Career Paths: Flight Attendant is a new educational resource for cabin crew professionals who want to improve their English communication in a work environment. Incorporating career-specific vocabulary and contexts, each unit offers step-by-step instruction that immerses students in the four key language components: reading, listening, speaking, and writing. Career Paths: Flight Attendant addresses topics including responsibilities, parts of the cabin, preflight procedures, food service, and emergency response.

The series is organized into three levels of difficulty and offers over 400 vocabulary terms and phrases. Every unit includes a test of reading comprehension, vocabulary, and listening skills, and leads students through written and oral production.

Included Features:
- A variety of realistic reading passages
- Career-specific dialogues
- 45 reading and listening comprehension checks
- Over 400 vocabulary terms and phrases
- Guided speaking and writing exercises
- Complete glossary of terms and phrases

The Teacher's Guide contains detailed lesson plans, a full answer key and audio scripts. The audio CDs contain all recorded material.
Virginia Evans
Jenny Dooley
Lori Coocen
# Scope and Sequence

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<td>7</td>
<td>En Route Duties 1</td>
<td>Manual Excerpt</td>
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<td>Expressing concern</td>
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<td>Aircraft Security 2</td>
<td>Article</td>
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Get ready!

Before you read the passage, talk about these questions.

1. Why do flight attendants need to follow a dress code?
2. What are some appearance rules for flight attendants?

Reading

Read the guidelines. Then, choose the correct answers.

1. What is the page mostly about?
   A. why flight attendants must not have tattoos or piercings
   B. the difference between male and female flight attendants
   C. the appearance rules flight attendants must obey
   D. how female flight attendants need to apply makeup

2. Which of the following is NOT part of the dress code?
   A. nose piercings for women
   B. makeup for women
   C. a tie bar for men
   D. trimmed facial hair for men

3. What can you infer about the airline?
   A. The airline is planning to hire more flight attendants.
   B. The airline likes its workers to show their individuality.
   C. The airline disapproves of flight attendants who wear jewelry.
   D. The airline wants to make a good impression on its passengers.

Vocabulary

Read the sentence pairs. Choose which word or phrase best fits each blank.

1. facial hair / grooming
   A. The flight attendant was asked to trim his ___________ neatly.
   B. Flight attendants are required to pay attention to personal ___________.

2. earrings / makeup
   A. After applying lipstick, the flight attendant was done with her ___________.
   B. The flight attendant put on a pair of pearl ___________.

3. bracelet / tattoo
   A. The flight attendant fastened the ___________ around her wrist.
   B. The flight attendant was careful to cover his ___________ before going to work.
Reading

4. Read the sentences and choose the correct words or phrases.
   1. The woman dresses well so she has a professional appearance/makeup.
   2. Male flight attendants are permitted to wear a wedding earring/ring.
   3. The flight attendant decided not to get a body piercing/facial hair.
   4. Kevin used a bracelet/tie bar to secure his tie.
   5. The woman lost her tattoo/necklace on the airplane.

Listening

5. Listen and read the guidelines again. What kind of makeup can be worn by female flight attendants?

Writing

6. Use the guidelines and the announcement from Task 8 to fill out the workplace notice.

Speaking

8. With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

Student A: You are a supervisor. Talk to Student B about:
- the reason for the meeting
- the rules broken
- the appearance guidelines

Student B: You are a flight attendant. Talk to Student A about the appearance regulations.

Speaking

8. With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

You wanted to ...?
I suggest ...
Aside from that, ...

Student A: You are a supervisor. Talk to Student B about:
- the reason for the meeting
- the rules broken
- the appearance guidelines

Student B: You are a flight attendant. Talk to Student A about the appearance regulations.

Evensong Airlines

Workplace Notice for Flight Attendants

Issue: ____________________________________________
   ______________________________________________________
   ______________________________________________________
Rules: ____________________________________________
   ______________________________________________________
   ______________________________________________________
Penalty: ____________________________________________
   ______________________________________________________
   ______________________________________________________
Delays and Cancellations

Delays and cancellations are both part of working in the airline industry. Common sources of delays and cancellations are:

Weather
Winter weather such as snow is unsafe. It may cause ice to form on an aircraft’s wings. Delays occur when the wings need to be de-iced. Severe weather, such as lightning storms, are also dangerous. Flights are sometimes canceled due to lightning.

Mechanical failures
If there is a mechanical failure, a flight will be canceled. Airlines try to get passengers on other flights.

Congestion
Sometimes flights are delayed because there is too much air traffic. A flight has to wait to take off or land. Some passengers become upset by delays and cancellations. It is important to remain calm and professional.

Delays and Cancellations

Get ready!
1 Before you read the passage, talk about these questions.
   1 Why is it important for a flight attendant to know about weather?
   2 What are some typical causes for flights to be delayed or canceled?

Reading
2 Read the article. Then, choose the correct answers.
   1 What is the article mainly about?
      A air traffic control job listings
      B causes of delays or cancellations
      C why lightning is unsafe
      D which airlines have the most delays
   2 Which of the following is NOT listed as a weather related cause of delay?
      A lightning
      B storms
      C congestion
      D snow
   3 Why do flights get delayed on the runway?
      A mechanical failures
      B upset passengers
      C icy conditions
      D excessive traffic

Vocabulary
3 Match the words or phrases (1-7) with the definitions (A-G).
   1 __ unsafe
   2 __ delay
   3 __ de-ice
   4 __ storm
   5 __ mechanical failure
   6 __ cancellation
   7 __ air traffic

   A when a flight that is slow or late to take off
   B to remove frozen water from something
   C a planned flight that will no longer occur
   D when some part of the machinery is broken or not working properly
   E dangerous or not secure
   F a forceful weather occurrence that can include wind and precipitation
   G the number and movement of aircrafts in the sky
Read the sentences and choose the correct words or phrases.

1. The snow/storm is piling up on the plane's wings.
2. It is dangerous to fly when there is air traffic/lightning.
3. There are too many flights leaving so it is causing mechanical failure/congestion.

Listen and read the article again. What happens when there's ice on the aircraft?

Listening

Listen to an announcement made by a flight attendant. Mark the following statements as true (T) or false (F).

1. __ Cold weather caused lightning to occur.
2. __ The aircraft needs to be de-iced.
3. __ Passengers are guaranteed not to miss connecting flights.

Listen again and complete the announcement.

Flight Attendant: Good evening. __________ __________. I'm sorry to inform you that our flight has been delayed. Due to the __________ __________, the plane needs to be de-iced. A __________ __________ will arrive shortly. Once they're finished, we'll be on our way to London. We realize the delay may cause some passengers to miss their __________ __________ at Heathrow. Please don't worry. When we arrive, please see the __________ __________. He or she will assist you with getting on __________ __________.

Speaking

With a partner, take turns acting out the role below based on Task 7.

USE LANGUAGE SUCH AS:

I'm sorry to inform you ...
We realize the delay ...
Please don't worry.

Student A/B: You are a flight attendant. Talk to your partner about:
- the flight being delayed
- the cause of the delay
- what to do if a connecting flight is missed

Writing

Use the article and the announcement in Task 8 to write notes about the delay.

Reason for Delay Form

1. What caused the delay?
   ________________________________________________________________________.

2. What needs to be done?
   ________________________________________________________________________.

3. How long until departure?
   ________________________________________________________________________.

4. How is the air traffic?
   ________________________________________________________________________.
**affirmative** [N-UNCOUNT-U14] *Affirmative* is a radio proword meaning “yes”.

**air taxi** [N-COUNT-U13] An air taxi is a charter passenger aircraft which operates on an on-demand basis.

**air traffic** [N-UNCOUNT-U15] Air traffic refers to the number and movement of aircraft in the sky.

**air traffic control** [N-UNCOUNT-U4] Air traffic control is a system of equipment and staff who control and monitor air traffic.

**air traffic controller** [N-COUNT-U3] An air traffic controller monitors air space traffic to make sure planes fly a safe distance from each other.

**aircraft** [N-UNCOUNT-U6] Aircraft refers to any machine that is able to fly.

**airline** [N-COUNT-U2] An airline is a company that operates commercial air transportation.

**aisle** [N-COUNT-U7] An aisle is the passage that runs through the center of an aircraft to allow passengers to get to their seats.

**appearance** [N-COUNT-U10] An appearance is the way someone or something looks.

**baggage handler** [N-COUNT-U2] A baggage handler transfers passengers’ luggage from the airport to the plane.

**blouse** [N-COUNT-U11] A blouse is a shirt worn by females.

**body piercing** [N-COUNT-U10] A body piercing is a hole in a part of someone’s body that is used for the purpose of inserting jewelry.

**bracelet** [N-COUNT-U10] A bracelet is a piece of jewelry that is worn around the wrist.

**business class** [N-COUNT-U7] The business class cabin on an aircraft is less expensive and offers lesser accommodation than first-class, but is superior to coach class.

**cabin** [N-COUNT-U7] A cabin is the part of an aircraft where passengers sit.

**cabin class** [N-UNCOUNT-U13] Cabin class is a smaller aircraft that has twin engines and is often used for charter purposes.

**cabin door** [N-COUNT-U6] The cabin door is the entrance or exit door that passengers and crew use to get on or off the plane.

**callsign** [N-UNCOUNT-U14] A callsign is a sequence of numbers and letters that identifies an aircraft.

**cancellation** [N-COUNT-U15] A cancellation means that a planned flight will no longer occur.

**captain** [N-COUNT-U1] A captain is a person on an aircraft who has the most responsibility for its operation and safety during a flight.

**cargo forwarder** [N-COUNT-U3] A cargo forwarder organizes the shipment of goods by plane to their final destination.

**cargo handler** [N-COUNT-U3] A cargo handler loads goods onto and off planes.

**center** [N-COUNT-U7] The center is the middle of a space or area.

**charter** [N-COUNT-U12] A charter is an aircraft that is hired for the use of a select group of individuals.

**chief purser** [N-COUNT-U1] A chief purser is a senior flight attendant who oversees all flight attendants and pursers on board an aircraft.

**coach** [N-COUNT-U7] The coach cabin on an aircraft is the least expensive and does not offer the same quality luxuries as first-class or business-class.

**cockpit** [N-COUNT-U8] A cockpit is the front portion of an aircraft that houses the controls. It is where the pilots sit in order to operate an aircraft during a flight.

**commuterliner** [N-COUNT-U13] A commuterliner is a small commercial aircraft that holds no more than nineteen passengers and is used for short-haul flights.
Career Paths: Flight Attendant is a new educational resource for cabin crew professionals who want to improve their English communication in a work environment. Incorporating career-specific vocabulary and contexts, each unit offers step-by-step instruction that immerses students in the four key language components: reading, listening, speaking, and writing. Career Paths: Flight Attendant addresses topics including responsibilities, parts of the cabin, preflight procedures, food service, and emergency response.

The series is organized into three levels of difficulty and offers over 400 vocabulary terms and phrases. Every unit includes a test of reading comprehension, vocabulary, and listening skills, and leads students through written and oral production.

Included Features:
• A variety of realistic reading passages
• Career-specific dialogues
• 45 reading and listening comprehension checks
• Over 400 vocabulary terms and phrases
• Guided speaking and writing exercises
• Complete glossary of terms and phrases

The Teacher's Guide contains detailed lesson plans, a full answer key and audio scripts. The audio CDs contain all recorded material.