

English for Cabin Crew

Name: _____ level: _____

Choose the correct alternative.

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

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

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|---|--|
| 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. |