

Audio 1

Transcript for questions 13-16 (Audio CD Track 6)

1

Purser OK, it appears we'll meet some strong headwinds an hour or so into the flight, so there'll be moderate to severe turbulence around that time.

FA Er...I'm a bit concerned about the timing. That's the same time we start the meal service.

Purser I know. We'll delay the meal until around 9.30. We should be clear of turbulence by then.

FA I'm sorry, but I don't understand. If we delay the meal service until 9.30, how will we clear away?

2

Purser We've got a service animal on board – a guide dog for a blind lady.

FA Er...did you say there's a dog on board?

Purser Yes. There's a guide dog coming on with one of the passengers.

FA Thanks. Sorry, I didn't hear what you said the first time. So, does that mean she'll be boarding first?

Purser Yes, that's right. Can you help her to her seat and put her bag in the overhead bin? Make sure she has a full safety briefing and can use the PSU.

3

Purser Captain says there's a delay to our departure. It could be as much as a couple of hours. She's waiting for an update now.

FA I'm sorry, I didn't catch that. Did you say there's a delay?

4

Purser Apparently we have a cello in the cabin.

FA Can you say that again, please? A what?

Purser A cello. You know – a musical instrument – it's quite big.

FA So why is it in the passenger cabin?

Purser I think it's just too delicate to go in the hold. We've got a small orchestra on board, but it's the only instrument with its own seats!

FA OK. How many seats has it got?

Purser I don't know, but I'll find out. It'll be a row towards the back so we can keep an eye on it

Audio 2

Transcript for questions 17-20 (Audio CD Track 30)

a

For me, the best thing about it is that it isn't a nine-to-five job. I worked in an office for a couple of years, and I learned something about myself: I don't like a regular routine. Now, I might be flying on Saturday night, but relaxing by the pool on Monday morning. Of course, the schedule is sometimes challenging. I'll probably never get used to the phone ringing at four a.m. telling me I have to be at the airport at six. If I'm ten minutes late for my check-in, I could lose my job. But if I worked in an office, I'd go crazy.

b

I always wanted to travel. Even when I travel inside my own country, it's interesting to me. And you know what I really love? If I have to stay overnight, I always stay in a nice hotel. After a hard day's work – or a hard night's work – it's always such a luxury to go to bed in a lovely hotel room. I'll probably never get used to having to be polite to really rude people, but you know, it doesn't happen very often, and I always know I'll probably never see them again after the flight is over. And I basically like people, so the friendly ones make the job a lot of fun.

c

The best thing about the job is the teamwork. When I walk through the airport in my uniform, with my team, it just feels great. Everyone wants to be there, and even if we're working together for the first time, we all know what we need to do. We're proud of our work. And if I stay in the job, I'll become a team leader – maybe a purser or cabin services director. I do sometimes worry about staying safe – you know, that I'll have to deal with someone or something very, very bad on a flight – but one reason I got this job is that I'm confident and positive and enthusiastic, so I don't spend much time worrying.

d

If I hadn't become a flight attendant, I'd probably have studied nursing. I really enjoy taking care of people. On a flight, there are always nervous flyers, parents who need help with young kids, and so on. The work can be quite hard physically, though. Every time I fly, I help people lift heavy bags up into the overhead lockers. And of course I'm on my feet for hours. Still, it's completely worth it. I love what I do.