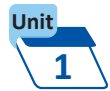







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# Plan of the Book

Unit	Topic	Situations	Language Focus
01	Greeting During Boarding	<ol style="list-style-type: none"> <li>1. Greeting Passengers at the Gate</li> <li>2. Greeting Passengers in the Front, Middle, and Back of the Cabin</li> <li>3. Helping Passengers Who Pass Their Seats</li> </ol>	<ul style="list-style-type: none"> <li>• Greeting passengers at the gate</li> <li>• Greeting passengers in the front, middle, and back of the cabin</li> <li>• When a passenger passes her seat</li> </ul>
02	Carry-On Items and Special Passengers	<ol style="list-style-type: none"> <li>1. Assisting a Passenger With an Infant in a Stroller</li> <li>2. Assisting a Passenger Who Needs Special Assistance During Boarding</li> <li>3. Helping Passengers With Carry-On Items</li> </ol>	<ul style="list-style-type: none"> <li>• Assisting a passenger with an infant in a stroller during boarding</li> <li>• Assisting a passenger who needs physical assistance during boarding</li> <li>• Asking a passenger to relocate his or her bags</li> <li>• Helping a passenger with a carry-on item too large for the cabin</li> <li>• Asking a passenger to put his or her bags in the overhead bin</li> </ul>
03	Seating During Boarding	<ol style="list-style-type: none"> <li>1. Arranging Seats for Group Passengers Who Are Sitting Separately</li> <li>2. Finding Seats for Passengers Who Wants to Change Seats</li> <li>3. Dealing With Problems With Seating</li> </ol>	<ul style="list-style-type: none"> <li>• Handling passengers who want to sit together</li> <li>• Handling a passenger who wants to change seats</li> <li>• Coping with a situation when two passengers were assigned the same seat</li> <li>• Handling passengers sitting in the wrong seats</li> </ul>
04	Preparing for Takeoff (1)	<ol style="list-style-type: none"> <li>1. Preparing Passengers for Takeoff</li> <li>2. Providing Entertainment for Passengers</li> <li>3. Giving Passengers Extra Blankets and Pillows</li> <li>4. Adjusting the Cabin Temperature for Passengers</li> </ol>	<ul style="list-style-type: none"> <li>• Giving passengers cautions before takeoff</li> <li>• Telling passengers that smoking is strictly prohibited on all flights</li> <li>• Providing newspapers</li> <li>• Showing passengers how to use the AVOD system</li> <li>• Giving a passenger an extra blanket and a pillow</li> <li>• Handling a passenger complaining about the cabin temperature</li> </ul>

**05 Preparing for Takeoff (2)**

1. Providing Headphones and Amenity Kits
2. Assisting Special Passengers
3. Providing Passengers With Flight Information
4. Providing Items Such as Eye Masks and Earplugs Prior to Takeoff

- Handing out headphones and amenity kits and giving away welcome gifts
- Greeting VIPs/CIPs
- Confirming a bassinet request prior to takeoff and installing it after takeoff
- Assisting those who need special care during boarding
- Confirming special meals with passengers
- Handling passengers who want to store food in the galley refrigerator
- Providing information about time differences and giving reasons for delays
- Giving eye masks and earplugs for passengers sitting near the galley

**06 Beverage Service**

1. Giving Out Hot Towels and Serving Nonalcoholic Beverages
2. Serving Alcoholic Beverages
3. Handling Situations When a Drink Is Not Available or Gets Spilled

- Serving hot towels and collecting them after use
- Serving nonalcoholic beverages such as soda and juice
- Serving alcoholic beverages such as whiskey, wine, beer, and cocktails
- Cleaning up tray tables for passengers
- Telling passengers that a drink is not available
- Handling with the situation a drink is spilled

**07 Meal Service**

1. Serving Different Kinds of Meals, Including Special Meals
2. Handling Situations When a Meal Choice Runs Out
3. Serving Wine and Hot Beverages
4. Collecting Meal Trays

- Serving requested meals, including special meals
- Dealing with a situation when a meal choice runs out
- Refilling wine for passengers
- Serving hot beverages such as coffee and tea
- Picking up meal trays

<b>08</b> <b>Entry Documents</b>	<ol style="list-style-type: none"> <li>1. Distributing Entry Documents for Entering Korea</li> <li>2. Distributing Entry Documents for Entering the United States</li> <li>3. Distributing Entry Documents for Entering Europe</li> </ol>	<ul style="list-style-type: none"> <li>• Distributing entry documents for permanent residents or nonresidents of Korea</li> <li>• Distributing entry documents for transiting passengers</li> <li>• Distributing entry documents for entering the United States</li> <li>• Distributing entry documents for entering Guam for U.S. citizens and non-U.S. citizens</li> <li>• Distributing entry documents for entering European countries</li> </ul>
<b>09</b> <b>In-Flight Duty-Free Sales</b>	<ol style="list-style-type: none"> <li>1. Providing Duty-Free Sales Information and Selling Duty-Free Items</li> <li>2. Providing Liquid-Item Transit Regulation Information</li> <li>3. Providing Preordering Duty-Free Item Information</li> </ol>	<ul style="list-style-type: none"> <li>• Providing information about duty-free products and duty-free allowances</li> <li>• Handling a situation when a flight is out of duty-free products</li> <li>• Selling duty-free items to passengers using cash, credit cards, and traveler's checks</li> <li>• Giving information about unaccepted currency, liquid transit regulations, duty-free items that require preordering and sky mileage applications</li> </ul>
<b>10</b> <b>Passengers Experiencing Discomfort</b>	<ol style="list-style-type: none"> <li>1. Assisting Passengers With Motion Sickness</li> <li>2. Helping Passengers With Other Symptoms</li> <li>3. Coping With Medical Emergencies</li> </ol>	<ul style="list-style-type: none"> <li>• Providing Green Oil for motion sickness</li> <li>• Handling situations when requested medicine is not on board</li> <li>• Handling passengers with a variety of symptoms</li> <li>• Paging a doctor</li> </ul>

<b>11</b> <b>Preparing for Landing and Saying Farewell</b>	<ol style="list-style-type: none"> <li>1. Giving Information About Flights, Destinations, and Arrivals</li> <li>2. Preparing Passengers for Landing</li> <li>3. Saying Farewell</li> </ol>	<ul style="list-style-type: none"> <li>• Giving information about a flight and destination</li> <li>• Collecting headphones and magazines</li> <li>• Assisting passengers who need special assistance during deplaning</li> <li>• Assisting passengers with safety precautions for landing</li> <li>• Saying farewell to passengers</li> </ul>
<b>12</b> <b>In-Flight Announcements</b>	<ol style="list-style-type: none"> <li>1. Making a Welcome Announcement</li> <li>2. Making a Safety Announcement</li> <li>3. Making a Turbulence Warning Announcement</li> <li>4. Making a Farewell Announcement</li> </ol>	<ul style="list-style-type: none"> <li>• Making a welcome announcement</li> <li>• Making a safety announcement</li> <li>• Making a turbulence warning announcement</li> <li>• Making a farewell announcement</li> </ul>





# Meal Service

## Unit Objectives

Serving Different Kinds of Meals, Including Special Meals

Handling Situations When a Meal Choice Runs Out

Serving Wine and Hot Beverages

Collecting Meal Trays



## Introduction

One of the highlighted services is probably the meal service. Passengers look forward to the **complimentary meal** that will satisfy their cravings. Depending on the flights, passengers can enjoy a variety of gourmet **appetizers**, **entrées**, and **desserts**. In this unit, you will acquire all the necessary information about the meal service, such as the different kinds of meals, when and how to serve them, and what to say when serving meals and describing special meals. There are numerous special meals that passengers can request prior to boarding, and it is the flight attendant's job to confirm all of the special meals with the passengers. You will also learn how to serve **wines** along with meals as well as **hot beverages** such as coffee and tea.

## Words & Phrases

### A Match the words with the pictures.

- |                       |                   |                     |
|-----------------------|-------------------|---------------------|
| 1 _____ dessert       | 2 _____ sweetener | 3 _____ cutlery     |
| 4 _____ potato wedges | 5 _____ meal box  | 6 _____ chili sauce |



### B Use the words in the box to complete the sentences.

decaffeinated	diabetic	appetizer	entrée
assorted	mixed vegetables	unwrap	creamer

- The beef meal is served with \_\_\_\_\_ like beans and carrots.
- You will find \_\_\_\_\_ flavors of candy in this candy bag.
- The T-bone steak is the \_\_\_\_\_ tonight.
- The \_\_\_\_\_ meal doesn't have any sugar in it.
- Let me have some sugar with my \_\_\_\_\_ coffee, please.
- We will have chicken wings as our \_\_\_\_\_.
- May I \_\_\_\_\_ your kosher meal and heat it up for you?
- Do you have some \_\_\_\_\_ for the coffee?



## Conversation I Meal Service

053

### A When a passenger requests beef

- F** We are serving meals now. What would you like to have?  
We have beef, chicken, and hamburger steak, an American meal.
- P** How is the hamburger steak prepared? Is the beef an American dish?
- F** No, the beef is a Japanese meal. It is served with onions, carrots and spinach.
- P** How about the chicken?
- F** The chicken is a Thai meal served with chili peppers and sweet potatoes.
- P** And what was the American dish again?
- F** We have hamburger steak for the American dish.
- P** What is that?
- F** The hamburger steak is a kind of pork patty. There will be cheese on it along with some carrots, cabbage and potatoes.
- P** I'll have the beef.
- F** Of course. Here you are. *Would you care for something to drink<sup>1</sup>* with your meal?  
We have juice and wine.
- P** I'll have some wine, please.
- F** Yes, of course. We have red and white wine. Which one would you like?
- P** Let me have some red wine, please.
- F** Okay. Here you are. Enjoy your meal.

**F** Flight Attendant  
**P** Passenger

### Alternative Expressions

I *Would you like something to drink* | *Would you care/like/to drink something*

#### Language Tip

#### Words related to the meal service

##### 1. cutlery

utensils such as forks, knives, and spoons



##### 2. appetizer

a small amount of food served before a meal



##### 3. entrée

a dish served as the main course of a meal



##### 4. dessert

pastry, fruit, sweets, or ice cream served as the final course of a meal





## PAIR WORK

Practice serving each meal on the menu with your partner.  
Use the dialogue below.

- F We are serving meals now. What would you like to have?  
 P How is \_\_\_\_\_ prepared?  
 F \_\_\_\_\_ (Explain the meal) .  
 P I'll have the \_\_\_\_\_ .  
 F Of course. Here you are. \_\_\_\_\_ (Offer a beverage) ?  
 P I'll have some wine, please.  
 F \_\_\_\_\_ (Offer a choice of wine) .  
 P Let me have some red wine, please.  
 F Okay, here you are. Enjoy your meal.

## MENU

## Chinese Style

**Fish**

with string beans  
and carrots



## Chinese Style

**Chicken**

with fried eggs and  
shiitake mushrooms



## Chinese Style

**Shrimp**

with asparagus and  
mixed vegetables



## American Style

**Hamburger Steak**

with cheese, carrots,  
cabbage and potatoes



## Japanese Style

**Beef**

with onions,  
carrots and spinach



## Thai Style

**Chicken**

with chili pepper and  
sweet potatoes



## Speaking Practice

Translate and practice the following sentences.

- 我們現在供應餐點。
- 我們有牛肉、雞肉和漢堡排，是一種美式料理。
- 牛肉是佐洋蔥、紅蘿蔔和菠菜。
- 雞肉是泰式餐點，有辣椒和地瓜。
- 我們的美式料理是漢堡排。
- 我們有紅酒和白酒。

- F** We are serving meals now. What would you like to have?  
We have beef, chicken and nasi lemak, a Malaysian meal.
- P** What is nasi lemak?
- F** It is a traditional Malaysian rice meal served with peanuts, anchovies, a boiled egg, and chicken with **chili sauce**<sup>1</sup>.
- P** I want to try the Malaysian meal.
- F** Of course. Here is your meal. The chili sauce can be spicy, so if you need some water please don't hesitate to tell me.
- P** Okay. Thank you.
- F** We are also serving wine with dinner.  
Do you want some red wine with your meal?
- P** That sounds good.
- F** Here is your wine. And this is a **leaflet**<sup>2</sup> that explains how to enjoy nasi lemak. Please refer to the information card if you have any questions about the meal.
- P** I'll do that. Thank you.
- F** Enjoy your meal.

**F** Flight Attendant  
**P** Passenger



### Alternative Expressions

- 1 hot sauce | spicy sauce  
2 information card | brochure | pamphlet



### Practical Tip

When buying plane tickets, passengers can usually select their in-flight meals. If taking a **low-cost carrier** (LCC), they have to pay extra for the meal; however, many airlines will often offer discounts for online preorders. Some LCCs in Taiwan serve a variety of in-flight meals, such as traditional delicacies like fried rice noodles, pork shank with rice, or pork chop with rice, which become their special selling points.



### Speaking Practice

Translate and practice the following sentences.

- 1 椰漿飯是馬來西亞傳統飯食，搭配花生、小魚乾、水煮蛋和辣雞肉。
- 2 辣醬可能會很辣，如果您需要水，請立刻告訴我。




**PAIR WORK** Practice serving different kinds of meals with your partner.

We are serving meals now. What would you like to have? We have beef, chicken, and \_\_\_\_\_.

What is \_\_\_\_\_?


**Omelette**

**Fettuccine Gratin**

**Three-cup chicken**
**Meal Explanation**

a western-style meal made from beaten eggs that are fried with butter

a western-style meal with a thin layer of baked cheese above flat noodles

a traditional Taiwanese cuisine cooked with sesame oil, soy sauce and basil

**C When a meal choice runs out**

055

- P** I'll have the Thai-style chicken.  
**F** Oh, I'm sorry, but we **just ran out of**<sup>1</sup> the chicken. Would you care for the beef or *fish* instead?  
**P** I'll have the beef then.  
**F** Of course. Sorry about that. Here you are.

**F** Flight attendant  
**P** Passenger

**Alternative Expressions**

- I** have (just) run out of | are out of


**Speaking Practice**

Translate and practice the following sentences.

- 1 抱歉，我們剛才發完雞肉了。
- 2 您想要改成牛肉或魚肉嗎？

## D Serving requested special meals (kosher meals)

056

- F We are now serving meals. Did you request a kosher meal?  
 P Yes, I did.  
 F I have your meal with me. *May I open it and heat it up for you?*<sup>1</sup>  
 P Yes, thank you.  
 F *I will bring it back once it is ready to serve*<sup>2</sup>. . . Here is your kosher meal with your orange juice.  
 Enjoy your meal.

F Flight Attendant  
 P Passenger

### Alternative Expressions

- 1 *May I open/unwrap your meal box in front of you? Can I take it back to heat it up for you?*
- 2 *I'll be back when it is ready*



### Practical Tip

Special meals are provided to meet passengers' **dietary requirements**, to give choices to young passengers, and to provide meals to passengers on special events. When serving special meals, there are times where you need to pay close attention. For example, with **kosher meals**, you must **get passengers' permission** to open and heat the meal for them. The meal box is usually sealed tightly with a stamp; therefore, the flight attendant must show the meal box to the passenger before opening it.

### Language Tip

#### Different types of special meals

Dietary Meals	Religious Meals	Vegetarian Meals	Baby/Child Meals
Diabetic Meal Low-Calorie Meal Low-Fat Meal	Kosher Meal Hindu Meal Halal Meal	Lacto-Ovo Vegetarian Meal Vegan Vegetarian Meal	Baby Meal Child Meal



### PAIR WORK

**Practice serving different kinds of special meals with your partner. Use the dialogue below.**

#### EXAMPLE

- F We are now serving meals. \_\_\_\_\_ (*Reconfirm the special meal*)  
 P Yes, I did.  
 F Here is your (special meal) with (drink). Enjoy your meal.



Low-Calorie Meal /  
Sparkling Water



Baby Meal / 2% Milk



Vegan Vegetarian Meal /  
Diet Cola

## Conversation II Wine Refills and Hot Beverage Service

### A Second round of wine service

057

When you know what the passenger was drinking

- F Would you like to have some more wine?  
P Yes, please.  
F You were drinking white wine with your chicken, weren't you?  
P Yes, I was.  
F Would you like another cup?  
P Yes, please.  
F Here you go. Enjoy your wine.

F Flight Attendant  
P Passenger

When you don't know what the passenger was drinking

- F Would you care for some more wine?  
P Yes, let me have some more, please.  
F Which wine were you drinking?<sup>1</sup>  
P I had red wine.  
F Okay, here you go. Enjoy your wine.



### Alternative Expressions

- I Which one did you have? | What would you like?



### PAIR WORK

Practice offering some more wine in each situation by using the expressions below with your partner.

**Situation 1** The second round of red wine service when you don't know what the passenger was drinking

**Situation 2** The second round of white wine service when you know what the passenger was drinking

Would you like to have some more wine?

Which wine were you drinking?

Would you care for some more wine?

You were drinking \_\_\_\_\_, weren't you?

Would you like another cup?



## B Hot beverage service (black tea and traditional Korean tea)

058

- F Would you care for some tea? We have black tea and traditional Korean tea.  
P Do you have coffee?  
F I'm sorry, but another flight attendant will be [here shortly with coffee](#)<sup>1</sup>.  
P It's okay. I'll just have tea. What is the traditional Korean tea?  
F We have green tea and *dunggeulle* tea.  
*Dunggeulle* tea is Korean [plant root](#)<sup>2</sup> tea. Would you like to try that?  
P Yes, let me try that.  
F [Please put your cup on my tray](#).<sup>3</sup>  
Here you go. It's hot. Please be careful. Enjoy the tea.

F Flight Attendant  
P Passenger



### Alternative Expressions

- 1 serving coffee soon  
2 herbal  
3 Would you please place your cup on my tray?



### Practical Tip

Flight attendants serve **one particular hot beverage at a time**. Thus, if there are two flight attendants serving hot beverages, one serves coffee, and the other one serves hot tea. When a passenger asks the flight attendant serving tea for coffee, the flight attendant must inform the passenger that "[another flight attendant will be here with coffee soon](#)."

## C Hot beverage service (coffee)

059

- F We are now serving coffee. Would you care for some coffee?  
P Do you have decaffeinated coffee?  
F Sure, we have instant decaffeinated coffee. Would you like to have some?  
P Hmm . . . I'll just have regular coffee.  
F Of course. Please put your cup on my tray.  
Here you go. . . . It's very hot. Please be careful.  
Would you like some creamer or sugar?  
P No, thank you. But do you have artificial sweetener?  
F Yes, we have artificial sweetener.  
Just a moment, please. I'll get it for you right away. . . .  
Here you go. Enjoy your coffee.

F Flight Attendant  
P Passenger



### Speaking Practice

Translate and practice the following sentences.

- 1 抱歉，另一位空服員很快就會送上咖啡。  
2 能否請您將杯子放到我的托盤上呢？