



**ENGLISH SCHOOL
LEVEL I *2012**

 **Avianca**

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GIVING DIRECTIONS

FIRST STEP:
Your seat is....



**GOOD
MORNING
SIR**

SECOND STEP:
15 K.....

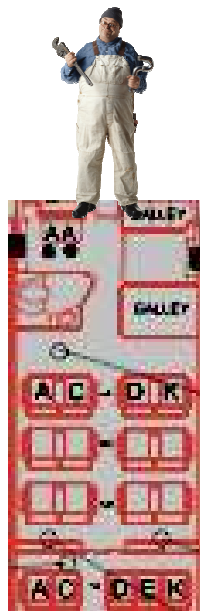
THIRD STEP:
The Window
The aisle
The middle

SEAT

**YOUR SEAT
IS 15K, THE
WINDOW
SEAT ON
YOUR LEFT.**

FOURTH STEP:

**ON YOUR
RIGHT**



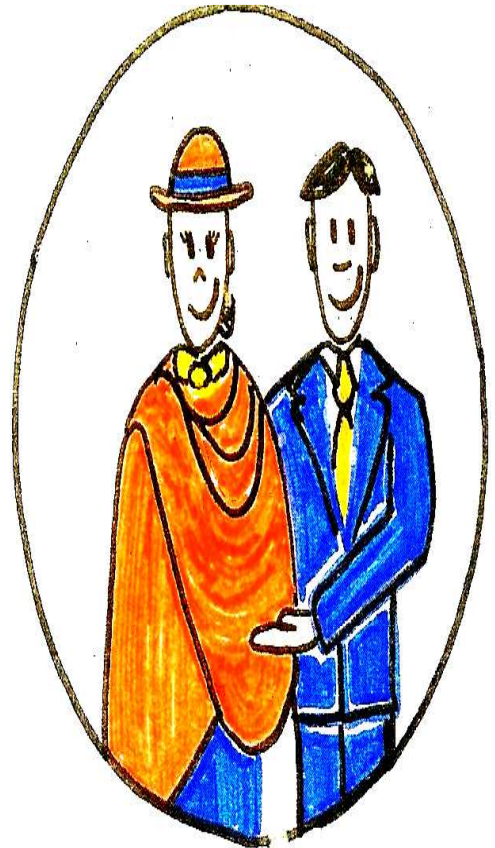
**ON YOUR
LEFT**

WELCOME ON BOARD!

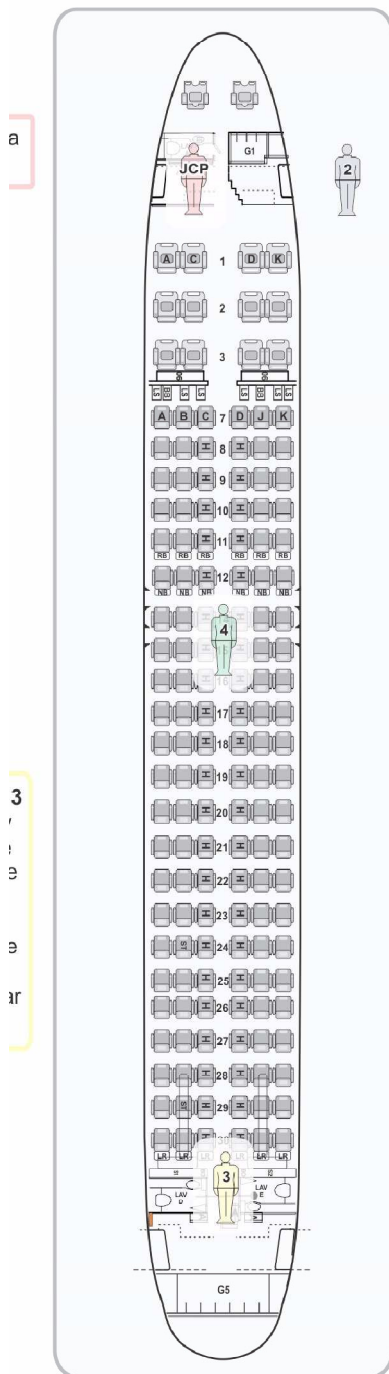
Good morning Sir!
Your seat is 15 K.
It's the window seat on your left.
Welcome on board Sir.

And now you!
Good afternoon ma'am!
Your _____ is 4 C.

Do the same with the seats : 2d, 30c and 23b.



HI, WE INVITE YOU TO HELP PEOPLE FIND THEIR SEATS



1 A
Business Class (12)
 Sir, your seat is 1A, the window seat on your right.
AND NOW YOU

15 D

Tourist Class (138)
22 K

30 C

NEW ANNOUNCEMENTS

BOARDING

Ladies and gentlemen: ✈️

Welcome aboard this Avianca flight _____ ✈️
bound to _____ ✈️ (with a stop-over in ___). ✈️

Your seat number is ✈️ printed on your boarding card. ✈️

We remind you ✈️ that seats assigned with letters A & K ✈️ belong to a window seat. ✈️ __. ✈️ __, ✈️ __ ✈️ & __ ✈️ to an aisle. ✈️

Please stow your carry-on luggage in the overhead bins ✈️ and place bottles and luggage carts ✈️ under the seat in front of you. ✈️

If you need any assistance ✈️, contact a crew member. ✈️

DOOR CLOSURE, WELCOME. FIRST FLIGHT

The doors have been closed.✎ Please turn off all electronic devices✎, including PDAs ✎and cell phones.✎ Thank you for complying with the crew instructions✎ referring to the safety of the flight.✎

It is a pleasure to start the day with you aboard.✎
This is _____ cabin purser.✎ On behalf of this crew,✎
I invite you to enjoy this flight.✎



It is _____✎ (**local time**) and our flight _____ ✎
bound to _____ airport in _____✎ is departing
on time. ✎

The Captain _____✎, the First Officer _____✎, the
Purser _____✎, the cabin crew ✎ _____,
_____, _____ (and our sales representative) ✎
will provide you a kind service✎ and a safe flight.✎
Our flight will take _____ hours✎ and _____
minutes.✎




LANDING





Avianca  welcomes you to _____ .

Please remain seated.

Be careful when you open the overhead bins  since objects may have shifted during the flight. 

If applies: To avoid injuries  you must remain seated  with your seatbelt fastened  until we safely park at the gate and the seatbelt sign is turned off. 

If applies: The aircraft will be towed to its parking position.  Please remain seated  with your seatbelt fastened. 

Refueling: The aircraft will be refueled while disembarking.  Do not use call buttons,  reading lights,  cell phones or any electronic devices. 

You may now turn on your mobile phones. 

Please have your documents at hand  to present them to the local authorities. 

If applies: The aircraft will be towed ↗ to its parking position. ↘

Please remain seated ↗ with your seatbelts fastened ↘

You may now turn on your mobile phone. ↘

FAREWELL

Morning (6am to 13:00): Avianca and this crew ↗ wish you a nice day and we look forward to seeing you ↗ on your next flight. ↘

Afternoon (13:01 to 18:59): We hope you have enjoyed the flight. ↘ Thank you for flying Avianca. ↘

Night (19:00 to 21:00): Thanks for choosing Avianca for your trip ↘. We hope you think of us ↗ for your next flight. ↘

Last flight: On behalf of Avianca and the entire crew ↗, we thank you for joining us on this flight. ↘ Have a nice night. ↘

From now on ↗ our ground staff will assist you ↗ with any requirements you may have. ↘

What time is it?

There are many ways of answering this question; One of them is:

06:00= It's six o'clock

06:05= It's six o five

09:15= It's nine fifteen

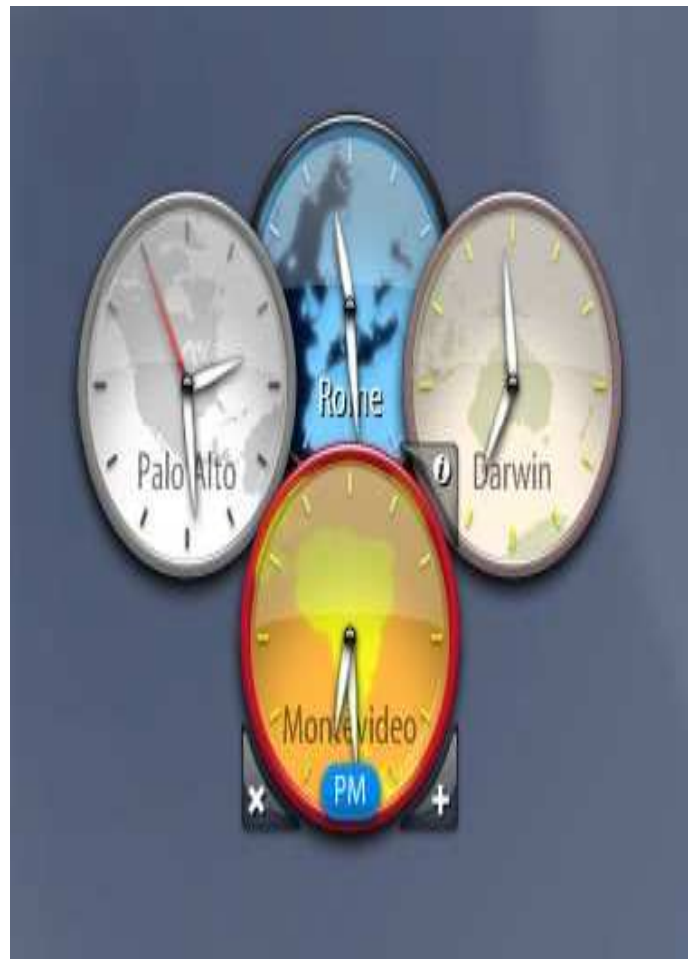
10:22= It's ten twenty two

12:30= It's twelve thirty

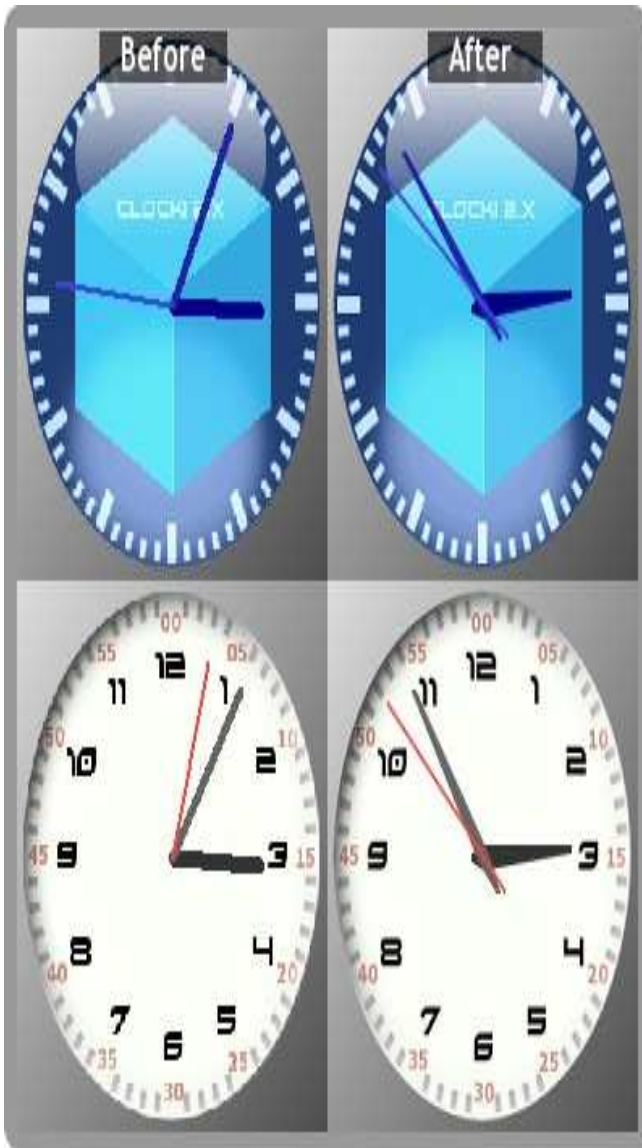
01:45= It's one forty five

08:55= It's eight fifty five

Remember to add AM or PM



You will listen to a flight attendant answering
the question
What time is it?



Write what you hear

1. Its 3:30 pm.
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____

What date is today?

Today is January the 1st, 2009

MONTHS:

January
February
March
April
May
June
July
August
September
October
November
December

+ THE +

THE NUMBERS

1= FIRST
2= SECOND
3= THIRD
4= FOURTH
5= FIFTH
6= SIXTH
7= SEVENTH
8= EIGHTH
9= NINETH
10= TENTH
20= TWENTIETH
21= TWENTY - FIRST
22= TWENTY - SECOND
30= THIRTIETH
31= THIRTY- FIRST

+ 20__

DO IT YOURSELF!

1. 01/03/09
JANUARY THE 1ST, 2009

2. 02/15/10

3. 03/31/11

4. 04/27/12

5. 05/21/13

6. 06/12/14

7. 07/1/15

8. 08/2/16

9. 09/5/17

1. 10/10/18

11. 11/30/19

12. 12/22/20

January							February							March						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
				1	2	3	1	2	3	4	5	6	7	1	2	3	4	5	6	7
4	5	6	7	8	9	10	8	9	10	11	12	13	14	8	9	10	11	12	13	14
11	12	13	14	15	16	17	15	16	17	18	19	20	21	15	16	17	18	19	20	21
18	19	20	21	22	23	24	22	23	24	25	26	27	28	22	23	24	25	26	27	28
25	26	27	28	29	30	31								29	30	31				

April							May							June						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
			1	2	3	4				1	2			1	2	3	4	5	6	
5	6	7	8	9	10	11	3	4	5	6	7	8	9	7	8	9	10	11	12	13
12	13	14	15	16	17	18	10	11	12	13	14	15	16	14	15	16	17	18	19	20
19	20	21	22	23	24	25	17	18	19	20	21	22	23	21	22	23	24	25	26	27
26	27	28	29	30			24	25	26	27	28	29	30	28	29	30				
							31													

July							August							September									
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S			
				1	2	3	4						1						1	2	3	4	5
5	6	7	8	9	10	11	2	3	4	5	6	7	8	6	7	8	9	10	11	12			
12	13	14	15	16	17	18	9	10	11	12	13	14	15	13	14	15	16	17	18	19			
19	20	21	22	23	24	25	16	17	18	19	20	21	22	20	21	22	23	24	25	26			
26	27	28	29	30	31		23	24	25	26	27	28	29	27	28	29	30						
							30	31															

October							November							December							
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	
				1	2	3	1	2	3	4	5	6	7				1	2	3	4	5
4	5	6	7	8	9	10	8	9	10	11	12	13	14	6	7	8	9	10	11	12	
11	12	13	14	15	16	17	15	16	17	18	19	20	21	13	14	15	16	17	18	19	
18	19	20	21	22	23	24	22	23	24	25	26	27	28	20	21	22	23	24	25	26	
25	26	27	28	29	30	31	29	30						27	28	29	30	31			

MODAL VERBS (OBLIGATION)

DON'T HAVE TO SHOULD HAVE TO/MUST/

0%|_____|| 100%

DON'T HAVE TO

We use **DON'T HAVE TO** for something that is not necessary.

-A flight attendant **doesn't have to** know how to fly an aircraft.

-People **don't have to** check in 2 hours before departure on a domestic flight.

And now you: (organize the words)

{don't, you, have, do, it, to}_____

SHOULD/SHOULD NOT

We use **should** or **should not** for recommendations or advise.

-Cabin crew **should** be friendly and good team workers.

-You **should** drink a lot of water when flying.

And now you:

{herbal tea, you, drink, should, some}

MUST/HAVE TO

We use **MUST/HAVE TO** for strong obligation

-You **must/have to** check the cabin before take off and landing.

-The cabin crew **must/have to** stay calm during an emergency.

And now you:

{documentation, flight attendants, must, their, in, Luggage, have}_____

EXERCISE

Use **DON'T HAVE TO-SHOULD-MUST** where it Corresponds

- We _____ study for our ground school.
- You _____ remain in your seat.
- Sir, you _____ fill out this form because you are American.
- You _____ fasten your seatbelt, we are experiencing some turbulence.
- You _____ put your luggage in the overhead bin.

LISTENING EXERCISE

Listen and match the safety requests with the pictures



A. ()



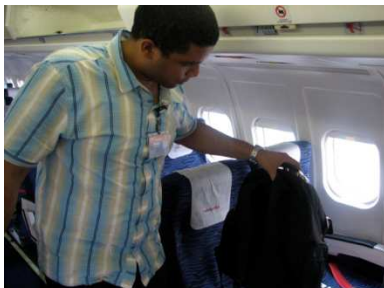
B. ()



C. ()



D. ()



E. ()

SAFETY REQUESTS

Listen and organize the words to say the correct safety request according to what you hear



1. Ma'am – your – belt – fasten –
please – seat

Ma'am, Fasten your seat belt, please.



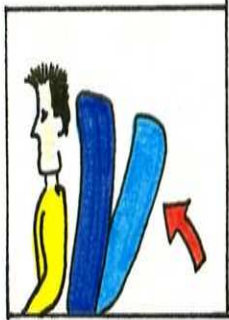
2. Sir – your – turn – phone –
cell –
please – off



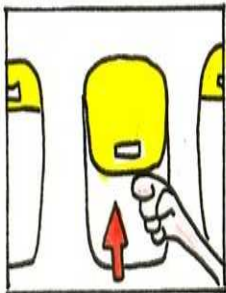
3. Ma'am – tray –stow – your –
table – please.



4. Stow – Sir – luggage – in –
compartment – the – your –
please.



5. Put – seat – the – back – of –
up – in – right – position – sir -
your.



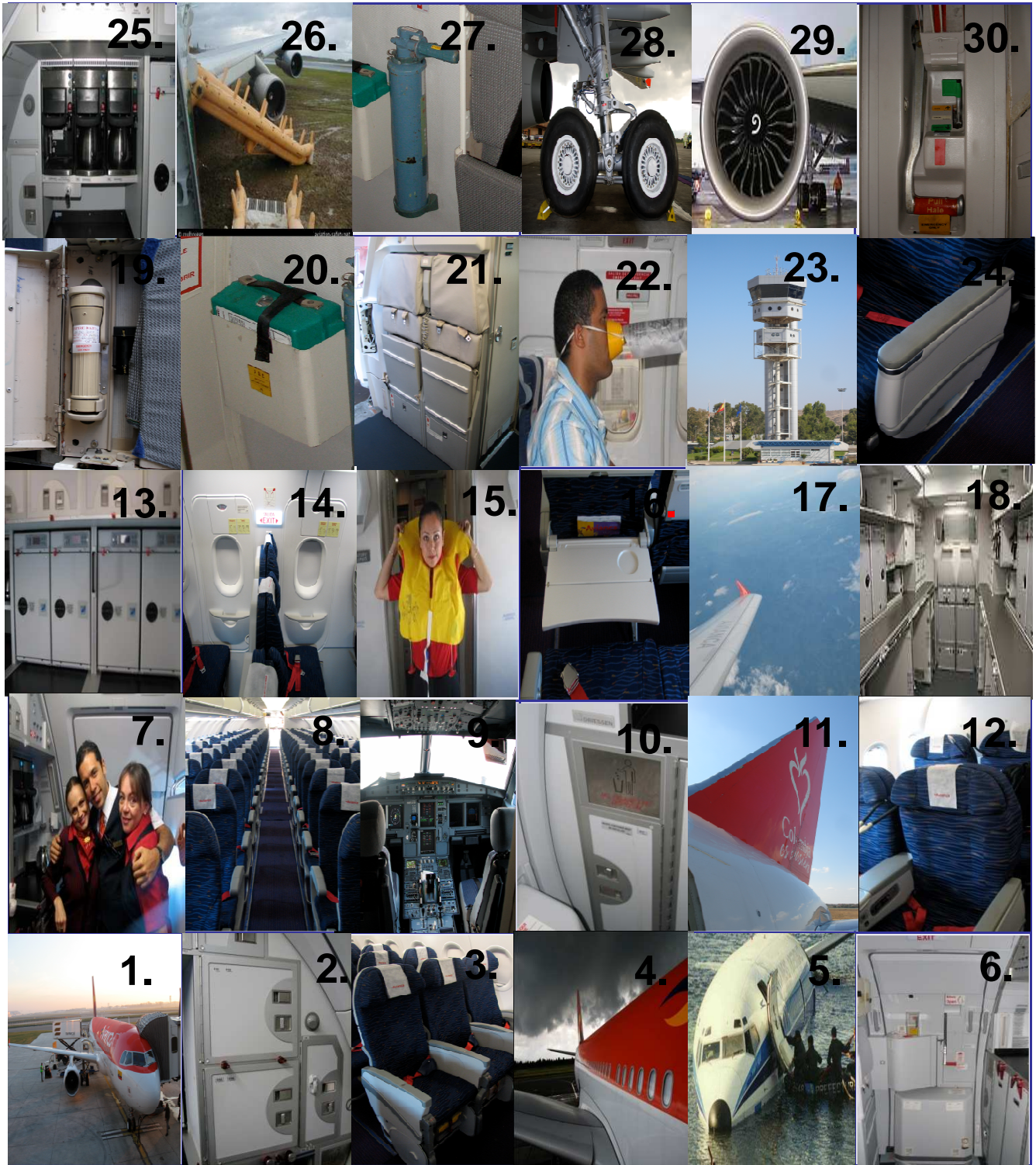
6. Up – shade – your – pull –
ma'am – window – please.

PARTS OF THE PLANE

Answer the words according to the pictures. You can choose the answers from the list on page 20.

1. A vehicle that can fly and transports people and things _____ .
2. A place provided for putting things in galleys and other parts of the plane _____ .
3. A place where our passengers can sit _____ .
4. The main part of an aircraft, where passengers and things are carried _____ .
5. When the plane lands on water in an emergency _____ .
6. We use it to get on and get off the plane _____ .
7. All the people that work on the plane _____ .
8. A passage between rows of seats on the plane _____ .
9. The place on the plane where the pilots work _____ .
10. A container used for putting garbage in _____ .
11. The back part of the plane _____ .
12. Part of the seat where people rest their backs _____ .
13. Part of the galley where the meals are heated _____ .
14. Emergency exits located over the wings _____ .
15. Used for floating on water in case of ditching _____ .

16. Used for putting the trays, glasses and other things on a seat_____.
17. It help to keep the plane in the air when is flying and it is located in the middle of the aircraft_____.
18. The kitchen on the plane_____.
19. Small electric lamp used to give light on darkness_____.
20. Protective breathing equipment_____.
21. Place where the flight attendants sit on_____.
22. We use it to receive oxygen _____.
23. A building at an airport where the movements of the aircrafts are controlled_____.
24. Part of the seat where passengers put their arms to relax them_____.
25. We use this to make coffee_____.
26. We use this to evacuate the plane quickly_____.
27. We use this to extinguish fires type A_____.
28. Part of the plane including the wheels that supports the plane when is landing and taking off_____.
29. Part of the plane that makes it fly_____.
30. Part of a door that is used to open it_____.



From the next list choose a word to put it next to the questions

1. The galley
2. The wings
3. The jump seat
4. The seat
5. The emergency window exit
6. The cockpit
7. The aisle
8. Entry door
9. The landing gear
10. The seatback
11. The tray table
12. The armrest
13. Fuselage
14. Aircraft
15. Tail
16. Ovens
17. Trash bin
18. Ditching
19. Handle
20. Slide
21. Life vest
22. Stowage
23. Cabin crew
24. Oxygen mask
25. Coffee maker
26. P.B.E.
27. Engine
28. Water extinguisher
29. Flash light
30. Control tower

PRE-SET TRAY FOR THE ON BOARD SERVICE



1. Cutlery set
2. Wine glass
3. Bread plate
4. Tablecloth
5. Water glass
6. Salt/pepper shakers
7. Appetizer plate
8. Butter
9. Main course plate

Cold drinks



**Orange,
peach and
mango
Juice**



**Sparkling
water**



Soft drinks



Diet coke



**Regular
coke**



**Bloody
Mary**



**Tomato
juice**



**Apple flavored
soda**

Hot drinks and bread



Tea



Herbal tea



Coffee



Espresso



cappuccino



White bread



**Whole wheat
bread**



Baguette



Croissant



**Tea spoon
Fork
Knife**



**Acrylic
glasses**



**Table
cloth**



Bowl



Mug



**Coffee
jar**



**Cup
saucer**



Tongs



**Cork
screw**

In flight dialogues

**LISTEN TO THE PRONUNCIATION AND THEN
COMPLETE THE DIALOGS WITH
THE VOCABULARY PROVIDED**

FLIGHT ATTENDANT: Good morning Sir
May I _____ you something to drink?

PAX: Yes, can I have a _____ of coffee!

FLIGHT ATTENDANT: Would you like _____
And _____ .

PAX: No, thanks. Just black.

FLIGHT ATTENDANT: O.k. there _____ Sir.

FLIGHT ATTENDANT 1: Do you know where I can
Find the coffee _____? I need to make some
coffee.

FLIGHT ATTENDANT 2: Yes, it is in the food box.

FLIGHT ATTENDANT 1: And the _____? I also
need to open a bottle of wine.

FLIGHT ATTENDANT 1: It is next to the coffee ____.

FLIGHT ATTENDANT 2: Thank you very much.

FLIGHT ATTENDANT: Anything to drink ma'am?

PAX: Yes, What soft _____ do you have?

FLIGHT ATTENDANT: I have apple flavored soda, _____ Coke, _____ coke and 7up.

Which one would you Prefer?

PAX: I would like to have a _____ of 7up.

FLIGHT ATTENDANT: Would you like some _____ on it.

PAX: Yes, 2 _____ please.

PAX: Do you have a _____? , I would like Have some cereal.

FLIGHT ATTENDANT: Yes, Sir. There you go.

PAX: What are these 2 things?

FLIGHT ATTENDANT: They are the salt and pepper_____.

FLIGHT ATTENDANT: Would you like some Bread, Sir.

PAX: Sure, What kind of bread do you have?

FLIGHT ATTENDANT: I have _____ and _____ bread. Which one would you prefer?

Drinks offered on board

Write the beverages under its corresponding group:

scotch	Red wine	Tomato juice
Coffee	Herbal tea	Bloody mery
Soft drinks	Beer	cappuccino
Vodka	Sparkling Water	Espresso
Mineral water	White wine	Cuba Libre
Juices	Rum	Gin and Tonic
Tonic water	Tea	Champagne

1. HOT DRINKS

2. COLD DRINKS

3. ALCOHOLIC DRINKS

SERVICES DICTATION

You will listen to a recording, then write what you hear.

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____

Write what you hear!



1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____