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English for Cabin Crew



 Summertown
Publishing

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with Shon Davis

English for Cabin Crew

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Compositor: eMC Design Ltd.

Illustrator: KJA Artists

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ISBN: 978-0-462-09873-9

Heinle, Cengage Learning EMEA

Cheriton House, North Way, Andover, Hampshire
SP10 5BE United Kingdom

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The publisher would like to thank the Irish Times and Irish Times Online for permission to adapt and reproduce the article 'Ryanair flight crew's response to take-off incident criticised' by Paul Cullen, Tuesday 15th December 2009, <http://www.irishtimes.com/newspaper/frontpage/2009/12/15/1224260714345.html>

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Printed in China

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Introduction

English for Cabin Crew is for people working in the aviation industry who want to improve their communication skills, vocabulary, pronunciation and grammatical accuracy. It is designed to be used in class, but you can also use it on your own.

English for Cabin Crew is the perfect companion to the cabin crew training manual. It follows the real-time working routines of flight attendants, from pre-flight briefings to disembarkation, from 'gate to gate'. It follows the operational procedures of the cabin crew and their progress through the different stages of both long-haul and short-haul flights, facing the challenges of boarding, safety demonstrations, serving meals, difficult passengers, possible medical incidents and emergency situations, pre-landing stress, and eventually of reviewing a job well done.

But this book does more. It looks at the special English language used in all these situations. It aims to give flight attendants confidence in using the right English at every stage of the job in hand. So, for example, if you need to know how best to deal with a passenger complaint using the most appropriate English, this book will help you. It will also help you to ask the right questions in a medical crisis and to reply to passengers who are annoying other passengers. It will help you to use appropriate English for routine and non-routine situations on board.

English for Cabin Crew is full of key expressions, of the right thing to say in English on the right occasion. More than this, it presents real job situations and typical passenger and cabin crew exchanges in which the language used is correct, authentic and actual.

- The *Listening* section invites you to listen to a real dialogue, and answer questions on it to make sure you fully understand what is happening.
- The *Language Focus* explores how to use key expressions in English.
- The *Speaking* section provides practice to make you confident of using the key expressions correctly.
- The *Reading* and *Vocabulary* sections help to consolidate and build on the language you learn.

Each unit presents a different part of your routine on board. Throughout the book you will find plenty of examples of real situations, plenty of vocabulary, plenty of opportunities for applying what you learn to your own job – all the time speaking and listening to English.

By the time you reach the end of the book, you should be confident about using clear and uncomplicated English to ...

- perform all your normal duties on board
- address your passengers' problems
- handle difficult situations.

Although there may be differences in practices and procedures between different airlines, the use of English and the main communication skills required by flight attendants remain the same. *English for Cabin Crew* will give you the skills to make you a better professional in helping to guarantee the safety and service of your passengers.

What's in *English for Cabin Crew*?

The book has three main sections:

- Units 1–10
- Case studies
- Self Study

Units 1–10

There are ten units, which take you through the routine stages of any flight, long-haul or short-haul. Each unit follows the same pattern: *Listening* and *Language focus* followed by *Pronunciation* and *Speaking* practice. Regular *Vocabulary* sections help build relevant vocabulary and *Reading* texts provide a focus on industry-specific topics.

- **Listening** This section sets the scene. You can listen as many times as you want to be sure you understand everything – it's up to you.
- **Reading** Comprehension questions and language work act as a springboard to discussion.
- **Language focus** Important language structures are highlighted here.
- **Pronunciation** You will have the opportunity for essential practice of new words and phrases before proceeding to the *Speaking* tasks.
- **Speaking** This section is often a role-play or discussion about an on-the-job situation.

Case studies

There is a *Case study* at the end of each unit. It presents a real incident involving passenger experiences and the actions of cabin crew. The *Case studies* allow you to explore further what you have just learned, taking you from simulation to reality, from practising to experiencing real events. You will be invited to review the content, comment on what happened and discuss what it all means for cabin crew.

You will also hear about the real-life experiences of Shon Davis, a senior cabin crew member with over 20 years' experience. She answers questions relating to the unit subject matter as you progress through the course – about pre-flight briefings, the service on board, medical incidents, emergencies – with fascinating stories of her own experience as a flight attendant.

Self Study

In this section you will find additional practice exercises for independent study.

Study the main unit first, especially the *Listening* sections, so that you become very familiar with the content, vocabulary and language used. Then do the *Self Study* exercises. If you are unsure about any of the vocabulary or language used, don't hesitate to go back to the main unit. Finally, check the answer key and note down your scores.

The *Self Study* pages also contain a 'log book' section. Use this log book page to record your personal progress and your reflections about anything you have studied in the unit.

Audio CD

There is an MP3 Audio CD at the back of the book which contains all the audio material for the course. You can play this on your computer, or you can transfer it to your MP3 player.

Word list

The word list contains key vocabulary from the unit, ordered alphabetically. There is a separate list for each unit, each one including a 'multi-word verb' section as well as additional vocabulary relating to the topic of the main unit. Space is provided for you to write translations into your own language.

Glossary of key expressions

You will find all the phrases and expressions from the *Language focus* sections, as well as other useful phrases from the unit, conveniently listed in the glossary.

Audio scripts and answer key

At the back of the book, ideal for self-study, you will find audio scripts for all the *Listening* and *Pronunciation* exercises, and an answer key.

Tips for self-study

- Although the units progress from gate to gate, you do not have to do them in any particular order. You can choose the units that are most relevant to you.
- Manage your study time and keep a record of what you have done. Don't spend too long working on a unit without a break.
- Revise and review the language you have learned before starting a new unit.
- Find a colleague to practise your English with.
- Memorize the key expressions in the *Language focus* sections.
- Use the Internet to find interesting and relevant articles on aviation topics to develop your vocabulary further.
- Create your own vocabulary notebook with translations into your language.

I hope you enjoy using this book and that it helps you in your professional life.

Good luck!

Terence Gerighty

August 2010