

# ENGLISH FOR GROUND AND IN FLIGHT SERVICE by A.J.Moddam

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## UNIT 1 FLIGHT RESERVATION



# Course Description

English for Ground and In-Flight Service, English speaking, listening and reading skills for all airlines' Ground activities, airlines' and official documents, communication in English for immigration, security, customs, In-Flight English communication.



# Class Rules

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DO



DON'T



# Class Rules *(cont.)*

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DO



DON'T





# Class Rules *(cont.)*

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DO



DON'T



# Learning Assessment

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|   |                                  |     |
|---|----------------------------------|-----|
| ⌘ | Class attendance & participation | 10% |
| ⌘ | Minor and Major Assignments      | 40% |
|   | • Individual 1                   | 20% |
|   | • Individual 2                   | 20% |
| ⌘ | Examinations                     | 50% |
|   | • Mid-term                       | 20% |
|   | • Final                          | 30% |





PRETEST



a cabin aisle      b. baggage      c. an

a. Cockpit   b. overhead compartment   c. emergency exit

a. Stopover

b. baggage claim

c.gates

a. excess baggage      b. Passport      c. e-ticket

a. Aisle      b. compartment      c. row



6. \_\_\_\_\_ will be served before we begin the in-flight movie.

a. Luggage

b. Jet lag

c. Refreshments

7. In the unlikely event of a water landing, \_\_\_\_\_ can be found underneath your seats.

a. life vests

b. motion sickness

c. seatbelts

8. Please fasten your \_\_\_\_\_ while the captain prepares for take-off.

a. Runway

b. Steward

c. seatbelts

9. In about five minutes we will get ready to \_\_\_\_\_ to the runway.

a. taxi in

b. taxi out

c. taxi above

10. We are about to go through a large pocket of \_\_\_\_\_ so prepare for a bumpy ride.

a. Stopover

b. touch down

c. turbulence



- Ticketing and booking are two separate processes. Booking just holds the seat on the plane. Ticketing means that the seat is paid for and the passenger has the right to take it during the flight.

Return

One way

Multi-city

Los Angeles (LAX)

Atlanta Hartsfield ...

04/10/2021

07/10/2021

1 Adult

Economy

Search

TRUSTED CHOICE

SECURE BOOKING

spirit

£80

FRONTIER

£136

UNITED

£212

Alaska

£212

American Airlines

£240

DELTA

£240

jetBlue

£289

362 of 3042 results found.

Sort By

Recommended

Currency

GBP - British Pound

Airlines

☐ Alaska Airlines

£212

☐ American Airlines

£240

☐ Delta

£240

☐ Frontier Airlines

£136

☐ JetBlue Airways

£289

£212.22 Total

Departure on Mon 4 Oct '21

UNITED

United Airlines

Economy

Mon 4 Oct

LAX

05:55

Los Angeles

1 Stop

ATL

15:10

Atlanta Hartsfield

Arrival

Mon 4 Oct

06H 15M

Seats available

Details

Return on Thu 7 Oct '21

UNITED

United Airlines

Economy

Thu 7 Oct

ATL

09:45

Atlanta Hartsfield

1 Stop

LAX

13:23

Los Angeles

Arrival

Thu 7 Oct

06H 38M

5 seats remaining

Details

Confirm Selection

Price Breakdown

## PASSENGER AND TICKET INFORMATION

PASSENGER NAME **BINNORDDIN/NORHIZAMI** ← Passenger name  
 BOOKING REFERENCE **MZXTIF** ← PNR  
 E-TICKET NUMBER **176 2175501628**  
 ISSUED BY / DATE DUBAI / EMIRATES EZM  
 10SEP2013EKBOMP0

## TRAVEL INFORMATION

| FLIGHT                     | DEPART/ARRIVE     | AIRPORT/TERMINAL                 | CHECK-IN OPENS    | CLASS                      | COUPON VALIDITY     |
|----------------------------|-------------------|----------------------------------|-------------------|----------------------------|---------------------|
| <b>EK 345</b><br>CONFIRMED | 13 OCT 13<br>1030 | KUALA LUMPUR (KUL)<br>TERMINAL 0 | 13 OCT 13<br>0730 | ECONOMY<br>27 K            | NOT AFTER 13 JUL 14 |
| ↑<br>IATA code             | 13 OCT 13<br>1330 | DUBAI INTNL (DXB)<br>TERMINAL 3  |                   | BAGGAGE<br>ALLOWANCE 30KGS |                     |

**Schedule**

| FLIGHT                     | DEPART/ARRIVE     | AIRPORT/TERMINAL                | CHECK-IN OPENS    | CLASS                      | COUPON VALIDITY     |
|----------------------------|-------------------|---------------------------------|-------------------|----------------------------|---------------------|
| <b>EK 923</b><br>CONFIRMED | 13 OCT 13<br>1510 | DUBAI INTNL (DXB)<br>TERMINAL 3 | 13 OCT 13<br>1210 | ECONOMY<br>24 A            | NOT AFTER 13 JUL 14 |
|                            | 13 OCT 13<br>1700 | CAIRO (CAI)<br>TERMINAL 1       |                   | BAGGAGE<br>ALLOWANCE 30KGS |                     |

**Class**

## FARE AND ADDITIONAL INFORMATION

FARE EGP3342.00  
 TAXES/FEES/CHARGES MYR2.0QH MYR47.0YR  
 PD100.0EG PD150.0XK  
 PD11.0XL PD137.0QH  
 PD7.0EQ PD50.0JK  
 PD148.0MY  
**TOTAL MYR49A**  
 FORM OF PAYMENT CREDIT CARD

## ADDITIONAL INFORMATION

\* NONREF NON-END/SKYWARDS  
 SAVER/VLD ON EK/PENALTIES APPLY

← Payment information



# Making reservation Conversation 1

A: I'd like to book a flight to Tokyo please.

B: Which airline would you like to use?

A: Which is the cheapest?

B: When do you want to travel?

A: Next week, the 15th.

B: Would you like a **return** ticket?

A: Yes, I'm coming back on the 30th.

B: Let me see..... ABC costs £299.00, but you have to **transfer** at Hong Kong. XYZ is the cheapest **direct flight** at £349.00, both tourist class of course.

A: How long does the ABC flight take?

B: Total time is 15 hours, XYZ takes 11 hours.

A: I'll go with XYZ then.

B: How many **seats** would you like?

A: Just the one, and could I have a **vegetarian meal**?

B: Certainly, there's no extra charge.



- **Vocabulary**
- **Return/ return ticket**: a ticket for travel to a place and back again
- **Transfer**: to move someone or something from one place to another
- **Transfer flight**: Passengers who have a stopover of under 24 hours anywhere between the starting point and final destination of their journey and then board a connecting flight with the same or a different airline are referred to as transfer passengers.
- **Direct flight**: you do not change planes and you have only one flight number.
- **Seat**: a seat on an airliner in which passengers are accommodated for the duration of the journey.
- **Vegetarian meal** : A vegetarian does not eat any animal flesh such as meat, poultry, or fish



# Making reservation Conversation 2

<https://www.esl-lab.com/difficult/travel-arrangements-script/>

- **Travel Agent:** Freedom Travel. How may I help you?
- **Caller:** Yes, I'd like to make a flight reservation for the twenty-third of this month.
- **Travel Agent:** Okay. What is your **destination**?
- **Caller:** Well. I'm flying to Helsinki, Finland.
- **Travel Agent:** Okay. Let me check what flights are **available**? [Okay] And when will you be returning?
- **Caller:** Uh, well, I'd like to **catch** a return flight on the twenty-ninth. Oh, and I'd like the cheapest flight available.
- **Travel Agent:** Okay. Let me see. Um, hmm . . .
- **Caller:** Yeah?





- **Travel Agent:** Well, the price for the flight is almost double the price you would pay if you leave the day before.
- **Caller:** Whoo. **Let's go with** the cheaper flight. By the way, how much is it?
- **Travel Agent:** It's only \$980.
- **Caller:** Alright. Well, let's go with that.
- **Travel Agent:** Okay. That's flight 1070 from Salt Lake City to New York, Kennedy Airport, **transferring** to flight 90 from Kennedy to Helsinki.
- **Caller:** And what are the **departure** and **arrival** times for each of those flights?
- **Travel Agent:** It leaves Salt Lake City at 10:00 AM, arriving in New York at 4:35 PM, then transferring to flight 90 at 5:55 PM, and arriving in Helsinki at 8:30 AM the next day.
- **Caller:** Alright. And, uh, I'd like to request a vegetarian meal.
- **Travel Agent:** Sure, no problem. And could I have your name please?
- 



- **Vocabulary and Sample Sentences**
- **Destination** (*noun*): the place a trip ends
  - We'll reach our destination by 3:00 PM.
- **Available** (*adjective*): not busy, ready for use
  - Are there any seats available on the next train?
- **Catch** (*verb*): get
  - You can catch a taxi outside of the hotel lobby.
- **Go with** (*phrasal verb*): choose something
  - I think I'll go with the budget tour to Hawaii on this trip.
- **Arrival** (*noun*): reach a place at the end of a journey or a stage in a journey.
- "we **arrived at** his house and knocked at the door"
- **Departure** (*noun*): the act of leaving
  - Passengers should check in two hours before their departure time.



# Example of conservation

<https://www.youtube.com/watch?v=3tOE6Efcp4>





## *Listening*

[https://www.audioenglish.org/english-learning/english\\_dialogue\\_air\\_travel\\_reservations\\_airline\\_2.htm](https://www.audioenglish.org/english-learning/english_dialogue_air_travel_reservations_airline_2.htm)

*Reservations clerk: — Northwind Airways, good morning. May I help you?*  
*You: — .....*  
*Reservations clerk: — One moment, please... Yes. There's a flight at 16:45*  
*and one at 18:00.*  
*You: — .....*  
*Reservations clerk: — Economy, business class or first class ticket?*  
*You: — .....*  
*Reservations clerk: — That would be €346.*  
*You: — .....*  
*Reservations clerk: — Certainly. Which flight would you like?*  
*You: — .....*  
*Reservations clerk: — Could I have your name, please?*  
*You: — .....*



*Reservations clerk: — How would you like to pay, Ms. Jones?*

*You: — .....*

*Reservations clerk: — Yes, but you will have to confirm this reservation at least two hours before departure time.*

*You: — .....*

*Reservations clerk: — Now you have been booked, Ms. Jones. The flight leaves at 16:45, and your arrival in Sydney will be at 9:25 a.m., local time. The flight number is NWA 476.*

*You: — .....*



*Reservations clerk:* Northwind Airways, good morning. May I help you?

*Mary Jones:* Yes, do you have any flights to Sydney next Tuesday afternoon?

*Reservations clerk:* One moment, please... Yes. There's a flight at 16:45 and one at 18:00.

*Mary Jones:* That's fine. Could you tell me how much a return flight costs? I'll be staying three weeks.

*Reservations clerk:* Economy, business class or first class ticket?

*Mary Jones:* Economy, please.

*Reservations clerk:* That would be €346.

*Mary Jones:* OK. Could I make a reservation?

*Reservations clerk:* Certainly. Which flight would you like?

*Mary Jones:* The 16:45, please.

*Reservations clerk:* Could I have your name, please?

*Mary Jones:* My name is Mary Jones, that's M-A-R-Y J-O-N-E-S.

*Reservations clerk:* How would you like to pay, Ms. Jones?

*Mary Jones:* Can I pay at the check-in desk when I pick up my ticket?

*Reservations clerk:* Yes, but you will have to confirm this reservation at least two hours before departure time.

*Mary Jones:* I see.

*Reservations clerk:* Now you have been booked, Ms. Jones. The flight leaves at 16:45, and your arrival in Sydney will be at 9:25 a.m., local time. The flight number is NWA 476.

*Mary Jones:* Thank you.



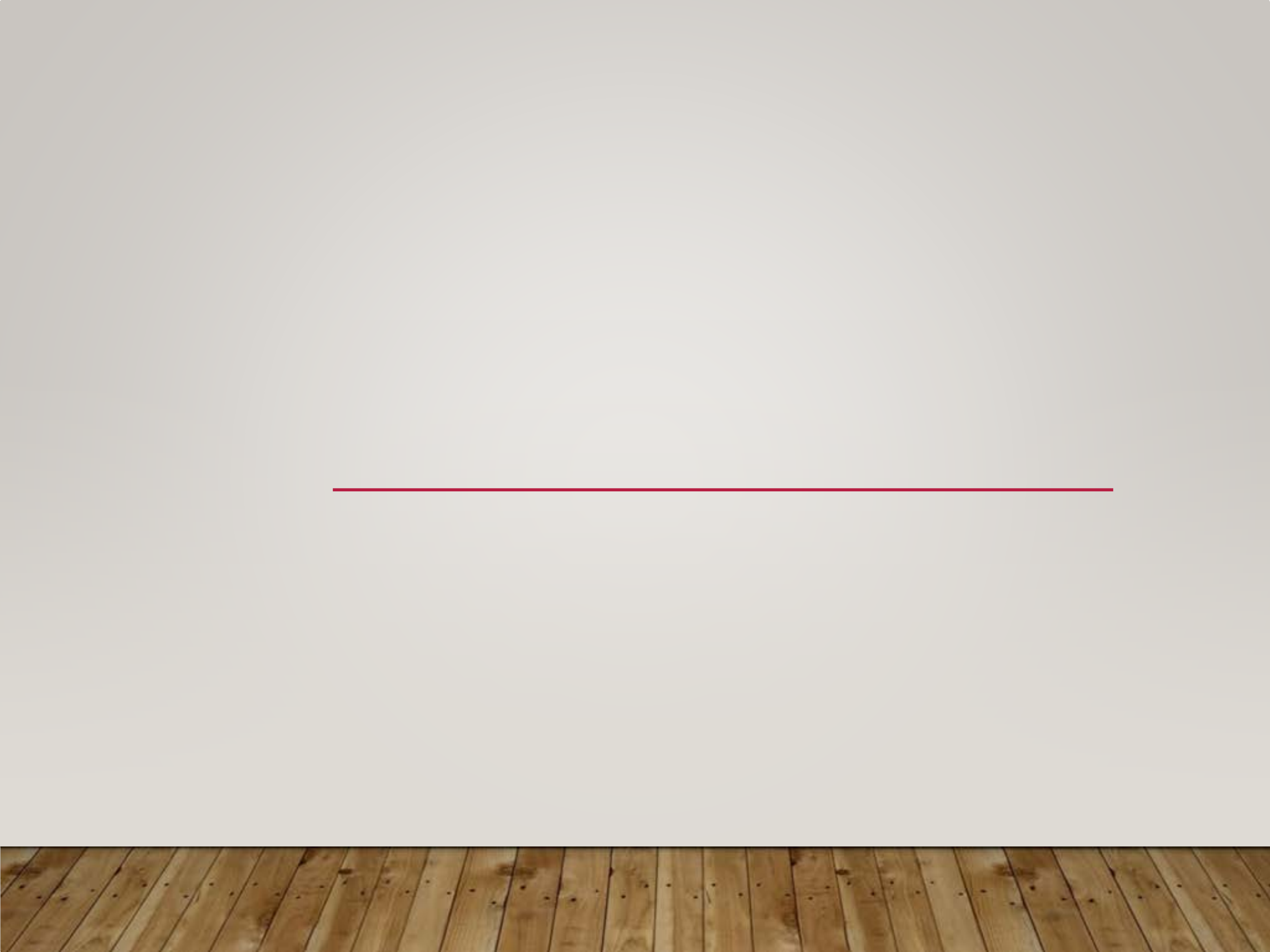
- Vocabulary check
- Matching the synonymous or similar meaning
- 1. serve     a. plan, specific dates and times
- 2. change    b. find
- 3. schedule   c. get to
- 5. locate     d. alter; revise
- 6. depart    e. permit
- 7. allow       f. hold for future use
- 8. book       g. leave
- 9. arrive      h. help; wait on



## • Prepositions of Time - at, in, on

| at<br>PRECISE<br>TIME | in<br>MONTHS, YEARS,<br>CENTURIES and<br>LONG PERIODS | on<br>DAYS and DATES |
|-----------------------|---|----------------------|
| at 3<br>o'clock       | in May  | on Sunday            |
| at<br>10.30am         | in summer   | on Tuesdays          |
| at noon               | in the summer   | on 6 March           |
| at<br>dinnertime      | in 1990   | on 25 Dec. 2010      |
| at bedtime            | in the 1990s  | on Christmas Day     |
| at sunrise            | in the next<br>century                                | on Independence Day  |
| at sunset             | in the Ice Age  | on my birthday       |
| at the<br>moment      | in the<br>past/future                                 | on New Year's Eve    |

- I have a meeting **at** 9am.
- The shop closes **at** midnight.
- Jane went home **at** lunchtime.
- In England, it often snows **in** December.
- Do you think we will go to Jupiter **in** the future?
- There should be a lot of progress **in** the next century.
- Do you work **on** Mondays?
- Her birthday is **on** 20 November.
- Where will you be **on** New Year's Day?





- Test
- 1. Choose the correct prepositions: "Let's meet \_\_\_\_\_ midday \_\_\_\_\_ Saturday."
- at, at  
in, on  
at, on
- 2. Choose the correct prepositions: "The manager isn't here \_\_\_\_\_ present, but she'll be back \_\_\_\_\_ half an hour."
- at, in  
at, at  
in, in
- 3. Which are correct? "You won't be working \_\_\_\_\_ Saturday nights \_\_\_\_\_ the future, will you?"
- at, in  
on, in  
on, at
- 4. Which are correct? "I'm busy \_\_\_\_\_ moment, but I'll be free \_\_\_\_\_ evening."
- at the, in this  
in the, at this  
at the, this

*1. at, on 2. at, in 3. on, in 4. at the, this*

- <https://youtu.be/F0LgbCToueAhttps://youtu.be/F0LgbCToueA>

*<https://www.youtube.com/watch?v=F0LgbCToueA>*

- <https://www.esl-lab.com/difficult/travel-arrangements-script/>

*<https://www.eslfast.com/robot/topics/travel/travel02.htm>*

