

THE INTERVIEW

- a You are going to listen to an interview with Hayley Levine, a flight attendant with *First Choice Airways*. Before you listen, read the glossary and look at how the words are pronounced to help you understand what she says.

Glossary

immediate care /ɪ'mi:diət keə/ first aid, simple medical treatment given to passengers

sick bag /'sɪk bæɡ/ a paper bag kept in the seat pocket in case somebody needs to be sick on a flight

gruelling /'gru:əlɪŋ/ very difficult and tiring

emergency exit /ɪ'mɜ:dʒənsi 'eksɪt/ the way out of a plane or building, etc. in a dangerous situation

aircraft /'eɪkrɑ:ft/ a general word for a vehicle which can fly and carries goods or passengers, e.g. plane, helicopter



- b **2.16** Listen to part 1. Answer the questions with a partner.

- 1 Why did Hayley apply for a job as a flight attendant?
- 2 What did she learn in her first week of training?
- 3 What did she learn in the next four weeks?
- 4 What kind of person makes a good flight attendant?
- 5 What are the good and bad sides of the job?
- 6 What tips does she give for the problem of jet lag?

- c **2.17** Listen to part 2. Answer the questions with a partner.

What does she say about...?

- 1 how to help passengers who are afraid of flying
- 2 how she can tell if a passenger is scared of flying
- 3 a passenger who had a panic attack
- 4 evacuating an aircraft
- 5 how she feels when she flies

- d **2.18** Listen and complete the phrases. What do you think they mean?

COMMON PHRASES

- 1 (if something happens) ...you need to be trained to _____ with it, quickly, efficiently.
- 2 ...just someone who's a _____ really.
- 3 Yeah, it's good. I wouldn't _____ for the world. (idiom)
- 4 You do suffer a lot, but, you know, it's part of the job. You just sort of _____ with it. *pv*
- 5 Poor guy, I felt really _____ him.
- 6 I feel really safe up there, really safe, _____ I wouldn't do it.

- e Listen to the interview again with the tapescript on page 123. Does Hayley make her job sound attractive to you?

IN THE STREET

- a **2.19** Listen to four people talking about air travel. Match the speakers to what they most dislike about air travel. Are any of the speakers afraid of flying?



Anne

Jordan

Jeff

Ben

- not enough space to stretch your legs ☐
- bad weather conditions ☐
- what you are given to eat ☐
- not being able to control what happens to them ☐

- b Listen again. Who ...?

- 1 enjoys not being able to use their phone
- 2 had a problem at an airport in the USA
- 3 only talks about general frustrations
- 4 had a problem with excess baggage

- c **2.20** Listen and complete the phrases. What do you think they mean?

COMMON PHRASES

- 1 But it wasn't _____ on the plane.
- 2 Yeah, one _____ they lost my baggage. (NAME, informal)
- 3 Air travel, _____-wise, is very frustrating. (informal)
- 4 _____ major, no.

- d Listen to the interviews again with the tapescript on page 123. Then answer the same questions with a partner.