if you'd mind keeping your child's feet off the seat in front? It can be very difficult for other passengers.
 Pax Oh, sorry.
- 3**
 CC Would it be possible for you to put that under the seat, please?
 Pax Sure, no problem.
- 4**
 CC Do you think you could put your seat upright, please?
 Pax Oh, yeah.
- 5**
 CC Would you mind putting your paper down, please? The people behind can't see the safety briefing. Thank you.
 Pax OK.
- 6**
 CC I don't suppose you could turn your phone off, please?
 Pax Do I have to?
- 7**
 CC Could you possibly put your tray up, please?
 Pax Yes, sure.

- 8**
 CC Would you strap him in now, please?
 Pax Oh, all right.

- 9**
 CC I'm sorry, but could you please put your foot rest up, now?
 Pax OK.

- 10**
 CC Would you please put your window shade up for take-off?
 Pax Why should I? The sun's shining in my face!

UNIT 4, EXERCISE 1

We'll shortly begin our in-flight drinks service. We have a selection of complimentary hot and cold beverages including coffee, tea, and soft drinks. Beer, wine, and cocktails are available. Exact change is always appreciated. As the trolleys pass through the cabin, please keep the aisles clear.

UNIT 4, EXERCISE 6

- 1**
 CC Would you like anything to drink, sir?
 Pax Juice.
 CC Would you like orange juice or apple juice ... ?
 Pax Tomato.
 CC OK. Would you care for ice?
 Pax No. No ice.
 CC Here you are, sir.
 Pax That's not enough. I want a full glass.
 CC Shall I leave the can with you?
 Pax Yeah.
 CC Here you are, sir. Enjoy your drink.
- 2**
 CC Can I offer you a drink, ma'am?
 Pax Have you got any green tea?
 CC Sorry, I'm afraid not. We have regular black tea.
 Pax Oh, all right. That will be fine. Black tea, please.
 CC Do you take milk or sugar? Or lemon?
 Pax Yes, milk, please. No sugar. May I have a spoon, please?
 CC Here you are.
 Pax Thank you.
- 3**
 CC Would you like anything from the trolley?
 Coffee? Tea? Soft drink?
 Pax I'd like a lager, please.
 CC OK, that's five pounds, please.
 Pax Sorry, I've only got a ten.
 CC No problem. I can change it. Here's five pounds ... and your beer. Enjoy!
 Pax Oh, and can I have some more napkins?
 CC Of course, sir. Here you are.

12 **UNIT 4, EXERCISE 9**

We're now ready to begin our meal service. Tonight we're happy to offer a choice of pasta with a beef and tomato sauce, or lemon chicken. If you've pre-ordered a special meal, those will be served first. As the trolleys pass through the cabin, please keep the aisles clear.

13 **UNIT 4, EXERCISE 10**

- CC Did you order a vegetarian meal, sir?
 Pax 1 Er ... maybe. I ordered kosher. Are they the same?
 CC Sorry, sir. I don't think so. I've got a vegetarian meal for seat 18A, and a kosher meal for seat 22A. I'm very sorry about this. If you'll just wait a moment ... Excuse me. Have you ordered either kosher or vegetarian?
 Pax 2 Yes, I ordered vegetarian.
 CC OK, great. Here you are.
 Pax 2 Thanks very much.
 CC Right, I got it sorted out. Here's your kosher meal, sir.
 Pax 1 Oh, thanks.

14 **UNIT 4, EXERCISE 11**

- CC Would you like pasta with beef or lemon chicken?
 Pax Sorry, what's the pasta?
 CC It's little noodles – macaroni – served with a red sauce. The sauce is made from beef and tomatoes. The side dishes are a green salad and cooked peas and carrots. There's also a bread roll with some butter. It also comes with dessert – some cake. Chocolate cake.
 Pax And what does the lemon chicken come with?
 CC The lemon chicken comes with the same side dishes. The only difference between the two meals is the main course.
 Pax OK. I'll try the lemon chicken, please.
 CC Here you go.
 Pax Thanks.

15 **UNIT 4, EXERCISE 14**

- 1
 Pax How much is the rose flower perfume?
 CC That's forty-nine euros, madam.
 Pax No, I mean in dollars. How much is it in dollars?
 CC That's sixty-nine dollars.
 Pax Can you give me change in dollars?
 CC I'm afraid I can only give you change in euros, madam.
- 2
 Pax Can I see the titanium watch?
 CC Sure. Here you are. It's eighty-five euros.

- Pax How much is that in yen?
 CC Eleven thousand yen, madam.

- 3
 Pax I'd like the MP3 player cord, but can I pay in zloty?
 CC Yes, madam.
 Pax What's twenty-one euros in zloty?
 CC It's ninety zloty.

- 4
 Pax Can I pay for this pendant with my Visa card?
 CC Sure.
 Pax Can you charge in Singapore dollars?
 CC No problem. It'll be a hundred and twenty Singapore dollars.

- 5
 Pax Would you mind showing me the designer purse?
 CC Sure, no problem. That's seventy-nine euros.
 Pax How much in dirhams?
 CC Four hundred and twenty-five Dubai dirhams.

16 **UNIT 4, EXERCISE 18**

- 1
 Pax Excuse me. I can see a lot of empty seats up in business class. Would it be possible for me to move up to business class?
 CC I'm afraid not, sir.
 Pax Oh, why is that?
 CC Because the ticket you bought is for this class, sir.
 Pax It doesn't seem fair.
 CC 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. Now, may I get you a drink, sir?
- 2
 Pax Excuse me. I think there's a problem with this seat back.
 CC Oh, dear. What's the problem?
 Pax It's stuck. I pushed it back, but now it won't go back up.
 CC Let's have a look. Yes, I think you're right. It's stuck. Could I ask you to move to a different seat?
 Pax No problem.
 CC OK, we're going to have to put you in business class.
 Pax Great. Thanks!
- 3
 CC Excuse me, sir.
 Pax Are you talking to me?
 CC Yes, I am. Would you turn off your MP3 player, please?
 Pax What's the problem?

- CC We made an announcement. You need to turn it off because it may interfere with our navigation equipment. We're preparing to land.
- Pax Sorry, but no. What does my MP3 player have to do with your plane? Anyway, this is first class. You can't tell me what to do.
- CC 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.
- Pax Ha, ha.
- CC That wasn't a joke, sir.
- Pax Oh, all right.

UNIT 5, EXERCISE 1

1

- Pax OUCH! OW, OW, OW!
- CC I'll get the bag! Are you all right, sir?
- Pax I opened the locker, and that bag hit me on the head!
- CC Oh, no! Here, sit down. Let's move the bag.
- Pax OK.
- CC You need to put something on that cut. I'll get a plaster for you.

2

- Pax Er, excuse me.
- CC Yes, sir. Can I help?
- Pax My nose. It's bleeding.
- CC Here, take these tissues, that's it ... I suggest you sit upright and lean forward slightly. Don't put your head back.
- Pax Thanks.
- CC No worries. If I were you, I'd put the sick bag on your lap. Just let any blood run into it. I'll just get some more tissues, and some ice. Are you OK for a minute?
- Pax Uh-huh.

3

- Pax 1 Mum! My ears hurt!!
- Pax 2 I know, I know. Just try swallowing. That'll help.
- Pax 1 I can't. They hurt ... My ears hurt! Make it stop!
- CC Shall I help?
- Pax 2 Thanks.
- CC How about sucking one of these sweets?
- Pax 1 Uh ...?
- CC I think you should have one - it can really help to stop the pain.
- Pax 1 Thanks.
- CC No problem.

UNIT 5, EXERCISE 10

1

- Pax 1 Oh! Oh!
- CC1 I'll go and help. You stay close in case I need you.
- CC2 Sure.

- CC1 It's OK, don't panic. I can help you. Tell the pilot we've got a woman on board who may be in labour.
- CC2 OK. I'll tell him.
- CC1 We're trained for this situation! Now, just stay calm. Tell me - when's the baby due?
- Pax 1 Ah! Ooh!
- CC1 OK. Let's make you a bit more comfortable. I think you should try to lie down.
- Sir, could I ask you to move to one of the seats further down the plane? We're going to need a bit of privacy here!

2

- CC1 The guy in seat 27D looks awful. I think he's ill.
- CC2 I'm not busy. I'll go. Excuse me. Are you all right? Can I help?
- Pax Er, no ... I mean ... I don't know. I've got this awful pain.
- CC2 Where? Where's the pain? In your stomach?
- Pax Uh-huh.
- CC2 When did it start?
- Pax Er, a ... a few minutes ago.
- CC2 Er ... Is it indigestion? How about taking some indigestion tablets?
- Pax Yeah, yeah. OK.
- CC2 I think you should try some, but tell us if it doesn't improve ...

3

- CC1 I think that guy's got a problem. Can you get the first aid kit while I check?
- CC2 Sure.
- CC1 OK, sir. I can see your problem.
- Pax Yes ... inhaler ... forgot it.
- CC1 OK. No, don't try to get up. Just sit there. Don't worry. We've got an inhaler in our medical kit. We'll get it for you right away.

4

- CC1 Oh, no! That lady's just collapsed. I'll go.
- CC2 OK. Tell me if you need any help.
- CC1 What happened?
- ...
- CC1 Hello ... Hello ... Can you hear me?
- Pax Uh ... Where am I?
- CC1 You just fainted. I'm here to help you. I'm Kate. What's your name?
- Pax Er ... Me? Er, Doris.
- CC1 OK, Doris. Just stay there for a minute. Don't try to sit up.
- Pax Oh dear, I'm so sorry to be a problem.
- CC1 Don't worry. It's no problem. Just lie still for a moment.
- CC1 Now, tell me, Doris. Has this happened before?
- Pax Er, yes ... no. I get dizzy, but I don't usually ... er, faint, you said?
- CC1 That's right. Are you on any medication, Doris? Any tablets?
- Pax Oh, yes. In my bag. Let me sit up ...

- CC1 Be careful. Just sit up slowly ... OK? How do you feel now?
 Pax I'm fine.
 CC1 OK. Now let's look at these tablets. Is this your bag?
 Pax Mmm.
 CC1 Right. You need to take one tablet every four hours. Have you taken any since we left the airport?
 Pax No.
 CC1 Right. I think you should take one now and I'll get you another one before we land ...

19

UNIT 6, EXERCISE 1

If the cabin pressure falls, the oxygen masks will drop down. Reach up and pull a mask towards your face until the tubing is fully extended. Place the mask over your nose and mouth and breathe normally. The oxygen flow will start automatically. Pull the elastic over your head. Pull the elastic tab on either side of the mask to tighten the band. Remember to secure your own mask before helping others. Use your mask until further advised. Absolutely no smoking!

20

UNIT 6, EXERCISE 5

Ladies and gentlemen, we're experiencing a drop in cabin air pressure. When your oxygen masks drop down, please use them while we descend to a lower altitude. Keep your masks on until we tell you to take them off ... Once we get down to 10,000 feet, we'll make another announcement ... We've levelled off at 10,000 feet. We're going to divert to Minsk. You may take off your oxygen masks now. There really is nothing to worry about but please feel free to ask the cabin crew if you need any assistance before we get to Minsk. After landing we'll make alternative arrangements for you to reach your destination.

21

UNIT 6, EXERCISE 7

- 1
 Pax Are we going to crash?
 FA Of course not. We'll be on the ground before you know it.
- 2
 Pax I feel fine. Why do I need oxygen?
 FA Because the air pressure in the cabin is too low.
- 3
 Pax What's happening?
 FA We're descending to a lower altitude.
- 4
 Pax When can we have something to eat?
 FA After we arrive in Minsk.

5

- Pax Why are we diverting?
 FA So we can land quickly.

6

- Pax I'm really scared.
 FA There's nothing to worry about. Everything's fine.

7

- Pax Why aren't we going on to Almaty?
 FA Because it's too far away.

8

- Pax Why do we need to land?
 FA In order to fix the problem.

22

UNIT 6, EXERCISE 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.

23

UNIT 6, EXERCISE 18

- FA Sir, the Captain has switched on the seat belt sign. Could you go back to your seat, please?
 Pax Yeah, I know. I'm fine.
 FA Sir, you must return to your seat now. We're expecting turbulence.
 Pax Don't worry. It'll be fine.
 FA Sir, I'm sorry but I cannot allow you to stand. It could get really rough. Everyone must return to their seats and strap in.
 Pax Look. I'm fine. I work on ships at sea – in really big waves ... you know? Don't worry. I won't fall over.
 FA Sir, I doubt if your ship drops hundreds of feet without any warning. Now, sit down!

24

UNIT 6, EXERCISE 20

- FA Excuse me madam, but the Captain's switched the fasten seat belt sign on.
 Pax Yeah, I know. I'm strapped in.
 FA Your son must be strapped in, too.
 Pax I can hold him on my lap.
 FA I'm sorry, madam. He's not secure. You must use the extension belt. Here, let me help you.
 Pax Oh, for goodness sake! He'll scream the place down, you know.
 FA Madam, we're expecting severe turbulence very soon. Strap him in now. It's for his own safety.
 Pax All right, all right. I am ... Look.
 FA Thank you.

25

UNIT 6, EXERCISE 21

- FA Excuse me, sir ... Sir, could you remove your headphones please?
 Pax Huh?
 FA Sir, are you listening to the cockpit transmissions?
 Pax What if I am?
 FA I'm sorry, but that's not allowed. You can't use this equipment on board the aircraft. Can you switch it off, please?
 Pax OK, OK. What's the problem? There – it's off now. Happy?
 FA Thank you, sir. Please make sure it stays off for the rest of the flight.
 Pax Huh.
 ...
 FA Sir, your radio is on again.
 Pax So?
 FA Sir, you must switch it off and stop using it. VHF radios can't be used on the aircraft. I suggest you put the headphones down and pass me the microphone.
 Pax And if I don't?
 FA Sir, this incident has been reported to the flight deck. I strongly advise you to give me the radio. If you do not cooperate, this will be a matter for the authorities.
 Pax You can't do that.
 FA Sir, I assure you I can. Now, please give me the radio. The captain will keep it on the flight deck for the rest of the flight.
 Pax OK, OK. You haven't heard the last of this. I'll ...

26

UNIT 7, EXERCISE 1

a
 Welcome to Tbilisi, ladies and gentlemen. The local time is 10.20. Please remain seated until the Captain has parked the aircraft at the gate. Once the seat belt sign is switched off, please be careful when opening the overhead lockers as items in them may have moved during the flight.

b

We would like to thank you for flying Air CIS and would be happy to welcome you on board again in the future. Please ensure that you take all your belongings with you and have a safe onward journey ...

c

Ladies and gentlemen, we are preparing to land in Asmara. Please make sure your seat belt is fastened, your seat backs and tray tables are in their upright positions, and all electronic devices are turned off. Please give any remaining cups or glasses to us as we walk through the aisle. Thank you. We'll be landing shortly.

d

Ladies and gentlemen, we will be handing out the necessary documents needed for your entry into Georgia. Please have your completed documents and passport available for officials on disembarkation. Today's date is the third of September and this is flight number 750.

e

Ladies and gentlemen, we are making our approach into Khartoum. Please put any bags or other items in the overhead lockers or under your seat. We will come through the cabin to pick up any rubbish. Please look around your seat area, on the floor, and especially in your seat pocket for anything you want to throw away.

UNIT 7, EXERCISE 5

1

Hello again, ladies and gentlemen. We apologise for the delay. We'll be arriving in Sofia shortly. For those of you with onward flights, your gate number for your next flight is on your boarding card ...

2

Ladies and gentlemen, we are holding over Santa Cruz. We will receive our landing clearance in approximately ten minutes. Please remain seated with your seat belts fastened. Please also ensure that electronic devices are switched off. We will keep you informed of any changes to this plan.

3

Ladies and gentlemen, may I have your attention please? Paramedics will board the aircraft to assist one of our passengers in need of medical attention. Please remain seated so the paramedics can get through the aisle. We will let you know when you can get up and leave the aircraft. Thank you for your cooperation and patience.

4

Ladies and gentlemen, in accordance with pre-arrival requirements of the government of India, we will be lightly spraying the cabin with an insecticide approved for use onboard aircraft by the World Health Organization. This is a requirement of all airlines operating into India. Thank you.

5
Ladies and gentlemen, due to strong headwinds we will be stopping to refuel in Kuala Lumpur. Please remain on board the aircraft. Our estimated time of departure is 07.40. Can we remind you that electronic devices may not be used whilst refuelling, so please ensure they are switched off. We will tell you when it is safe to use them again. Thank you for your patience.

6
Ladies and gentlemen, we will be delayed for approximately fifteen minutes waiting for a gate. For your safety and the safety of those around you, please keep your seat belts fastened and remain seated. We are working on a solution to the problem. We will keep you updated every five minutes. Thank you for your patience.

28

UNIT 7, EXERCISE 15

R = Receptionist

1
R Welcome to the Metropole Hotel. It's Air Atlantica, isn't it?
FA1 Yes, that's right.
R OK, let me just find your booking. How many nights are you staying?
FA2 Just two. Tonight and tomorrow.
R Ah, yes. Here it is ... the twenty-third and the twenty-fourth. Right, you'll need to complete these forms, please.
FA2 Excuse me. What time's breakfast?
R It's from seven to nine-thirty. It's served in the dining room, just next to reception.
FA1 Can you tell me ... do we get a discount in the hotel shop?
R Yes, you do. 10%. Your airline has a loyalty card - it's in the wallet I gave you with your key card. And you can use the card in any of the shops or the restaurants here at the hotel.

2
R Yes, can I help?
FA Yes, please. Is there somewhere I can change some money?
R Yes, of course. There's a cash machine in the hotel lobby if you just want cash.
FA No. I've got money, but I want local currency.
R You need the bank, then. It's closed now but it's just outside.
FA When does it open?
R At nine thirty.
FA How long will it take to walk there?
R About a minute! It's almost directly opposite the hotel entrance.

3
R Reception.
FA Hi, I'm calling from room 4208. I've got a problem with the ... it's the thing to make the room cooler.

R The air-conditioning?
FA Right. Well, it's blowing out hot air!
R Oh, I'm very sorry about that. We'll send someone up right away.

29

UNIT 8, EXERCISE 1

I = Interviewer, A = Applicant

1
I I'd like to thank you all for coming to the E-Z Air interview day. We're really pleased that each of you is interested in working for our airline. We're very happy to have the opportunity to meet every one of you, even though only about half of you will be offered a placement with the airline. For those who aren't offered a placement, we hope the day will have been a useful step towards finding the right job.

2
I OK, next. Hi, there.
A Hi.
I OK, let's see, what have we got? Passport, GCSEs. Have you got your national insurance number?
A Yes, here it is. And do you need my driving licence?
I No, thanks.

3
I Next, please. Step over here onto the scales, please. OK, let's see ... seventy kilograms ... and one point eight metres. OK, you're fine. Next, please.

4
I OK, you have twenty minutes to write your answers. You mustn't use a calculator or any books. Please keep your eyes on your own paper. OK, has everyone got a paper? Start working now, please.

5
I OK, if no one has any questions, then please begin.
A1 OK, so we've got twenty minutes to come up with some ideas.
A2 We need someone to write the ideas down.
A3 OK, I'll do that.
A1 Good. So, the situation is that the plane is delayed three hours.
A2 Right. And we need to use the things on the list to entertain the passengers.
A1 OK, well, how about if we make a game with the cups?
A3 A game?
A2 We could do something with the golf club ...

6

- I I ordered a vegetarian meal.
- A I'm afraid there's been some kind of misunderstanding. We don't have any vegetarian meals left.
- I Right, so £300 for a flight, and I don't eat?
- A I'm sorry, sir. The only part of the pasta meal that isn't vegetarian is the chicken, and I'm happy to give you two of those.
- I Oh, so £300 for a ticket and I get two meals, eh?
- A Well, sir, this time, it's something like that. We're doing our very best to work with you on this. Um ... I'd be happy to give you a bottle of wine with that, just to say we're sorry.
- I OK, great. That wasn't easy, but you did really well.

7

- I Tell us about a time that you've had a disagreement with a manager. What happened?
- A That's a tough one! Well, when I was working in a restaurant – I was a waiter – I had an idea about improving our menu. In the afternoons, a lot of families were coming in – families with small kids. We had a kids' menu, but it was only burgers and chips or fish and chips. Parents were always asking if they could order some fruit, or a small-sized milk in a plastic cup, or whatever. I always had to explain that we didn't have those things. Sometimes I would help them find something to order that they could share with their kids, but it always was kind of a pain. So, I mentioned to my manager that maybe we should improve the kids' menu, and he didn't like that idea at all.
- I Why not?
- A Well, he had an idea that the restaurant was somehow supposed to be 'cool', you know, like for young, single people. Not a place to come with kids, I guess.
- I I see, I see. So what happened?
- A Well, a couple of months later, that guy left and when the new manager came, one of the first things she did was to improve the kids' menu!

b

I always wanted to travel. Even when I travel inside my own country, it's interesting to me. And you know what I really love? If I have to stay overnight, I always stay in a nice hotel. After a hard day's work – or a hard night's work – it's always such a luxury to go to bed in a lovely hotel room. I'll probably never get used to having to be polite to really rude people, but you know, it doesn't happen very often, and I always know I'll probably never see them again after the flight is over. And I basically like people, so the friendly ones make the job a lot of fun.

c

The best thing about the job is the teamwork. When I walk through the airport in my uniform, with my team, it just feels great. Everyone wants to be there, and even if we're working together for the first time, we all know what we need to do. We're proud of our work. And if I stay in the job, I'll become a team leader – maybe a purser or cabin services director. I do sometimes worry about staying safe – you know, that I'll have to deal with someone or something very, very bad on a flight – but one reason I got this job is that I'm confident and positive and enthusiastic, so I don't spend much time worrying.

d

If I hadn't become a flight attendant, I'd probably have studied nursing. I really enjoy taking care of people. On a flight, there are always nervous flyers, parents who need help with young kids, and so on. The work can be quite hard physically, though. Every time I fly, I help people lift heavy bags up into the overhead lockers. And of course I'm on my feet for hours. Still, it's completely worth it. I love what I do.



30

UNIT 8, EXERCISE 16

a

For me, the best thing about it is that it isn't a nine-to-five job. I worked in an office for a couple of years, and I learned something about myself: I don't like a regular routine. Now, I might be flying on Saturday night, but relaxing by the pool on Monday morning. Of course, the schedule is sometimes challenging. I'll probably never get used to the phone ringing at four a.m. telling me I have to be at the airport at six. If I'm ten minutes late for my check-in, I could lose my job. But if I worked in an office, I'd go crazy!