

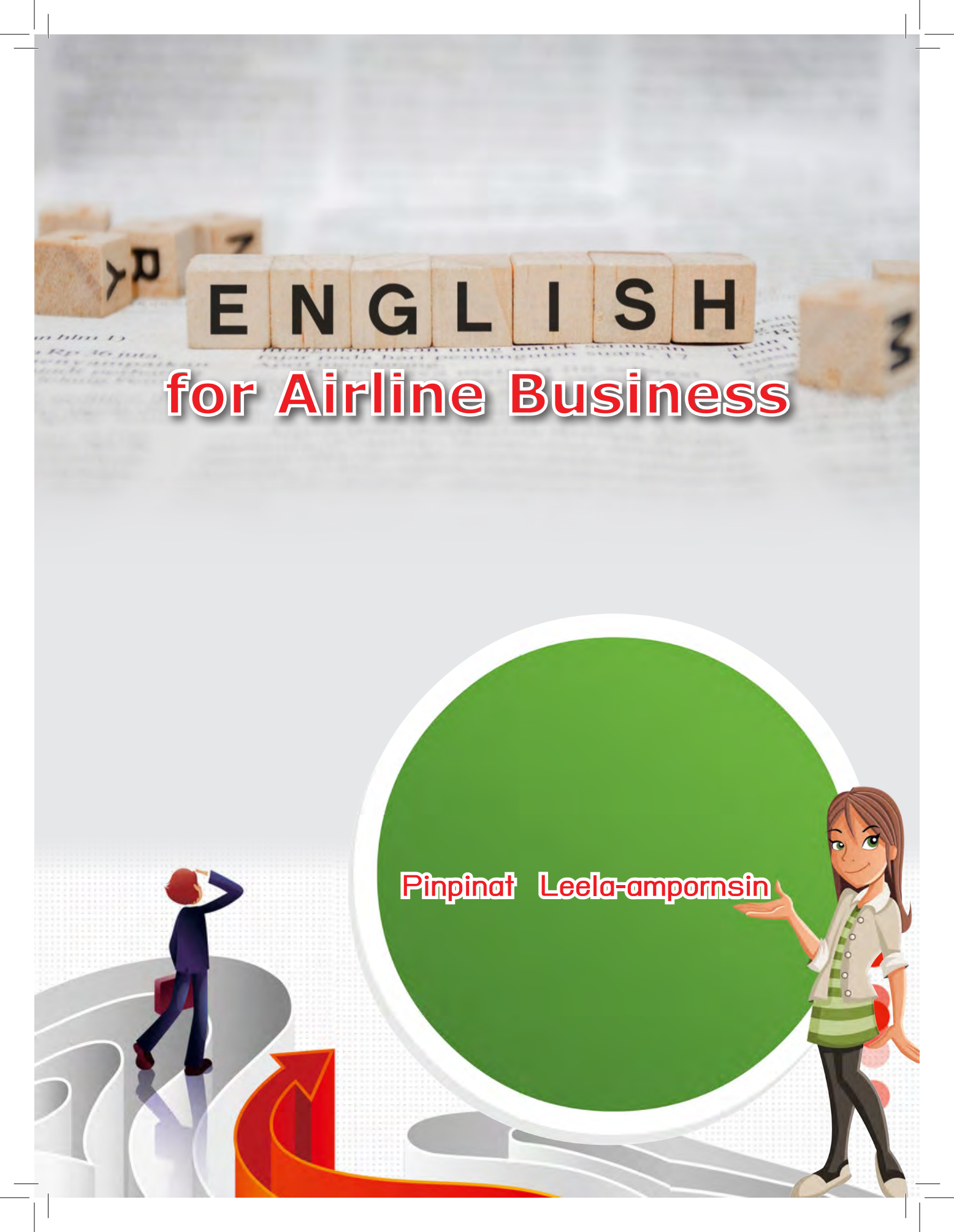
ENGLISH

for Airline Business



Pinpinat Leela-ampornsin

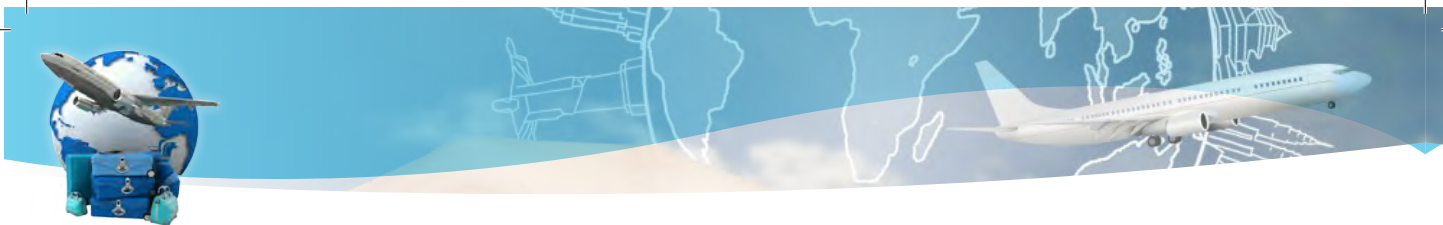
179.-



ENGLISH

for Airline Business

Pinpinat Leela-ampornsin



English for Airline Business

National Library of Thailand Cataloging in Publication Data

ปิ่นปิ่นทร์ ลีลาอัมพรสิน.

English for airline business.- - กรุงเทพฯ : วังอักษร, 2563.

184 หน้า.

1. ภาษาอังกฤษ- -บทสนทนาและวลี. 2. ภาษาอังกฤษธุรกิจ. I. ชื่อเรื่อง.
428.249591

ISBN 978-616-211-922-4



วังอักษร

Printing by

Wang Aksorn Press Printing

69/3 Arun-amarin Rd., Kwang Wat Arun, Khet Bangkokyai, Bangkok 10600

Tel. 0-2472-3293-5 Fax 0-2891-0742 Mobile 08-8585-1521

E-Mail : wangaksorn9@gmail.com

Facebook : สำนักพิมพ์ วังอักษร

ID Line : @wangaksorn

<http://www.wangakson.com>



Revised Edition : 2020

Copyright @ 1994 by **Wang Aksorn Press Printing.**

All right reserved. No part of this publishing may be reproduced or transmitted in any forms or by any means, electronic or mechanical, including photocopying and recording, or by any information storage or retrieval system without the prior written permission of Wang Aksorn Press Printing unless such copying is expressly permitted by federal copyright law.





Acknowledgements

I would like to express my deepest appreciation to Assistant Professor Dr. Sutat Nakjan who gave me advice on the creation of this course book. I would particularly like to thank my colleagues as of the following: Mr. William Bill Booth, Ms. Rachael Barker, Ms. Stephanie Yvonne Simoes and also my friend Ms. Jess Lau for their considerable patience while proofreading this book.

Furthermore, I would also like to acknowledge with much appreciation Ms. Phatcharin Kitiwatcharanun, a cabin crew member and Ms. Yaovamal Kochpalayuk, a ground staff member at Thai Airway International, who provided useful information and shared some photos of themselves on duty, which I have included in this book.

Finally, I'm very thankful to my parents and my family for their support and unceasing encouragement.

Pinpinat Leela-ampornsin





Preface

This English for the Airline Business course book aims to teach basic concepts to beginners. It focuses on developing the learners' listening, speaking, reading, and writing skills. This course book is designed to be used as instructional material for Thai students. It applies a skill-based approach and covers the daily real life topics and situations that students might encounter.

The English for the Airline Business course book consists of 6 units. It provides vocabulary, structural patterns, and useful expressions based on the International Airlines Association standards.

I hope this book will be useful for students who want to work in the airline industry or students who want to improve their general communication skills in English. Moreover, any person who wants to practice English for a career in the airline business field will find this book useful.



ENGLISH



Contents

Unit 1 Jobs in the Airline Business 1

- Topic**
1. Airline jobs description
 2. Applying for the airline jobs
 3. Resume

Language focus : Using “Wh-Questions”

Unit 2 Ticketing 33

- Topic**
1. The role of the ticketing reservation clerk
 2. Airline ticket information
 3. Booking plane tickets

Language focus : Making and responding to requests

Unit 3 Check-In 65

- Topic**
1. Check-in procedures
 2. Duties of check-in clerk
 3. Important documents for leaving a country

Language focus : Using direct and indirect questions





Unit 4

Ground Services

192

- Topic**
1. Tasks and duties of ground staff
 2. Qualifications of ground staff

Language focus : Making and accepting apologies

Unit 5

In-flight Services

119

- Topic**
1. In-flight catering
 2. In-flight entertainment
 3. Airline class description

Language focus :

1. Asking for repetition
2. Asking for things

Unit 6

The Cabin Crew

149

- Topic**
1. Tasks and duties of the cabin crew

Language focus :

1. Giving instructions and reasons
2. Offering help



A circular graphic with a blue border containing the text 'Unit 1' in red. The background of the entire page features a world map with white outlines of continents and a white airplane flying over a blue sky with clouds. Decorative orange and blue swooshes are present at the top and bottom of the page.

Unit 1

Jobs in the Airline Business

Topics:

1. Airline jobs description
2. Applying for the airline jobs
3. Resume

Language focus : Using “Wh-Questions”

Learning objectives : Students are able to

1. describe the general qualifications and duties of various careers in the airline business
2. ask and answer questions for applying to airline jobs
3. write a resume for applying for jobs
4. use Wh-questions



2

Unit 1 Job in the Airline Business



Unit 1 Jobs in the Airline Business

Most full-time jobs provide employees with monetary compensation, health insurance, retirement plans, vacation and sick leave. Sometimes the company gives other benefits such as flexible spending accounts and discounts to Disneyland or something of that nature. Another advantage of an airline job is free or greatly discounted travel for yourself and immediate family. It's a highly attractive job perk which no other business can match.

The airline business provides hundreds of different job tracks one could follow whether you prefer a ground-based position or something in the air, or working with the public or in an office. There are two sides to working in this sector. First, there is the public face of airlines, which comes from the crew: pilot, cabin and check-in staff. Second, there is behind-the-scenes administration: people who deal with reservations, sales and marketing, information technology (IT), business planning and development. Depending on the size of an airline, several jobs could be combined, or there could be a whole department handling one job's functions.

If you want to work for an airline, many airlines usually advertise jobs on their websites. However, before starting to apply for an airline job, first you should write a good resume, then spend an equal amount of time learning how to interview effectively.



>>> Warm up (Work in pairs)

Let's think of the job titles in the airline section and then choose two jobs and list the duties they involve.



Vocabulary

⇒ Translate these words into Thai.

1. require (v.) = _____
2. train (v.) = _____
3. apply (v.) = _____
4. rewarding (adj.) = _____
5. career (n.) = _____
6. qualification (n.) = _____
7. application (n.) = _____
8. experience (n.) = _____
9. airline staff (n.) = _____
10. candidate (n.) = _____
11. shift (n.) = _____
12. education (n.) = _____
13. reward (n.) = _____
14. interview (n.) = _____
15. benefit (n.) = _____



4

Unit 1 Job in the Airline Business



EXERCISE 1: Complete the blank with the words from the vocabulary list and change them into the correct form.

1. I want to _____ for an airline job.
2. Being good at English is another _____ of the ground staff.
3. There are many _____ in the airline.
4. The candidate must fill out the _____ form before applying.
5. The most suitable _____ will be one who likes assisting the public and has a high professional performance.
6. Being a pilot is like a _____ for life.
7. Varying work _____ are common involving mostly daytime and early evening.
8. For most people, the job of airline staff is an exciting, stimulating, and _____ career.
9. Some jobs need an _____ candidate.
10. I have more money because I received great _____ from the company.
11. Can you tell me your _____ background?
12. There are many people who want to be an _____.
13. We'll give an _____ in the afternoon.
14. Thai airway international _____ slim airhostess and the ability to swim.
15. All flight crews must be _____ before starting the real work.



EXERCISE 2: Match the people to their job titles.

1. cabin attendant

2. ground staff

3. pilot

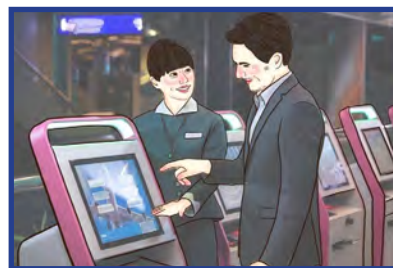
4. ticketing agent

5. engineer

6. airline officer



(a) _____



(b) _____



(c) _____



(d) _____



(e) _____



(f) _____



6

Unit 1 Job in the Airline Business



EXERCISE 3: Choose the correct words and fill in the blanks.

high school diploma

equivalent

average

allowed

special requirement

hire

medical

require

contact lenses

posture

1. Each airline requires its own _____ for the applicants to fulfill.
2. For some airlines _____ experience is taken into consideration.
3. The _____ age for an airline applicant is 20 years old.
4. An airline applicant must have a _____.
5. Most airlines seldom _____ anyone who is over twenty-five years old.
6. The minimum education required is a bachelor's degree or _____.
7. She has a good _____. She always has her back straight.
8. Some of the candidates are not _____ to apply for a cabin crew job because they have tattoos.
9. When Nida is on duty, she will not wear either glasses or _____ for this reason.
She always avoids addressing other people's names.
10. All flight attendant applicants must pass an interview and a _____ test.





Language focus

⇒ In job interviews, interviewers normally ask questions to get information and form an opinion about the interviewee. They often use Wh-Questions to ask for this information.

Wh- Questions

Question words	Meaning	Questions	Answers
who	asking what or which person or people	Who is your idol?	My idol is Steve Jobs.
		Who do you think is the most important person in an airline business?	I think it's everyone because everyone is the part of business success.
where	asking for place or location	Where do you live?	I live in Boston.
		Where are you from?	I'm from America.
why	asking for reason	Why do you want to work with our airline?	because your company is well known and stable.
		Why did you leave your last job?	because I would like to find more challenges in my career life.
when	asking about time	When did you graduate?	I graduated in 2001.
		When can you start working with our company?	I can start working next month.
how	asking about manner	How is this work?	It's challenging.
		How was your first job?	It was smooth.

Question words	Meaning	Questions	Answers
what	asking for information about object, idea or action	What do you do?	I just graduated from university.
		What duty do you like most?	I like arranging food.
		What's your nationality?	I'm Thai.
which	asking about choice	Which airline do you prefer?	I prefer Thai Airway International company.
		Which one should the company hire: a smart or a hard working person?	I think, a hard working person.

EXERCISE 4: Match the questions to the answers.

- | | |
|--|---|
| _____ 1. Where do you see yourself in five years? | a. Your company is stable. |
| _____ 2. How's life? | b. It's OK. |
| _____ 3. When were you born? | c. I think the quality of service from the staff is more important. |
| _____ 4. Why do you choose to apply here? | d. I see myself at this company. |
| _____ 5. Which one is more important in your opinion, the quality of service or an aircraft's modern accommodations? | e. It's 324 |
| _____ 6. What is your application number? | f. On July 15th, 1988 |

EXERCISE 5: Unscramble the sentences.

1. your / for / goals / What / future / are / the /?

2. an / in-flight / Why / do / be / you / want / to / attendant /?

3. is / education / What / your / background /?

4. do / airline / you / Which / prefer /?

5. people/ How/ different/ do/ with/ handle/ you/ working /?

6. don't / you / Why / work / an / airline / international / with /?

7. When / ready / start / are / working / you / to /?

8. is / Who / your / idol /?

9. about / What / you / most / to / a / moving / new / excites / city /?

10. is / service / mind / a / What /?



Conversation

⇒ Read the conversation about Jess and Sandra talking about an airline job, then answer the questions in exercise 6.

Conversation 1: Talking about job

Sandra : Hi, Jess. Long time no see. How are you?

Jess : Hi Sandra. Umm... I'm not so good.

Sandra : Why? What happened?

Jess : I got laid off last week.

Sandra : Oh! I'm sorry to hear that.

Jess : That's alright. And what do you do now?

Sandra : I'm a flight crew at Thai Airways.

Jess : Oh, It sounds fun.

Sandra : Yes. I love this job very much.

Jess : That sounds like an interesting job for me.

Do you know that being an airline staff member is my dream?

Sandra : Yes, it is mine too.

Jess : If you see an airline job advertisement, please let me know. I'm interested in working for an airline.

Sandra : Ok, I will tell you immediately if I see one.

Jess : Thanks.

Sandra : You're welcome.

1. What job does Sandra do?
2. Where is Sandra's workplace?
3. What is Jess's dream?
4. Who is Jess going to see?

EXERCISE 6:
Answer the questions.

⇒ Read the conversation about Jess and Sandra talking about applying for the airline job, then answer the questions in exercise 7.

Conversation 2: On the phone

Jess : Hello, Jess speaking.

Sandra : Oh! Jess. This is Sandra speaking.

Jess : Hello, Sandra, how are you?

Sandra : I'm ok, thanks. Did you know Thai Airways has bought 3 new Boeing airplanes?

Jess : Yes, I did. I read it in a newspaper last week.

Sandra : And have you seen the job advertisements in the newspaper today?

Jess : No, I haven't.

Sandra : Thai Airways just announced today that they will recruit a lot of flight crew members to work on the new airplanes. They will also recruit some pilots and ground staff too.

Jess : Oh! that's good news for me.

Sandra : Yes, I think so. If you want more information, you can look at page 12 in today's Bangkok Post.

Jess : Thanks for your help.

Sandra : It's my pleasure.

Jess : Well, I have an appointment with a dentist. Talk to you later.

Sandra : See you later.

Jess : Ok, see you.

EXERCISE 7:

Answer the questions.

1. What airline recruits the airhostess?
2. What position do they recruit?
3. If Jess needs more information, how will she find it?
4. How many airplanes did Thai Airways buy?
5. What type of airplane does Thai Airways buy?

⇒ Read the job interviewing conversation between Peter (interviewer) and Jess, (interviewee) then do the exercise 8.

Conversation 3: At Thai Airways International

Peter : Good morning, 1. _____

Jess : I'm fine, thank you, and you?

Peter : I'm fine, thank you. Firstly, I would like you to introduce yourself.

Jess : o.k. I'm Jess Roe. I'm 26 years old. I graduated with a degree in Airline Business Management from Stamford International University.

Peter : 2. _____

Jess : I have hoped to be on your staff since I was a student at the University. I think your company is stable and interesting. It's also a national airline that a lot of people want to work with.

Peter : 3. _____

Jess : Nothing, but I used to be a trainee at Thai AirAsia in a ground staff position since I was a student.

Peter : 4. _____

Jess : Yes, I think everyone must have it. I'm very stressed at work. My close friends always try to give me some good advice to reduce and control it. Although, I'm stressed I never do stupid things to others.

Peter : Our airline needs people who are able to remain calm and level-headed even under stress. Are you that person?

Jess : Yes, I am. I think they are my strengths.

Peter : O.K. I hope I will see you again.

Jess : 5. _____

Peter : See you.