

READING

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 _____

ACTIVITIES

1. Comprehension. Write T for true or F for false

- A. The first aircraft flew in Asia
- B. First cabin crew members were girls
- C. In 1928 western airlines started to serve food
- D. In 1945 flight attendants became more professional
- E. The Concorde flew from London to New York in 7 hours
- F. In 1990 more and more people started to fly
- G. After September 11 the number of passengers increased
- H. The increase in fuel prices made flying more difficult

2. Read and complete the vocabulary 1-6

3. Find the following verbs

Empezar
Cortes/ educado
Emergencias medicas
Edad de oro
Mujer joven, soltera
Flexible y adaptable
Habilidad para comunicarse
Situaciones difíciles

4. Complete the sentences using the past simple of the verbs in the box

ENTER LAUNCH BE WANT BECOME

Ellen Church..... the first female flight attendant

In 1952 British Overseas Airways..... The first commercial service

In 1976 Concorde..... Service

After September 11 less people To fly

In 2010 Virgin Galactic The first commercial space shuttle

5. Answer the following questions. With information from the text

- A. Who was the first female flight attendant?
- B. Which company was the first to serve food?
- C. Which was the first supersonic airliner?
- D. How many cabin crew members were needed to fly in 2008?