



MP3

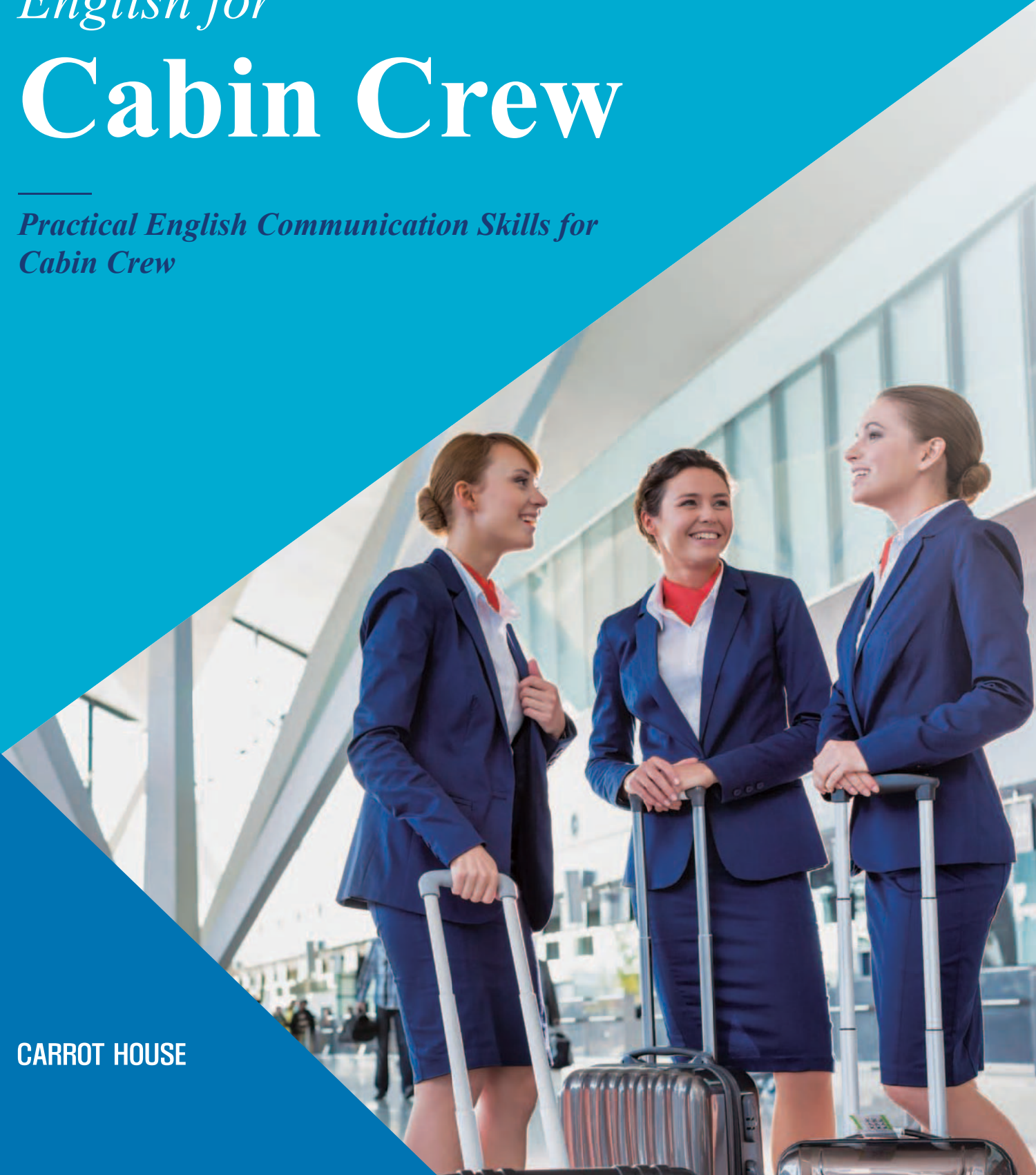
| On the Job English |

# *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?



## B Listening 1



Listen and read the dialogue below.

**Martha** : Good day, welcome to the pre-flight briefing for the flight to Berlin. Flight deck is right over there, Captain Muller and First Officer Lee. I'm Martha and I'm your cabin manager today, in L1 position. Before moving on, everyone has legal documents? So let's introduce ourselves briefly and discuss important details about the flight.

**Robert** : Hello, everyone. Robert here. Nice to fly with you today! I'm your cabin senior, and I'll be in L2 position, in charge of the economy class. Flight number is TO 945 to Berlin Tegel International Airport, and the estimated time of departure is at 08:45 and the arrival at 13:40, which is about 4-hour flight.

**Charlotte** : Hi there, I'm Charlotte and I'll be in R2 position, as a galley operator for economy class. Today's aircraft type is A320, registration A6-EIF (Echo, India, Fox), and there are 4 passenger doors and 4 emergency exits in the cabin, 2 emergency sliding windows in the cockpit.

**Shaheen** : Hello, I'm Shaheen and I'll be in R1 position, business class, galley operator. Today, in business class, guest load is almost full and we serve a la carte service. Could any additional crew give me a hand, possibly?

**Fatimah** : Sure, that could be me! Good day, team. I'm Fatimah and I'll be additional crew today. So Shaheen, let me help you with the preparation on ground.

**Shaheen** : Oh, great! Much appreciated.

**Kate** : Hello, I'm Kate and nice to meet you all. Actually, this is my first supernumerary flight and I am happy to fly with you!

**Martha** : Kate, welcome to Target Jet Airways team. Today, Robert will help and check on you with your supi flight.

**Robert** : One more thing, in economy class, we serve light meal service that comes with hot beverage. Today's guest load is about 80 and most of them are tourists. So let us keep monitoring the alcohol consumption of passengers.

**Martha** : Great, everyone's well-prepared. Guys, please keep in mind that we need to perform up to standard, and don't forget to discuss important issues with your onboard leader. You know, chain of command! So let's have a safe flight and remember we are crew, so let's offer and ask for help proactively!

**Read the questions below and discuss with your partner.**

**1 Have all the cabin crew members flown together before? Why?**

---

**2 According to the passage, why does Robert say that he would keep monitoring?**

---

**3 Suppose that you are a cabin manager. What would you emphasize to your team and why?**

---



## 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	Stop	Depart	Arrive	Aircraft	Frequency	Reliability	U
EY 171 205	0	BOH 04/16/16 4:20 AM	AUH 04/16/16 6:10 AM	77W	Su, M, W, Th, F, Sa 90% / 8m		
9 Connections EY (WV) 7604	0	BOH 04/16/16 5:15 AM	AUH 04/16/16 7:00 AM	73H	Daily 91% / 26m		
9 Connections EY 213	0	BOH 04/16/16 10:20 AM	AUH 04/16/16 12:10 PM	321	Daily 82% / 13m		
9 Connections EY (WV) 7601	0	BOH 04/16/16 7:05 PM	AUH 04/16/16 8:50 PM	73H	Daily 85% / 16m		
9 Connections EY 203	0	BOH 04/16/16 9:35 PM	AUH 04/16/16 11:25 PM	368	Daily 74% / 21m		



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

pre-flight briefing  
galley operator

cabin manager  
guest load

up to standard  
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.



Listen to the dialogue again and fill the blanks.

**Robert** : Alright. So are you ready for your first flight?

**Katy** : Hmm.. kind of, I'm a bit nervous.

**Robert** : Don't worry! Let's get started. So, as you have already learned from the training academy, for \_\_\_\_\_, you need to check the door that you are \_\_\_\_\_, as well as safety equipment in your area of responsibility as indicated on the cabin crew manual. Clear?

**Katy** : Ah, yeah. I remember learning it during the safety training!

**Robert** : Good, you will get used to it little by little. So, what do you need to check when you have a \_\_\_\_\_ door?

**Katy** : Make sure that the door is \_\_\_\_\_ and the safety flag is visible in good condition.

**Robert** : Exactly, so do you see that the door is disarmed and the safety flag is visible in good condition, as you said?

**Katy** : Yes! Then now we should check safety equipment?

**Robert** : Hang on, since a jump seat is nearby the door, let's check the jump seat and interphone. Life jacket is under the jump seat so everything is okay. Now we check if the interphone \_\_\_\_\_ well, (Making PA : L2 PA check). Good, it works well, so let's move on to safety equipment. As shown on the manual, in this \_\_\_\_\_, there are 2 portable oxygen bottles, 1 halon, 10 infant seat belts, 2 extension ones, and a manual demonstration kit. Can you tell me what \_\_\_\_\_ be checked for these items?

**Katy** : Well, you need to make sure that equipment is securely \_\_\_\_\_ and has correct \_\_\_\_\_. For portable oxygen bottles, pressure gauge needle must be at 1200 psi or above, two oxygen masks should be \_\_\_\_\_ in yellow pouch, and one mask must be attached to hi-flow valve. For halons, pressure gauge must be in the green band, the ring pin must be in \_\_\_\_\_ through the handle and the lever and the seal needs to be \_\_\_\_\_.

**Robert** : Exactly! Now, the cabin manager turned on the safety videos. Can you check whether every screen is working properly or not?

**Katy** : Absolutely, hmmm.... I see that 21H (aviation alphabet: hotel) screen is not on. Should I call the cabin manager and \_\_\_\_\_ her of it?

**Robert** : Yes, please. In the \_\_\_\_\_, I will go and check the galley if Charlotte needs any help from us. Come to the galley as you are done with talking with the cabin manager. We will show you what's happening in the galley during pre-flight check. Okay?

**Katy** : Alright, I'll be right back.

## 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.

## H Speaking

**Maximize the vocabulary and expressions that you have learned on Unit 1.**

### Task 1

During your pre-flight briefing, you realize that you have to work as a galley operator on this flight and you have never experienced that duty. You might want your colleagues to help you, so how would you ask your cabin manager and colleagues to assist you?

### Task 2

With your partner, discuss the following scenario. Take turns playing each role.

<i>Role A</i>	<i>Role B</i>
<p>After graduation of training academy, you are on your first duty. You have never had flying experiences before, and you find yourself confused even though you have completed the training. Ask your colleagues what you need to do during pre-flight check.</p> <ul style="list-style-type: none"> <li>• Which tasks are supposed to be conducted?</li> <li>• Express whether you understand or not your colleagues' explanation.</li> </ul>	<p>You are a senior crew with many years of flying experiences. One day, you happen to fly with a new joiner who has never operated flights. During pre-flight check, you realize that he/she seems to be a bit lost and confused and he/she asks what he/she is supposed to do. Explain him/her what has to be done. Tell him/her about</p> <ul style="list-style-type: none"> <li>• Aircraft door has to be safe in order to operate.</li> <li>• Safety equipment should be matched with the cabin crew manual.</li> <li>• In case of abnormalities, onboard leaders should be noted.</li> </ul>