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Pre-flight

1. Name 3 preflight tasks (6 points)

- a.
- b.
- c.

2. Describe the following picture. What is the flight attendant doing? (4 points)



3. Listen to the **audio** and answer the following questions (10 points)

Speaker 1: Where does he demonstrate emergency equipment?

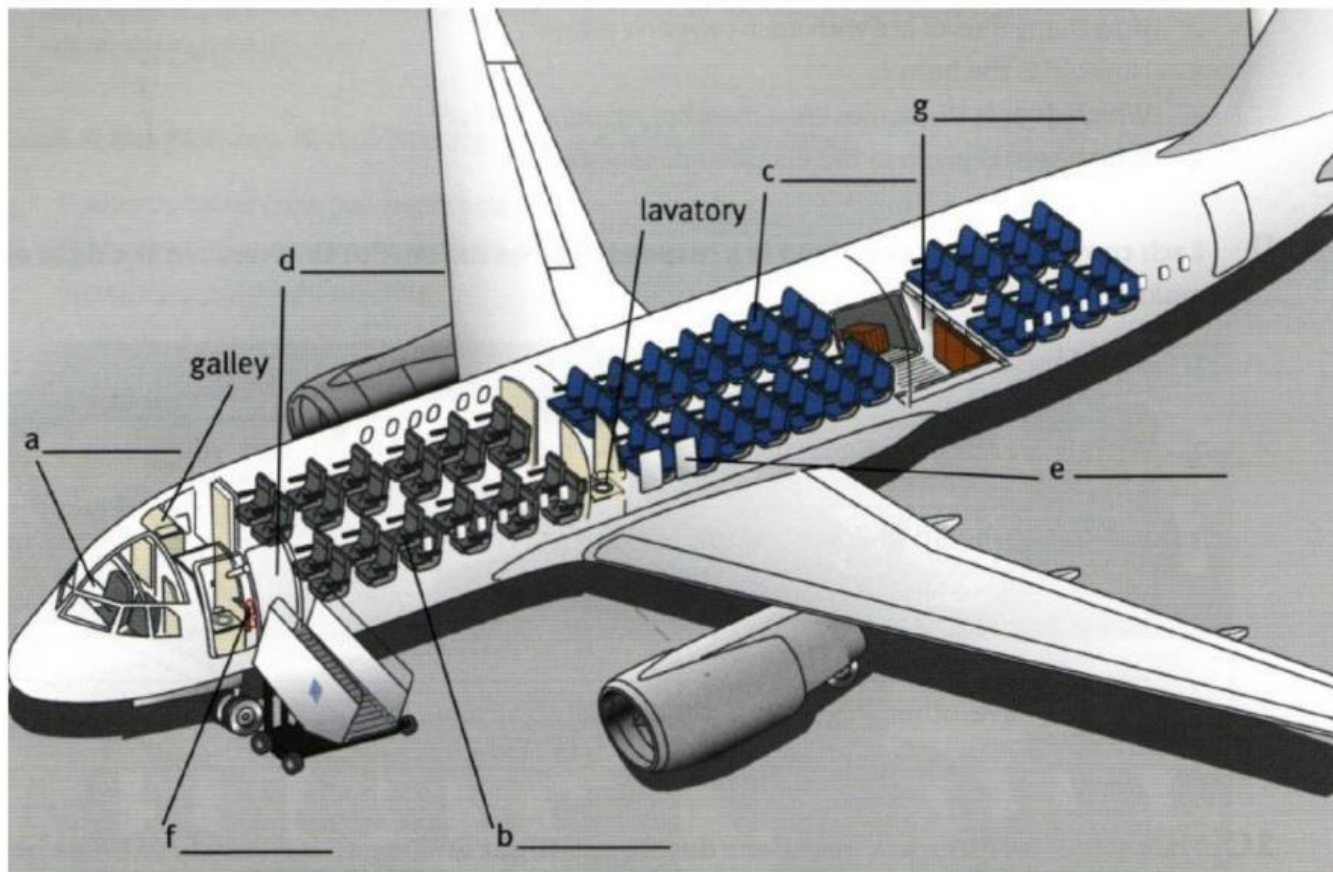
Speaker 2: How many oxygen cylinders are in that aircraft?

Speaker 3: Who is giving these instructions? (Name his role)

Speaker 4: Who is speaking here? (Name her role)

Speaker 5: What is the disability of this passenger?

4. Label 5 of the 7 missing parts of the aircraft (10 points)



5. Write a part of the aircraft for each definition (10 points)

- a. Passengers use these to evacuate the aircraft in an emergency:
- b. Most passengers fly in this low-cost section:
- c. Some passengers pay extra to fly in this section with more comfort:
- d. This is “the kitchen” within an airplane:
- e. All baggage from passengers is loaded here:

6. Write an emergency item for each definition (10 points)

- a. You will use this to put out a fire =>
- b. You will follow these lights to find an emergency exit =>
- c. You will need this if the cabin suffers depressurization =>
- d. This will keep you safely seated during takeoff, landing, and turbulence =>
- e. This will keep you afloat in the event of an emergency water landing =>



Boarding

1. Answer the questions with a **section of the aircraft** and justify your answer (10 points)

Where will you sit:

a. a passenger who is feeling sick of their stomach?

because

b. a passenger with walking problems?

because

c. a very nervous flyer?

because

d. a passenger in their 80s or 90s?

because

e. a child traveling alone?

Because

2. Record a video of yourself reading the following **announcement** (30 points)

Good morning, ladies and gentlemen. Welcome aboard flight 204 to Auckland. We're looking forward to making this a smooth boarding and an on-time departure. Please step out of the aisle as quickly as possible after placing your bags in the overhead lockers. Place all carry-on bags in the overhead lockers, and store smaller personal items under the seat in front of you. Cell phones and other electronic devices may be used while we're here at the gate. However, once the door has been closed, these items must be turned off and stowed. Thank you for choosing E-Z Air and welcome aboard!

Pronunciation (10 points)

Fluency (10 points)

Professionalism (smile, look, confidence) (10 points)

3. You are carrying out a **cabin check before take-off**. Make an appropriate request to the passenger in each picture. Use the following phrases (10 points)

Asking politely

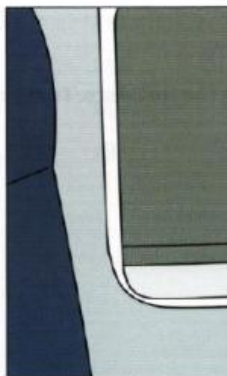
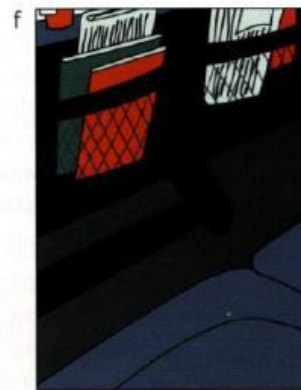
Is it OK/all right if ... ?
 Would you mind helping me with ... ?
 Do you mind if I ... ?
 I wonder if you'd mind helping me ... ?
 Would it be possible to ... ?
 Could you possibly ... ?
 Do you think you could ... ?
 I don't suppose you could/would ... ?
 Could/Would you ..., please?

Asking politely but firmly

Could you ... ?
 Can you ..., please?
 I'd like you to ...
 I want you to ..., please.
 Please turn it off now.

Asking directly or instructing

Turn it off, please.
 Put it in the ...
 Stop ...
 Don't ...
 Will you ... ?
 Sit down!
 Please move ...



a.

b.

c.

d.

e.

f.

g.

h.

i.

j.