



**Directions :** Study the table below. Then listen to the audio and write a short answer for each question.

## ICAO's radiotelephonic alphabet

<b>A</b> Alpha	<b>H</b> Hotel	<b>O</b> Oscar	<b>V</b> Victor
<b>B</b> Bravo	<b>I</b> India	<b>P</b> Papa	<b>W</b> Whiskey
<b>C</b> Charlie	<b>J</b> Juliet	<b>Q</b> Quebec	<b>X</b> X-ray
<b>D</b> Delta	<b>K</b> Kilo	<b>R</b> Romeo	<b>Y</b> Yankee
<b>E</b> Echo	<b>L</b> Lima	<b>S</b> Sierra	<b>Z</b> Zulu
<b>F</b> Foxtrot	<b>M</b> Mike	<b>T</b> Tango	
<b>G</b> Golf	<b>N</b> November	<b>U</b> Uniform	

Source: Kim and Billington, 2016

**Situation :** Ground service agents are talking via walkie-talkies about problems during passenger boarding.

1. What are they talking about?

\_\_\_\_\_

2. Why are names and seat numbers mentioned?

\_\_\_\_\_

3. What is the name of the first passenger?

\_\_\_\_\_

4. Where is the first passenger seated?

\_\_\_\_\_

5. What is the first passenger's flight number?

\_\_\_\_\_

6. What is the name of the second passenger?

\_\_\_\_\_

7. Where is the second passenger seated?

\_\_\_\_\_

8. What is the second passenger's flight number?

\_\_\_\_\_

9. Which terminal is the first passenger boarding at?

\_\_\_\_\_

10. Which terminal is the second passenger boarding at?

\_\_\_\_\_