

The pre-flight briefing

Study the main units first, especially the *Listening* sections, so that you become very familiar with the content, vocabulary and language used. Then do these *Self Study* exercises. If there's anything you are unsure about, don't hesitate to go back to the

main unit and have another look. Don't forget that the audio scripts from all the *Listening* exercises are in the back of the book to help you, too.

Meeting colleagues

1 Complete the conversation between two flight attendants. Use these words.

met ■ how ■ pleased ■ about ■ hello
meet ■ bad ■ know

Jared ¹ Soo-Min, ² are you?
Soo-Min Fine. What ³ you?
Jared Not too ⁴. This is Ana,
by the way. Do you ⁵ her?
Soo-Min No, we haven't ⁶.
⁷ to meet you, Ana.
Ana Nice to ⁸ you, Soo-Min.

2 Complete the sentences. Use these job titles.

flight attendants ■ purser ■ first officer
galley leader ■ captain ■ cabin supervisor

- 1 The _____ is in command of the plane.
- 2 The _____ are there to ensure the safety and comfort of passengers.
- 3 There is a _____ in charge of each section of the aircraft.
- 4 All the cabin crew report to the _____.
- 5 With the captain in the cockpit is the _____.
- 6 The _____ is responsible for the meals service in their sector.

3 Match the situations with the expressions.

- 1 meeting a friend
- 2 meeting a colleague for the first time
- 3 telling someone your name
- 4 the purser greeting the cabin crew
- 5 greeting the captain
- 6 greeting a colleague you've worked with before

a Nice to meet you again. d Hi, how's it going?
b Hello, how are you all? e My name's Paula.
c Good morning, Captain. f Pleased to meet you.

4 Reorder the letters to find items in the flight attendant's carry-on bag.

1 dricet dsarc	5 saprostp
2 okob	6 syke
3 sganizame	7 htsotrbuh
4 ekam-pu agb	8 libome hopne

Finding out about the flight

5 Fill in the missing words from the captain's briefing about expected stormy weather.

I just wanted to warn the crew of some moderate ¹ during the flight – this is due to strong ² and ³s over the Atlantic. We anticipate this bad ⁴ about three and a half hours into the flight today.

6 Write questions to ask the meaning of the words and expressions 1–8. Then write answers with the correct replies a–h.

What does SEP mean? It means Standard Emergency Procedures.

What are ... they're ... / What's ... It's ...

1 cockpit procedures	a a long flight
2 strapped in	b flight deck rules and routines
3 roster	c a crew bus to the aircraft
4 shuttle	d wearing seatbelts
5 long-haul	e where we put things away
6 log book	f personal identity document
7 passport	g where we write things down
8 stowage areas	h a list of names and duties

- 1 _____
- 2 _____
- 3 _____
- 4 _____
- 5 _____
- 6 _____
- 7 _____
- 8 _____