



# TIM3503 ENGLISH FOR AIRLINES AND TRAVELING

*Unit 4 Inflight Service*



- Practice dealing with problems and difficulties that passengers may have during flight
- Expand your vocabulary to describe different kinds of food and drink, special dietary requirements
- Improve your ability to present and describe duty free sales items



- Do you like to travel on an airplane?
- Do you like airline food?
- Do you like to sleep on the airplane?
- What activities do you like to do on the airplane?





# CREW INFLIGHT CONVERSATION

- Welcome on board
- <https://youtu.be/jBm8xCMNl8Q>
- <https://youtu.be/jp0PQyq63x0>
- Inflight service
- Farewell



- Flight attendants tend to greet every passenger **with a wide smile** every time they step onboard.





# GREETING PAX

- CA: Good morning Madam, welcome on board. May I see your boarding pass please?
- Pax: Here you are
- CA: Your seat is 12 A it's a window seat. Please make a right turn and go straight.





# WELCOME ON BOARD

Welcome on board, Your boarding pass, please. Thankyou. You're in the exit row . It's half- way down the aisle, on the right.

A: Hello , good morning, Can I check your boarding passes?

B: Yes, of course. If possible we would like to sit together

A: OK. Please take these seats for now and I'll try to change them for you when all the passengers have boarded the plane. The flight isn't full today.

B: Thanks a lot.

A: Hello , sir. welcome

B: Thanks. Sorry I'm a little late.



## **Welcome announcement.**

1. Good Morning! Ladies and Gentlemen.

Welcome onboard this flight to Seoul. My name is John Graham and I'm Your In-flight Manager. Your cabin crew are here to ensure you have an enjoyable flight to Seoul this morning.

2. Good morning. ladies and gentlemen.

Welcome aboard Korean Air flight 493 bound for Taipei .We are sorry for the delay in our departure. Please fasten your seat belt and refrain from smoking while the no smoking sign is on. From captain Jackson and the crew, it is our pleasure to serve you today. If there is anything we can do to make your flight more enjoyable, please let us know. Thank you.

3. In a few moments we'll be screening a safety Video about this aircraft.

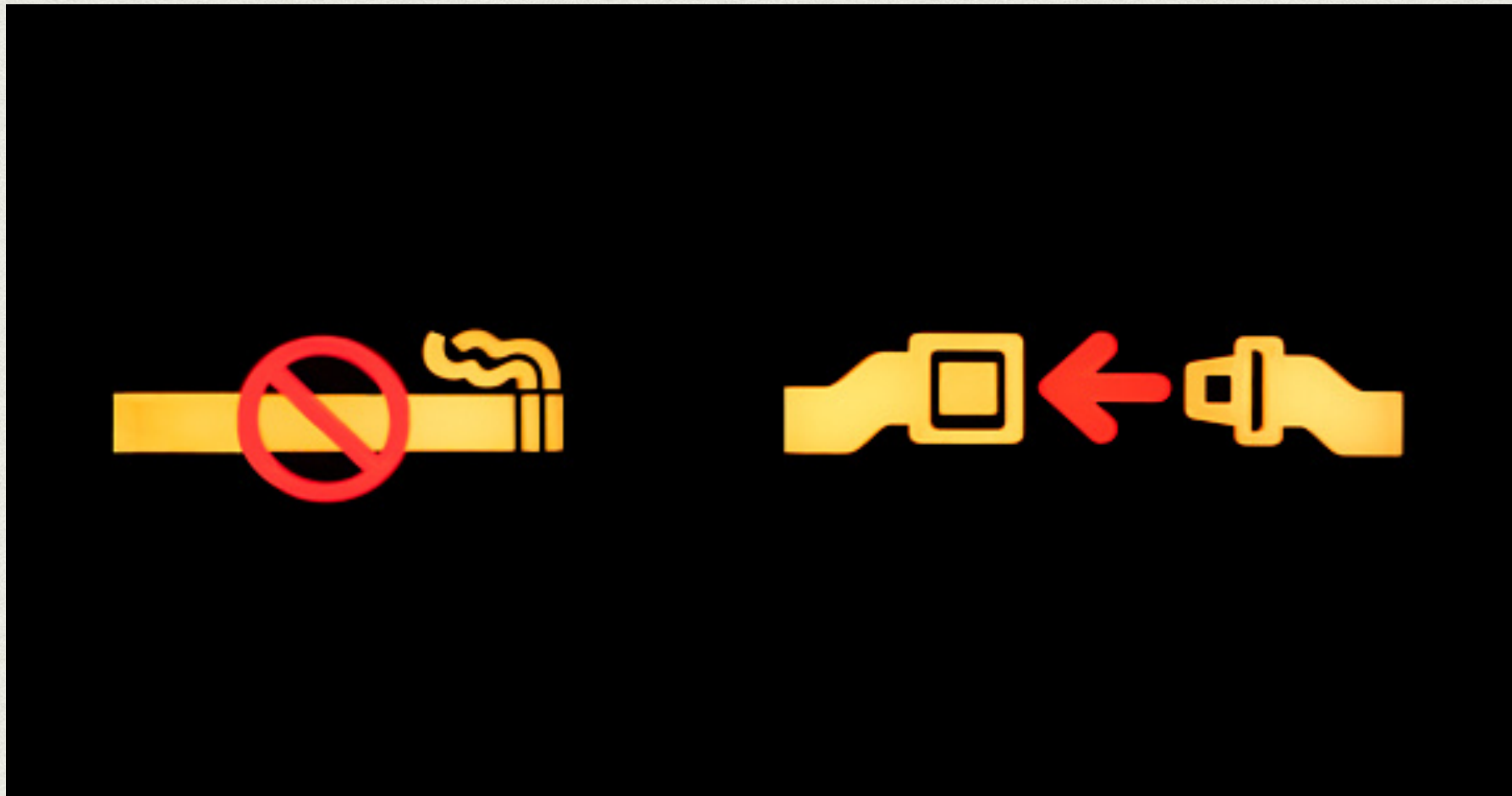
you'll also find a safety briefing card in the seat pocket in front of you.

We require that you give us your careful attention.



- **Announcement:** Ladies and gentlemen, we are ready for departure. Flight attendants please take a seat.
- **Flight attendant:** Excuse me sir. Can you please put all phones and mobile devices away? We are preparing for takeoff.
- **Tony:** Yes, I'm sorry.
- **Flight attendant:** Also, please fasten your seatbelt.
- [link https://youtu.be/j8O7ZfF\\_xUw](https://youtu.be/j8O7ZfF_xUw)
- Min 10.05 )





- After seat belt sign off





- Cabin crew start meal service



**Flight attendant:** Chicken or pasta?

**Dan:** Sorry?

**Flight attendant:** Would you like chicken or pasta?

**Dan:** I'll have the chicken.

**Flight attendant:** Anything to drink?

**Dan:** What kind of soda do you have?

**Flight attendant:** Coke, Diet Coke, Sprite, Orange, and Dr.  
Pepper.

**Dan:** A Diet Coke, no ice, please.

**Flight attendant:** Here you go.

**Dan:** Thanks.



• **A:** I was wondering if I could order something to \_\_\_\_\_.

**B:** Yes, we have alcoholic beverages as well as coffee, tea, or soda.

**A:** \_\_\_\_\_do drinks cost?

**B:** Our alcoholic beverages are five dollars each. All others are complimentary.

**A:** \_\_\_\_\_will our meals be served?

**B:** We will serve a snack with the beverages. Dinner will be served a few hours into our flight.

**A:** What are our dinner choices?

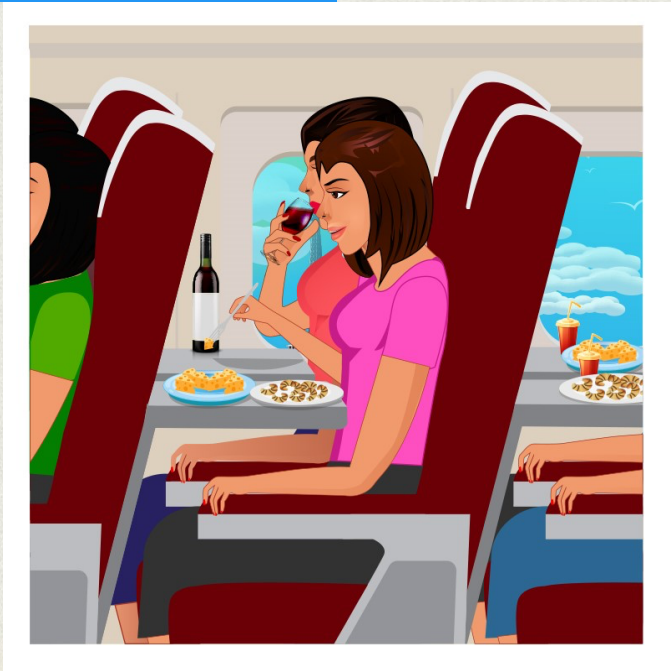
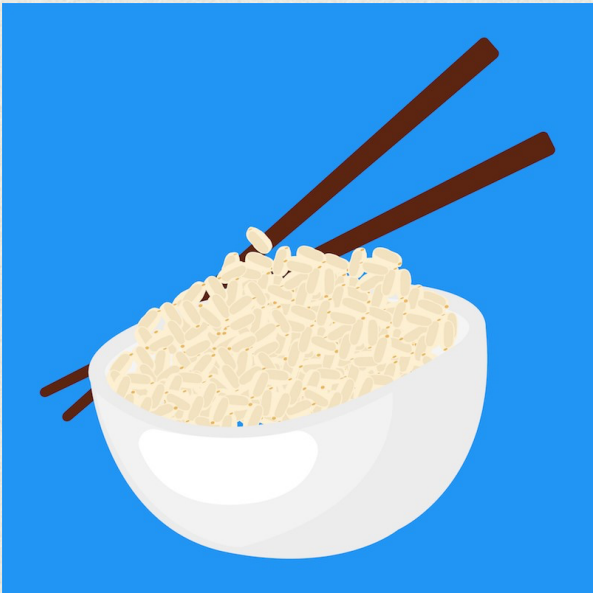
**B:** You will have a \_\_\_\_\_of chicken, fish, or beef. I will be bringing a menu by shortly.

**A:** I am a vegetarian and need a vegetarian meal.

**B:** Vegetarian meals need to be requested at least two days \_\_\_\_\_your flight. I might be able to find you extra servings of vegetables, however.



Practice how to ask for choice of meal and how to order meal on plane





- If you didn't understand what the flight attendant said, you can say **Sorry?** or **Pardon?** to ask him or her to repeat it.
- If you want to ask for something, you can use the phrase "**Can I have...?**" or "**Could I have...?**"
- "**Can I have a pillow?**"
- "**Can I have a blanket?**"
- "**Can I have a pair of headphones/earbuds?**"
- "**Could I have some water/coffee/tea?**"
- "**Could I have some extra napkins?**"



- Match the words on the left with the meanings on the right.

1. fasten

2. prepare

3. takeoff

4. seatbelt

5. mobile

a. to leave somewhere

b. able to be moved easily

c. to make ready for some activity

d. used to hold someone in a seat

e. to attach firmly