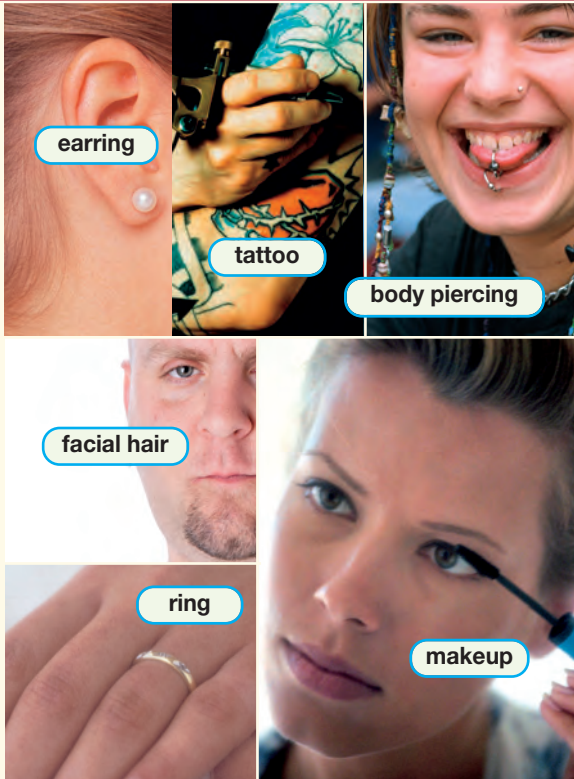


10 Appearance

Evansong
Airlines

Flight Attendant Guidelines



Personal **grooming** is important. A neat, clean **appearance** is required for all flight attendants.

Jewelry guidelines:

Females:

- only one set of **earrings** worn at a time
- only one **bracelet** per wrist
- only one **necklace** made of gold, silver, or pearls
- only two **rings** per hand

Males:

- a **tie bar** is required with the uniform tie
- the only other jewelry permitted is a wedding ring

Visible **tattoos** or **body piercings** are not permitted (aside from ear piercings for females).

Female **makeup** needs to be flattering. It needs to compliment skin tone and hair color.

Male flight attendants are permitted to have **facial hair**. It has to be neatly trimmed at all times.

Get ready!

1 Before you read the passage, talk about these questions.

- 1 Why do flight attendants need to follow a dress code?
- 2 What are some appearance rules for flight attendants?

Reading

2 Read the guidelines. Then, choose the correct answers.

- 1 What is the page mostly about?
A why flight attendants must not have tattoos or piercings
B the difference between male and female flight attendants
C the appearance rules flight attendants must obey
D how female flight attendants need to apply makeup
- 2 Which of the following is NOT part of the dress code?
A nose piercings for women
B makeup for women
C a tie bar for men
D trimmed facial hair for men
- 3 What can you infer about the airline?
A The airline is planning to hire more flight attendants.
B The airline likes its workers to show their individuality.
C The airline disapproves of flight attendants who wear jewelry.
D The airline wants to make a good impression on its passengers.

Vocabulary

3 Read the sentence pairs. Choose which word or phrase best fits each blank.

1 **facial hair / grooming**

- A The flight attendant was asked to trim his _____ neatly.
B Flight attendants are required to pay attention to personal _____.

2 **earrings / makeup**

- A After applying lipstick, the flight attendant was done with her _____.
B The flight attendant put on a pair of pearl _____.

3 **bracelet / tattoo**

- A The flight attendant fastened the _____ around her wrist.
B The flight attendant was careful to cover his _____ before going to work.



4 Read the sentences and choose the correct words or phrases.

- 1 The woman dresses well so she has a professional **appearance/makeup**.
- 2 Male flight attendants are permitted to wear a wedding **earring/ring**.
- 3 The flight attendant decided not to get a **body piercing/facial hair**.
- 4 Kevin used a **bracelet/tie bar** to secure his tie.
- 5 The woman lost her **tattoo/necklace** on the airplane.

5 Listen and read the guidelines again. What kind of makeup can be worn by female flight attendants?

Listening

6 Listen to a conversation between a flight attendant and a supervisor. Mark the following statements as true (T) or false (F).

- 1 ___ The woman has not obeyed the rules regarding appearance.
- 2 ___ Wearing excessive jewelry while in uniform is forbidden.
- 3 ___ Overall, the woman's job performance and appearance are lacking.

7 Listen again and complete the announcement.

Flight Attendant: Good morning, Mr. Hale. You wanted to **1** _____ me?

Supervisor: Yes. It's been brought to my attention that you haven't been following **2** _____.

Flight Attendant: I'm sorry. I didn't know I was **3** _____. What did I do?

Supervisor: You're wearing too much jewelry **4** _____. I suggest you read the jewelry guidelines again.

Flight Attendant: Okay, I'll do that. And I'll make sure I'm within regulations **5** _____.

Supervisor: Great. Aside from that, your appearance and **6** _____ are excellent.

Flight Attendant: Thank you.

Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

You wanted to ...?
I suggest ...
Aside from that, ...

Student A: You are a supervisor. Talk to Student B about:

- the reason for the meeting
- the rules broken
- the appearance guidelines

Student B: You are a flight attendant. Talk to Student A about the appearance regulations.

Writing

9 Use the guidelines and the announcement from Task 8 to fill out the workplace notice.



Evensong Airlines

Workplace Notice for Flight Attendants

Issue: _____

Rules: _____

Penalty: _____



lightning

storm

Delays and Cancellations

Delays and cancellations are both part of working in the airline industry. Common sources of **delays** and **cancellations** are:

de-ice



snow

Weather

Winter weather such as **snow** is **unsafe**. It may cause ice to form on an aircraft's wings. Delays occur when the wings need to be **de-iced**. Severe weather, such as **lightning storms**, are also dangerous. Flights are sometimes canceled due to lightning.

Mechanical failures

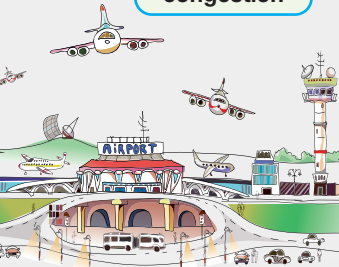
If there is a mechanical failure, a flight will be canceled. Airlines try to get passengers on other flights.

Congestion

Sometimes flights are delayed because there is too much **air traffic**. A flight has to wait to take off or land.

Some passengers become upset by delays and cancellations. It is important to remain calm and professional.

congestion



Get ready!

1 Before you read the passage, talk about these questions.

- 1 Why is it important for a flight attendant to know about weather?
- 2 What are some typical causes for flights to be delayed or canceled?

Reading

2 Read the article. Then, choose the correct answers.

- 1 What is the article mainly about?
 - A air traffic control job listings
 - B causes of delays or cancellations
 - C why lightning is unsafe
 - D which airlines have the most delays
- 2 Which of the following is NOT listed as a weather related cause of delay?

A lightning	C congestion
B storms	D snow
- 3 Why do flights get delayed on the runway?

A mechanical failures	C icy conditions
B upset passengers	D excessive traffic

Vocabulary

3 Match the words or phrases (1-7) with the definitions (A-G).

- | | |
|--------------|--------------------------|
| 1 ___ unsafe | 5 ___ mechanical failure |
| 2 ___ delay | 6 ___ cancellation |
| 3 ___ de-ice | 7 ___ air traffic |
| 4 ___ storm | |

- A when a flight that is slow or late to take off
- B to remove frozen water from something
- C a planned flight that will no longer occur
- D when some part of the machinery is broken or not working properly
- E dangerous or not secure
- F a forceful weather occurrence that can include wind and precipitation
- G the number and movement of aircrafts in the sky



4 Read the sentences and choose the correct words or phrases.

- 1 The **snow/storm** is piling up on the plane's wings.
- 2 It is dangerous to fly when there is **air traffic/lightning**.
- 3 There are too many flights leaving so it is causing **mechanical failure/congestion**.

5 Listen and read the article again. What happens when there's ice on the aircraft?

Listening

6 Listen to an announcement made by a flight attendant. Mark the following statements as true (T) or false (F).

- 1 ___ Cold weather caused lightning to occur.
- 2 ___ The aircraft needs to be de-iced.
- 3 ___ Passengers are guaranteed not to miss connecting flights.

7 Listen again and complete the announcement.

Flight Attendant: Good evening, 1 _____. I'm sorry to inform you that our flight has been delayed. Due to the 2 _____, the plane needs to be de-iced. A 3 _____ - _____ will arrive shortly. Once they're finished, we'll be on our way to London. We realize the delay may cause some passengers to miss their 4 _____ at Heathrow. Please don't worry. When we arrive, please see the 5 _____. He or she will assist you with getting on 6 _____.

Speaking

8 With a partner, take turns acting out the role below based on Task 7.

USE LANGUAGE SUCH AS:


I'm sorry to inform you ...
We realize the delay ...
Please don't worry.

Student A/B: You are a flight attendant. Talk to your partner about:

- the flight being delayed
- the cause of the delay
- what to do if a connecting flight is missed

Writing

9 Use the article and the announcement in Task 8 to write notes about the delay.

Departures 	
ARRIVING FROM	STATUS
MOSCOW	CANCELED
PARIS	CANCELED
NEW YORK	CANCELED
FRANKFURT	DELAYED
BRUSSELS	DELAYED
SYDNEY	DELAYED

Reason for Delay Form

1. What caused the delay?
_____.
2. What needs to be done?
_____.
3. How long until departure?
_____.
4. How is the air traffic?
_____.

Glossary

affirmative [N-UNCOUNT-U14] **Affirmative** is a radio proword meaning “yes”.

air taxi [N-COUNT-U13] An **air taxi** is a charter passenger aircraft which operates on an on-demand basis.

air traffic [N-UNCOUNT-U15] **Air traffic** refers to the number and movement of aircraft in the sky.

air traffic control [N-UNCOUNT-U4] **Air traffic control** is a system of equipment and staff who control and monitor air traffic.

air traffic controller [N-COUNT-U3] An **air traffic controller** monitors air space traffic to make sure planes fly a safe distance from each other.

aircraft [N-UNCOUNT-U6] **Aircraft** refers to any machine that is able to fly.

airline [N-COUNT-U2] An **airline** is a company that operates commercial air transportation.

aisle [N-COUNT-U7] An **aisle** is the passage that runs through the center of an aircraft to allow passengers to get to their seats.

appearance [N-COUNT-U10] An **appearance** is the way someone or something looks.

baggage handler [N-COUNT-U2] A **baggage handler** transfers passengers’ luggage from the airport to the plane.

blouse [N-COUNT-U11] A **blouse** is a shirt worn by females.

body piercing [N-COUNT-U10] A **body piercing** is a hole in a part of someone’s body that is used for the purpose of inserting jewelry.

bracelet [N-COUNT-U10] A **bracelet** is a piece of jewelry that is worn around the wrist.

business class [N-COUNT-U7] The **business class** cabin on an aircraft is less expensive and offers lesser accommodation than first-class, but is superior to coach class.

cabin [N-COUNT-U7] A **cabin** is the part of an aircraft where passengers sit.

cabin class [N-UNCOUNT-U13] **Cabin class** is a smaller aircraft that has twin engines and is often used for charter purposes.

cabin door [N-COUNT-U6] The **cabin door** is the entrance or exit door that passengers and crew use to get on or off the plane.

callsign [N-COUNT-U14] A **callsign** is a sequence of numbers and letters that identifies an aircraft.

cancellation [N-COUNT-U15] A **cancellation** means that a planned flight will no longer occur.

captain [N-COUNT-U1] A **captain** is a person on an aircraft who has the most responsibility for its operation and safety during a flight.

cargo forwarder [N-COUNT-U3] A **cargo forwarder** organizes the shipment of goods by plane to their final destination.

cargo handler [N-COUNT-U3] A **cargo handler** loads goods onto and off planes.

center [N-COUNT-U7] The **center** is the middle of a space or area.

charter [N-COUNT-U12] A **charter** is an aircraft that is hired for the use of a select group of individuals.

chief purser [N-COUNT-U1] A **chief purser** is a senior flight attendant who oversees all flight attendants and pursers on board an aircraft.

coach [N-COUNT-U7] The **coach** cabin on an aircraft is the least expensive and does not offer the same quality luxuries as first-class or business-class.

cockpit [N-COUNT-U8] A **cockpit** is the front portion of an aircraft that houses the controls. It is where the pilots sit in order to operate an aircraft during a flight.

commuterliner [N-COUNT-U13] A **commuterliner** is a small commercial aircraft that holds no more than nineteen passengers and is used for short-haul flights.