

## Unit 7: Vocabulary – Customer Service

treatment – premium – attention – no-frills – boarding – class

Complete the conversation using suitable words.

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- A: Good to see you again, Giorgio. When did you arrive?
- G: Very late last night, Amelia, after a terrible flight. We left late, there was no food and absolutely no priority **1** ..... (b \_ \_ d \_ \_ ) even though we had paid an extra £30 to get on first!
- A: Really? Who did you fly with?
- G: One of those budget airlines. It was definitely a(n) **2** ..... (n \_ -f \_ \_ l \_ ) flight!
- A: Oh, unlucky. I got an upgrade to business **3** ..... ( \_ a \_ \_ )! It was a real **4** ..... (p \_ \_ m \_ \_ m) service. There was great personal **5** ..... (a \_ t \_ \_ \_ n). There were twelve passengers and three cabin crew!
- G: Sounds amazing!
- A: It was! We got such VIP **6** ..... (tr \_ \_ t \_ \_ t), hot towels, cold drinks, beautiful food ...
- G: Very different from my experience! Next time I should fly with you!

## Choose the correct option.

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**Subject:** Complaint about recent flight

Dear Sir or Madam,

I am a regular passenger with your airline and I am usually very 1 .....

Unfortunately, on a recent flight to Athens your staff were not very 2 ..... . Firstly,

the woman sitting next to me was very 3 .....  and I called for 4 .....

but nobody came. I know passengers can be very 5 .....  but worried passengers need to be looked after.

Then, the person sitting on my left 6 .....  a glass of water. It took fifteen

minutes before he got the water but nobody 7 ..... . Generally, on this flight

the crew lacked 8 .....  and 9 .....  a number of situations badly.

I hope I can feel 10 .....  the next time I fly with you.

Yours faithfully,

Emma Hobbs

Put the words in the correct order to complete the sentences.

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1 = Anxious = about = was = the = probably  
= take-off = passenger .

2 = About = confident = people = of = aren't  
= flying = a = lot .

3 = The = offered = passengers = to = anxious  
= nobody = assistance = unfortunately, .

4 = Flight attendant = passengers = didn't = to = for  
= the = apologise = the = delay = the .

5 = Passengers = with = the = neither = the  
= service = of = was = satisfied .

