

OXFORD Business English

English for Cabin Crew

Sue Ellis
Lewis Lansford

EXPRESS SERIES 



Includes MultiROM



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English for **Cabin Crew**

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Sue Ellis & Lewis Lansford

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About the book

English for Cabin Crew has been developed specifically for flight attendants who need to use English every day at work and for people who are training to become cabin crew. This book will show learners how to communicate clearly, directly, and with authority, but also politely, even when dealing with difficult situations.

English for Cabin Crew consists of eight units. The book is organized around the sequence of a flight, starting with an introductory unit, followed by pre-flight, welcoming passengers on board, cabin services and amenities, en route health and medical issues, safety and emergencies, and descent, landing, and layover. The final unit gives advice on applying for cabin crew positions. Units from the book work independently and can be selected according to the needs and interests of the course participants. **English for Cabin Crew** is also ideal for self-study.

Each unit begins with a **Starter**, which consists of a short exercise or quiz and serves as an introduction to the topic of the unit. Practical exercises, listening extracts, industry-specific texts, as well as photos and illustrations help you to acquire key vocabulary and expressions. Realistic role-plays give you the opportunity to put all you have learned into practice. Each unit closes with an **Output** activity, a text related to the topic of the unit followed by questions for reflection and discussion.

When you have completed the whole book you can **Test Yourself!** with the crossword on pages 68–69. In the appendix of **English for Cabin Crew** you will find the **Partner files** for the role-plays, and the **Answer key** so that you can check your own answers if you are working alone. There are also **Transcripts** of the **Listening extracts**.

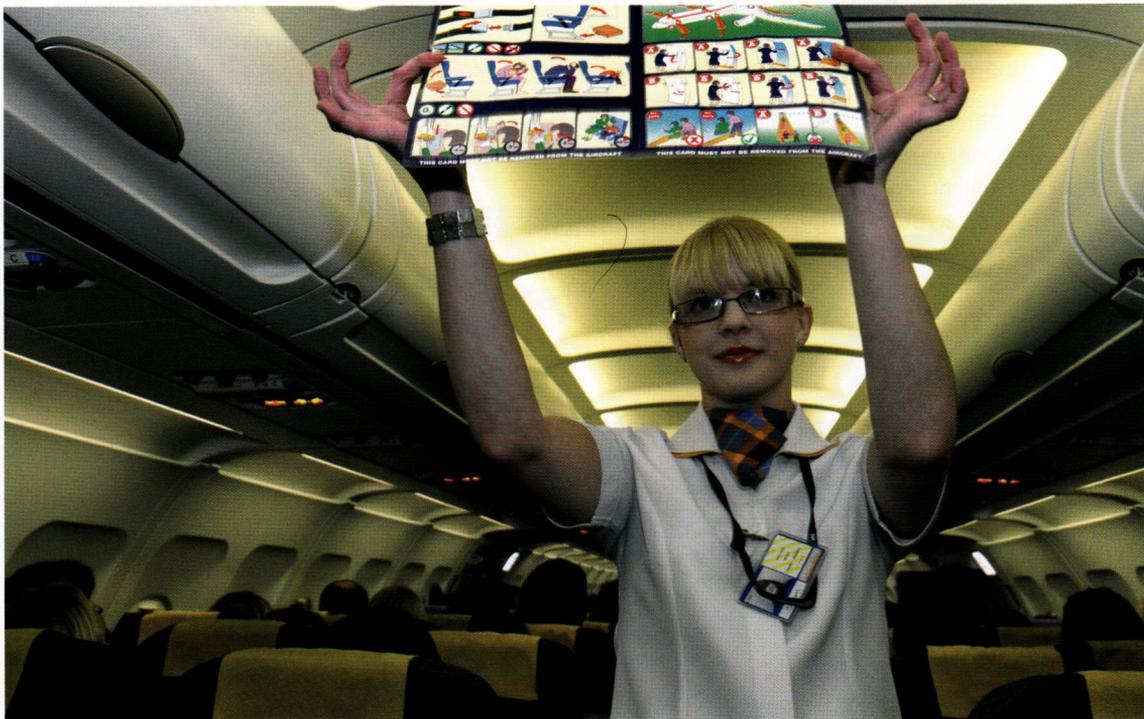
The **MultiROM** contains all the **Listening extracts** from the book. These can be played through the audio player on your computer, or through a conventional CD-player. There is also an **A–Z wordlist** with all the key words that appear in **English for Cabin Crew**. This includes a column of phonetics and a space for you to write the translations of the words in your own language. The **Interactive exercises** let you review your learning by doing exercises that cover the essential language from the book on your computer. This will be particularly valuable if you are using the book for self-study.

1

Introduction to cabin crew

STARTER

Why do people become cabin crew? Make a list of the job's good points. Then make a list of the job's bad points.



AUDIO

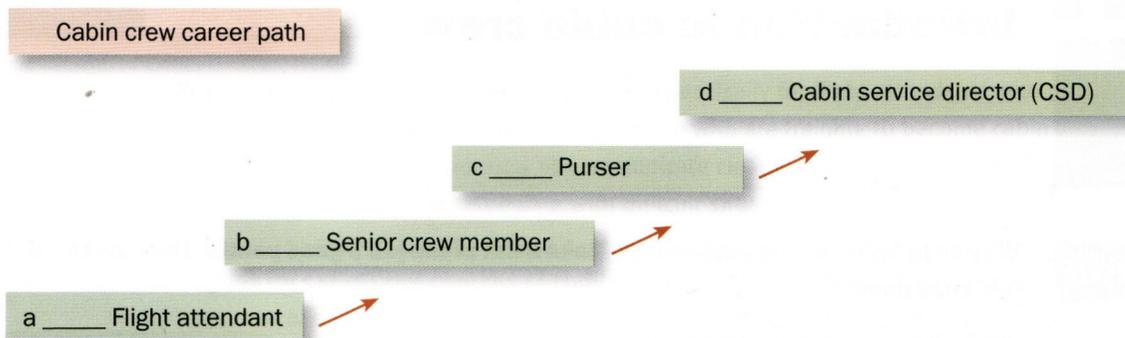


2

1 Listen to four people talk about their jobs. Complete the information.

	Years in this job	Total years flying	They say
1	4	_____	The best part is going on _____.
2	_____	_____	I'm in charge of _____ the whole cabin.
3	_____	_____	My main responsibility is _____.
4	_____	_____	I report to the _____.

2 Listen again. Match each speaker with a job on the career path.



DID YOU KNOW?

Different countries, airlines, and sizes of aircraft can all have different names for cabin crew jobs.
 Chief purser/Senior purser/Cabin service director/Cabin service manager/Inflight service manager/
 Inflight services director
 Purser/Business class purser (P)/Economy class purser (PY)
 Assistant purser
 Senior crew member/Senior flight attendant
 Crew member/Flight attendant

3 Match the verbs and phrases to make job responsibilities.

- | | |
|--------------------|---|
| 1 be | a for take-off and landing |
| 2 be in charge | b missing or broken emergency equipment |
| 3 secure the cabin | c manifest |
| 4 make | d the money |
| 5 report | e on call |
| 6 operate | f the cabin service director |
| 7 look after the | g for all the flight attendants |
| 8 take care of | h the paperwork |
| 9 account for | i of running the whole cabin |
| 10 look after | j announcements |
| 11 be responsible | k the doors |
| 12 report to | l passengers' comfort |

4 Write one sentence about each job in exercise 2. What part of each job do you think would be the most interesting, the least interesting, and the most difficult?

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.

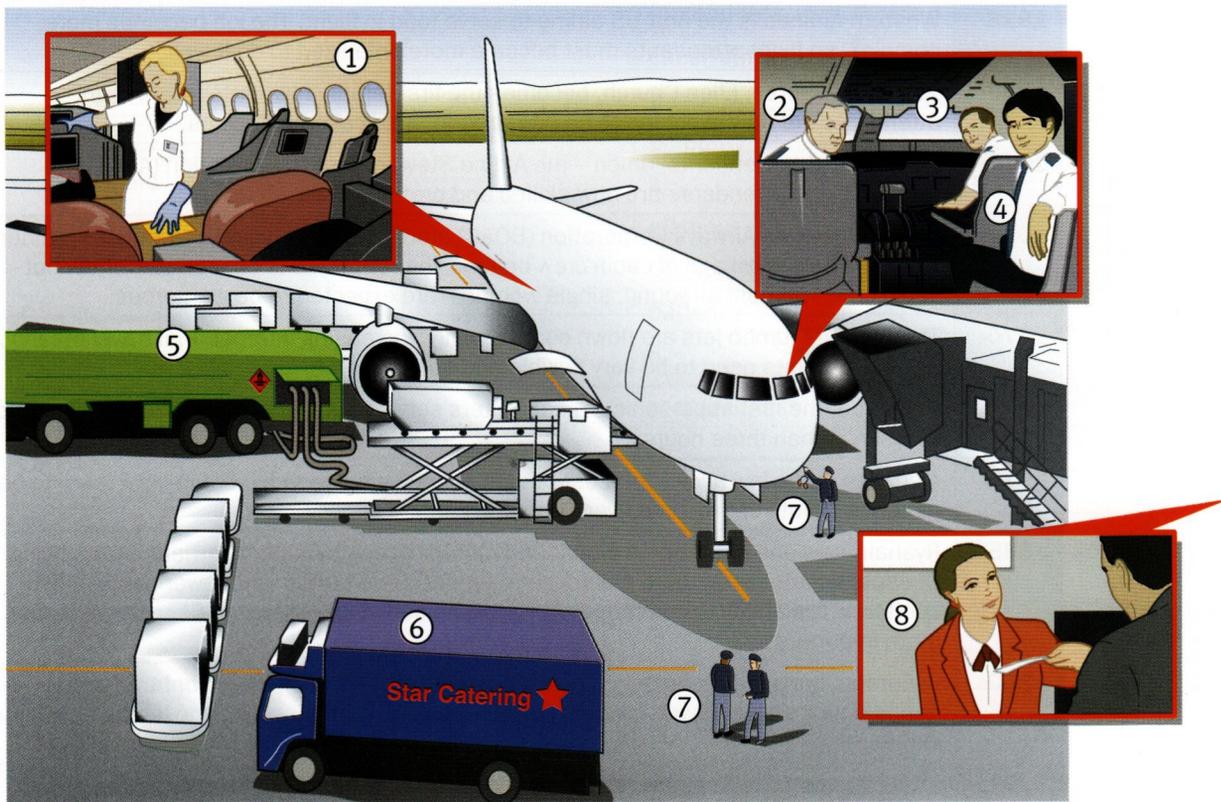
5 Cabin crew work closely with other aviation professionals. Match the jobs with the picture.

Flight crew

- a Captain
- b First officer
- c Flight engineer

Ground crew

- d Apron/Ramp service (fuel, maintenance, etc.)
- e Cabin service
- f Catering
- g Passenger service
- h Field operation service



BRITISH ENGLISH	AMERICAN ENGLISH
apron	ramp

6 Choose one of the aviation professionals in exercise 5. Why would a cabin crew member need to communicate with them?

7 How much do you know about the history of cabin crew? Guess the answers to the questions.

- 1 What year did the first cabin crew member fly? _____
- 2 What year was the first commercial jetliner flown? _____
- 3 When did air rage start to become a problem? _____

8 Read the text and check your answers. Then find words in the text to match meanings 1–14 below.

HISTORY OF CABIN CREW	
1916	Aircraft Transport and Travel begins the first scheduled airline service. They fly between the UK and France. There are no cabin crew.
1924	Imperial Airways is the first air carrier to use 'cabin boys' – the first flight attendants. They are polite, and comfort nervous passengers.
1928	Western Airlines is the first US airline to serve food in-flight. The job becomes more complex, so flight attendants must become more organized to do it well.
1930	25-year-old nurse, Ellen Church, becomes the first female flight attendant. Flight attendants are now expected to be prepared for medical emergencies.
1945	The first flight attendants' union – the Airline Stewardesses Association (ALSA) – is formed. Flight attendants are now skilled and professional.
1952	British Overseas Airways Corporation (BOAC) starts the world's first commercial jetliner service. The golden age of cabin crew begins. Their main job is passenger safety, but cabin crew – almost all young, single women – are expected to be glamorous.
1970	The first 747 jumbo jets are flown commercially. Increasing international travel means flight attendants need to be very flexible and adaptable.
1976	Concorde, the first supersonic airliner, enters service. The flight from London to New York takes less than three hours.
1978	A change in the law allows low-cost budget airlines to fly. Cabin crew learn to be patient with lots of first-time flyers from the general public.
1985	Ryanair, now one of Europe's oldest and most successful budget carriers, starts flying. Cheaper tickets mean more passengers, tighter turnarounds, and fewer passenger comforts. The ability to communicate and to be cool under pressure become more and more important.
1990s	In Europe, budget airlines begin to grow and take passengers away from traditional national airlines. More and more people fly, air rage increases, and the job becomes more challenging.
2001	After the events of September 11, fewer people fly. Many flight attendants lose their jobs. Cabin crew who continue working must learn to be more forceful in possibly difficult situations.
2008	An increase in the cost of fuel drives many airlines out of business. In spite of all the difficulties, cabin crew continue to be empathetic and cheerful. It isn't always easy!
2010	British Airways cuts long-haul cabin crew from 15 to 14. Virgin Galactic prepares to launch the first commercial space shuttle.

- 1 able to change flexible
- 2 positive and happy _____
- 3 not rude _____
- 4 ready _____
- 5 having special training and qualifications to do a job _____
- 6 not old; aged 18–21, for example _____

- 7 attractive and exciting _____
 8 able to change _____
 9 acting with strength and determination in order to succeed _____
 10 able to understand people's feelings _____
 11 able to plan carefully _____
 12 having certain abilities and experience _____
 13 able to accept annoying behaviour _____
 14 not easily upset in a difficult situation _____

9 Adjectives often have related nouns. Use a dictionary to complete the table.

Adjective	Noun
adaptable	adaptability
forceful	forcefulness
1 _____	cheerfulness
cool under pressure	2 _____ under pressure
3 _____	empathy
flexible	4 _____
5 _____	glamour
organized	6 _____
7 _____	patience
polite	8 _____
9 _____	preparedness
professional	10 _____
11 _____	skill
young	12 _____

10 Underline the correct words to complete the text.

What makes a good flight attendant?

Airlines prefer to hire cheerful / cheerfulness¹ people who also show a lot of empathetic / empathy². You no longer need young / youth³ and glamorous / glamour⁴ to get a job. However, you need to show that you want to become a skilled / skill⁵ and professional / professionalism⁶ worker, because you will be the 'face' of the airline.

Cabin crew must also:

- have excellent / excellence⁷ health
- have good clear / clarity⁸ of speech
- be tall / tallness⁹ enough to reach emergency equipment in overhead lockers
- have good / goodness¹⁰ vision
- be good team workers

Most airlines prefer cabin crew with no visible tattoos or unusual hairstyles. Men must be clean / cleaned¹¹-shaven and have their hair cut above the collar.

11 What qualities do you have now that will help you be a good crew member? What qualities do you need to develop?

12 Use the words in the box to label the maps.

arrivals hall • baggage claim • boarding gates • check-in • control tower •
 crew room • customs inspection • immigration and quarantine • security check • apron



Note: Landside – where passengers enter and leave the airport by bus, taxi, train, car, etc.
 Airside – where aircraft land, take off, load, unload, etc.

13 Answer the questions.

- 1 Where does 'airside' begin when you are departing?
- 2 Where does 'landside' begin when you arrive?
- 3 Where do you sometimes have to open your luggage?
- 4 Where do agents carry out a final ticket check?
- 5 Where do the aircraft park?



14 Listen to five conversations. Match each conversation to the location where it is taking place.

Conversation	Location
1	a at immigration
2	b on a returning aircraft
3	c on a departing aircraft
4	d at security
5	e in the crew room

15 Listen again. Which conversation includes:

- | | |
|-------------------------------|-------------------------|
| a cabin cleaning staff? _____ | d a new recruit? _____ |
| b an entire cabin crew? _____ | e catering staff? _____ |
| c a returning pilot? _____ | |

16 Read the statements and match them with the jobs in the box. Then give the main location for each job, using the map on page 10.

apron service staff • baggage handler • check-in counter agent
 • field operations staff • gate agent

I work landside. I check passengers' passports and tickets, and give them their boarding passes. I don't have any direct communication with the cabin crew.

1 job: _____
 main location: _____

I work airside. I drive a truck and refuel aircraft. I don't talk with the cabin crew, but I need to communicate with the pilot.

3 job: _____
 main location: _____

I do a final check of passports and boarding passes airside before passengers board. I tell the cabin crew when everyone's boarded and also if any passengers who checked in are missing.

2 job: _____
 main location: _____

I have a good view of the whole field. I communicate directly with pilots, but I never talk with the cabin crew unless there's a very serious emergency onboard.

4 job: _____
 main location: _____

I work airside, putting luggage in the plane. If the cabin crew need to 'gate check' an item, for example a push chair, they give it to me and I put it in the baggage hold.

5 job: _____
 main location: _____

17 Work with a partner. Guess the person or place from the description.



Partner A File 1, p.70
 Partner B File 9, p.72

USEFUL PHRASES

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 used for crew meetings.	It's who you speak to when you need information about ramp services.

OUTPUT

Read the text and answer the questions.

Anya Bukowski

I had friends from university who worked for airlines. They loved their jobs, so I wanted to work for an airline, too. I started in reservations, then moved to the airport and worked in ground operations, baggage, ticketing, gate check-in, and ramp. The next natural step was to fly. I was lucky enough to have an interview and get the job.

My initial training was about eight weeks. The course included service procedures for serving meals, security, emergency procedures, medical emergency procedures, CPR qualification, and domestic and international customer service procedures. The main emphasis was on emergency and aircraft evacuation procedures. To graduate, I had to evacuate a full aircraft in ninety seconds in an emergency situation!

I love to travel and see new places. I really made good use of my layover time in cities all over the world. The flexibility of the job is a great bonus. There aren't many jobs that allow you such freedom to fit your work schedule around your personal schedule. The greatest challenge is trying to live a normal life with a job and working hours



that aren't normal. The realities of a flight attendant job aren't often discussed. It's a hard, demanding job. You work long hours serving the needs of the public. You're away from home and family and friends and usually, especially as a new flight attendant, working nights, holidays, and weekends. You get tired and jet-lagged and sometimes hungry and not able to get a meal. The most important thing is to take care of yourself. Always travel with something to do – a book, knitting. Always have a snack in your bag in case you don't get a meal. If you work out, have clothes and shoes with you so you can go for a walk or use the hotel gym. Stay in touch with family and friends – hotels usually have computers and/or wireless. Sleep when you can, even if not during your normal sleeping hours.

OVER TO YOU

- Do you know anyone who works in the airline industry? How do they feel about their job?
- What do you think of Anya's tips in the final paragraph?
- What will you take with you when you travel?