

Welcome on board

Welcoming passengers

SPEAKING

- 1 Work with a partner. Which of these things do you do just before passengers come on board the aircraft? Which do you do when passengers are actually boarding? When do you do the other things?
 - Make sure the aircraft safety instruction cards are in the back of every passenger seat.
 - Help passengers put their luggage in the overhead lockers.
 - Check the toilets.
 - Hurry the passengers to their seats.
 - Check that your uniform is smart.
 - Greet the passengers with a smile.
 - Hand out the arrival immigration forms to complete.
 - Give special attention to older passengers.
 - Ask the children not to leave their seats.
 - Make sure everyone has a blanket.
 - Check the number of meals.
 - Make coffee for the flight crew.
- 2 Put the duties in order of importance. Compare with your partner.



LISTENING

AUDIO 2.1

- 3 Listen to the flight attendant, Jenny, welcoming passengers. How many passengers does she greet?



- 4 Listen again and complete the sentences.
 - 1 _____ morning, madam. Welcome on board.
 - 2 _____ I see your boarding pass, please?
 - 3 Hello, _____ are you today, sir?
 - 4 _____ I check your boarding pass?
- 5 Listen to Jenny welcoming another passenger. What is the problem?
- 6 Listen again and answer the questions.
 - 1 The plane is full – true or false?
 - 2 What seat number has the woman been given?
 - 3 Why is she upset?
 - 4 When did she request a window seat?
 - 5 What will the flight attendant do?
 - 6 What does the flight attendant ask the passenger to do?

AUDIO 2.2

In your opinion, how well does the flight attendant deal with the situation – very well, quite well, or badly?

VOCABULARY

7 Label the boarding pass. Use these words.

first name ■ family name ■ flight number ■ boarding time ■ gate number
seat number ■ date ■ airline

What other information is on the boarding pass?

1 _____

2 _____

3 _____

4 _____

5 _____

6 _____

7 _____

8 _____

8 Complete the text. Use these words.

boarding pass ■ seating arrangements ■ seat number ■ window seats
check-in ■ overhead lockers ■ in advance ■ hand-baggage (x2)

After ¹_____, passengers proceed to the aircraft with their ²_____ only. On arrival, they present their ³_____, which has the ⁴_____ on it, to the flight attendant, who will show them where they should go. ⁵_____ are made at check-in. Many passengers prefer ⁶_____ to aisle seats and often insist on booking them ⁷_____. Passengers can ask for help to put their ⁸_____ into the ⁹_____.

LANGUAGE FOCUS

POLITE REQUESTS

NOTE

please can be used in all these phrases. It can go at the beginning, at the end, or before the verb.

Study these questions.

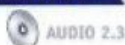
Can I see your boarding pass?
Can I look at your seat number, please?

Or, more politely:

Could I please see your boarding pass?
Could I check your seat number, please?

Please can I check the seating arrangements?
Please would you sit here for the moment?
Would you follow me, please?
Would you please turn off your mobile phone?
Would you mind just taking this seat until I have checked the passenger list?

PRONUNCIATION



9 Listen and repeat these sentences and phrases. Remember, welcoming is all about intonation. Speak with a smile in your voice!

- | | |
|---|---|
| 1 Welcome on board. | 9 Can I help you, madam? |
| 2 Good morning. | 10 Can I help you, sir? |
| 3 Good afternoon. | 11 Would you follow me, please? |
| 4 Good evening. | 12 This way, please. |
| 5 Hello, how are you? | 13 Here you are. |
| 6 Hello there, how are you today? | 14 Straight across the cabin and turn left. |
| 7 Could I please see your boarding pass? | 15 That's right. |
| 8 Would you mind just taking this seat until I have checked the passenger list? | 16 Carry on down the cabin. |

SPEAKING

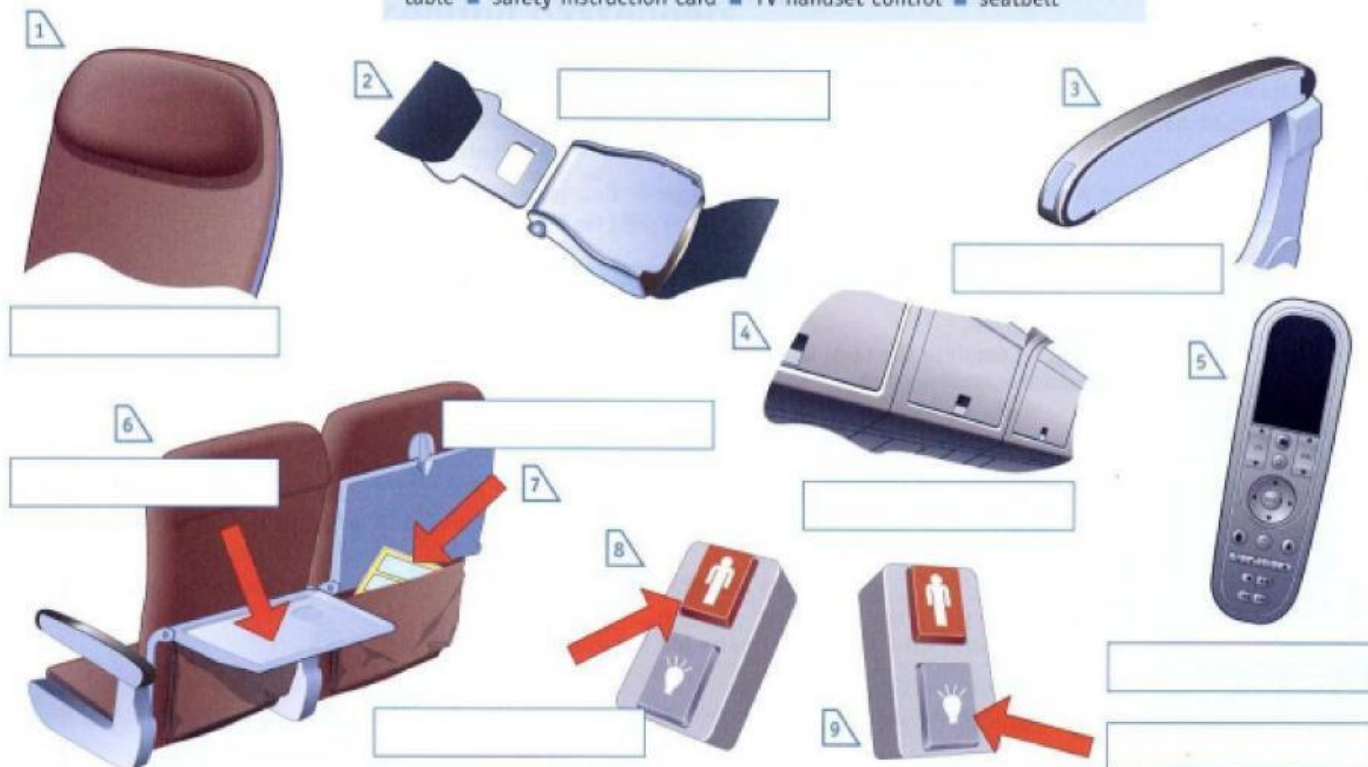
10 Work with a partner or in small groups. Take turns to role-play welcoming different types of passenger on board and organizing their seating.

Settling passengers in their seats

VOCABULARY

1 Label the objects in the cabin. Use these words.

arm-rest ■ call button ■ head-rest ■ overhead locker ■ light button
table ■ safety instruction card ■ TV handset control ■ seatbelt



LISTENING

6 AUDIO 2.4

2 In *Welcoming passengers* you heard a passenger tell the flight attendant, Jenny, that she wanted to move from a seat in the middle of the row to a window seat. Listen to the rest of the conversation and answer the questions.

- 1 What does Jenny ask her colleague, Sylvie, for?
- 2 What does she ask Sylvie's permission to do?
- 3 What does Jenny offer to do for the passenger?
- 4 What information does Jenny give the passenger about herself?

How well do you think Jenny dealt with the situation? Would you do the same as Jenny?

6 AUDIO 2.5

3 Listen to Jenny greeting another passenger. What is the woman's particular situation?

4 Listen again and answer the questions.

- 1 When does Jenny say they will need a bassinet for the baby?
- 2 What two questions does Jenny ask the mother about the baby?
- 3 How do you think the mother is probably feeling?
- 4 Where will the baby be seated for take-off?
- 5 How will the baby be fastened?

What other special situations do you have to deal with when passengers come on board?