

## Reading

1 **21st** Look at the photographs of people who work for Gulf Speed Airlines. What can you see?



2 Match the descriptions to the photographs. Write the letters in the correct boxes.

- a ... manages the finances of the company on a daily basis and ensures that the staff and services respond to the needs of the customer and the industry.
- b ... welcomes passengers on board and serves meals to travellers while arranging transit for the first class and business clientele.
- c ... maintains and fixes the aircraft in the fleet to make sure that everyone has a successful flight. Coordinates with the airport authorities and with the pilot and crew.
- d ... is responsible for processing passengers for boarding and managing ticket purchases through online outlets and at the airport.
- e ... controls the plane; prepares the take-off and landing, deals with logistics and navigation and liaises with the flight controller in the communications tower. Speaks to and informs passengers about the flight route and weather conditions. Prepares the crew in case of an emergency.

|                                                                                     |                                                                                      |                                                                                      |
|-------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
| 1 James <input type="checkbox"/>                                                    | 2 Abdullah <input type="checkbox"/>                                                  | 3 Ahmed <input type="checkbox"/>                                                     |
|   |    |  |
| 4 Sarah <input type="checkbox"/>                                                    | 5 Jessica <input type="checkbox"/>                                                   |                                                                                      |
|  |  |                                                                                      |

3 Read the job titles in the box. Match them to the photographs. Write them in the correct place in the table on page 20.

|                            |                 |
|----------------------------|-----------------|
| pilot (captain)            | finance manager |
| engineering officer check- | cabin crew      |
| in and sales assistant     |                 |