



Contents map

Unit	Topics	Language focus
1 The pre-flight briefing p6	Meeting colleagues p6	Introductions
	Finding out about the flight p8	Checking and clarifying
	Case study: <i>A day in the life</i> p10	
2 Welcome on board p12	Welcoming passengers p12	Polite requests
	Settling passengers in their seats p14	Showing how something works
	Demonstrating safety procedures and checking before take-off p16	Pronunciation: Reading safety instructions
	Case study: <i>Bags in bins</i> p18	
3 After take-off and into the flight p20	Making the first announcements p20	Formal and informal language
	Getting started p22	Dealing with passenger needs
	Helping to settle passengers p24	'Comfort' expressions
	Case study: <i>Flying with children</i> p26	
4 Food and drinks p28	Giving a choice p28	Offering a choice
	Serving drinks p30	Pronunciation: Intonation in lists
	Duty-free sales p32	Money transactions
	Case study: <i>Airline food ... your thoughts</i> p34	
5 Minor passenger problems p36	Identifying passenger problems p36	Finding out the problem
	Dealing with problems p38	Offering to help (1)
	Saying sorry p40	Apologizing
	Case study: <i>Pickpocket strikes on flight from Tokyo to Paris</i> p42	
6 Is there a doctor on board? p44	Dealing with an on-board accident p44	The Check → Call → Care response to medical problems
	Dealing with a serious medical incident p46	Giving instructions to crew
	Reporting a medical incident p48	Talking about the past; Linking words
	Case study: <i>Is there a doctor on board?</i> p50	
7 In-flight emergencies p52	Taking charge in an emergency p52	Giving instructions
	Preparing for an emergency evacuation p54	Instructions not to do something
	Reporting an evacuation p56	Reporting instructions
	Case study: <i>Crew's response to take-off incident criticized</i> p58	
8 Complaints and disruptive passengers p60	Responding to passenger complaints p60	Offering to help (2)
	Dealing with complaints about other passengers p62	<i>If ...</i>
	Managing disruptive passengers p64	Expressing obligation
	Case study: <i>Unruly and disruptive behaviour – six newspaper extracts</i> p66	
9 Preparing for landing p68	Making final announcements and checks p68	Word order in multi-word verbs
	Giving information about delayed landings p70	Talking about time
	Getting through the final ten minutes p72	Checking things have been done
	Case study: <i>Toilet troubles for Cathay</i> p74	
10 Saying goodbye p76	Arriving at the gate and disembarking the passengers p76	Making a recommendation
	Taking part in the crew debriefing p78	<i>should</i>
	Case study: <i>Fear and heroism aboard Flight 253</i> p80	

Self Study section p82

Word list p102

Glossary of key expressions p105

Audio scripts p108

Answer key p121