

>> UNIT 01

FLIGHT ATTENDANT JOB DUTIES



The main task of a Flight Attendant is to make sure that the passengers are both safe and comfortable throughout the entire flight, but their work begins a little earlier than boarding. At least one hour before each flight, the Flight Crew joins together to perform a briefing where they're informed by the Captain and the Chief Purser about the specific details of the flight. These details include weather conditions expected along the route and at destination, the number of passengers and any eventual special assistance required, among any other unusual situations that might occur during the flight.

Once on board, the Flight Attendants must check that everything in the cabin meets the standard needs established by the company in accordance with the international regulations. They must check carefully the location and general



condition of all emergency equipment located in their stations. During boarding the Attendants greet the passengers, check their boarding passes, and assist them in finding their seats and storing the carry-on luggage.

After boarding is completed they perform the safety briefing to the passengers and prepare the cabin for take-off. It means that all the passengers are seated with their seat belts fastened, the tables closed and the seat backs in the vertical position. After take-off, when the airplane has reached a safe altitude, some C.A.s (Cabin Attendants) distribute items like earphones or pamphlets to the passengers, while others meet in the galley and prepare the meals and drinks service. On longer flights, some entertainment opportunities are usually available, such as movies, magazines, newspapers or duty-free shopping.

When the airplane is approaching the destination, the C.A.s prepare the cabin for landing: all trays and trolleys must be stored back to their positions, and the passengers must be seated with their seat backs in vertical position, the tables closed and the seat belts fastened. After the plane lands, when it stops in the parking, the C.A.s greet the passengers while they leave the cabin, and thank them for choosing that airline. They also help passengers-in-need leave the aircraft.

Helping passengers in the rare event of an emergency is one of the most important jobs of the Flight Attendant. This may include, for example, opening emergency exits and inflating evacuation slides following an emergency landing. The Attendants may also have to reassure passengers who may be afraid, for example during occasional encounters with some turbulence.

The in-flight service is often what passengers think about when choosing an airline. Because of this, it is very important that the Attendants be friendly and courteous, provide the highest level of service, and "go the extra mile" whenever possible.



UNIT 01

FLIGHT ATTENDANT JOB DUTIES

GET READY TO FLY!

1. Comprehension check. Write True or False (T) or (F):

- a) (____) The Flight Attendant's job begins a little later than boarding.
- b) (____) The briefing details include weather conditions expected along the route and at destination.
- c) (____) Everything in the cabin must be in accordance with the national regulations.
- d) (____) Books and sandals are distributed after the take-off.
- e) (____) Movies, magazines, newspapers or duty-free shopping are available on longer flights.
- f) (____) Only some passengers must be seated in vertical position when the airplane is approaching the destination.
- g) (____) The C.A.s help passengers-in-need to leave the aircraft.
- h) (____) To help passengers in case of an emergency is one of the least important jobs of a Flight Attendant.
- i) (____) When passengers are going to choose an airline they think about the in-flight service.

2. Choose the best synonym for each word:

Briefing - _____

Fasten - _____

Weather - _____

Pass - _____

Store - _____

a) Atmospheric condition

b) Keep

c) Ticket

d) Instructions

e) Tighten



3. Practice the questions about the following main words:

Briefing	What's briefing exactly? Who is responsible for the briefing? Have you ever made a briefing?
Captain	What's the Captain's main job? Would you like to be a Captain? Do you know anyone who's a Captain?
Weather	What's the weather like in your city today? What's your favorite season?
Luggage	Do you like to pack your luggage when you travel? Do you usually take big or small luggage? Do you help other people carry their luggage?
Seat Belts	Do you think seat belts are important? Do you fasten your seat belts when driving? How often do you forget to fasten your seat belts?
Galleys	What can you find in the galleys? Are the passengers allowed to remain in the galleys?
Passenger in-need	What kinds of passengers are included in the "passengers-in-need" group? Have you ever helped a passenger-in-need?
Turbulence	Have you ever passed through any turbulence? Are you afraid of turbulences?



4. Listen and fill-in the blanks:

a) "The main _____ of a Flight Attendant is to make sure that the passengers are _____ safe and comfortable throughout the _____ flight.."

b) "During boarding the Attendants _____ the passengers, check their boarding passes, and _____ them in finding their seats and _____ the carry-on luggage."

c) "On longer flights, some _____ opportunities are usually available, such as movies, _____, newspapers or _____ shopping."

d) "...opening emergency _____ and inflating evacuation slides _____ an emergency _____."

e) "Because of this, it is very important that the Attendants be _____ and courteous, provide the _____ level of service, and "go the extra mile" _____ possible".

5. Complete the following sentence with at least 5 lines:

"Once I was planning the trip of my life when..."

