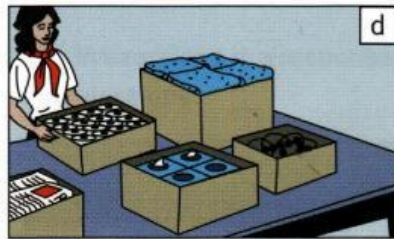


2

Pre-flight

STARTER

Match the pre-flight tasks to the pictures. Then suggest the order in which they are carried out.



- 1 Check all the blankets, comfort kits, headphones, newspapers, etc. are loaded.
- 2 Check emergency equipment is working and in place.
- 3 Attend the pre-flight briefing.
- 4 Check all the food and galley equipment is loaded.
- 5 Carry out a security check of the aircraft.

AUDIO



1 Listen. Complete the information.

Who is talking?	Conversation	Have they met before?
a Captain and first officer to cabin crew supervisor	_____	_____
b Flight attendant to flight attendant	_____	_____
c Purser to flight attendants	_____	_____

2 Are the conversations formal (F), informal (I), or both (F/I)?

- 1 2 3

3 Listen again to complete the missing words. Then decide whether the phrase is formal (F) or informal (I).

- 1 How _____ you do?
- 2 Let me _____ Naomi Tanaka.
- 3 Please _____ me Sally.
- 4 It's _____ to see you again.
- 5 I'd like you to _____ an old friend of mine.

4 Put the words in the right order to make sentences from the conversations.

- 1 I'm purser the today _____
- 2 crew economy I'm in member senior _____
- 3 both Good meet to you _____
- 4 already each know other We _____
- 5 are doing How you? _____
- 6 again good It's see to you _____

DID YOU KNOW?

Many crews regularly work with people they have never met before. They must quickly establish good team work. Briefing meetings enable crews to meet, introduce themselves, and find out information about the flight.

5 Look at the pictures. Match descriptions a-c with the pictures.

- a Purser to cabin crew pre-flight briefing
- b Flight crew to cabin crew pre-flight briefing
- c Passenger pre-flight briefing



6 Work with a partner. Take turns introducing yourself to three different people.

- 1 a new colleague
- 2 your supervisor
- 3 the captain

FORMAL INTRODUCTIONS

A: Hello, I'm Ahmed Fawaz.
 B: Pleased to meet you, Mr Fawaz.
 My name's Penny Leung.
 A: How do you do?
 B: How do you do?

INFORMAL INTRODUCTIONS

A: Hi, I'm Lena Petrov.
 B: Good to meet you, Lena. I'm Maria Chavez.
 A: Nice to meet you too, Maria.



7 Listen to five people speaking in a pre-flight briefing. Match each conversation with a main topic.

Conversation

Topic

- a a very young child on board
- b work responsibilities in economy class
- c a disabled passenger
- d safety equipment
- e work responsibilities in business class

8 Listen again. Answer the questions.

- 1 Who is responsible for door 3L?
- 2 How many masks are with each oxygen cylinder?
- 3 How old is the baby?
- 4 Which door is the senior crew member responsible for?
- 5 Which seat is given to the disabled passenger?

9 Each conversation in exercise 7 is a response to a question. Put the words in the right order to make the original questions.

- 1 after and are before duties take-off What your ?

- 2 aircraft are Could cylinders how many on oxygen tell there this us you ?

- 3 any babies board children got Have on or very we young ?

- 4 business class in is Who working ?

- 5 any got Have other passengers requirements special ?

10 The cabin crew often ask questions during pre-flight briefings. Use the words in the box to complete the questions.

are • can • long • many • much • what • when • where

- 1 How _____ children are on board?
- 2 How _____ is the stop over?
- 3 _____ will the wheelchair go?
- 4 _____ will we arrive in Moscow?
- 5 How _____ information do we have?
- 6 _____ time will the passengers board the aircraft?
- 7 _____ there any other passengers with special needs?
- 8 _____ you tell me what to do?

11 Work with a partner. Ask and answer questions about the flight.

PARTNER FILES

Partner A File 2, p.70
Partner B File 10, p.72