

Buy-on-board Functional Language	Buy-on-Board Dialogue
PA: "Ladies and gentlemen, we will shortly begin our buy-on-board service. Would you like something to eat or drink? Today we have a special on our sandwich combo—it's cheaper as a set. Our crew will be coming through the cabin shortly. Please note, we only accept contactless card payments. Thank you." Offering & Selling • "Would you like something to eat or (1) _____?" • "Are you interested (2) _____ purchasing a/an ...?" • "Today we have a special on..." Clarifying • "Would you like (3) _____ or sparkling?" • "Anything else for you?" Handling Payment • "That comes to € 5" • "It will be € 5." • "We only accept contactless (4) _____" • "You can only pay (5) _____ card" Problem Handling • "I'm afraid we've run (6) _____ of that." • "Can I offer you an (7) _____?" Upselling (important) • "Would you like to make that a combo?" • "It's cheaper as a set."	Crew: Good afternoon (1) _____? Passenger: Yes, please. Do you have pesto panini? Crew: (2) _____. Can I offer you an alternative? Today we have a special on our chicken sandwich. Passenger: Yes, that sounds good. Crew: (3) _____? Passenger: Sparkling, please. Crew: Would you like to make that a combo? It's cheaper as a set. Passenger: Oh, okay. Yes, I'll take the combo. Crew: Perfect. (4) _____. Passenger: Yes, can I have a chocolate as well? Crew: Certainly. Crew: (5) _____ €12.50. You can only pay by card. Passenger: That's fine. Crew: We only accept contactless payments. Passenger: No problem. Crew: (processes payment) Thank you. Crew: Here you are. Enjoy your meal 😊