

English for Cabin Crew

Name: _____

level: _____

Choose the correct alternative.

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

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.