

# 8 Airplane procedures

**1 safety belt**  
Every day, more than 200,000 passengers choose Hermes Airways. Why is that? Because Hermes offers the best **in-flight** service anywhere. Our award-winning service starts with our staff. Hermes **pilots** and **co-pilots** have years of experience. And our **navigators** make sure planes arrive at the right destination at the right time. In the **cabin**, **flight attendants** help passengers and serve **refreshments**.

**2 pilot and co-pilot**

**3 flight attendant**

**4 call button**

**5 navigator**

**6 hand luggage**

**7 overhead bin / overhead compartment**

**8 electronic devices**

**First Time Flying?**

What can you expect on your Hermes flight? When you get on the plane, your flight attendant will greet you and help you find your seat. Do you have **hand luggage**? You can store it in the **overhead bin, overhead compartment or under your seat**. During your flight, the flight attendant will make several announcements. Some inform you about important **safety procedures**, like how to **fasten your seat belt**. Others advise passengers about the use of **electronic devices**. Do you have a question? Press the **call button** located above your seat and a flight attendant will help you right away.

## Get ready!

**1** Before you read the passage, talk about these questions.

**1** How do people spend time on an airplane?

**2** What does a flight attendant do during a flight?

# Reading

2 Listen and read an in-flight brochure about procedures on an airplane.

## 8 Airplane procedures

1 **safety belt**

2 **pilot and co-pilot**

3 **flight attendant**

4 **call button**

5 **navigator**

6 **hand luggage**

7 **overhead bin / overhead compartment**

8 **electronic devices**

Every day, more than 200,000 passengers choose Hermes Airways. Why is that? Because Hermes offers the best in-flight service anywhere. Our award-winning service starts with our staff. Hermes pilots and co-pilots have years of experience. And our navigators make sure planes arrive at the right destination at the right time. In the cabin, flight attendants help passengers and serve refreshments.

What can you expect on your Hermes flight? When you get on the plane, your flight attendant will greet you and help you find your seat. Do you have hand luggage? You can store it in the overhead bin, overhead compartment or under your seat. During your flight, the flight attendant will make several announcements. Some inform you about important safety procedures, like how to fasten your seat belt. Others advise passengers about the use of electronic devices. Do you have a question? Press the call button located above your seat and a flight attendant will help you right away.

### First Time Flying?

How many types of jobs are mentioned? Fill in the blank.

types of jobs are mentioned in the brochure.

Choose the right answers.

1 What is the main idea of this passage?

- A what to expect on your airplane flight    B typical problems on first flights    C how to get help during a flight    D reasons that people fly on airplanes

2 According to the brochure, why do a lot of people choose Hermes Airways?

- A The airline serves free refreshments.    B The flight attendants are very helpful.    C Hermes gives passengers great in-flight service.    D The planes have the best in-flight entertainment.

3 Which of the following people does NOT work on a Hermes flight?

## Vocabulary

3 Use the words or phrases from the word bank to fill in the blanks below.



pilots

in-flight

call button

Flight attendants

safety procedures

overhead bin

hand luggage

seat belt

- 1 Hermes  have years of experience flying planes.
- 2 You can put your  under your seat.
- 3 The flight attendant told me to fasten my .
- 4  greet passengers and help them find their seats.
- 5 Alex wants to ask a question. He presses the  to talk with a flight attendant.
- 6 Hermes Airways offers the best  service.
- 7 You can store your luggage above your seat in the .
- 8 The passengers listened to the . Now they know what to do to stay safe.

## Vocabulary

4 Choose the word or phrase that is closest in meaning to the underlined word.

1 refreshments

- A magazines
- B pillows
- C food and beverages

2 cabin

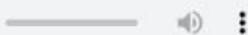
- A where people sit
- B a place to store luggage
- C where navigators work

3 navigator

- A the person flying the plane
- B the person guiding the plane
- C the person helping the flight attendant

## Listening

5 Listen to the flight attendant's announcement. Then answer these questions.

▶ 0:00 / 0:00 

1 Which of the following refreshments are NOT available?

- A coffee
- B fruit juice
- C water
- D soft drinks

2 What can be inferred about the plane?

- A It is currently in Munich.
- B It hasn't taken off yet.
- C It doesn't have storage for hand luggage.
- D It has too many passengers on it.

## Listening

6 Listen again. Fill in the blanks.

**Flight Attendant:** Good afternoon. This is your 1)   
 speaking. On behalf of the entire 2)  
 , I want to welcome you to  
Flight 101. We'll be flying from London to Munich this evening. At this  
time, please 3)    
  and put your hand luggage  
in the 4)  . Or you can put it  
under your seat. Please turn off all 5)   
. Immediately after takeoff, the flight attendants will  
serve refreshments. We have coffee, tea, water and 6)  
  available. Thank you for  
choosing Hermes Airways. Have a wonderful flight!

## Speaking

7 Complete the conversation below based on Task 6, with the phrases given. Then, take roles and act it out.

### USE LANGUAGE SUCH AS:

*I want to welcome you to ...*  
*We'll be flying from ... to ...*  
*Put all your hand luggage ...*  
*Please turn off ...*  
*Thank you for choosing ...*

**Student A:** You are a passenger on a plane. Ask student B about:

- The flight number
- The destination
- Where to put their hand luggage

**Student B:** You are a flight attendant on an airplane. Answer student A's questions.

Immediately after takeoff, you'll be served with refreshments. Please turn off any electronic devices too.

At this time, please fasten your seat belt. Or you can put them under your seat.

**A:** Good afternoon. This is Flight 101 to Athens, isn't it?

**B:** Yes, sir, it is.

**A:** OK. What else should I do?

**B:** Well, you need to put your hand luggage in the overhead compartment.

**A:** And then we're ready?

**B:**

**A:** OK. I'll switch my phone off.

**B:**

**A:** Great. I can't wait!

## Writing

**8** Use the information in Task 7 to fill in the flight attendant announcement.



### Flight Attendant Script

Good afternoon. This is your flight attendant speaking. I want to welcome you to  101. We'll be flying from London to  this afternoon. At this time please turn off all   and put all your hand  into the  compartments. Immediately after  the flight attendants will be serving some light . Thank you for choosing Hermes Airways. Have a wonderful flight!

## **1 How do people spend time on an airplane?**

Some people spend their time on airplanes talking with their traveling companions. Others use their computers or other electronic equipment (especially MP3 players) or possibly read a book.

## **2 What does a flight attendant do during a flight?**

During a flight, a flight attendant helps passengers with any problems they might have and also serves food and drinks. They also show passengers how to use the airplane's safety features.

**Flight attendant:** Good afternoon. This is your flight attendant speaking. On behalf of the entire flight crew, I want to welcome you to Flight 101. We'll be flying from London to Munich this evening. At this time, please fasten your seat belts and put your hand luggage in the overhead compartments. Or you can put it under your seat. Please turn off all electronic devices. Immediately after takeoff, the flight attendants will serve refreshments. We have coffee, tea, water, and soft drinks available. Thank you for choosing Hermes Airways. Have a wonderful flight!