

1

Introduction to cabin crew

STARTER

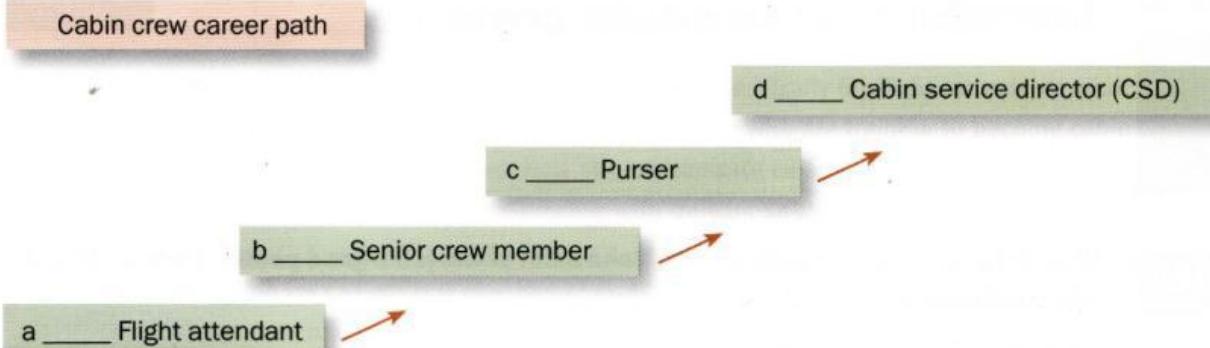
Why do people become cabin crew? Make a list of the job's good points. Then make a list of the job's bad points.



1 Listen to four people talk about their jobs. Complete the information.

	Years in this job	Total years flying	They say
1	4	—	The best part is going on _____.
2	—	—	I'm in charge of _____ the whole cabin.
3	—	—	My main responsibility is _____.
4	—	—	I report to the _____.

2 Listen again. Match each speaker with a job on the career path.



DID YOU KNOW?

Different countries, airlines, and sizes of aircraft can all have different names for cabin crew jobs.
 Chief purser/Senior purser/Cabin service director/Cabin service manager/Inflight service manager/
 Inflight services director
 Purser/Business class purser (P1)/Economy class purser (PY)
 Assistant purser
 Senior crew member/Senior flight attendant
 Crew member/Flight attendant

3 Match the verbs and phrases to make job responsibilities.

- | | |
|--------------------|---|
| 1 be | a for take-off and landing |
| 2 be in charge | b missing or broken emergency equipment |
| 3 secure the cabin | c manifest |
| 4 make | d the money |
| 5 report | e on call |
| 6 operate | f the cabin service director |
| 7 look after the | g for all the flight attendants |
| 8 take care of | h the paperwork |
| 9 account for | i of running the whole cabin |
| 10 look after | j announcements |
| 11 be responsible | k the doors |
| 12 report to | l passengers' comfort |

4 Write one sentence about each job in exercise 2. What part of each job do you think would be the most interesting, the least interesting, and the most difficult?

TALKING ABOUT JOBS

Flight attendants must look after passengers.
 The job of senior crew member involves going on international flights.
 The purser's responsibilities include making announcements.
 The cabin service director is responsible for the whole cabin.

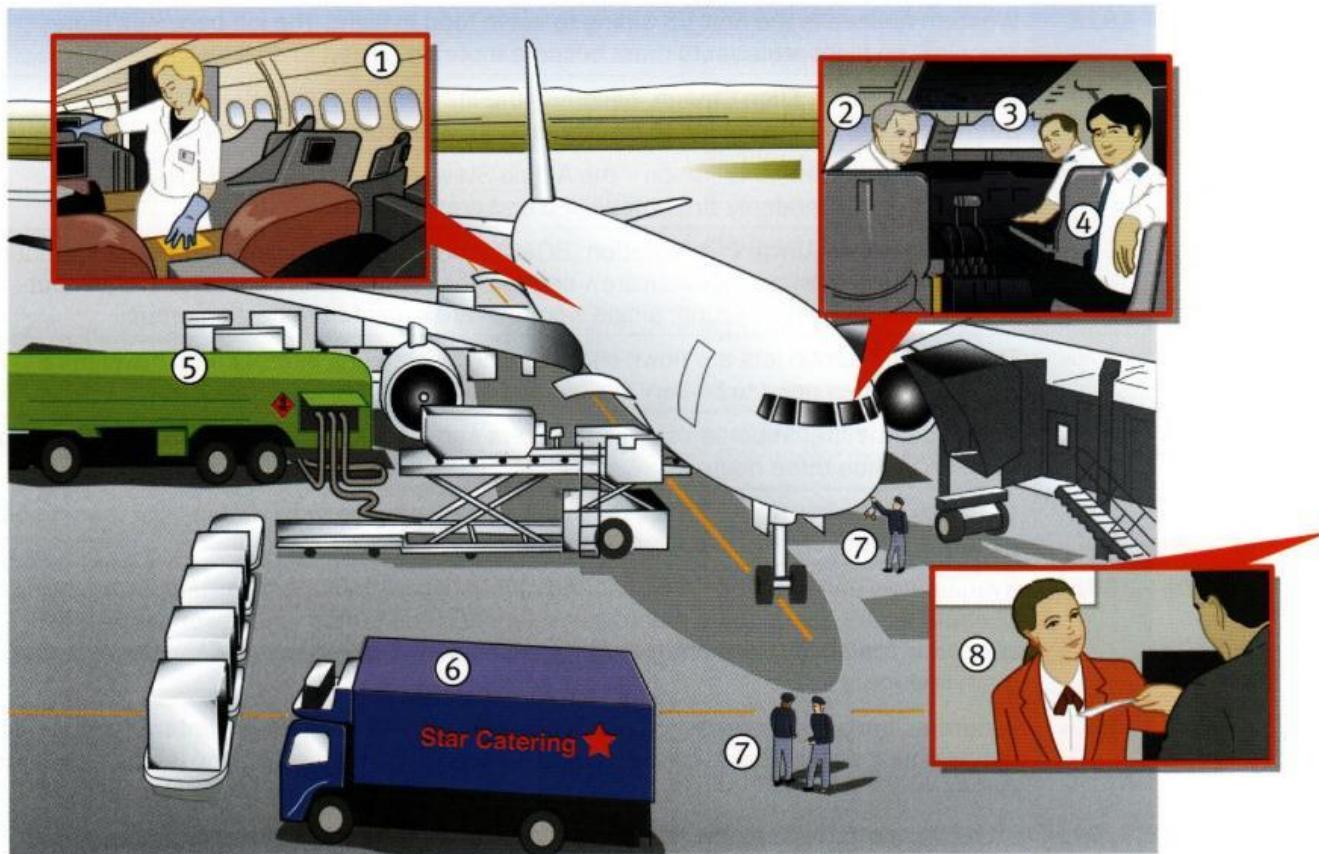
5 Cabin crew work closely with other aviation professionals. Match the jobs with the picture.

Flight crew

- a Captain
- b First officer
- c Flight engineer

Ground crew

- d Apron/Ramp service (fuel, maintenance, etc.)
- e Cabin service
- f Catering
- g Passenger service
- h Field operation service



BRITISH ENGLISH

AMERICAN ENGLISH

apron

ramp

6 Choose one of the aviation professionals in exercise 5. Why would a cabin crew member need to communicate with them?

7 How much do you know about the history of cabin crew? Guess the answers to the questions.

- 1 What year did the first cabin crew member fly? _____
- 2 What year was the first commercial jetliner flown? _____
- 3 When did air rage start to become a problem? _____

8 Read the text and check your answers. Then find words in the text to match meanings 1–14 below.

HISTORY OF CABIN CREW

1916	Aircraft Transport and Travel begins the first scheduled airline service. They fly between the UK and France. There are no cabin crew.
1924	Imperial Airways is the first air carrier to use 'cabin boys' – the first flight attendants. They are polite, and comfort nervous passengers.
1928	Western Airlines is the first US airline to serve food in-flight. The job becomes more complex, so flight attendants must become more organized to do it well.
1930	25-year-old nurse, Ellen Church, becomes the first female flight attendant. Flight attendants are now expected to be prepared for medical emergencies.
1945	The first flight attendants' union – the Airline Stewardesses Association (ALSA) – is formed. Flight attendants are now skilled and professional.
1952	British Overseas Airways Corporation (BOAC) starts the world's first commercial jetliner service. The golden age of cabin crew begins. Their main job is passenger safety, but cabin crew – almost all young, single women – are expected to be glamorous.
1970	The first 747 jumbo jets are flown commercially. Increasing international travel means flight attendants need to be very flexible and adaptable.
1976	Concorde, the first supersonic airliner, enters service. The flight from London to New York takes less than three hours.
1978	A change in the law allows low-cost budget airlines to fly. Cabin crew learn to be patient with lots of first-time flyers from the general public.
1985	Ryanair, now one of Europe's oldest and most successful budget carriers, starts flying. Cheaper tickets mean more passengers, tighter turnarounds, and fewer passenger comforts. The ability to communicate and to be cool under pressure become more and more important.
1990s	In Europe, budget airlines begin to grow and take passengers away from traditional national airlines. More and more people fly, air rage increases, and the job becomes more challenging.
2001	After the events of September 11, fewer people fly. Many flight attendants lose their jobs. Cabin crew who continue working must learn to be more forceful in possibly difficult situations.
2008	An increase in the cost of fuel drives many airlines out of business. In spite of all the difficulties, cabin crew continue to be empathetic and cheerful. It isn't always easy!
2010	British Airways cuts long-haul cabin crew from 15 to 14. Virgin Galactic prepares to launch the first commercial space shuttle.

- 1 able to change flexible
- 2 positive and happy _____
- 3 not rude _____
- 4 ready _____
- 5 having special training and qualifications to do a job _____
- 6 not old; aged 18–21, for example _____

- 7 attractive and exciting _____
 8 able to change _____
 9 acting with strength and determination in order to succeed _____
 10 able to understand people's feelings _____
 11 able to plan carefully _____
 12 having certain abilities and experience _____
 13 able to accept annoying behaviour _____
 14 not easily upset in a difficult situation _____

9 Adjectives often have related nouns. Use a dictionary to complete the table.

Adjective	Noun
adaptable	adaptability
forceful	forcefulness
1 _____	cheerfulness
cool under pressure	2 _____ under pressure
3 _____	empathy
flexible	4 _____
5 _____	glamour
organized	6 _____
7 _____	patience
polite	8 _____
9 _____	preparedness
professional	10 _____
11 _____	skill
young	12 _____

10 Underline the correct words to complete the text.

What makes a good flight attendant?

Airlines prefer to hire cheerful / cheerfulness¹ people who also show a lot of empathetic / empathy². You no longer need young / youth³ and glamorous / glamour⁴ to get a job. However, you need to show that you want to become a skilled / skill⁵ and professional / professionalism⁶ worker, because you will be the 'face' of the airline.

Cabin crew must also:

- have excellent / excellence⁷ health
- have good clear / clarity⁸ of speech
- be tall / tallness⁹ enough to reach emergency equipment in overhead lockers
- have good / goodness¹⁰ vision
- be good team workers

Most airlines prefer cabin crew with no visible tattoos or unusual hairstyles. Men must be clean / cleaned¹¹-shaven and have their hair cut above the collar.

11 What qualities do you have now that will help you be a good crew member? What qualities do you need to develop?