Disruptive Passengers

1. **Choose the best examples. You can select more than one option.**

   A disruptive passenger is one who:
   a. Damages the airline's property.
   b. Insults passengers or crew members.
   c. Fails to follow the crew's commands.
   d. Complains because his vegetarian meal wasn't catered onboard.
   e. Fastens his/her seat belt only when told to do so.

2. **Choose the best synonym for the word "disruptive"**
   a. Disturbed
   b. Unruly
   c. Disabled

3. **Find the SIX words related to "safety onboard".**

D	I	C	A	R	F	S	M	I	A	R	E
A	N	A	N	E	O	T	W	M	V	E	T
S	T	D	K	S	C	H	A	X	E	A	H
P	E	I	L	T	L	E	R	E	A	M	R
I	N	S	A	R	I	F	N	A	N	F	E
N	L	O	X	A	V	E	I	S	T	L	A
A	O	B	I	I	E	T	N	O	R	O	T
R	V	E	S	N	R	E	G	P	U	S	L
O	A	Y	K	A	R	R	E	S	T	T	O
A	G	G	R	E	S	S	I	V	E	R	U
L	M	I	N	M	L	T	T	R	L	A	S

4. **Join with arrows. Match the words on the left with their correct examples on the right.**

THREAT [Noun]   Passengers aren't allowed to do drugs on board.
ILLEGAL [Adjective]   No, I won't fasten my seat belt.
DISOBEY [Verb]   Tie his hands and feet so he won't move.
DELAY [Noun/Verb]   I returned from Japan and can't sleep at night.
JET LAG [Noun]   We were supposed to land an hour ago...
RESTRAIN [Verb]   I'm going to kill you when we disembark!

5. **Watch the video and select the best option.**

   a. The _____ makes an announcement.
   b. The aircraft will return to _____.
   c. The announcement stresses the importance of _____ safety.
   d. Passengers _____ to film what is happening.
   e. _____ help to restrain the passenger.

6. **Watch the video and choose if the statements are True or False.**

   a. The passenger became aggressive after the plane had to make an emergency landing. _____
   b. The woman was abusive towards the cabin crew and passengers. _____
   c. Two men tried to restrain the woman to calm her down. _____
   d. The flight departed from Minneapolis to Houston. _____
   e. The flight diverted due to a medical emergency. _____
   f. The rest of the passengers were upset and shaken. _____

7. **SCENARIO.** One passenger has had quite a few drinks with his meal and is becoming disruptive. He requests another drink. How do you deal with this situation?