



Flight attendant course- Meal and beverage (Basic Level)

 Instructions: Choose the correct option of the answers below.

FA: What would you like to drink, sir? There's soda, sparkling water, still water, juice, beer and wine.

PAX:

FA: We'll offer the hot drink service in a few minutes.

FA: Would you prefer a cup of tea or coffee?

PAX:

FA: Would you prefer beef or pasta?

PAX:

FA: Mmm... I'm afraid we've run out of pasta. I can offer beef, sir.

PAX:

1- A coffee with two packets of sweetener, please. And a Coke with ice

2- A cup of tea, please.

3- That's fine with me, lady. Thanks.

4- Pasta, please.



PASSENGER PROBLEMS

- PAX: I'm cold!

FA:

- I can't open the bin

FA:

- PAX: Let me help you/ I'll help you
FA:
- The pax stands up during turbulence.
FA:
- PAX: Where's the toilet?
FA:
- PAX: I'm thirsty!
FA:
- PAX: I'm very hungry!
FA:
- PAX: I'm sick.
FA:

A- The toilet is at the front/back of the cabin

B- Oh! I'll bring you a blanket.

C- I'll bring you a glass of water.

D- Let me help you/ I'll help you.

E- I'll bring you a sickness bag.

F- Go back to your seat now.

G- Would you like a snack?

