

**12 Use the words in the box to label the maps.**

arrivals hall • baggage claim • boarding gates • check-in • control tower •  
 crew room • customs inspection • immigration and quarantine • security check • apron



Note: Landside – where passengers enter and leave the airport by bus, taxi, train, car, etc.  
 Airside – where aircraft land, take off, load, unload, etc.

**13 Answer the questions.**

- 1 Where does 'airside' begin when you are departing?
- 2 Where does 'landside' begin when you arrive?
- 3 Where do you sometimes have to open your luggage?
- 4 Where do agents carry out a final ticket check?
- 5 Where do the aircraft park?



**14 Listen to five conversations. Match each conversation to the location where it is taking place.**

Conversation	Location
1	a at immigration
2	b on a returning aircraft
3	c on a departing aircraft
4	d at security
5	e in the crew room

**15 Listen again. Which conversation includes:**

- |                               |                         |
|-------------------------------|-------------------------|
| a cabin cleaning staff? _____ | d a new recruit? _____  |
| b an entire cabin crew? _____ | e catering staff? _____ |
| c a returning pilot? _____    |                         |

**16 Read the statements and match them with the jobs in the box. Then give the main location for each job, using the map on page 10.**

- apron service staff • baggage handler • check-in counter agent  
 • field operations staff • gate agent

I work landside. I check passengers' passports and tickets, and give them their boarding passes. I don't have any direct communication with the cabin crew.

1 job: \_\_\_\_\_  
 main location: \_\_\_\_\_

I work airside. I drive a truck and refuel aircraft. I don't talk with the cabin crew, but I need to communicate with the pilot.

3 job: \_\_\_\_\_  
 main location: \_\_\_\_\_

I do a final check of passports and boarding passes airside before passengers board. I tell the cabin crew when everyone's boarded and also if any passengers who checked in are missing.

2 job: \_\_\_\_\_  
 main location: \_\_\_\_\_

I have a good view of the whole field. I communicate directly with pilots, but I never talk with the cabin crew unless there's a very serious emergency onboard.

4 job: \_\_\_\_\_  
 main location: \_\_\_\_\_

I work airside, putting luggage in the plane. If the cabin crew need to 'gate check' an item, for example a push chair, they give it to me and I put it in the baggage hold.

5 job: \_\_\_\_\_  
 main location: \_\_\_\_\_

**17 Work with a partner. Guess the person or place from the description.**



Partner A File 1, p. 70  
 Partner B File 9, p. 72

**USEFUL PHRASES**

**Talking about people and places**

This is the place where you open your luggage.  
 This is a person who is responsible for helping the pilot.  
 It's used for crew meetings.

He/She's responsible for the entire aircraft.  
 It's where you go to collect your luggage.  
 It's who you speak to when you need information about ramp services.

## OUTPUT

Read the text and answer the questions.

### Anya Bukowski

I had friends from university who worked for airlines. They loved their jobs, so I wanted to work for an airline, too. I started in reservations, then moved to the airport and worked in ground operations, baggage, ticketing, gate check-in, and ramp. The next natural step was to fly. I was lucky enough to have an interview and get the job.

My initial training was about eight weeks. The course included service procedures for serving meals, security, emergency procedures, medical emergency procedures, CPR qualification, and domestic and international customer service procedures. The main emphasis was on emergency and aircraft evacuation procedures. To graduate, I had to evacuate a full aircraft in ninety seconds in an emergency situation!

I love to travel and see new places. I really made good use of my layover time in cities all over the world. The flexibility of the job is a great bonus. There aren't many jobs that allow you such freedom to fit your work schedule around your personal schedule. The greatest challenge is trying to live a normal life with a job and working hours



that aren't normal. The realities of a flight attendant job aren't often discussed. It's a hard, demanding job. You work long hours serving the needs of the public. You're away from home and family and friends and usually, especially as a new flight attendant, working nights, holidays, and weekends. You get tired and jet-lagged and sometimes hungry and not able to get a meal. The most important thing is to take care of yourself. Always travel with something to do – a book, knitting. Always have a snack in your bag in case you don't get a meal. If you work out, have clothes and shoes with you so you can go for a walk or use the hotel gym. Stay in touch with family and friends – hotels usually have computers and/or wireless. Sleep when you can, even if not during your normal sleeping hours.

#### OVER TO YOU

- Do you know anyone who works in the airline industry? How do they feel about their job?
- What do you think of Anya's tips in the final paragraph?
- What will you take with you when you travel?