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**OXFORD** Business English

# English for Cabin Crew

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EXPRESS SERIES



Includes MultiROM



**OXFORD**

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## About the book

**English for Cabin Crew** has been developed specifically for flight attendants who need to use English every day at work and for people who are training to become cabin crew. This book will show learners how to communicate clearly, directly, and with authority, but also politely, even when dealing with difficult situations.

**English for Cabin Crew** consists of eight units. The book is organized around the sequence of a flight, starting with an introductory unit, followed by pre-flight, welcoming passengers on board, cabin services and amenities, en route health and medical issues, safety and emergencies, and descent, landing, and layover. The final unit gives advice on applying for cabin crew positions. Units from the book work independently and can be selected according to the needs and interests of the course participants. **English for Cabin Crew** is also ideal for self-study.

Each unit begins with a **Starter**, which consists of a short exercise or quiz and serves as an introduction to the topic of the unit. Practical exercises, listening extracts, industry-specific texts, as well as photos and illustrations help you to acquire key vocabulary and expressions. Realistic role-plays give you the opportunity to put all you have learned into practice. Each unit closes with an **Output** activity, a text related to the topic of the unit followed by questions for reflection and discussion.

When you have completed the whole book you can **Test Yourself** with the crossword on pages 68–69. In the appendix of **English for Cabin Crew** you will find the **Partner files** for the role-plays, and the **Answer key** so that you can check your own answers if you are working alone. There are also **Transcripts** of the **Listening extracts**.

The **MultiROM** contains all the **Listening extracts** from the book. These can be played through the audio player on your computer, or through a conventional CD-player. There is also an **A–Z wordlist** with all the key words that appear in **English for Cabin Crew**. This includes a column of phonetics and a space for you to write the translations of the words in your own language. The **Interactive exercises** let you review your learning by doing exercises that cover the essential language from the book on your computer. This will be particularly valuable if you are using the book for self-study.



## 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.



AUDIO

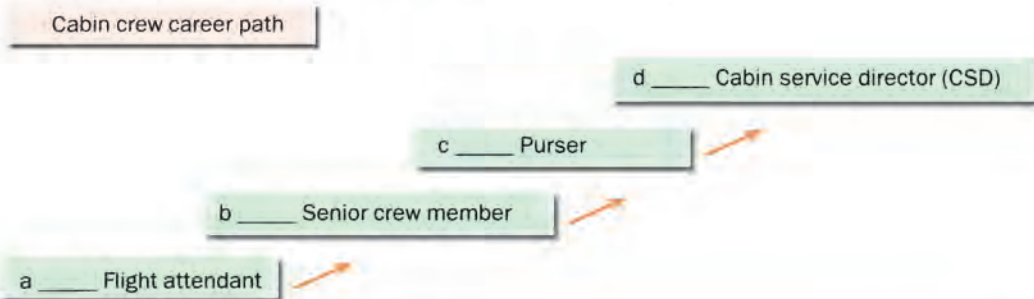


2

**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 _____.

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 (P)/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.

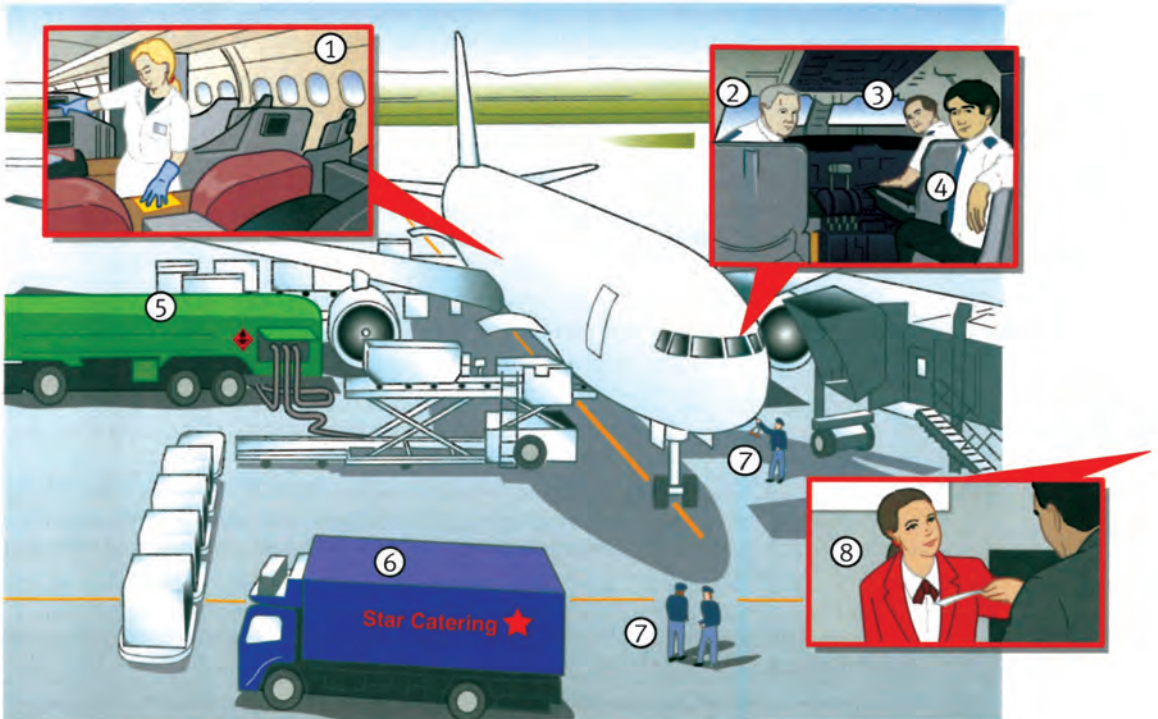
6 Cabin crew work closely with other aviation professionals. Match the jobs with the picture.

**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?



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 1–6 below.

HISTORY OF CABIN CREW	
<b>1916</b>	Aircraft Transport and Travel begins the first scheduled airline service. They fly between the UK and France. There are no cabin crew.
<b>1924</b>	Imperial Airways is the first air carrier to use 'cabin boys' – the first flight attendants. They are polite, and comfort nervous passengers.
<b>1928</b>	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.
<b>1930</b>	25-year-old nurse, Ellen Church, becomes the first female flight attendant. Flight attendants are now expected to be prepared for medical emergencies.
<b>1945</b>	The first flight attendants' union – the Airline Stewardesses Association (ALSA) – is formed. Flight attendants are now skilled and professional.
<b>1952</b>	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.
<b>1970</b>	The first 747 jumbo jets are flown commercially. Increasing international travel means flight attendants need to be very flexible and adaptable.
<b>1976</b>	Concorde, the first supersonic airliner, enters service. The flight from London to New York takes less than three hours.
<b>1978</b>	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.
<b>1985</b>	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.
<b>1990s</b>	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.
<b>2001</b>	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.
<b>2008</b>	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!
<b>2010</b>	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 \_\_\_\_\_

- active 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 / cheerfulness<sup>1</sup>** people who also show a lot of **empathetic / empathy<sup>2</sup>**. You no longer need **young / youth<sup>3</sup>** and **glamorous / glamour<sup>4</sup>** to get a job. However, you need to show that you want to become a **skilled / skill<sup>5</sup>** and **professional / professionalism<sup>6</sup>** worker, because you will be the 'face' of the airline.

Cabin crew must also:

- have **excellent / excellence<sup>7</sup>** health
- have good **clear / clarity<sup>8</sup>** of speech
- be **tall / tallness<sup>9</sup>** enough to reach emergency equipment in overhead lockers
- have **good / goodness<sup>10</sup>** vision
- be good team workers

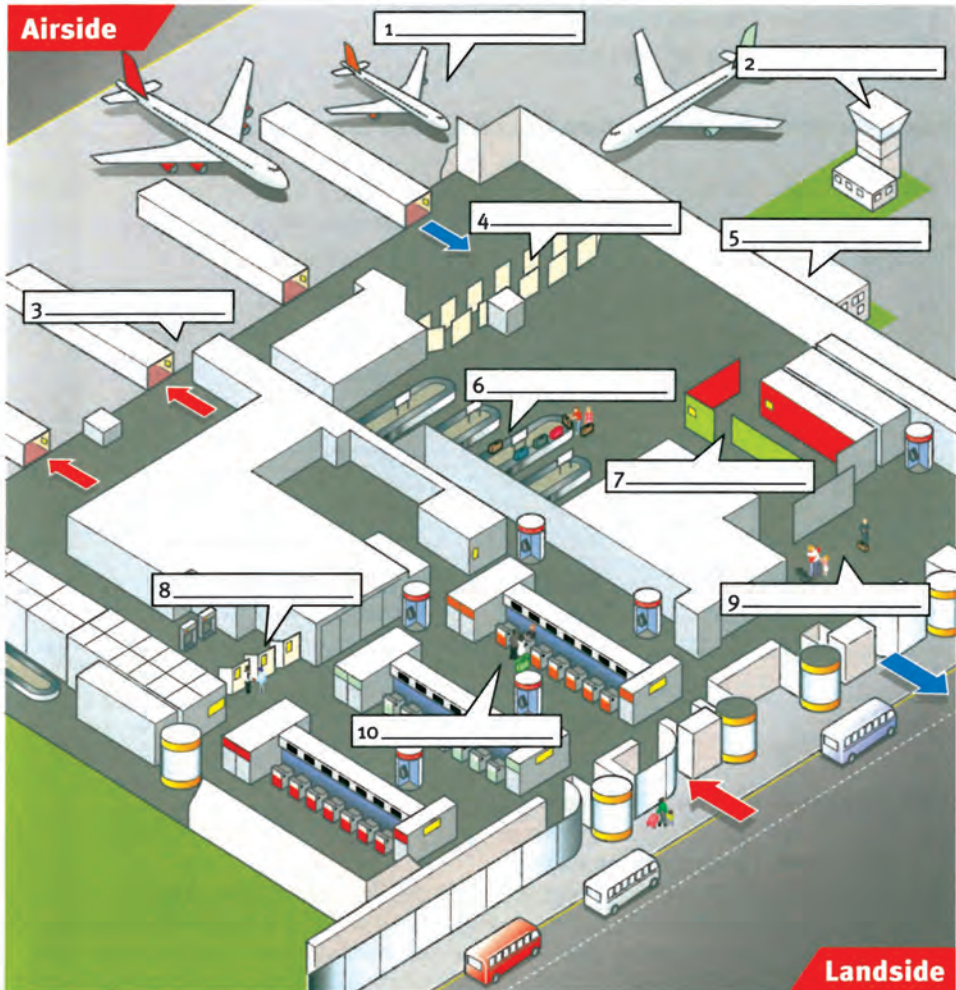
Most airlines prefer cabin crew with no visible tattoos or unusual hairstyles. Men must be **clean / cleaned<sup>11</sup>**-shaven and have their hair cut above the collar.

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



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?



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# English for Cabin Crew

EXPRESS SERIES 

**English for Cabin Crew** is part of the EXPRESS SERIES. It is the ideal quick course for flight attendants who need to use English on the ground or in the air. It's also suitable for students who are interested in a career in cabin service and are preparing for an entry test or interview with an airline. It can be used to supplement a regular coursebook, on its own as a stand-alone intensive specialist course, or for self-study. With **English for Cabin Crew** the sky's the limit.

## Key Features of the Book

- Units cover in-flight service, from greeting passengers and boarding, to landing and layover and include a unit on the recruitment process
- Tip boxes addressing key language points
- Tip boxes highlighting differences between British and American English
- PARTNER FILES to practise typical scenarios, such as meal service, dealing with difficult passengers, and responding to complaints
- STARTER section at the beginning of each unit with warm-up and awareness-raising activities
- OUTPUT section at the end of each unit with activities to encourage discussion and reflection
- Appendix including answer key, transcripts, and a glossary of useful phrases

## Key Features of the MultiROM

- Realistic listening extracts for use with the student's book
- Interactive exercises with audio to practise structure, vocabulary, and listening

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