

6

Safety and emergencies

STARTER

Match instructions 1–10 with the pictures on the passenger safety card.



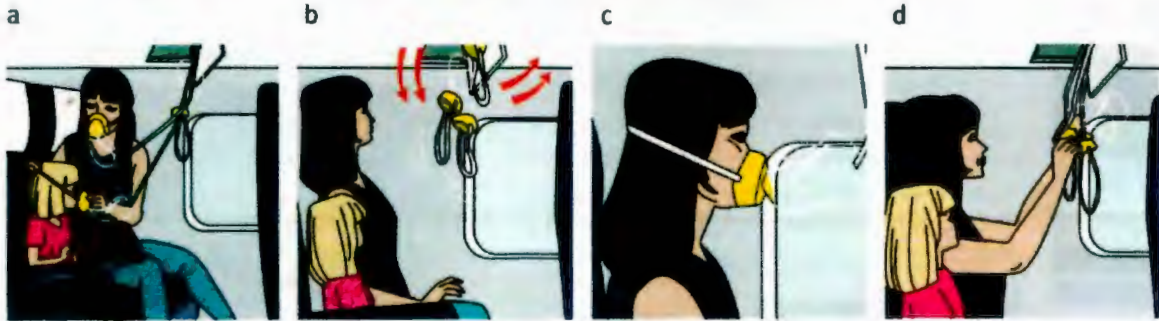
- 1 _____ Close overhead lockers and stow bags under seats.
- 2 _____ Disarm the door.
- 3 _____ Fasten your seat belts.
- 4 _____ Get down low and follow the floor lighting.
- 5 _____ Jump onto the slide feet first.
- 6 _____ Open the emergency exit next to your seat.
- 7 _____ Put on your own oxygen mask first.
- 8 _____ Take up the brace position.
- 9 _____ Use the overwing emergency exits over water.
- 10 _____ Your life jacket is under your seat.



1 Listen to the flight attendant's announcement. Which pictures from the safety card apply to this situation?

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2 Listen again. Number the pictures in the right order.**3 Match each action with the pictures in exercise 2.**

- 1 ___ Pull a mask towards your face.
- 2 ___ Place the mask over over your nose and mouth.
- 3 ___ Remember to secure your own mask before helping others.
- 4 ___ The oxygen masks will drop down.

4 Now match the actions in exercise 3 with a link word and an explanation below.

	Link word	Explanation
<u>Pull a mask towards your face</u>	due to / because of	a a drop in cabin pressure.
_____	so	b keep the mask in place.
_____	because	c you must remain conscious and alert.
_____	in order to	d you can breathe the oxygen.

**5 Listen to the pilot's announcement. Use the words in the box to complete the sentences.**

after • before • once • until • when • while

- 1 _____ your oxygen masks drop down, please use them _____ we descend to a lower altitude.
- 2 Keep your masks on _____ we tell you to take them off.
- 3 _____ we get down to 10,000 feet, we'll make another announcement.
- 4 Please feel free to ask the cabin crew if you need any assistance _____ we get to Minsk.
- 5 _____ landing, we will make alternative arrangements for you.

6 Underline the correct alternative.

- 1 The Captain is concerned about the loss of pressure / rapid descent.
- 2 The aircraft is descending slowly / quickly in order to reach a safe altitude.
- 3 The aircraft is descending to above / below 10,000 feet because passengers can breathe without extra oxygen at that altitude.
- 4 The Captain is explaining the process so this is probably a controlled / an emergency descent.

7 Even in a controlled descent, passengers will usually be concerned. Match the concerns in A with the responses in B.

A Passenger concerns

- 1 Are we going to crash?
- 2 I feel fine. Why do I need oxygen?
- 3 What's happening?
- 4 When can we have something to eat?
- 5 Why are we diverting?
- 6 I'm really scared.
- 7 Why aren't we going on to Almaty?
- 8 Why do we need to land?

B Cabin crew responses

- a We're descending to a lower altitude.
- b There's nothing to worry about. Everything's fine.
- c Because the air pressure in the cabin is too low.
- d So we can land quickly.
- e Because it's too far away.
- f After we arrive in Minsk.
- g In order to fix the problem.
- h Of course not. We'll be on the ground before you know it.

Listen and check.

8 Look again at the cabin crew responses in B above. Answer the questions.

- 1 Which words are used to reassure passengers?
- 2 Which words signal that a reason is being given?
- 3 Which phrases give the passengers information?

9 Work with a partner and take turns.

Student A: Give the information or instructions below and reassure passengers.

Student B: Respond to the information.

- 1 Keep seat belts fastened.
- 2 Observe the 'No Smoking' signs.
- 3 Keep all electrical equipment switched off.
- 4 Remove oxygen masks.
- 5 Return seats to upright position.
- 6 Remain seated.

A: You can take your oxygen mask off now.

B: Are you sure it's safe?

A: Yes. You can breathe normally once we get below 10,000 feet.
You're quite safe now.

GIVING INFORMATION / ADVICE	GIVING A REASON	REASSURING THE PASSENGER
Pull the mask towards your face We're diverting to City airport We'll contact Air Traffic Control	<i>because</i> the air pressure is too low. <i>because of</i> a drop in pressure. <i>so</i> we can land. <i>(In order)</i> to fix the problem. <i>due to</i> a loss of pressure.	There's (really) nothing to worry/be concerned about. (I can assure you) it's normal/fine/OK. It's/You're perfectly/quite/completely safe. It's all under control. You can breathe normally.

10 Read the text and answer the questions.

A rapid decompression is much more serious than a gradual decompression and the effects will appear extremely quickly. There will be no time to ask and answer questions.

During a rapid decompression ...

- 1 there will be a loud noise and a sudden fogging or misting of the cabin. These are caused by the sudden change in pressure. There will also be a rapid temperature drop.
- 2 oxygen levels will fall very quickly and cause hypoxia – a condition where the human body isn't getting enough oxygen.
- 3 lack of oxygen quickly leads to dizziness, nausea, loss of judgement, and problems with vision.
- 4 you may have less than one minute to put on your oxygen mask before you lose consciousness.
- 5 physical activity becomes difficult and dangerous because oxygen levels are low.
- 6 the temperature will fall rapidly.
- 7 exposure to extremely low temperatures causes hypothermia, a condition where body temperature becomes dangerously low.
- 8 sudden pressure changes may cause pain from trapped gas in the body.
- 9 any unsecured objects or persons may move around the cabin or be sucked out of the aircraft.

- 1 What causes a loud noise when there is a rapid decompression?
- 2 What is *hypoxia*?
- 3 What will happen to you if you don't put on your oxygen mask?
- 4 Why does physical activity become difficult after a rapid decompression?

11 Put the words in the box in the correct column in the table.

dizziness • fog and mist • hypothermia • loss of judgement • nausea •
objects moving around the cabin • pain from trapped gases • vision problems

Rapid decompression problems caused by ...

very low temperatures

lack of oxygen

sudden pressure change

**12 In emergency situations, the crew have to issue direct orders. Listen and underline the main stress on each order.**

- 1 Keep your mask on!
- 2 Stay calm!
- 3 Stay in your seat!
- 4 Keep your seat belt fastened!
- 5 Don't unfasten your seat belt!
- 6 Sit down!
- 7 Breathe normally.
- 8 Put your own mask on first.
- 9 Hold on!
- 10 Don't get up.

13 Work with a partner. Take turns reading the orders aloud and saying the main stress.

14 Answer the questions.

- 1 What is turbulence?
- 2 How can it cause injury?
- 3 What should passengers and flight attendants do to prevent injuries from turbulence?

15 Read the descriptions of what happens during turbulence. Then tick light (L), medium (M), or severe (S) for each description.

	L	M	S
1 Drinks shake inside cups.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 Drinks splash out of cups.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 Trolleys are difficult to manoeuvre.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 Unsecured objects fall over or lift off the floor.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 Passengers may feel slight straining against seat belts.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6 Service and walking are impossible.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7 Passengers feel strain against seat belts.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8 Standing is difficult without bracing.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9 Passengers are forced violently against seat belts.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10 Trolleys are easy to manoeuvre.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11 Unsecured objects are thrown about.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12 Walking is difficult.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

16 Read the blog. Number the paragraphs in the correct order.**A WARNING for anyone who doesn't take turbulence seriously**

a We all left the floor and hit the walls and ceiling. It was really scary. Thank goodness all the boxes and trolleys were secured as it could have been a lot worse. I broke my foot in three places and another crew member hurt her ankle very badly.

b I haven't returned to work because of my foot. I'm now enjoying a quiet summer - I just wish the weather was better! Like many others I never took turbulence seriously ... but I will from now on. My advice is stay safe and strap in whenever you can!

c Then, about thirty seconds after the seatbelt sign was switched on, we dropped 500

feet - twice. Luckily, all the passengers were strapped in but none of the crew was. I was in the aft galley of a B767 with six other crew members.

d Once the aircraft was stable again everyone was shocked at how bad the turbulence was - and at how quickly it had happened. There was absolutely no warning.

e We were inbound from Alicante and two hours from Wessex airport when the Captain switched the seatbelt sign on. It wasn't at all rough at the time but there was a thunderstorm ahead and the Captain was being careful. There was no turbulence warning.

17 Mark the sentences True (✓) or False (x).

- 1 This was a case of light turbulence.
- 2 The aircraft dropped about 1,000 feet very quickly.
- 3 The captain hadn't turned on the seatbelt sign.
- 4 Several passengers were injured.
- 5 There was no warning of turbulence ahead.

☐
☐
☐
☐
☐



18 Use the words in the box to complete the conversation.

allow • drops • fall • return • sit down • strap in • switched • work

- Flight attendant: Sir, the Captain has _____¹ on the seat belt sign. Could you go back to your seat, please?
- Passenger: Yeah, I know. I'm fine.
- Flight attendant: Sir, you must _____² to your seat now. We're expecting turbulence.
- Passenger: Don't worry. It'll be fine.
- Flight attendant: Sir, I'm sorry but I cannot _____³ you to stand. It could get really rough. Everyone must return to their seats and _____⁴.
- Passenger: Look. I'm fine. I _____⁵ on ships at sea – in really big waves ... you know?
- Don't worry, I won't _____⁶ over.
- Flight attendant: Sir, I doubt if your ship _____⁷ hundreds of feet without any warning. Now, _____⁸!



Listen and check.

19 Listen again. Tick how the flight attendant uses her voice to be assertive.

- | | | | |
|----------------------------|--------------------|----------------------------|--------------------|
| 1 <input type="checkbox"/> | She shouts. | 4 <input type="checkbox"/> | She talks slowly. |
| 2 <input type="checkbox"/> | She talks quickly. | 5 <input type="checkbox"/> | She talks clearly. |
| 3 <input type="checkbox"/> | She talks quietly. | 6 <input type="checkbox"/> | She talks loudly. |

AUDIO



20 Number the sentences in the conversation in the correct order.

Flight attendant

- a _____ Your son must be strapped in, too.
- b _____ Thank you.
- c _____ Excuse me madam, but the Captain's switched the 'fasten seat belt' sign on.
- d _____ Madam, we're expecting severe turbulence very soon. Strap him in now! It's for his own safety.
- e _____ I'm sorry madam, he's not secure. You must use the extension belt. Here, let me help you.

Passenger

- f _____ I can hold him on my lap.
- g _____ All right, all right. I am. Look.
- h _____ Oh, for goodness sake! He'll scream the place down, you know.
- i _____ Yeah, I know. I'm strapped in.

Listen and check. Then work with a partner. Practise reading the conversation with the correct tone.

DID YOU KNOW?

Flight attendants must always be polite to passengers but they must also ensure that all passengers comply with airline regulations. This may lead to some difficult exchanges.

21 Listen. Underline the correct alternative.

- 1 The passenger is using his **laptop** / radio.
- 2 The passenger is **cooperative** / uncooperative.
- 3 The flight attendant's language becomes **more** / less assertive.
- 4 The **captain** / purser will look after the device for the rest of the flight.

22 During the exchange the flight attendant uses four tactics. Put them in the order she uses them.

- a ☐ gives advice
- b ☐ explains the regulations
- c ☐ asks the passenger to cooperate
- d ☐ gives a warning

Listen again and check.

23 Match sentences 1–4 with the four tactics in exercise 22.

- 1 ☐ If you do not cooperate, this will be a matter for the authorities.
- 2 ☐ Please make sure it stays off for the rest of the flight.
- 3 ☐ I suggest you put the headphones down and pass me the microphone.
- 4 ☐ You can't use this equipment on board the aircraft.

24 Work with a partner. Practise dealing with difficult situations.**PARTNER FILES**

Partner A File 7, p. 71
Partner B File 15, p. 73

USEFUL PHRASES**Asking for cooperation**

Could you ... ?
Can you switch it off, please?
Please put/pass/give me the ...
Please make sure ...

Advice

I (strongly) advise you to ...
I suggest you ...

Explaining rules and regulations

That's/It's not allowed.
It can't be used ...
You can't use ...
You must switch it off/stop using ...

Warning

If you do not cooperate, this will ...
Sir, this incident has been reported to ...

OUTPUT

Read the text and answer the questions.

Alberto Molina



We had a difficult situation when there was an oven fire. It happened really quickly. There were two of us in the galley when we suddenly realised there was smoke coming from one of the ovens. Our training kicked in and we reacted immediately. My colleague switched everything off and I grabbed the halon fire extinguisher. I opened the oven door very slightly, and carefully emptied the whole cylinder into the oven. The fire went out, just like it did during training.

However, passengers seated near the galley started to panic and were shouting 'Fire!' That made other passengers panic and it was quite difficult to keep control. At times like this you have to be quite forceful. You have to be very confident and give instructions

in a clear and positive manner. At the same time, you must be polite and stay calm. Fortunately, the purser and other colleagues helped. They calmed the passengers and explained that the fire was out.

When all the passengers were back in their seats, the crew distracted them by offering free drinks, more newspapers, and any other items which passengers asked for. Some passengers were still worried because they could smell the smoke but everything was calm again.

Finally, the purser thanked us for acting so promptly and for following the fire fighting procedures so well. A disaster had been averted!

OVER TO YOU

- Do you think you could stay calm and issue clear instructions in a difficult or dangerous situation?
- Have you ever had to deal with an emergency situation at work?
- Can you think of other diversion tactics which may help to calm passengers in a situation like this?