

Unit

1

The Role of a Flight Attendant



Learning Aims

- The responsibility of a flight attendant
- The working procedures of a flight attendant
- The grooming regulations on a flight attendant

Part One Text

Read the following passage and answer the questions that follow.

The Role of a Flight Attendant



The most influential and memorable event of a person's travel is the flight, and the most influential and memorable person in the flight will be the flight attendant. A good FA is one who seems genuinely interested in each and every passenger, one who greets each one in a warm sincere approach.

The job as a flight attendant offers an exciting, privileged lifestyle that allows you to travel around the world, as well as offering amazing free travel benefits to you. Before starting the career as a flight attendant, do you know the real working situations as a flight attendant?

What should a FA do on duty?

Flight attendants are responsible to ensure the safety of passengers, crews and aircraft through adhering to company policies. While on active duty, they are responsible through the purser and the captain for duties concerning passengers' safety and comfort. They provide a high level of passenger services to promote the company image and assist in the on-time departure of company flights.

Flight attendants must demonstrate knowledge and functional abilities in the following:

- (1) Crew briefings.
- (2) Pre-flight checks of emergency equipment.
- (3) Pre-flight checks of the passenger cabin.
- (4) Pre-flight checks of lavatory systems.
- (5) Pre-flight checks of catering equipment.
- (6) Preparation of passenger cabin for take-off.
- (7) Emergency procedures.
- (8) Announcements.
- (9) Demonstrations.
- (10) Cabin patrols.
- (11) Service procedures.
- (12) Cabin preparation for landing.



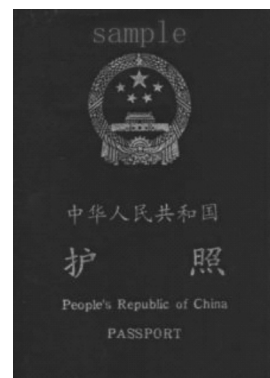
- (13) Deplaning assistance.
- (14) Bin clean-up.
- (15) Participate in debriefings.
- (16) Complete incident reports.
- (17) Communicate training requirements.

What rules should a FA bear in mind when dealing with the passengers?

- (1) Be courteous.
- (2) Be impartial.
- (3) Be friendly .
- (4) Be positive and enthusiastic.

What documents should a FA have on duty?

- (1) Passport (international flight).
- (2) Visa (international flight).
- (3) Inoculation/immunization record.
- (4) Transport identification card.
- (5) Company identification card.
- (6) Cabin attendant proficiency card.
- (7) Cabin attendant manual.



Terms of the text:

- (1) Crew: A group of people employed by an airline who have duties on board the aircraft. They may be concerned with either the flying and safety of the aircraft or the passenger service. An individual in this group is called a member of the crew or a crew member.
- (2) Flight attendant: A member of the flight service group. Also called cabin attendant or steward, and stewardess or hostess for female attendant.
- (3) Briefing: Detailed instructions, as for certain operation.

1. What is the most important responsibility of a flight attendant?
2. How to describe a good FA?
3. List some of the functional abilities of a FA while on duty.
4. What are the basic rules for a FA while serving the passengers?
5. List three of the documents a FA should have while on duty.

Part Two Announcements

Read the following announcements and then recite them.

Welcome Announcement

Ladies and Gentlemen:

Welcome aboard! First, we will introduce our captain and (chief) purser. Ben Smith, your captain in command, keeps an excellent safety record for 11 years. Mary King, the (chief) purser, is one of our outstanding staff. We extend the most sincere greetings to you.

Our team is looking forward to making your journey with us a safe and pleasant one!

Thank you!



Flying Plan

Ladies and Gentlemen:

Welcome aboard. Here is an update on our flying plan. The distance between Bangkok and Guangzhou is 1,698 kilometers. The flying time will be 1 hour and 45 minutes. We expect to arrive at Guangzhou Baiyun International Airport at 21:30 (Beijing Time). For your safety, we strongly recommend that you keep your seat belt fastened throughout the flight.

We wish you a pleasant journey.

Thank you!

Delayed Departure

Ladies and Gentlemen:

This is your purser speaking. We are very sorry for the delay due to bad weather conditions (air traffic control/mechanical trouble/passenger late arrival).

We thank you for your understanding, patience and cooperation.

Further information will be given as soon as possible.

Thank you!

Turbulence

Ladies and Gentlemen:

Our aircraft is experiencing some turbulence. Please be seated, and fasten your seat belt. Do not use the lavatories. Please watch out while taking meals.

Thank you!

Wait for Transfer Passengers

Ladies and Gentlemen:

We are currently waiting for several transfer passengers to join us. During this short delay, please remain in your seat.

Thank you for your cooperation!

Part Three Cabin Dialogues

Read the following dialogues and role-play them with your partner.

(PAX=Passenger, FA=Flight Attendant)

1

FA: Good morning, sir. Welcome on board.

PAX: Good morning. Where is my seat, please?

FA: Your boarding pass please, sir.

PAX: Here you are.

FA: Your seat number is 23F. It's back in the rear cabin near the window on your right. The seat number is indicated on the overhead bin. This way please.

PAX: Thank you.

FA: You are welcome.

2

FA: Good morning. Welcome board! Business or economy class?

PAX: Economy class. Where is my seat?

FA: Show me your boarding pass card please!

PAX: Here you are.

FA: Your seat is in the middle of the cabin. Follow me, please.

PAX: Thank you.

3

PAX: Excuse me, stewardess. May I upgrade to the first class now? The seat here is too narrow for me and my baby.

English

FA: Wait a moment, please. Let me check with the purser if there is any empty seat in the first class.

(The FA left and came back a minute later.)

FA: Madam, there is an empty seat in the first class. We can upgrade you to the first class if you would like to pay the extra fee.

PAX: That's OK. May I change my seat now?

FA: Yes. Please follow me to finish the upgrading procedures first.

4

PAX: Excuse me, miss, could you tell me where my seat is?

FA: Can I take a look at your boarding pass please?

PAX: Sure, here you are.

FA: Your seat number is 35A.

PAX: 35A? Is that back in the rear cabin?

FA: No, your seat is in the 5th row in the premium economy class.

PAX: Premium economy class? What is the difference between economy class and premium economy class?

FA: It's a wide seat for you in the premium economy class, and you can get some special service. At present, we have more new services to premium passengers. They include a bottle of water, a newspaper, a pillow, a blanket, a dessert or bread and candy.



PAX: The seat in the economy class is so tight. I've got long legs and it will be very uncomfortable if I sit in the back cabin.

FA: We hope you can enjoy the best service. Have a good journey!

PAX: Thank you.

FA: You're welcome.

5

PAX: Excuse me, stewardess, can you help me?

FA: What can I do for you?

PAX: I can't find my suitcase.

FA: Do you remember where you had put it?

PAX: I think I left it at the security checking point.

- FA:** Don't worry. Please write down your name, telephone number, address and details about your suitcase. We will contact the ground staff to help you.
- PAX:** Thank you very much.
(*A few minutes later...*)
- FA:** Sir, your suitcase has been found by the ground staff. This is the telephone number of the LOST AND FOUND office. After landing, you can call this telephone number and they will tell you how to get your suitcase back.
- PAX:** Thanks for helping!
- FA:** You are welcome. Enjoy your flight.

Part Four Situation Dialogue Practice

The following situations are given according to the real cabin service cases. Try to make short dialogues in pair according to different situations.

1. A passenger is looking for his seat and his seat number is 35F. He can not find his seat immediately, so he is blocking the way. A flight attendant tries to help him.
2. A passenger wants to exchange his seat with another passenger so that he can be seated next to his wife. How to help him as an FA?
3. A worried passenger asks the flight attendant for help because he forgot to bring his luggage before boarding the plane. What can the FA do to help him?
4. A middle-aged passenger in the rear cabin wants to upgrade his seat to the first class because he's very tired but the infant next to him is very noisy. Can the FA help him?

Part Five Further Knowledge

Read the following passage and answer the questions that follow.

Grooming Regulations for Flight Attendants

The professional image of a flight attendant stands for not only that of the cabin crew, but also that of the airlines. The professional image of a flight attendant includes bright make-up, proper look in uniform, neat behaviour, warm smiling and graceful temperament. The following are some standards of the grooming regulations for **FA**:

Uniform

Flight attendant must wear a uniform while on duty and is obliged to maintain the professional image of cabin crew. According to different seasons, the cabin crew may wear spring or autumn uniforms. The purser on duty can adjust the uniform based on the real situation (The cabin crew should be unified).



Hair style

Hair must be kept clean, neat and dandruff free. Hairstyles should be simple, attractive and conventional. The hair should not cover eyebrows nor go over shoulders and hair spray should be used to avoid hair-drop or looseness. Dyeing is recommended to the FA who has a lot of white hair. However, only the color which is close to the hair color is allowed. For male FA, sideburns should be a little higher than the middle of the ear.

Makeup

The makeup of a flight attendant is to be applied to achieve a “natural” healthy glow. Liquid makeup, rouge and blushes, eye shadows should appear subtle and must be applied with moderation. When choosing a lipstick or lip gloss for flying, thought should be given to its moisturizing and long lasting qualities. The basic things for make-up include foundation, brow pencil, eye shadow, cheek color, lipstick or eye gloss and mascara.

Hand and nail care

Fingers and nails should be kept clean and well manicured all the time. The colors of nail polish are limited to transparent, beige (natural color) or light pink. The length of the nails should

be less than 3 mm.

Accessories

The wings and name badges are to be worn with the uniform. Only one ring is allowed and should be simple and smooth in design so as not to encumber service or create a safety hazard. Wrist chains, bracelets or foot chains are prohibited. Watches should be in simple and neat design.

Perfumes/Colognes

Perfumes are to be used conservatively. Keep in mind that certain perfumes/cologne can be extremely overpowering in a confined area such as an aircraft cabin. Also, passengers may be allergic to perfumes or cologne.

1. What can you see about an FA to learn about his/her professional image?
2. How many choices of uniforms do the cabin crew have though they dress according to different seasons?
3. What will a white-haired FA be advised to do?
4. What kind of lipstick or lip gloss should an FA avoid using for flying?
5. How are the colors of nail polish limited?
6. Why is an FA not allowed to wear a ring that is not smooth in design?
7. Why are perfumes to be used conservatively?

Words and Expressions

sincerely /sɪn'siəli/	<i>adv.</i> 真诚地
purser /'pɜːsə/	<i>n.</i> 乘务长
departure /dɪ'pɑːtʃə(r)/	<i>n.</i> 离开, 出发
demonstrate /'demənstreɪt/	<i>vt.</i> 证明, 展示
briefing /'briːfɪŋ/	<i>n.</i> 基本情况介绍会
cabin /'kæbɪn/	<i>n.</i> 客舱
lavatory /'lævətɪri/	<i>n.</i> 厕所, 盥洗室
announcement /ə'naʊnsmənt/	<i>n.</i> 广播词
deplane /di:'pleɪn/	<i>vi.</i> 下飞机
visa /'viːzə/	<i>n.</i> 签证
inoculation /ɪˌnɒkjʊ'leɪʃn/	<i>n.</i> 预防注射, 接种疫苗
proficiency /prə'fɪʃnsɪ/	<i>n.</i> 精通, 熟练
manual /'mænjʊəl/	<i>n.</i> 手册, 指南
Bangkok /'bæŋ'kɒk/	<i>n.</i> 曼谷 (泰国首都)
turbulence /'tɜːbjʊləns/	<i>n.</i> (空气的)湍流
transfer /'trænsfɜː(r)/	<i>n.</i> 转机
pre-flight	飞行前
emergency equipment	紧急设备
flying plan	飞行计划
seat belt	安全带
mechanical trouble	机械故障
boarding pass	登机卡
overhead bin	行李架
rear cabin	后舱
premium economy class	高端经济舱