Reading Comprehension: What Makes a Great Cabin Crew Member?

Being a cabin crew member is not just about serving food or smiling at passengers. It requires many personal qualities. Airlines look for people with strong skills, such as communication, teamwork, and problem-solving.

A great cabin crew member must be empathetic. Empathy helps them understand how passengers feel, especially in stressful situations. For example, a scared child or a nervous passenger needs someone kind and understanding.

Patience is also important. Delays, complaints, and long flights can be challenging. A patient attitude helps the crew stay calm and professional.

Another key quality is politeness. A polite tone and respectful language make passengers feel welcome and comfortable.

Airlines also value adaptability and flexibility. Cabin crew must be adaptable because flight schedules often change. They need to be flexible to work different hours and routes around the world.

Although the job may seem glamorous, with travel and elegant uniforms, it also involves hard work. The glamour is real, but only for those who are truly skilled and prepared.

Many airlines hire young people because of their energy and youth, but age is not the most important factor. What matters is having the right attitude and personality.

Multiple Choice Questions (Choose the correct option):

1. What is the main idea of the text?
A) Cabin crew work is always fun and glamorous.
B) Only young people can work as flight attendants.
C) Cabin crew need many personal and professional qualities.
D) Passengers never complain during flights.

2. What does "empathetic" mean in the text?
A) Being serious with passengers.
B) Understanding and caring about others' feelings.
C) Always following flight rules.
D) Having strong physical health.

3. Why is patience important for cabin crew?
A) Because they give medical attention.
B) To manage long flights and possible complaints.
C) So they can speak many languages.
D) Because it helps them eat slowly.

4. Which noun comes from the adjective "polite"?
A) Flexibly

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B) Politely
C) Politeness
D) Politation

5. What is the meaning of "glamour" in this context?
A) A strong body
B) A stylish and attractive appearance
C) A place for luggage
D) A difficult task

6. What is an example of adaptability in the text?
A) Wearing makeup on flights
B) Serving food quickly
C) Working different routes and hours
D) Helping only first-class passengers

7. Which of the following is a noun?
A) Patient
B) Polite
C) Empathy
D) Skilled

8. Which quality helps crew members understand nervous passengers?
A) Glamour
B) Flexibility
C) Skill
D) Empathy

9. What does the text say about young people?
A) Only young people can apply.
B) Youth is the only thing that matters.
C) Young people are often hired for their energy.
D) Young people are always more polite.

10. What is true about glamour according to the text?
A) It is the most important part of the job.
B) It doesn't exist.
C) It is real but only for skilled professionals.
D) Only celebrities experience it.

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Exercise 2: Sort the following words into the correct category.

empathy, patient, politeness, polite, communication, communicative, teamwork, team-oriented, calmness, calm, respectful, respect, glamorous, glamour, flexibility, flexible, adaptability, adaptable, kindness, kind, understanding, attitude, professional, professionalism

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