

Buy-on-board Functional Language

PA:

"Ladies and gentlemen, we will shortly begin our buy-on-board service. Would you like something to eat or drink? Today we have a special on our sandwich combo—it's cheaper as a set. Our crew will be coming through the cabin shortly. Please note, we only accept contactless card payments. Thank you."

Offering & Selling

- "Would you like something to eat or (1) _____?"
- "Are you interested (2) _____ purchasing a/an ...?"
- "Today we have a special on..."

Clarifying

- "Would you like (3) _____ or sparkling?"
- "Anything else for you?"

Handling Payment

- "That comes to € 5"
- "It will be € 5."
- "We only accept contactless (4) _____"
- "You can only pay (5) _____ card"

Problem Handling

- "I'm afraid we've run (6) _____ of that."
- "Can I offer you an (7) _____?"

Upselling (important)

- "Would you like to make that a combo?"
- "It's cheaper as a set."

Buy-on-Board Dialogue

Crew: Good afternoon (1) _____ ?

Passenger: Yes, please. Do you have pesto panini?

Crew: (2) _____ . Can I offer you an alternative? Today we have a special on our chicken sandwich.

Passenger: Yes, that sounds good.

Crew: (3) _____ ?

Passenger: Sparkling, please.

Crew: Would you like to make that a combo? It's cheaper as a set.

Passenger: Oh, okay. Yes, I'll take the combo.

Crew: Perfect. (4) _____ .

Passenger: Yes, can I have a chocolate as well?

Crew: Certainly.

Crew: (5) _____ €12.50. You can only pay by card.

Passenger: That's fine.

Crew: We only accept contactless payments.

Passenger: No problem.

Crew: (*processes payment*) Thank you.

Crew: Here you are. Enjoy your meal 😊