



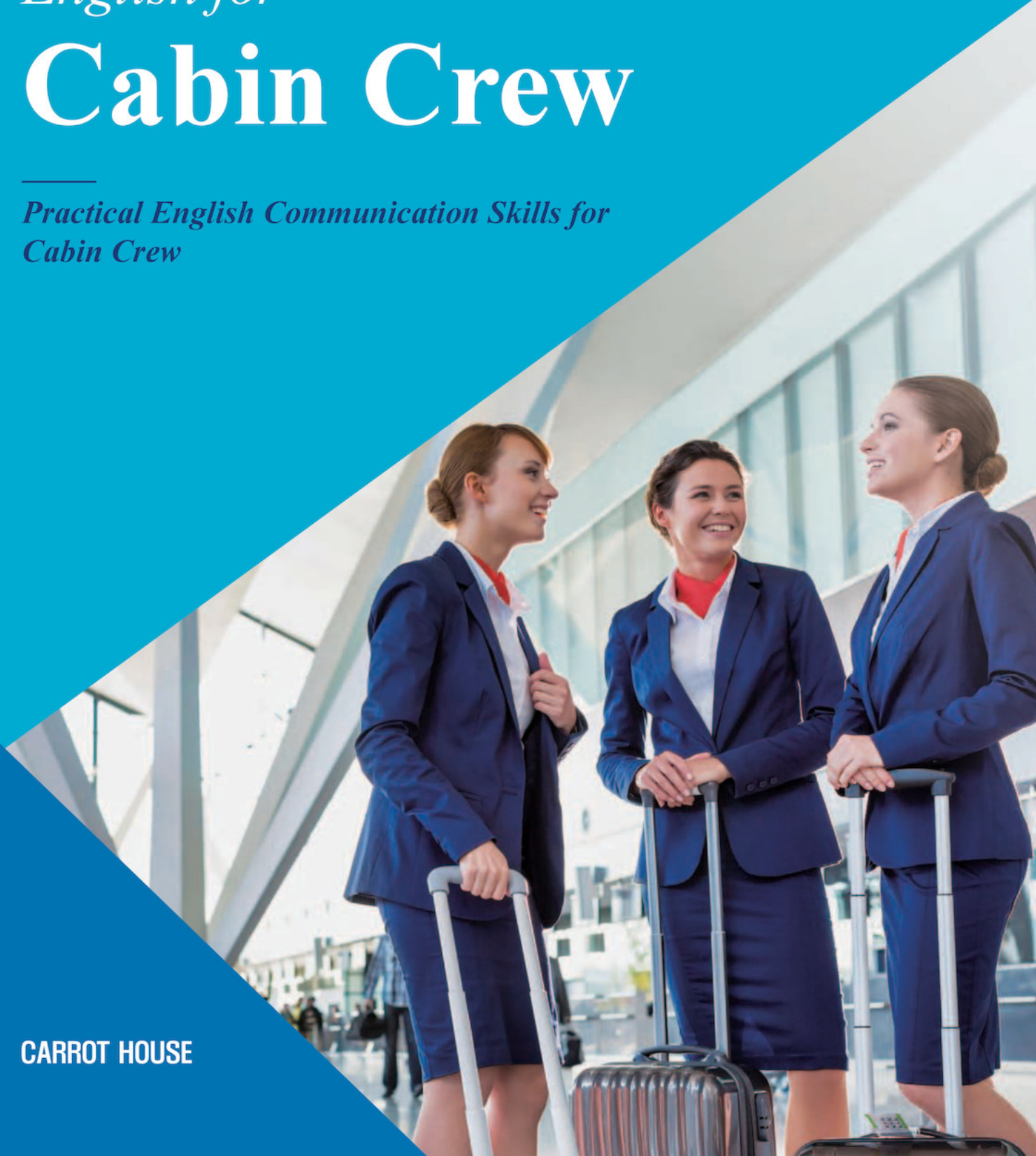
MP3

| On the Job English |

English for **Cabin Crew**

*Practical English Communication Skills for
Cabin Crew*

CARROT HOUSE



Unit 1

Pre-Flight Preparation



Unit 1.

Pre-Flight Preparation

Lesson objectives

Upon completion of the lesson, you will be able to

- ▶ learn the expressions used for pre-flight briefing and check
- ▶ ask proactively for your colleagues' assistance
- ▶ explain what is supposed to be done or checked during pre-flight preparation

A Warm up

Look at the picture and answer the questions.



- In the picture, what do you think the cabin crew and flight deck crew are doing?
- For a pre-flight briefing, what kind of information should be dealt with?

C Vocabulary

Now learn the vocabulary used in the dialogue you listened.

1 Match the words from the box below with the right images.

up to standard

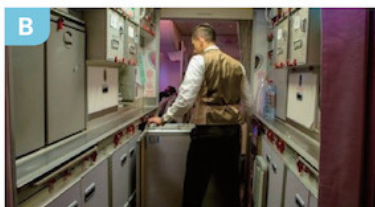
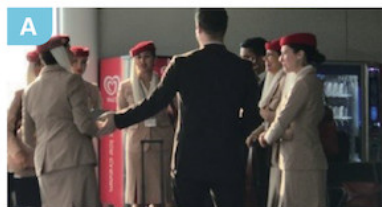
cabin manager

pre-flight briefing

chain of command

guest load

galley operator



D	Flight	Origin	Destination	Aircraft	Frequency
EY 200	0	DOH	ALH	77W	Sa M WTh F Sa 90% / 8m
9 Connections EY (9W) 7604	0	DOH	ALH	73H	Daily 81% / 26m
9 Connections EY 213	0	DOH	ALH	321	Daily 82% / 13m
9 Connections EY (9W) 7801	0	DOH	ALH	73H	Daily 90% / 18m
9 Connections EY 203	0	DOH	ALH	368	Daily 74% / 21m



2 Fill in the blanks with the right words from the box below to complete the sentences.

pre-flight briefing

cabin manager

up to standard

galley operator

guest load

chain of command

- When _____ prepares for the cart setup for meal service, at least one cabin crew should remain with him/her for preparation.
- Cabin crew are responsible for communicating to their onboard leaders when it comes to any safety or service related issues. This is called ' _____ '.
- Please stick to cabin safety manuals at all times. Every safety and security check should be conducted _____.
- Make sure cabin crew arrive at least 10 minutes earlier prior to _____.
- After boarding is completed, ground staff will finalize the _____.
- _____ is required to check the cockpit crew regularly.

D Listening 2



Listen to the dialogue and answer the questions below.

- 1 What does the man tell the woman to do when she has a responsible door?**
 - a. Door is armed and the safety flag is visible in good condition.
 - b. Door is disarmed and the safety flag is invisible.
 - c. Door is disarmed and the safety flag is visible in good condition.
 - d. Door is armed and the safety flag is invisible.

- 2 According to the man, where can the woman find the information about safety equipment in her area of responsibility?**
 - a. On the cabin crew manual
 - b. On the intranet
 - c. On the company email
 - d. At the briefing room

- 3 Why does the woman have to call her cabin manager?**
 - a. There has been an issue of catering.
 - b. A set of safety equipment has been missing.
 - c. A screen of one passenger seat is turned off so not serviceable.
 - d. Door is armed and cannot be disarmed manually.

- 4 What will most likely the woman do next after talking with the cabin manager?**
 - a. She will continue to check safety equipment in the cabin.
 - b. She will call aircraft engineer and speak to him/her.
 - c. She will take out manual demonstration kits for her colleagues.
 - d. She will be head to galley and see further pre-flight check.



E Expressions

Now learn the expressions used in the dialogue you listened.

be in charge of

get used to

inform A of B

indicated on

need to V

be done with

1 Match the expressions with the right meaning.

- | | |
|--------------------|---|
| 1) be in charge of | A. be finished with someone or something |
| 2) indicated on | B. control over something and be responsible for it |
| 3) get used to | C. a situation is not unusual or strange anymore because of a passage of time |
| 4) need to V | D. to be shown, pointed |
| 5) inform A of B | E. it is important and necessary to do something |
| 6) be done with | F. let A know about B |

2 Fill in the blanks with the right expressions in the box to complete the sentences.

- 1) The cart setup is _____ the company intranet and service manual books.
- 2) Once cabin crew is _____ pre-flight check, passengers will begin boarding.
- 3) Cabin crew _____ arrive at the briefing room at least 10-15 minutes prior to briefing time.
- 4) It is often said that ab-initio training is extremely difficult. However, as time goes by, you will _____.
- 5) Cabin senior _____ safety and service issues of the entire economy class.
- 6) If you observe any abnormality in the cabin, you are required to _____ your onboard leaders of it.

3 On each flight, you are assigned your position as well as area of responsibility. Where can you find this information? Plus, when you get your position, what do you need to do? Try to use the expressions which you learned above.

G Patterns of English

Formal way?

1 About the expression

"Would you mind if you help me with N (or V+ing)"

This expression is used when you need help from your colleagues. Especially when you ask to someone to give you a hand politely in formal situation.

Similar expressions

"Could you give me a hand?"

"Would you mind if you help me out?"

"Could you assist me with it?"

2 Example

This is my first flight, so would you mind if you help me with cart setup?

3 Let's speak up!

It is your first flight and during pre-flight preparation, you feel suddenly confused and don't know what to begin with. In this situation, what would you say to your seniors? Use the expressions you learned above.

4 Now, make your own sentence with the expression.

Casual way?

1 About the expression

"You gotta +V"

"You gotta" is informal expression that you can use with your colleagues and a way of saying that something is necessary, especially when you advise someone to do something.

Similar expressions

"You should + V"

"You'd better + V"

"You need to + V"

2 Example

If you feel sick before the flight, you gotta call cabin crew control and ask for a sick leave.

3 Let's speak up!

You are the cabin senior and you see your junior cabin crew not perform safety equipment check properly. In this situation, what would you say to your junior cabin crew? Use the expressions you learned above.

4 Now, make your own sentence with the expression.