

Useful phrases

TALKING ABOUT JOBS

Flight attendants must look after passengers.
The job of senior crew member involves going on international flights.
The purser's responsibilities include making announcements.
The cabin service director is responsible for the whole cabin.

TALKING ABOUT PEOPLE AND PLACES

This is the place where you open your luggage.
He/She's responsible for the entire aircraft.
This is a person who is responsible for helping the pilot.
It's where you go to collect your luggage.
It's who you speak to when you need information about ramp services.
It's used for crew meetings.

TALKING ABOUT PROBLEMS

Saying what's wrong

I'm sorry, (but) I don't understand.
I'm confused.
I'm concerned.
I didn't catch that.
I didn't hear.
I'm not sure/certain.

Asking for clarification

Could you repeat that?
Did you say ... ?
What do you mean?
Do you/Does that mean ... ?
Can you tell me/say/go through that again, please?

Saying you don't know

I don't know.

INTRODUCTIONS

Formal introductions

A: Hello, I'm Ahmed Fawaz.
B: Pleased to meet you, Mr Fawaz.
My name's Penny Leung.

A: How do you do?

B: How do you do?

Informal introductions

A: Hi, I'm Lena Petrov.
B: Good to meet you, Lena. I'm Maria Chavez.
A: Nice to meet you too, Maria.

REQUESTS AND RESPONSES

Asking politely

Is it OK/all right if ... ?
Would you mind helping me with ... ?
Do you mind if I ... ?
I wonder if you'd mind helping me ... ?
Would it be possible to ... ?
Could you possibly ... ?
Do you think you could ... ?
I don't suppose you could/would ... ?
Could/Would you ..., please?

Asking politely but firmly

Could you ... ?
Can you ..., please?
I'd like you to ...
I want you to ..., please.
Please turn it off now.

Asking directly or instructing

Turn it off, please.
Put it in the ...
Stop ...
Don't ...
Will you ... ?
Sit down!
Please move ...

Polite response (positive)

Yes.
Of course.
Sure.
Certainly.
No problem.

Polite response (not sure)

I'm not sure. Can you wait while I find out?
I'm sorry, I don't know.

Polite response (negative)

I'm afraid I haven't/can't at the moment.
I'm sorry, but that's not possible.
I'm sorry, I can't do that.

Apologizing

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

| Passenger | | Cabin crew |
|---|---|---|
| | | Politely denying the request and explaining why, or offering a course of action. |
| <p>polite</p> <p>↑</p> <p>↓</p> <p>rude</p> <p>air rage</p> | Would it be possible for me to move up to business class? | I'm afraid not. I'm not allowed to do that. |
| | Can I change seats? | Sorry, no. We need you to stay where you are. |
| | I need a drink of water. | I can do that just as soon as we've reached cruising altitude. |
| | 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'm going to hurt somebody! | Sit down now, sir. I need help! / Can someone help me, please? |

| Most of the expressions use the same verb form. | |
|--|----------------------------------|
| Can I | + infinitive without to help? |
| Shall I | |
| I'll Let's I suggest you If I were you, I'd I think you should | move. |
| Two of the expressions use a different verb form. | |
| How about | + -ing moving? |
| You need | + infinitive with to to move. |

SPECIAL DIETS

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

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.

IN-FLIGHT SHOPPING**Offering**

Would you/anyone like to buy any duty-free items?

Passenger requests

Can I see the titanium watch?

Would you mind showing me the designer purse?

Could I take a look at the pendant?

Showing

Here you are, sir/madam.

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?

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 (ZŁ90).

It costs eighty-two Singapore dollars (S\$82).

The price is four hundred and twenty-five dirhams (Dh425).

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.

SAFETY**Giving information/advice**

Pull the mask towards your face.

We're diverting to City airport.

We'll contact Air Traffic Control.

Giving a reason

because the air pressure is too low.

because of a drop in pressure.

so we can land.

(in order) to fix the problem.

due to a loss of pressure.

Reassuring the passenger

There's (really) nothing to worry/be concerned about.

(I can assure you) it's normal/fine/OK.

It's/You're perfectly/quite/completely safe.

It's all under control.

You can breathe normally.

Asking for cooperation

Could you ... ?

Can you switch it off, please?

Please put/pass/give me the ...

Please make sure ...

Advice

I (strongly) advise you to ...

I suggest you ...

Explaining rules and regulations

That's/It's not allowed.

It can't be used ...

You can't use ...

You must switch it off/stop using ...

Warning

If you do not cooperate, this will ...

Sir, this incident has been reported to ...

EXPLAINING PROBLEMS**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 ...

TALKING ABOUT CAUSE AND EFFECT AND POSSIBILITIES**Zero conditional (rule or fact)**

If I'm on call, I have to answer the phone.

First conditional (possible future event)

If I do well in the interview, I'll get the job.

Second conditional (imaginary situation)

If I worked for a big airline, I'd travel internationally.

Third conditional (past condition that didn't happen)

If I hadn't worked in a fast food restaurant, I wouldn't have had any customer service experience.

BRITISH ENGLISH

apron
bag
economy class
hand luggage
jetty
life jacket
mobile phone
overhead locker
rucksack
torch

AMERICAN ENGLISH

ramp
purse
coach class
carry-on baggage
air bridge
life vest
cell phone
overhead bin
backpack
flashlight

ICAO ALPHABET

| | | | | | |
|---|---------|---|----------|---|---------|
| A | Alpha | K | Kilo | U | Uniform |
| B | Bravo | L | Lima | V | Victor |
| C | Charlie | M | Mike | W | Whiskey |
| D | Delta | N | November | X | X-ray |
| E | Echo | O | Oscar | Y | Yankee |
| F | Foxtrot | P | Papa | Z | Zulu |
| G | Golf | Q | Quebec | | |
| H | Hotel | R | Romeo | | |
| I | India | S | Sierra | | |
| J | Juliatt | T | Tango | | |

English for Cabin Crew

EXPRESS SERIES

English for Cabin Crew is part of the EXPRESS SERIES. It is the ideal quick course for flight attendants who need to use English on the ground or in the air. It's also suitable for students who are interested in a career in cabin service and are preparing for an entry test or interview with an airline. It can be used to supplement a regular coursebook, on its own as a stand-alone intensive specialist course, or for self-study. With **English for Cabin Crew** the sky's the limit.

Key Features of the Book

- Units cover in-flight service, from greeting passengers and boarding, to landing and layover and include a unit on the recruitment process
- Tip boxes addressing key language points
- Tip boxes highlighting differences between British and American English
- PARTNER FILES to practise typical scenarios, such as meal service, dealing with difficult passengers, and responding to complaints
- STARTER section at the beginning of each unit with warm-up and awareness-raising activities
- OUTPUT section at the end of each unit with activities to encourage discussion and reflection
- Appendix including answer key, transcripts, and a glossary of useful phrases

Key Features of the MultiROM

- Realistic listening extracts for use with the student's book
- Interactive exercises with audio to practise structure, vocabulary, and listening

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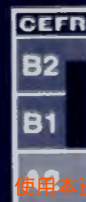
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