

# Preparing for landing

## Making final announcements and checks

### SPEAKING

- 1 Work with a partner. What do you usually do at stages a–c below?
- 20 minutes before landing
  - 10 minutes before landing
  - 2 minutes before landing

- 2 What are the difficulties for cabin crew at the end of the flight? How do you usually feel then? Stressed? Tired? Happy because the flight will soon be over?



### LISTENING

AUDIO 9.1

- 3 Before or during the descent, the captain usually informs passengers of the local time and temperature at the destination airport, and the time remaining until arrival. This is followed by a further announcement from one of the cabin crew. Listen to this second announcement. What three things do the flight attendants have to do?

- 4 Try to complete the purser's announcement you heard. Then listen again and check your answers.

Ladies and gentlemen, we'll <sup>1</sup> be landing at Montreal Trudeau Airport. The 'Fasten seatbelts' signs have been <sup>2</sup> on. Please return to your seat and <sup>3</sup> your hand-baggage is safely secured in the overhead lockers or <sup>4</sup> the seat in front of you. Please also make sure your table is folded <sup>5</sup>, your seat back is upright, with the arm-rest <sup>6</sup> and your seatbelt is fastened.

Passengers seated in our First and Business class cabins, please make sure that your foot-rest and video screens are back in their original <sup>7</sup>.

If you have been using the in-seat <sup>8</sup>, we will shortly be switching it off, so please now unplug your laptop and store it in a safe place.

Once again, may we remind you that cell phones <sup>9</sup> not be switched on until the seatbelt signs have been switched off after landing.

We hope that you've enjoyed the in-flight entertainment during the flight. In preparation for landing we'll be switching the system off. It would greatly <sup>10</sup> the flight attendants if you could have your used headsets <sup>11</sup> for collection as they pass through the cabin.

### PRONUNCIATION

AUDIO 9.2

- 5 Listen again to these parts of the purser's announcement and practise saying them.

- Please return to your seat and ensure your hand-baggage is safely secured in the overhead lockers or under the seat in front of you.
- Please make sure that your foot-rest and video screens are back in their original position.
- If you have been using the in-seat power, we will shortly be switching it off, so please now unplug your laptop and store it in a safe place.
- May we remind you that cell phones must not be switched on until the seatbelt signs have been switched off after landing.

**SPEAKING**

**6** Work with a partner. Practise making the purser's announcement. First, read it aloud. Then say it again from memory or notes.

**LISTENING**



**7** The cabin crew are passing through the cabin. Listen to the flight attendant speaking to three passengers and complete the sentences.

- 1 Can you open the window \_\_\_\_\_, please?
- 2 I can't find my \_\_\_\_\_ form.
- 3 I'll bring you \_\_\_\_\_ in a few minutes.
- 4 Put your bags under the seat in \_\_\_\_\_, please.
- 5 Ah, this is an \_\_\_\_\_ row, so \_\_\_\_\_ has to go in the overhead lockers, please.
- 6 Sorry to \_\_\_\_\_ you.
- 7 Do you know how long it \_\_\_\_\_ to get from the airport to the city?
- 8 We take the company \_\_\_\_\_.
- 9 \_\_\_\_\_ says the train is the fastest.
- 10 And, sorry, could you take your \_\_\_\_\_ off the empty seat and put it in the \_\_\_\_\_, please?



**LANGUAGE FOCUS**

**WORD ORDER  
IN MULTI-WORD  
VERBS**

**Study these sentences.**

- |  |                         |
|--|-------------------------|
| Put away the case.                         | Put it away.            |
| Turn / Switch off your electronic devices. | Turn / Switch them off. |
| Fold away your table.                      | Fold it away.           |
| Turn up / down the heating.                | Turn it up / down.      |
| Put your seat back upright.                | Put it upright.         |
| Put your bags in the locker.               | Put them in the locker. |

**SPEAKING**

**8** Work with a partner. Practise asking passengers to do things in preparation for landing. Use this illustration.



## Giving information about delayed landings

### SPEAKING

- 1 Passengers often get upset when landing is delayed. Work with a partner. Look at the reasons for delayed landings in the picture. Can you think of any more? Practise explaining them to passengers.



### LISTENING



- 2 The first officer has already announced the landing and begun the descent. Listen to the conversation between a flight attendant and a passenger. Answer the questions.

- 1 What has the passenger noticed?
- 2 What is the passenger worried about?
- 3 What possible reason does the flight attendant give for the delay?
- 4 What does the flight attendant suggest?



**3 Listen to the first officer's second announcement, and the second conversation between the flight attendant and the passenger. Answer the questions.**

- 1 How long will the delay be?
- 2 What is the reason given for the delay?
- 3 What time does the flight attendant expect the flight to land?
- 4 What time is the passenger's connecting flight?
- 5 What does the passenger have to do in Paris?
- 6 What is it not necessary for the passenger to do in Paris?

**How well do you think the flight attendant deals with the situation? Would you do anything differently? What do you say when you have to deal with a situation where you have no control?**

**LANGUAGE FOCUS**

**TALKING ABOUT TIME**

**Study these sentences.**

- What time / When does the flight land / take off?
- It lands / takes off at 10.15.
- What time / When is the flight?
- At 10.15.
- How long does it take to get / go to the domestic terminal?
- It takes about five minutes.
- How long is the flight?
- About two hours.

**READING**

**4 Read these two further announcements from the flight deck. What is the specific reason for the delay? What happens in the end?**

**First officer** Ladies and gentlemen, your first officer again with more news of our delay. The reason for the delay is that there is only one runway in operation due to an earlier incident on the ground. Air Traffic Control have warned us of a possible longer delay. Please remain seated with your seatbelts on in case we are given the all clear to land. I will get back to you as soon as we have more news.

**Captain** Ladies and gentlemen, this is your captain speaking. Matters are not improving on the ground and we shall be diverting to Bordeaux. We expect to land there in 35 minutes. I understand that this may cause inconvenience, but it is the quickest and safest option.

Our ground staff will meet you on arrival and help you with your onward journey. If you have a serious problem, kindly advise the cabin crew, who will be going through the cabin shortly. Again, my apologies for this inconvenience and thank you for your cooperation.

**SPEAKING**

**5 Work with a partner. Take turns to practise dealing with a passenger who has to make a connection when the landing is delayed.**

**Passenger**

**Flight attendant**

State your problem.

Sympathize and ask for more information.

Demand a solution to your problem.

Do your best to find a solution to the problem.

## Getting through the final ten minutes



'Cabin crew,  
ten minutes to  
landing, ten minutes  
to landing.'

### SPEAKING

- 1 What does this call from the flight deck mean for the cabin crew? What does it mean for passengers? What happens next?

### LISTENING



- 2 Listen to Leila talking to Tom, Jutta and Hemal in the moments before landing and answer the questions.

- 1 Has Tom checked his side of the cabin?
- 2 What does Leila ask Tom to do?
- 3 What hasn't Jutta done yet?
- 4 Why isn't Tom's side of the cabin secure yet?
- 5 What does Leila tell Tom to do about the passenger in the toilet?
- 6 Does Jutta manage to complete her paperwork in time before landing?

### VOCABULARY

- 3 Complete these phrases and sentences from the Listening with the correct preposition.

- 1 paperwork \_\_\_\_\_ customs
- 2 clear \_\_\_\_\_ the cabin
- 3 help \_\_\_\_\_ the C209s
- 4 Cabin crew, seats \_\_\_\_\_ landing.
- 5 bang \_\_\_\_\_ the door
- 6 Get him \_\_\_\_\_ his seat fast.

### LANGUAGE FOCUS

#### CHECKING THINGS HAVE BEEN DONE

#### Study these sentences.

- Have you done all the checks?  
Yes, I've completed all the checks.  
Yes, I have.
- Have you done all the clearing in?  
No, I haven't cleared in all the rows (yet).  
No, I haven't.
- Has she finished the bar paperwork?  
Yes, she has. / No, she hasn't.

## PRONUNCIATION



- 4** Listen and repeat these questions and answers. Notice the way the intonation goes up in the question and down in the short answers.

Has she done the final checks?	No, she hasn't.
Have you secured the trolley in the galley?	Yes, I have.
Have they checked the tables are upright?	No, they haven't.
Have we done everything?	Yes, we have.

- 5** Work with a partner. Which of these sentences would the crew use during the last 20 minutes of the flight, and which during the last ten minutes?

- 1 Have you filled in your disembarkation card, sir?
- 2 Any rubbish?
- 3 I'm sorry, you'll have to wait until we land now, sir.
- 4 Could you put your seat upright, please, sir?
- 5 Could you remove your headset, please, madam?
- 6 I'm afraid the toilet is now locked for landing, madam.
- 7 This is the emergency exit door, sir. You'll have to put your bag in the overhead locker.
- 8 I'm sorry, it's too late now, madam.
- 9 Please, sir, I've asked you before, you must switch off your laptop immediately.
- 10 Could you fasten your child's seatbelt, please, sir?
- 11 Could you just open the window blind? Thanks.
- 12 Yes, but not now – I'll tell you after landing.

## SPEAKING

- 6** It is less than five minutes to landing. In pairs, practise asking and answering questions about final checks. One of you is a senior flight attendant, the other a junior flight attendant.

When you have completed the conversation, reverse roles and do it again.



# Case study

## READING

### 1 Read *Toilet troubles for Cathay* opposite and answer the questions.

- 1 What was the special problem on the Hong Kong flight?
- 2 What were the consequences for everyone involved?
- 3 What do you think the cabin crew had to do?

## SPEAKING

### 2 Work with a partner. Discuss these questions.

- 1 Have you experienced similar problems with toilets on flights? If so, what did you tell the passengers?
- 2 What guidelines for toilet management during flights are you given? Are they adequate?
- 3 Write an announcement about a blocked toilet and practise giving it to passengers. Use these phrases to help you.

out of order ■ experiencing a problem ■ to the front / middle / rear of the aircraft  
until further notice ■ toilet facilities ■ apologize for any inconvenience

## LISTENING

 AUDIO 9.8



### 3 Listen to Shon Davis as she answers these questions. Make notes about what she says.

- 1 'Is preparing for landing easier than preparing for take-off?'
- 2 'Do you remember any special problems with passengers in the final ten minutes?'
- 3 'Can you briefly outline communications in the final phases of descent?'

### 4 Listen again and answer the questions.

- 1 Before landing, what has to be collected, checked, handed out, secured and stowed by the flight attendants?
- 2 Why exactly did the 'foreign lady' cause 'a bit of a panic'? How can this kind of situation be avoided? What should have happened?
- 3 What does Shon say about communication between ...
  - pilot / co-pilot and passengers?
  - passengers and cabin crew?
  - flight crew and cabin crew?

## SPEAKING

### 5 Work with a partner. Discuss these questions.

- 1 Do you agree that preparing for landing is the most stressful part of the flight? If so, why?
- 2 On long-haul flights, why doesn't the captain announce the beginning of the descent at least 30 minutes before landing, to give cabin crew more time to perform all their duties? On short-haul flights, is 20 minutes enough for the cabin crew?
- 3 Can you suggest improvements to the communications between the flight crew and the cabin crew, and among the cabin crew, during the last ten minutes before landing? What is standard practice on your airline?
- 4 How do you deal with passengers who ask for information about baggage, transit, how to get into town, and so on when you are preparing for landing?
- 5 Is there any difference in the preparation for landing between long-haul and short-haul flights?

## TOILET TROUBLES FOR CATHAY

Toilets on planes, especially on long-haul flights, are often the subject of complaints by the travelling public. They say they are often dirty, uncared for, not cleaned for hours, if at all, with doors that don't close properly, lights that don't work, and there aren't enough of them, with endless queues especially just before landing. So try to imagine the panic when not one, but all ten toilets on a flight were completely blocked and unusable. Unbelievable but true ...

This happened recently on a Cathay Pacific flight from Riyadh to Hong Kong. All of the ten toilets on board the Airbus plane became blocked soon after take-off. Passengers wandered from one toilet to the other until the truth became obvious. There was chaos on board, with passengers demanding a rapid solution. The cabin crew's job of making passengers comfortable suddenly became impossible. When the captain made an announcement that he had decided to make an unscheduled landing at the nearest international airport, there was considerable relief on board. The flight landed in Mumbai.

**'You would be amazed what we find in the pipes when we clean the system.'**

But Cathay's problems didn't end there. Within ten days, half the toilets on another two flights to Hong Kong became blocked. This time the problems were discovered before take-off, the flights went ahead, but the number of passengers had to be restricted.

Airline toilets use high-speed pipes to take waste at up to 110km/h into a holding tank, which is then emptied between flights. Airbus engineers are now fitting new toilet pipes to the airline's fleet, and carrying out deep cleaning. They believe they have solved the problem.

Cathay Pacific spokeswoman Carolyn Leung said that although the exact cause of the blockages was unclear, passengers themselves may be partly to blame. 'You would be amazed what we find in the pipes when we clean the system – not just paper towels, but medicine bottles, socks, items of clothing and even children's stuffed toys,' she said.

As for the Hong Kong flight diverted to Mumbai, the cabin crew had never been so delighted to hear the captain say, 'Cabin crew, cabin crew, seats for landing.'

### Glossary

*to block* to stop something moving through  
*a fleet* all the planes belonging to an airline  
*a blockage* something which gets stuck; an obstruction  
*pipes* tubes which carry liquid or waste  
*to be to blame* to be at fault

