

After take-off and into the flight

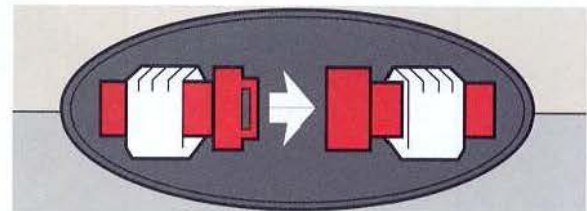


Making the first announcements

SPEAKING

- 1 Work with a partner. Look at the picture and answer the questions.

- 1 What happens immediately after the seatbelt sign is switched off?
- 2 What do the passengers do?
- 3 What do the cabin crew do?



LISTENING

- 2 Listen to three short announcements from short-haul flights and fill in the missing words.



- 1 Ladies and gentlemen, boys and girls, it's great to have you on ¹_____. The seatbelt sign is off, but please don't leave your seats ²_____ you have to. This is only a short flight and we'd like to serve you drinks and snacks as ³_____ as possible. There will only be time for one service and, er ... apologies, we don't have any hot snacks today. ⁴_____ about that. Speak to you again soon.
- 2 Hello, everyone, this is Stefan speaking. The seatbelt sign is off. Feel ⁵_____ to walk around. We want to serve you drinks shortly, so watch out for the trolley – we don't want to run you down, so don't ⁶_____ the aisles. We don't have a lot of time, so be ⁷_____ with your order, please, and your money, of course. Thanks for your cooperation. Have a good flight.
- 3 Ladies and gentlemen, the seatbelt sign has been switched off and you can move around the cabin. We shall be coming ⁸_____ the cabin with refreshments in a few moments. Kindly look at the menu card in the pocket in front of you and have your ⁹_____ ready, please. We'd really appreciate it if you had the ¹⁰_____ change for your purchases. Thank you, and enjoy the flight.

3 Answer these questions about announcements 1–3 in exercise 2.

- 1 On which flights is payment for food mentioned?
- 2 On which flight is there a problem with the food service?
- 3 On which flight are the cabin crew not in a hurry?

SPEAKING**4** Answer the questions.

- 1 Which of the three announcements is ...
 - the most fun?
 - the most serious?
 - the most friendly?
- 2 Which announcement do you like the most?

LANGUAGE FOCUS**FORMAL AND
INFORMAL
LANGUAGE****Study these phrases and sentences.****Formal**

Ladies and gentlemen ...
 You can move around the cabin.
 The seatbelt sign has been switched off.
 Kindly look at the menu card.

Informal

Hello, everyone.
 Feel free to walk around.
 The seatbelt sign is off.
 Be ready with your order.

What other formal and informal words or expressions do you know in English?

PRONUNCIATION**5** Look at these sentences from the announcements in exercise 2. Underline the words which you think are more important and are given extra stress.

- 1 It's great to have you on board.
- 2 Please don't leave your seats unless you have to.
- 3 We'd like to serve you drinks and snacks as quickly as possible.
- 4 The seatbelt sign is off.
- 5 Feel free to walk around.
- 6 Thanks for your cooperation.
- 7 We shall be coming through the cabin with refreshments in a few moments.
- 8 We'd really appreciate it if you had the exact change for your purchases.

**6** Listen and compare your answers. Then listen again and repeat.**SPEAKING****7** In groups of three, practise reading aloud the three announcements to each other. Then say them again from memory or short notes.

Getting started



SPEAKING

- 1 What are the main differences for flight attendants between long-haul and short-haul flights?

Think about ...

- the meals and drinks service
- the facilities for passengers
- requests from passengers.

LISTENING



- 2 The refreshment service is beginning on a short-haul flight. The flight attendant speaks to four passengers. Listen and answer the questions.

- 1 What does the first passenger need to do?
- 2 What does the second passenger want?
- 3 What does the third passenger want the flight attendant to do?
- 4 What does the fourth passenger want to know?

- 3 Listen again to the four conversations and fill in the missing words spoken by the flight attendant.

- 1 Excuse me, could you _____ down, please?
- 2 OK, no _____.
- 3 Yes, of _____.
- 4 Can I _____ you?
- 5 Leave it _____ me ...
- 6 I'll do it as _____ as possible.
- 7 What can I _____ for you?
- 8 Listen, don't _____.
- 9 I'll _____ back to you.



SPEAKING

- 4 How well does the flight attendant deal with the four requests? Discuss in groups or with a partner.

LANGUAGE FOCUS

DEALING WITH PASSENGER NEEDS

Study these sentences.

The flight attendant is polite and helpful:

Can I help you?

What can I do for you?

Yes, of course.

OK, no problem.

The flight attendant is busy, so politely asks passengers to wait:

I'm afraid we're busy just now. Can you wait a moment?

Can you wait until we've finished the service?

Leave it with me and I'll do it as soon as possible.

I'll get back to you. I promise.

PRONUNCIATION



- 5 Listen and practise saying the sentences in *Language focus*. Remember to sound friendly and polite.

SPEAKING

- 6 Work with a partner. Take turns to practise dealing with passenger problems. Student A is the passenger and Student B the flight attendant.

Student A: Use *I need to / I have to / Could you ...* and these situations.

- ▶ You want to change your seat.
- ▶ You need another disembarkation card.
- ▶ You are very cold.
- ▶ You are very thirsty.
- ▶ You have a bad headache.
- ▶ You are feeling sick.

Student B: Deal with Student A's requests. Use the expressions in *Language focus* to help you.



- 7 What other passenger needs do you have to deal with at the beginning of the flight? Discuss in groups or with your partner.

Helping to settle passengers

SPEAKING

1 Work in groups or with a partner. Discuss these questions.

- What might these types of passenger need to get them settled on a long-haul flight?
 - passengers travelling alone
 - groups
 - families with small children
 - older people
- Describe how the passenger types above can sometimes seem. Use these adjectives to help you.

shy ■ nervous ■ unpleasant ■ noisy ■ arrogant ■ demanding

- Who do you think makes a 'difficult' passenger? Why?

LISTENING



2 Listen to the flight attendant speaking to four passengers. In each case, what is the problem?

Passenger 1: _____

Passenger 2: _____

Passenger 3: _____

Passenger 4: _____

3 Listen again. What questions does the flight attendant ask?

Passenger 1: _____

Passenger 2: _____

Passenger 3: _____

Passenger 4: _____

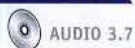
PRONUNCIATION



4 Practise saying these sentences in a caring and attentive way. Listen and repeat. Try to copy the intonation you hear.

- Hello, madam, are you feeling better now?
- Can I help you, sir?
- Did you call, sir?
- Hello there, is everything all right?
- No problem, madam.
- I do apologize. I'll get it immediately.
- You're quite right, sir.
- Yes, that's fine. Go ahead.

LISTENING



5 Listen to the beginning of the service on a long-haul flight. You will hear four short conversations. Answer the questions.

Conversation 1

- What does the passenger want to know?
- How long is the flight?

Conversation 2

- When will the meal be served?
- What is the problem with the passenger's children?

Conversation 3

- What does the passenger ask for?
- Which channel are the films on?

Conversation 4

- What does the passenger ask for?
- Why does the flight attendant put on the call light?

LANGUAGE FOCUS

'COMFORT'
EXPRESSIONS

Study these sentences.

Here you are. (*Giving the menu, headphones, blanket, a glass*)
 Can I get you anything else?
 Anything else I can do for you?
 Let me put the call light on (for you).
 Don't worry, you'll be fine.
 Of course, no problem at all.
 I'll be back in five minutes.

PRONUNCIATION

6 Listen and repeat the sentences in *Language focus*.

SPEAKING

7 Work with a partner. Look at these different types of passenger. What could you say to help settle them?

- a an old lady travelling alone
- b a group of happy friends
- c a young man with a guitar
- d a nervous first-time flyer
- e excited children and parents
- f a mother and baby
- g a special needs traveller
- h a quiet elderly couple
- i a woman who is not very well



8 With your partner, take turns to role-play short conversations with the types of passenger above. Use your own ideas or these suggestions to help you.

- Don't worry, you'll be fine.
- Let me help you with that.
- Is everything all right?
- Can I get you anything, madam?
- Is it OK to go in the overhead locker?
- If the children are good, I've got a surprise.
- Push the call button if you need anything.
- Hello, everyone, are you on holiday together?
- How are you feeling?

Case study

READING

1 Read *Flying with children* opposite and answer the questions.

- 1 Give examples from the text of the kind of behaviour that can annoy adult passengers.
- 2 What solutions are proposed or outlined in the text?
- 3 Do you agree that the action of the purser towards the mother and baby was 'a little harsh'? Why? / Why not?

SPEAKING

2 Work with a partner. Answer the questions about having young flyers and babies on board.

- 1 When you know in advance about young flyers and babies, how do you prepare to settle them into the flight?
- 2 Why do you think there are so many negative comments from other passengers about them?
- 3 Is it really the flight attendants' duty to keep the peace?
- 4 Compare your own experiences of dealing with either young flyers or babies, and of dealing with other passengers' comments and complaints about them.

LISTENING

AUDIO 3.9



3 Listen to Shon Davis as she answers these questions. Make notes about what she says.

- 1 'After take-off, what were your main duties?'
- 2 'Is there a big difference after take-off on short-haul and long-haul flights?'
- 3 'Did you have any strange experiences after take-off?'

4 Listen again and answer the questions.

- 1 What does Shon say are a flight attendant's main duties after take-off?
- 2 What, in Shon's opinion, is the biggest difference between short-haul and long-haul flights? Which did she prefer, and why?
- 3 What unusual thing did one passenger do during and after take-off? In what other ways could she have handled this incident?

SPEAKING

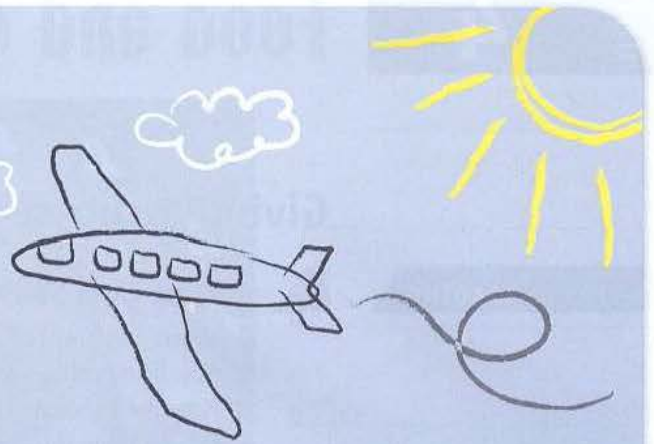
5 Work with a partner. Discuss these questions.

- 1 After take-off, flight attendants have a duty of customer care for all passengers, including babies. With all your other duties, is there enough time?
- 2 Do young flyers present the biggest challenge, or are there other types of passenger who give more problems on board? If so, which are they?
- 3 Are flight attendants on short-haul flights chosen for their speed in performing certain duties, or for other reasons?



Flying with

children



A recent survey asked travellers if parents or flight crews should be stricter about the behaviour of young fliers, including babies, on board. Most emailed stories of kids behaving badly and put the blame on permissive parents.

It's true that small children and babies in a cramped cabin can be a nightmare. Here are a few of the responses:

'I've had enough of kids who kick the back of my seat while the parent looks elsewhere.'

'I've had enough of kids who kick the back of my seat while the parent looks elsewhere.'

'It drives me insane to be surrounded by families talking loudly and passing food, drink, toys, clothes, etc., back and forth.'

'Families with kids have every right to fly, but they need to respect my rights to a pleasant environment and flight.'

The idea of family-only sections on aircraft was mentioned by many respondents. But families may not enjoy crying babies any more than other passengers.

So what is the role of the crew in keeping peace on a plane? A mother and her screaming baby were recently escorted from a plane because the purser considered that other passengers could not hear the safety instructions announcement. Perhaps that was a little harsh.

'It's a delicate situation,' one experienced flight attendant says. 'If parents don't control kids, flight attendants have to do what they think is best. Every situation is different. Cabin crew can ask parents to control their children, but that is often the beginning of "Mind your own business" or "Have you



got children?" or "What do you know about kids?" Trying to parent another person's misbehaving child can be quite a problem. In 15 years, I've never had an unruly child on board who was travelling with a hands-on parent.'

Airlines sometimes have cards or colouring books to occupy children on board. A few airlines even provide child-friendly tables and chairs and toys at the gate areas to keep small passengers happy before boarding. And one flight attendant was very clear: 'Kids are members of the public like everyone else, and they often have to go places. I'd always prefer to have ten babies on board than one drunk!'

Glossary

cramped small, with not much space

harsh hard, cruel

unruly badly behaved; difficult to control

a hands-on parent a parent who takes responsibility for their child