

The pre-flight briefing



Meeting colleagues

LISTENING

AUDIO 1.1

1 Listen to three cabin crew members, Paola, Tom and Jenny, introducing themselves to each other. The cabin crew are meeting just before the pre-flight briefing. Answer the questions.

- 1 Where is the flight going to?
- 2 What does Paola say to introduce herself to Tom?
- 3 What is Tom's reply?
- 4 Jenny is not sure of Tom's name. What is her question?
- 5 Have Jenny and Paola met before?
- 6 When does the briefing start?

AUDIO 1.2

2 Listen to Paola, Tom and Jenny saying hello to Katrin, another flight attendant. They are on the shuttle for the short ride to the briefing room. Are the statements true (T) or false (F)?

- 1 Tom and Katrin do not know each other.
- 2 Paola and Katrin do not know each other.
- 3 Jenny and Katrin do not know each other.
- 4 Katrin is not looking forward to going to the US.
- 5 Paola and Jenny were on a flight to Madrid together.
- 6 Paola spilled drinks on a passenger.
- 7 All four are in the same team on the flight.

AUDIO 1.3

3 Listen to the beginning of the cabin crew briefing and answer the questions. The purser starts the meeting. You also hear flight attendants Katrin, Leila and Jutta.

- 1 What is the name of the purser?
- 2 Where will Katrin be working on the flight?
- 3 Where will Leila be in charge?
- 4 Why is this flight special for Jutta?
- 5 Who will Jutta be working with?
- 6 Where will Leila be positioned?

LANGUAGE FOCUS

INTRODUCTIONS

Study these sentences and phrases.

Introducing yourself to someone you do not know

My name's Paola. Pleased to meet you.

Hi there, I'm Tom.

Finding out someone's name

Sorry, what's your name?

Excuse me, could you tell me your name, please?

Introducing other people

This is my colleague, Katrin.

This is Hemal.

Saying hello to people you know or have met before

Hello again, how are you?

Fine thanks. And you?

How's it going?

Very well, thanks.

How are you?

Not too bad.

Hi there!

Hi!

PRONUNCIATION



- 4 Listen and repeat the sentences and phrases in *Language focus*.

SPEAKING

- 5 Work in groups. Practise all three ways of meeting people.

- 1 Introduce yourself to someone you are meeting for the first time.
- 2 Say hello to people you already know.
- 3 Introduce other people to your friends.

- 6 Look at the picture and the words in the box. In your groups, discuss what you usually take with you on a flight. What must you never forget to take?

keys ■ passport ■ ID card ■ credit cards ■ mobile phone
toothbrush ■ aspirin ■ MP3 player ■ magazines ■ book



Finding out about the flight



SPEAKING

- 1 The pre-departure crew meeting is important for several reasons. Put these reasons in order of importance. Discuss your answers with a partner.

- ___ to get to know each other
- ___ to be told about the coordination of duties
- ___ to find out the order of service
- ___ to check safety and emergency procedures
- ___ to hear about anything special about the flight
- ___ to hear about the weather en route

LISTENING



- 2 Listen to the captain's briefing and answer the questions.

- 1 Who does the captain introduce first?
- 2 What is the captain pleased to tell the crew?
- 3 What does the captain ask Rick Schultz to talk about?
- 4 What is the possible weather problem on the flight?
- 5 What should be finished by the time of the weather problem?
- 6 Because of the weather problem, what will the cabin crew try to do?
- 7 What does the captain want to make sure of?

VOCABULARY

- 3 Complete these phrases from the captain's briefing.

- 1 m _____ turbulence
- 2 s _____ winds
- 3 storms o _____ the Atlantic
- 4 seated and s _____ in
- 5 the c _____ procedures

LANGUAGE FOCUS

CHECKING AND
CLARIFYING

Study these questions.

- Can I just check what the flight time is?
 Can you confirm that your crew is familiar with the cockpit procedures?
 Can I clarify something?
 Can I clarify the time of the meals service?

PRONUNCIATION

4 Listen and repeat the questions in *Language focus*.

SPEAKING

5 Work with a partner. Ask and answer questions about what these things mean.

- | | | | |
|------------------------|------------------------|---------------|------------|
| ➤ seat configuration | ➤ special requirements | ➤ turbulence | ➤ duties |
| ➤ emergency procedures | ➤ passenger load | ➤ 'all clear' | ➤ schedule |

A What does 'moderate' turbulence mean? / Can I just check what 'moderate' turbulence means?

B It means a little bumpy and very unpleasant.

6 The first officer warns the crew about the expected stormy weather, which is likely to cause moderate turbulence. Work with a partner. What other kinds of severe weather conditions can affect flights and flight schedules?

7 What happens when there is severe weather before take-off? For example, what happens when there are long delays? Have you ever served the meal on the ground?

8 If you have to remain strapped in your seat for long periods in the flight because of severe turbulence, do you ...

- a read a magazine?
- b chat with passengers nearby?
- c plan for when you can continue your duties?
- d do something else?

9 After the briefing, the flight attendants board the aircraft. With your partner, discuss what they have to do on board before the passengers start to arrive.



Case study

READING

1 Read *A day in the life* opposite and answer the questions.

- 1 List all the things the flight attendant says she has to check before passengers board the plane.
- 2 What does she say 'gets a special mention these days'? Why do you think this is?

SPEAKING

2 Work with a partner. Answer these questions about pre-flight briefings.

Where?

The briefing in the text takes place on the aircraft. Is there a special reason for this? Is this unusual?

Who?

Who attends the pre-flight briefing?

Who speaks at the briefing? Do the flight attendants only listen?

What?

What sorts of things do they talk about at the pre-flight briefing?

What is the top priority?

Why?

What is the pre-flight briefing for?

Is it really necessary? Aren't all flights the same?

3 With your partner, discuss which of these things are usually mentioned in the pre-flight briefing, and why.

- | | | |
|-------------------------|----------------------------|------------------------|
| ➤ teamwork | ➤ introductions | ➤ meals service |
| ➤ motivation | ➤ leadership | ➤ emergency procedures |
| ➤ personal appearance | ➤ cockpit entry procedures | ➤ safety |
| ➤ responsibilities | ➤ special needs passengers | |
| ➤ clear task allocation | ➤ weather | |

LISTENING

AUDIO 1.7



4 Listen to Shon Davis, a senior cabin crew member with over 20 years' experience, as she answers these questions. Make notes about what she says.

- 1 'What do you remember about your first pre-flight briefing?'
- 2 'Were these briefings always the same?'
- 3 'What was the common theme?'

5 Listen again and answer the questions.

- 1 How did Shon feel on her first pre-flight briefing?
- 2 What was 'always the same'? What was different?
- 3 Give details about the different types of passenger she mentions.

SPEAKING

6 Work with a partner. Discuss these questions.

- 1 Why is the pre-flight briefing important for the cabin crew?
- 2 Do you remember one pre-flight briefing more than all the rest? Why?
- 3 How do you normally feel during pre-flight briefings? Nervous, excited, relaxed, tense?

A day in the life



Security and the aircraft's safety features always get a special mention these days.

03.30 Good morning!

My alarm is ringing ... already ..., and it's time to get up for my flight to Tenerife, which is due to leave at 0700 hours. I get ready, put on my uniform and make sure I have my passport and regular papers neatly tucked away in my carry-on bag. We cabin crew have to check in at least 1 hour and 30 minutes before the aircraft is scheduled to leave, so today that means reporting for work at 05.30. In fact, I'm a little early today (there's no traffic at this time) and I catch the staff shuttle bus to the briefing room.

05.15 Fifteen minutes to the pre-flight briefing

I'm 15 minutes early, which is good, because I've got time to check my cabin crew manual to refresh my knowledge of the all-important emergency procedures and the location of the emergency equipment and exits for today's aircraft, a Boeing 757.

05.30 The pre-flight briefing

Today's pre-flight briefing is being held on the aircraft and the senior crew (usually the purser, although the captain is there too) introduces everyone and takes us through the flight details. Usually this covers the order of the services during the flight, the individual positions and responsibilities for the day, and any special points or passengers with special needs. Security and the aircraft's safety features always get a special mention these days and we're sometimes asked one or two questions about emergency procedures. The captain asks a couple today, and I'm pleased to say that I answer correctly.

06.00 Pre-flight preparations for boarding

This is the time for me and my team to check the emergency equipment and make sure there's a safety instruction card in every passenger's seat pocket. Then we double-check the number of meals on board, the usual drinks trolley and duty-free goods and, of course, stock all the toilets with the necessary hand towels and tissues. All of which leaves just enough time to freshen up and get ready to welcome our passengers on board.

Glossary

tucked away carefully put away

traffic cars, buses, etc. on the roads

a shuttle bus a small bus which travels between an airport and a city

to refresh your knowledge of something to remind yourself about something

to stock to fill with supplies

to freshen up to make yourself clean and tidy