

English for Cabin Crew

Name: _____

level: _____

Choose the correct alternative.

- 1 *We'll shortly begin* means ...
 - a we will not begin.
 - b we will soon begin.
 - c we have already begun.
- 2 Coffee, tea, and soft drinks are *complimentary*. This means they are ...
 - a free.
 - b optional.
 - c served in first class only.
- 3 Beer, wine, and cocktails contain ...
 - a milk.
 - b alcohol.
 - c soft drinks.
- 4 *Exact change* means that customers ...
 - a pay in coins only.
 - b give just the right amount of money.
 - c can receive some money back if necessary.
- 5 *Keep the aisles clear* means ...
 - a be patient.
 - b speak carefully when you order.
 - c don't block the trolley with your legs or luggage.

Match the passenger questions and statements with the cabin crew's responses.

- 1 ___ Would it be possible for me to move up to business class? a Yes, I am. Would you turn off your MP3 player, please?
- 2 ___ Why is that? b Oh, dear. What's the problem?
- 3 ___ It doesn't seem fair. c I'm afraid not, sir.
- 4 ___ I think there's a problem with this seat back. d I'm sorry, sir, but you have no choice. I'll have to ask you to turn it off now, or we'll arrange for the police to meet you off the plane.
- 5 ___ It's stuck. e Let's have a look.
- 6 ___ Are you talking to me? f It might not seem fair to someone who's paid for a business seat for me to give you a free upgrade. We do our best to take care of everyone.
- 7 ___ This is first class. You can't tell me what to do. g Because the ticket you bought is for this class, sir.

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Use the words in the box to complete the passenger health problems.

can't breathe • hurts • cut • feel • feels • can't stop • looks • think

1 My head really ____.

2 I ____ a bit dizzy.
I think I'm going to faint.

3 I feel really cold.
I ____ shivering.

4 She's got a bad cold.
Her face ____ really pale.

5 My chest feels really
tight. I ____ properly.

6 I've ____ my leg.
It's bleeding.

7 She's got a sore throat and
____ really hot and feverish.

8 I've got a stomach ache.
I ____ it's indigestion.

Complete the sentences.

Conversation	Offering help	Making a suggestion	Giving advice/an opinion
1	____ get a plaster for you.	____ move that bag.	You ____ to put something on that cut.
2	Can I ____? Oh, I see the problem.	I ____ you sit upright and lean forward slightly.	If I were you, ____ put the sick bag on your lap.
3	____ I help?	How ____ sucking one of these sweets?	I ____ you should have one.

Speaking

ROLE PLAY:

Check the information above and act a conversation: