

Unit 7: Vocabulary – Customer Service

treatment – premium – attention – no-frills – boarding – class

Complete the conversation using suitable words.

A: Good to see you again, Giorgio. When did you arrive?

G: Very late last night, Amelia, after a terrible flight. We left late, there was no food and absolutely no priority 1 (b _ _ _ d _ _ _) even though we had paid an extra £30 to get on first!

A: Really? Who did you fly with?

G: One of those budget airlines. It was definitely a(n) 2 (n _ -f _ _ _ l _) flight!

A: Oh, unlucky. I got an upgrade to business 3 (_ _ a _ _)! It was a real 4 (p _ _ m _ _ m) service. There was great personal 5 (a _ t _ _ _ _ n). There were twelve passengers and three cabin crew!

G: Sounds amazing!

A: It was! We got such VIP 6 (tr _ _ t _ _ _ t), hot towels, cold drinks, beautiful food ...

G: Very different from my experience! Next time I should fly with you!

Choose the correct option.

Subject: Complaint about recent flight

Dear Sir or Madam,

I am a regular passenger with your airline and I am usually very 1 .

Unfortunately, on a recent flight to Athens your staff were not very 2 . Firstly,

the woman sitting next to me was very 3 and I called for 4

but nobody came. I know passengers can be very 5 but worried passengers need to be looked after.

Then, the person sitting on my left 6 a glass of water. It took fifteen

minutes before he got the water but nobody 7 . Generally, on this flight

the crew lacked 8 and 9 a number of situations badly.

I hope I can feel 10 the next time I fly with you.

Yours faithfully,

Emma Hobbs

Put the words in the correct order to complete the sentences.

1 = Anxious = about = was = the = probably
= take-off = passenger .

2 = About = confident = people = of = aren't
= flying = a = lot .

3 = The = offered = passengers = to = anxious
= nobody = assistance = unfortunately, .

4 = Flight attendant = passengers = didn't = to = for
= the = apologise = the = delay = the .

5 = Passengers = with = the = neither = the
= service = of = was = satisfied .

