2 Flying high

COLLOQUIAL ENGLISH

THE INTERVIEW

a You are going to listen to an interview with Hayley Levine, a flight attendant with *First Choice Airways*. Before you listen, read the glossary and look at how the words are pronounced to help you understand what she says.

Glossary

immediate care /ɪˈmiːdiət keə/ first aid, simple medical treatment given to passengers

sick bag /ˈsɪk bæg/ a paper bag kept in the seat pocket in case somebody needs to be sick on a flight

gruelling /ˈgruːəlɪŋ/ very difficult and tiring

emergency exit /iˈmɜːdʒənsi ˈeksit/ the way out of a plane or building, etc. in a dangerous situation

aircraft /ˈeəkrɑːft/ a general word for a vehicle which can fly and carries goods or passengers, e.g. plane, helicopter

b 2.16 Listen to part 1. Answer the questions with a partner.

1 Why did Hayley apply for a job as a flight attendant?
2 What did she learn in her first week of training?
3 What did she learn in the next four weeks?
4 What kind of person makes a good flight attendant?
5 What are the good and bad sides of the job?
6 What tips does she give for the problem of jet lag?

c 2.17 Listen to part 2. Answer the questions with a partner.

What does she say about…?

1 how to help passengers who are afraid of flying
2 how she can tell if a passenger is scared of flying
3 a passenger who had a panic attack
4 evacuating an aircraft
5 how she feels when she flies

d 2.18 Listen and complete the phrases. What do you think they mean?

COMMON PHRASES

1 (if something happens) …you need to be trained to _____ with it, quickly, efficiently.
2 …just someone who's a _____ _____ really.
3 Yeah, it's good. I wouldn't _____ _____ for the world. (idiom)
4 You do suffer a lot, but, you know, it's part of the job. You just sort of _____ _____ with it. pv
5 Poor guy, I felt really _____ _____ him.
6 I feel really safe up there, really safe, _____ I wouldn't do it.

e Listen to the interview again with the tapescript on page 123. Does Hayley make her job sound attractive to you?

IN THE STREET

a 2.19 Listen to four people talking about air travel. Match the speakers to what they most dislike about air travel. Are any of the speakers afraid of flying?

1 Anne

2 Jordan

3 Jeff

4 Ben

not enough space to stretch your legs ☐
bad weather conditions ☐
what you are given to eat ☐
not being able to control what happens to them ☐

b Listen again. Who …?

1 enjoys not being able to use their phone
2 had a problem at an airport in the USA
3 only talks about general frustrations
4 had a problem with excess baggage

c 2.20 Listen and complete the phrases. What do you think they mean?

COMMON PHRASES

1 But it wasn't _____ on the plane.
2 Yeah, one _____ they lost my baggage. (NAmE, informal)
3 Air travel, _____-wise, is very frustrating. (informal)
4 _____ major, no.

d Listen to the interviews again with the tapescript on page 123. Then answer the same questions with a partner.

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