

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

- The _____ is in command of the plane.
- The _____ are there to ensure the safety and comfort of passengers.
- There is a _____ in charge of each section of the aircraft.
- All the cabin crew report to the _____.
- With the captain in the cockpit is the _____.
- 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 htstorbuh _____ |
| 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
¹t _____ during the flight – this is due to strong
²w _____ and ³s _____ over the Atlantic.
We anticipate this bad ⁴w _____ 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 |

- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____