

14 Answer the questions.

- 1 What is *turbulence*?
- 2 How can it cause injury?
- 3 What should passengers and flight attendants do to prevent injuries from turbulence?

15 Read the descriptions of what happens during turbulence. Then tick light (L), medium (M), or severe (S) for each description.

	L	M	S
1 Drinks shake inside cups.	☐	☐	☐
2 Drinks splash out of cups.	☐	☐	☐
3 Trolleys are difficult to manoeuvre.	☐	☐	☐
4 Unsecured objects fall over or lift off the floor.	☐	☐	☐
5 Passengers may feel slight straining against seat belts.	☐	☐	☐
6 Service and walking are impossible.	☐	☐	☐
7 Passengers feel strain against seat belts.	☐	☐	☐
8 Standing is difficult without bracing.	☐	☐	☐
9 Passengers are forced violently against seat belts.	☐	☐	☐
10 Trolleys are easy to manoeuvre.	☐	☐	☐
11 Unsecured objects are thrown about.	☐	☐	☐
12 Walking is difficult.	☐	☐	☐

16 Read the blog. Number the paragraphs in the correct order.**A WARNING for anyone who doesn't take turbulence seriously**

a ___ We all left the floor and hit the walls and ceiling. It was really scary. Thank goodness all the boxes and trolleys were secured as it could have been a lot worse. I broke my foot in three places and another crew member hurt her ankle very badly.

b ___ I haven't returned to work because of my foot. I'm now enjoying a quiet summer – I just wish the weather was better! Like many others I never took turbulence seriously ... but I will from now on. My advice is stay safe and strap in whenever you can!

c ___ Then, about thirty seconds after the seatbelt sign was switched on, we dropped 500

feet – twice. Luckily, all the passengers were strapped in but none of the crew was. I was in the aft galley of a B767 with six other crew members.

d ___ Once the aircraft was stable again everyone was shocked at how bad the turbulence was – and at how quickly it had happened. There was absolutely no warning.

e ___ We were inbound from Alicante and two hours from Wessex airport when the Captain switched the seatbelt sign on. It wasn't at all rough at the time but there was a thunderstorm ahead and the Captain was being careful. There was no turbulence warning.

17 Mark the sentences True (✓) or False (X).

- 1 This was a case of light turbulence.
- 2 The aircraft dropped about 1,000 feet very quickly.
- 3 The captain hadn't turned on the seatbelt sign.
- 4 Several passengers were injured.
- 5 There was no warning of turbulence ahead.

☐
☐
☐
☐
☐



18 Use the words in the box to complete the conversation.

allow • drops • fall • return • sit down • strap in • switched • work

- Flight attendant: Sir, the Captain has _____¹ on the seat belt sign. Could you go back to your seat, please?
- Passenger: Yeah, I know. I'm fine.
- Flight attendant: Sir, you must _____² to your seat now. We're expecting turbulence.
- Passenger: Don't worry. It'll be fine.
- Flight attendant: Sir, I'm sorry but I cannot _____³ you to stand. It could get really rough. Everyone must return to their seats and _____⁴.
- Passenger: Look. I'm fine. I _____⁵ on ships at sea – in really big waves ... you know?
- Flight attendant: Don't worry, I won't _____⁶ over.
- Flight attendant: Sir, I doubt if your ship _____⁷ hundreds of feet without any warning.
- Now, _____⁸!



Listen and check.

19 Listen again. Tick how the flight attendant uses her voice to be assertive.

- | | | | |
|----------------------------|--------------------|----------------------------|--------------------|
| 1 ☐ | She shouts. | 4 ☐ | She talks slowly. |
| 2 ☐ | She talks quickly. | 5 ☐ | She talks clearly. |
| 3 ☐ | She talks quietly. | 6 ☐ | She talks loudly. |



20 Number the sentences in the conversation in the correct order.

Flight attendant

- a _____ Your son must be strapped in, too.
- b _____ Thank you.
- c _____ Excuse me madam, but the Captain's switched the 'fasten seat belt' sign on.
- d _____ Madam, we're expecting severe turbulence very soon. Strap him in now! It's for his own safety.
- e _____ I'm sorry madam, he's not secure. You must use the extension belt. Here, let me help you.

Passenger

- f _____ I can hold him on my lap.
- g _____ All right, all right. I am. Look.
- h _____ Oh, for goodness sake! He'll scream the place down, you know.
- i _____ Yeah, I know. I'm strapped in.

Listen and check. Then work with a partner. Practise reading the conversation with the correct tone.

DID YOU KNOW?

Flight attendants must always be polite to passengers but they must also ensure that all passengers comply with airline regulations. This may lead to some difficult exchanges.



25

21 Listen. Underline the correct alternative.

- 1 The passenger is using his laptop / radio.
- 2 The passenger is cooperative / uncooperative.
- 3 The flight attendant's language becomes more / less assertive.
- 4 The captain / purser will look after the device for the rest of the flight.

22 During the exchange the flight attendant uses four tactics. Put them in the order she uses them.

- a ☐ gives advice
- b ☐ explains the regulations
- c ☐ asks the passenger to cooperate
- d ☐ gives a warning

Listen again and check.

23 Match sentences 1–4 with the four tactics in exercise 22.

- 1 ☐ If you do not cooperate, this will be a matter for the authorities.
- 2 ☐ Please make sure it stays off for the rest of the flight.
- 3 ☐ I suggest you put the headphones down and pass me the microphone.
- 4 ☐ You can't use this equipment on board the aircraft.

24 Work with a partner. Practise dealing with difficult situations.**PARTNER FILES**

Partner A File 7, p. 71
Partner B File 15, p. 73

USEFUL PHRASES**Asking for cooperation**

Could you ... ?
Can you switch it off, please?
Please put/pass/give me the ...
Please make sure ...

Advice

I (strongly) advise you to ...
I suggest you ...

Explaining rules and regulations

That's/It's not allowed.
It can't be used ...
You can't use ...
You must switch it off/stop using ...

Warning

If you do not cooperate, this will ...
Sir, this incident has been reported to ...

OUTPUT

Read the text and answer the questions.

Alberto Molina



We had a difficult situation when there was an oven fire. It happened really quickly. There were two of us in the galley when we suddenly realised there was smoke coming from one of the ovens. Our training kicked in and we reacted immediately. My colleague switched everything off and I grabbed the halon fire extinguisher. I opened the oven door very slightly, and carefully emptied the whole cylinder into the oven. The fire went out, just like it did during training.

However, passengers seated near the galley started to panic and were shouting 'Fire!' That made other passengers panic and it was quite difficult to keep control. At times like this you have to be quite forceful. You have to be very confident and give instructions

in a clear and positive manner. At the same time, you must be polite and stay calm. Fortunately, the purser and other colleagues helped. They calmed the passengers and explained that the fire was out.

When all the passengers were back in their seats, the crew distracted them by offering free drinks, more newspapers, and any other items which passengers asked for. Some passengers were still worried because they could smell the smoke but everything was calm again.

Finally, the purser thanked us for acting so promptly and for following the fire fighting procedures so well. A disaster had been averted!

OVER TO YOU

- Do you think you could stay calm and issue clear instructions in a difficult or dangerous situation?
- Have you ever had to deal with an emergency situation at work?
- Can you think of other diversion tactics which may help to calm passengers in a situation like this?