

## Giving a choice

### READING

1 Read the menu from a long-haul flight and answer the questions.

- 1 Which meals will be served on this flight?
- 2 How many courses are there for lunch?
- 3 How many choices are there for the main course at lunch?
- 4 Do you think this flight departed in the morning, afternoon or evening? Why?

### Continental breakfast and lunch

#### Breakfast

Orange juice, yoghurt, fresh fruit appetizer of seasonal fruit, croissant served with butter and jam, muffin, tea or coffee

#### Lunch

##### Starter

Seasonal salad with assorted seafood and crunchy garlic bread topped with shredded parmesan, accompanied by vinaigrette dressing

##### Main

Tender pieces of chicken marinated with Arabic spices, cooked with rice, tomatoes, cauliflower and garnished with fried onions, accompanied by French beans and peas

or

Charcoal-grilled beef tenderloin, served with a creamy forest mushroom sauce topped with chopped chives, accompanied by roasted potatoes and red pepper

or

Vegetable lasagne with a light cheese sauce, accompanied by a fresh green salad

##### Dessert

A rich dark chocolate mousse, topped with fresh orange and strawberries, accompanied by fresh cream

Roll and butter

Tea or coffee with chocolates

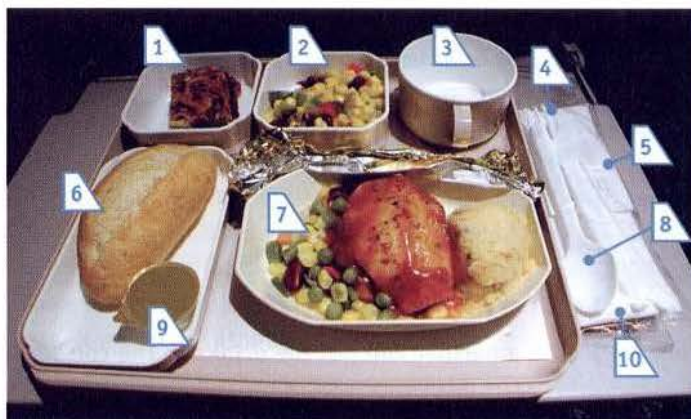
2 Work with a partner. Put food items from the menu into these categories.

Fruit	Meat and fish	Vegetables and herbs	Dairy food

**VOCABULARY**

**3** Label the objects on the meal tray.

- 1 \_\_\_\_\_
- 2 \_\_\_\_\_
- 3 \_\_\_\_\_
- 4 \_\_\_\_\_
- 5 \_\_\_\_\_



- 6 \_\_\_\_\_
- 7 \_\_\_\_\_
- 8 \_\_\_\_\_
- 9 \_\_\_\_\_
- 10 \_\_\_\_\_

**LISTENING**



**4** Listen to the flight attendant serving the meal to two passengers. Are the sentences true (T) or false (F)?

- 1 The man chooses beef.
- 2 The man chooses white wine to drink.
- 3 The wine is French.
- 4 The woman wants fish for her main course.
- 5 The woman does not like food which is too spicy.
- 6 The woman asks for the lasagne for her children.
- 7 There is a problem with the woman's choice for her children.
- 8 The woman chooses sparkling water to drink for herself and Coke for her children.
- 9 The flight attendant advises her to pre-order the children's meals for the flight home.

**LANGUAGE FOCUS**

**OFFERING A CHOICE**

Study these sentences and phrases.

**Service with a smile**

- What would you like, sir?
- What would you like to drink?
- What can I get you, madam?

**Giving the meal tray or serving a drink**

- Here we are, sir.
- There you are, madam.

**PRONUNCIATION**



**5** Listen and repeat these phrases. Notice the intonation pattern.

- Coffee or tea?
- Red or white wine?
- Still or sparkling?
- Beef or chicken?
- Brown or white?
- Vegetarian or non-vegetarian?

**SPEAKING**

**6** Work with a partner. Take turns to practise ordering and taking orders from the menu. Ask and answer questions about the menu.

- A Is the chicken very spicy?
- B No, it's not like a curry.

- A What are chives?
- B They're a kind of herb.

## Serving drinks

### LISTENING



- 1 There are many different kinds of drink which passengers can ask you for during a flight. Listen and repeat this list.

soda ■ Perrier ■ apple juice ■ Sauvignon Blanc ■ Johnny Walker ■ Merlot  
 cognac ■ fruit tea ■ Bloody Mary ■ hot chocolate ■ vodka ■ Martini ■ Kronenberg  
 Bacardi rum ■ cappuccino ■ diet Coke ■ lemonade ■ bottled still water ■ port  
 Carlsberg ■ Bordeaux ■ champagne ■ tomato juice ■ tonic water ■ Earl Grey tea  
 ginger ale ■ bourbon ■ English Breakfast tea ■ espresso

### VOCABULARY

- 2 Now work with a partner and put the drinks in the correct category on the drinks menu.

Drinks Menu	Wines and beers	Spirits
	Sauvignon Blanc	Johnny Walker
Soft drinks	Hot drinks	
soda	fruit tea	

Can you add any more items to the menu?

### LISTENING



- 3 Listen to the flight attendant serving drinks to seven passengers. Put the drinks in the order you hear them asked for.

- two large glasses of Coke with ice
- a cup of tea
- a pineapple juice
- a large glass of water
- a cold beer
- a gin and tonic
- a vodka
- an apple juice
- a glass of white wine



**4 Listen again and answer the questions.**

- 1 Does the first passenger want ice with her water?
- 2 How many different kinds of juice does the flight attendant offer the second passenger?
- 3 What is the problem with the third passenger's order?
- 4 How many types of beer does the flight attendant offer the fourth passenger?
- 5 What does the flight attendant say when she gives the young passenger the Cokes?
- 6 Does the sixth passenger like the food?
- 7 Why can't the flight attendant serve the last passenger an alcoholic drink?
- 8 What does the flight attendant offer instead?

**PRONUNCIATION**



**5 When serving drinks, flight attendants often have to list the choices. Listen and repeat these lists. Notice the intonation pattern.**

**Juices:** Apple, orange, pineapple or tomato.

**Sodas:** Coke, Fanta, Sprite, 7up or Lilt.

**Wines:** Red wine, white wine, sherry or champagne.

**Teas:** Earl Grey, English Breakfast, peppermint or green.

**Waters:** Still water, sparkling water, soda water or tonic water.

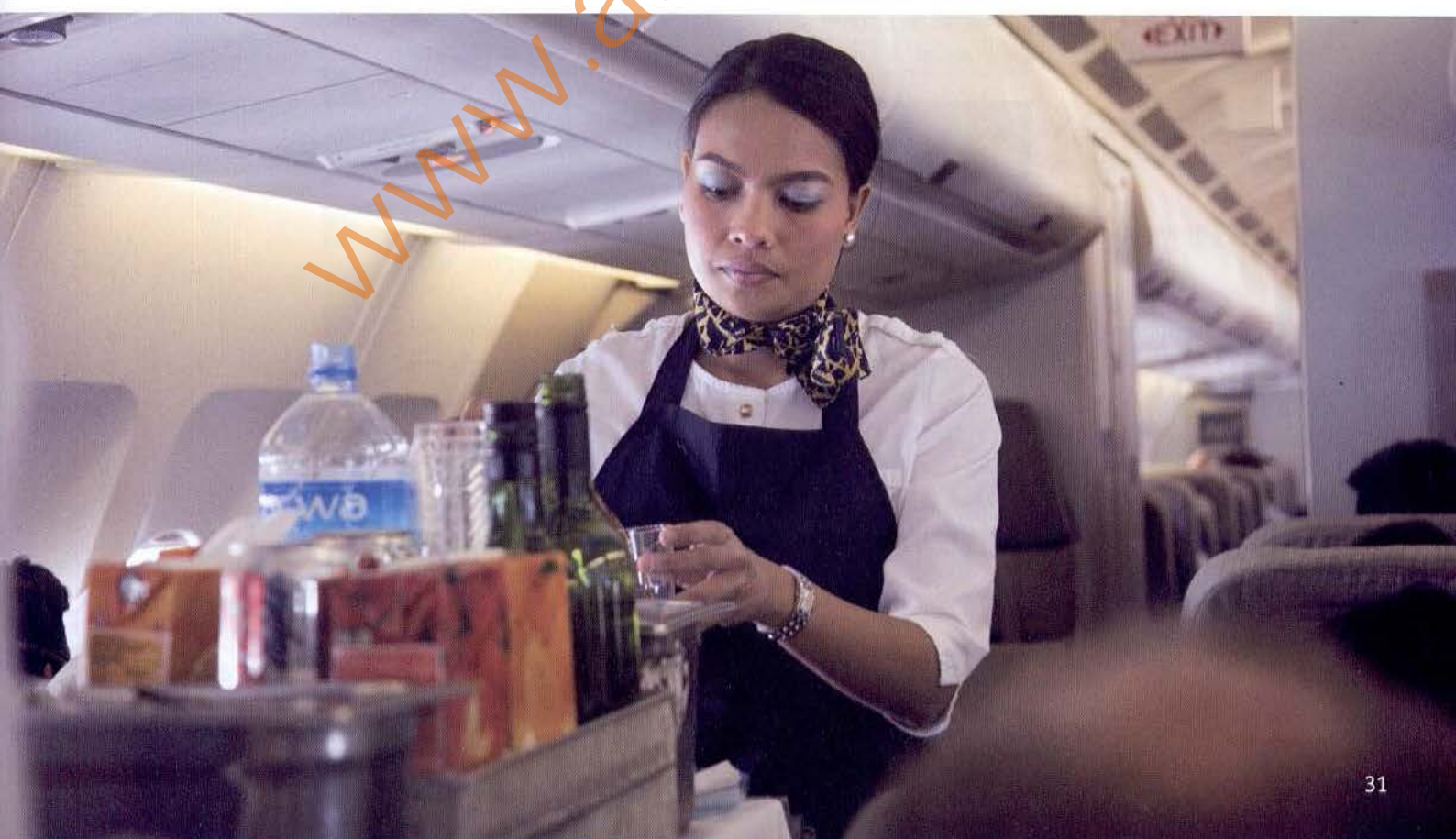
**Coffees:** Espresso, cappuccino, decaffeinated or regular.

**SPEAKING**

**6 Work with a partner. Take turns to practise taking orders from the drinks menu you created in exercise 2.**

**7 What problems can flight attendants have when serving food and drinks to passengers? Add your own ideas to the list and then discuss with your partner, or in groups of three. Do you agree on which are the worst problems?**

- The meal isn't hot enough.
- The meal is not what the passenger ordered.
- The passenger has already drunk too much, but wants more.
- Unexpected turbulence causes ...



## Duty-free sales

### LISTENING



**1** Listen to the announcement and fill in the missing words.

Ladies and gentlemen, the duty-free sales will <sup>1</sup> \_\_\_\_\_ shortly. Please prepare your <sup>2</sup> \_\_\_\_\_ of purchases. Check the *Shopping on Board* magazine in your seat <sup>3</sup> \_\_\_\_\_. All prices are in local currency and in US dollars, and you can pay by cash or by <sup>4</sup> \_\_\_\_\_ a credit card. We <sup>5</sup> \_\_\_\_\_ most major credit cards. Frequent flyers <sup>6</sup> \_\_\_\_\_ points on all sales on board. There are some <sup>7</sup> \_\_\_\_\_ bargains and there are several items specially designed for our airline.



### VOCABULARY

**2** Find words or phrases in the announcement with these meanings.

- 1 soon \_\_\_\_\_
- 2 items to buy \_\_\_\_\_
- 3 get ready \_\_\_\_\_
- 4 airline club members \_\_\_\_\_
- 5 discounted items \_\_\_\_\_
- 6 created \_\_\_\_\_

**3** Put the items for sale into the correct category.

whisky ■ a brooch ■ a USB key ■ face cream ■ cigars ■ perfume spray  
 cognac ■ aftershave ■ a soft toy ■ chocolates ■ earrings ■ lipstick  
 eau de toilette ■ vodka ■ a watch ■ a model aircraft ■ a scarf  
 mascara ■ a travel plug adaptor ■ a crystal pendant ■ a travel razor  
 a bracelet ■ champagne ■ a pen ■ cigarettes ■ headphones

Perfumes and jewellery	Electric and electronic items	Alcohol and tobacco	Cosmetics	Gifts

What other duty-free items can you add to the categories?



## LISTENING

AUDIO 4.7

4 Listen to a passenger buying some duty-free goods and answer the questions.

- 1 What does the passenger want to buy for his daughter?
- 2 How much does he pay for his daughter's present?
- 3 What else does the passenger buy?
- 4 How does he pay for his purchase?
- 5 Why does the passenger give the flight attendant two cards?
- 6 What does he need with his purchase?

## LANGUAGE FOCUS

## MONEY

## TRANSACTIONS

Study these sentences and phrases.

The perfume costs 41 dollars.

The scarves are 72 dollars each.

Forty-one plus [+] 72 makes 113 dollars.

Four times [x] eight equals [=] 32 dollars.

A hundred dollars minus [-] 85 – that's 15 dollars change.

That comes to 120 euros.

How will you be paying? By card or with cash?

How would you like to pay?

Here's your receipt, your card and your gifts.

## PRONUNCIATION

AUDIO 4.8

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

6 How good are you at counting money and adding up a total for your passengers? Work with a partner. Fill in the totals below, then practise saying the sentences.

- 1 \$19.50 + \$27.00 = \_\_\_\_\_
- 2 \$20 - \$11.75 = \_\_\_\_\_
- 3 €43.00 + €13.75 = \_\_\_\_\_
- 4 €6.75 x 2 = \_\_\_\_\_
- 5 £11.45 x 2 = \_\_\_\_\_
- 6 \$33.39 + \$7.20 = \_\_\_\_\_

7 What is the currency in these countries?

- |                |          |                        |           |             |
|----------------|----------|------------------------|-----------|-------------|
| ➤ Spain        | ➤ China  | ➤ Australia            | ➤ Brazil  | ➤ Singapore |
| ➤ Saudi Arabia | ➤ Russia | ➤ United Arab Emirates | ➤ Nigeria | ➤ Pakistan  |

8 What is your local currency? What is the rate of exchange with the Japanese yen, the US dollar and the euro?

9 With your partner, take turns to practise buying and selling duty-free goods from the vocabulary list. Make up prices for the items.

- A *I'd like some mascara please.*  
 B *Certainly, madam. The mascara costs ...*

10 Which duty-free goods are most in demand by passengers? Is it the same on all flights, or are there differences? Discuss with your partner or in small groups.



# Case study

## READING

**1** Read the different opinions and experiences of in-flight food opposite and answer the questions.

- Which of the opinions and experiences 1–10 are those of passengers (P), and which of crew (C)? Which could be either (E)?
- Which express a positive opinion about the food service on board, and which a negative opinion? Which do not express an opinion?
- Underline all the adjectives and phrases used to describe food in the texts. Do they have a positive or negative meaning?

## SPEAKING

**2** Work with a partner. Answer the questions and discuss the in-flight food on both long-haul and short-haul flights.

- In your experience, are passengers difficult to please when it comes to in-flight food? If so, why? What do they complain about most?
- Are the problems usually with the quality of the service provided by the flight attendants, or the quality of the food itself?
- Is the solution to have one excellent meal on long-haul flights, and no food at all on short-haul flights? If not, why not?
- What improvements would you like to suggest to your airline?

## LISTENING



**3** Listen to Shon Davis as she answers these questions about the meals and drinks service. Make notes about what she says.

- 'Did you enjoy this part of the flight?'
- 'How much do cabin crew know about the meals in advance?'
- 'Do you remember one special incident during the meals service?'

**4** Listen again and answer the questions.

- Why did she especially enjoy the meals and drinks service? Why was this the 'nicest part' of the in-flight service?
- When are cabin crew told about the meals? What exactly are they told?
- Can you retell the story of the special incident she remembers so well? How was this problem solved? Was this a good solution to the problem?

## SPEAKING

**5** Work with a partner. Discuss these questions.

- Airlines spend a lot of money on food. Why do you think this is? Are they successful in what they are trying to do?
- What do you think about meals for the crew on board? Are these adequate?
- 'Bar snacks on short flights are insulting, over-priced and tasteless, and meals on most long-haul flights are bland, poorly presented and served without grace.' Do you agree with this comment?



## Airline food... your thoughts...



1

Added 08 October 08:26

The in-flight meal was fine. We were offered a choice and a selection of drinks. There was no rush. The flight attendants even found time to chat a little and make the whole experience enjoyable. I'll definitely travel on this airline again.

2

Added 05 October 11:12

That was the worst meal I've ever had. It was served in a box with a plastic fork and put on my tray table without a word or a smile. Even now, I'm not sure what it was.

3

Added 03 October 19:52

If you're in Business class, you're fine. The meals are well prepared, look great and taste even better. In Economy, it's the opposite. The meal is bland, not very hot, badly presented and tasteless. It's better to take your own food on board. At least you can eat it.

4

Added 03 October 17:30

The airlines long ago realized that their job – their product, and what people pay them for – is transportation, not food service. Some day the flying public will realize that, too.

5

Added 01 October 12:56

An aircraft is not a flying restaurant.

6

Added 28 September 20:17

I am a flight attendant for a major international airline. I've been flying for nearly thirty years, and in that time people have always complained about airline food. I honestly think passengers are being unrealistic. This is a ride in an aircraft, not a trip to a top-class restaurant. It is what it is. It's not going to get any better either, with internet fares and the present state of the airline industry.

7

Added 22 September 08:48

Yes, yes, yes, it's been said a million times before: the food on planes, even in the front of planes, is dreadful.

8

Added 20 September 17:36

I want to point out that of all the dreadful food in the world, perhaps no dreadful food is presented with more ridiculous fanfare than the dreadful food in the sky.

9

Added 13 September 18:15

On a recent trip I had the misfortune to buy a snackbox. It was not fit for human consumption unless you were alone in the Arctic or lost in the jungle.

10

Added 10 September 10:42

I fly quite a bit, and to be honest I've never had a bad meal. I am much more irritated when there is no complimentary food at all.

### Glossary

*bland* tasteless

*dreadful* very bad

*a fanfare* a big display

*not fit for human consumption* not good enough for people to eat

*complimentary* free