

English for Cabin Crew

Name: _____ level: _____

Choose the correct alternative.

- | | |
|---|--|
| 1 <i>We'll shortly begin</i> means ... | 4 <i>Exact change</i> means that customers ... |
| a we will not begin. | a pay in coins only. |
| b we will soon begin. | b give just the right amount of money. |
| c we have already begun. | c can receive some money back if necessary. |
| 2 Coffee, tea, and soft drinks are <i>complimentary</i> . This means they are ... | 5 <i>Keep the aisles clear</i> means ... |
| a free. | a be patient. |
| b optional. | b speak carefully when you order. |
| c served in first class only. | c don't block the trolley with your legs or luggage. |
| 3 Beer, wine, and cocktails contain ... | |
| a milk. | |
| b alcohol. | |
| c soft drinks. | |

Match the passenger questions and statements with the cabin crew's responses.

- | | |
|---|--|
| 1 ___ Would it be possible for me to move up to business class? | a Yes, I am. Would you turn off your MP3 player, please? |
| 2 ___ Why is that? | b Oh, dear. What's the problem? |
| 3 ___ It doesn't seem fair. | c I'm afraid not, sir. |
| 4 ___ I think there's a problem with this seat back. | d I'm sorry, sir, but you have no choice. I'll have to ask you to turn it off now, or we'll arrange for the police to meet you off the plane. |
| 5 ___ It's stuck. | e Let's have a look. |
| 6 ___ Are you talking to me? | f It might not seem fair to someone who's paid for a business seat for me to give you a free upgrade. We do our best to take care of everyone. |
| 7 ___ This is first class. You can't tell me what to do. | g Because the ticket you bought is for this class, sir. |

English for Cabin Crew

Name: _____ level: _____

Use the words in the box to complete the passenger health problems.

can't breathe • hurts • cut • feel • feels • can't stop • looks • think

1 My head really _____.

2 I _____ a bit dizzy.
I think I'm going to faint.

3 I feel really cold.
I _____ shivering.

4 She's got a bad cold.
Her face _____ really pale.

5 My chest feels really tight.
I _____ properly.

6 I've _____ my leg.
It's bleeding.

7 She's got a sore throat and
_____ really hot and feverish.

8 I've got a stomach ache.
I _____ it's indigestion.

Complete the sentences.

Conversation	Offering help	Making a suggestion	Giving advice/an opinion
1	_____ get a plaster for you.	_____ move that bag.	You _____ to put something on that cut.
2	Can I _____? Oh, I see the problem.	I _____ you sit upright and lean forward slightly.	If I were you, _____ put the sick bag on your lap.
3	_____ I help?	How _____ sucking one of these sweets?	I _____ you should have one.

Speaking

ROLE PLAY:

Check the information above and act a conversation: