

旅游·商贸专业英语

ENGLISH READERS IN TOURISM
AND INTERNATIONAL TRADE

航空空勤英語

AIR TRAVEL IN ENGLISH

(IN - FLIGHT SERVICE)



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UNIT ONE

THE CREW

For half a century, the job of airline stewardess has been an exciting, stimulating, and rewarding career. Although the profession is generally thought of in terms of women, it is by no means limited to them. Men, too, play an important role in this ever-growing field. And this is not something new. Pan Am, one of the largest international airlines, first hired stewards in 1928 with the introduction of passenger flights. Today the airlines in all countries continue to employ stewards as well as stewardesses, and there is every indication that the number of men serving on flight service crews will continue to grow.

An airline, especially an international one, is a huge organization with many complex functions. There are ticket and reservations agents, airport passenger service personnel, cargo personnel, me-

chanics, catering service personnel, the flight crew, the flight service crew, and so on. It is hard to say which job is the most important. All of these personnel perform vital functions; it would be difficult for an airline to exist without any one of them. But there is little doubt that the airline personnel who have the greatest exposure to the passengers are the members of the flight service crew. This is why the selection, training, and performance of a flight attendant is so important. No matter how many behind-the-scenes airline personnel contribute toward the success of the flight, or how many others participate in face-to-face contact, it is the cabin attendant who makes the most lasting impression on the passengers. Often a passenger—especially one new to flying—will base his opinion of an entire airline on the way in which the cabin crew has responded to his needs during a flight.

No matter which airline a passenger selects he will get convenient routes, safe aircraft, experienced pilots, and nourishing food. There is not much that an airline can do to increase its share of the passenger market in regard to these factors. What can make a difference, however, is the quality

of service during the flight. This recurrent theme is given much attention in all phases of airline planning and performance. The competition to provide superior service continually helps to improve the experience of flying for the passenger and to ensure that the job of flight attendant remains challenging and rewarding.

Through the years, the search to attract new passengers and keep old ones has resulted in different stewardess images for the different airlines. For example, one airline may look for language ability; another may seek sophistication; still another may try to recruit the "girl next door". Special advertising campaigns have tried to stress the unique features of each airline's cabin crew services. Some airlines have leading fashion designers design new uniforms for their cabin crew. Other airlines, such as Thai International and Pakistan International Airlines, feature stewardesses in traditional national dress. In spite of the attention to a glamorous image, there is a lot of hard work underneath it all. The goal is always better service for the passenger.

In addition to the emphasis on the stewardess-passenger relationship, another crucial factor in

good service is the degree of teamwork among the entire crew on the aircraft. This includes both the flight crew and the flight service crew. Good rapport among the members of the crew is the heart of smooth functioning on each flight. This begins with the concept of *chain - of - command*, which means that each member of the crew has specific, clear - cut duties.

The captain, or pilot, is in charge of not only the flight crew, but also the entire crew and the plane. He is assisted by the first officer, or copilot, who is second in command. There is also a flight engineer who is responsible for the functioning of all mechanical equipment. He is also a pilot. In the case of long - range flights, there may be an additional pilot, called a second officer. The flight crew performs its functions in the cockpit of the plane. Therefore, the passengers rarely see this part of the crew, though the captain may speak to them over the loudspeaker system. He usually greets them shortly after takeoff and then gives them information about geographic points of interest and weather conditions during the flight.

The captain is in charge of the entire flight from

start to finish, just like the captain of a ship. His responsibility includes complete authority over the flight service crew. The purser and other cabin attendants are all under his command, although their duties are normally performed in the cabin, the passenger section of the airplane.

For the crew, there is a great deal to do to prepare for the flight even before they board the aircraft. After arriving at the airport and signing in for work, they meet the other members of the crew and attend a *briefing* that is held by the captain. At this time, he advises the crew of the flight plan, weather conditions, and other factors that might affect the meal service. There might also be some discussion by the purser of any special information about the passengers — he might mention, for example, any VIPs (very important persons) who have reservations on the flight. When the briefing is concluded, the crew proceeds to the airplane for a complete pre-flight check of the cabin to see that all necessary equipment is on board and ready to use. The flight attendants check the emergency equipment—fire extinguishers, oxygen bottles, first-aid kits, megaphones, life vests, and life rafts. They prepare the

emergency demonstration kit for use after all the passengers have boarded; the kit shows the use of the life vest and oxygen system. They also check baby equipment, newspapers and magazines, and any other items which are necessary on that particular flight. They check the kitchen—called the *galley* on an airplane—to see that proper provisions are all there. Each crew member, whether he or she works in the galley, the cabin, or the cockpit, has certain duties to perform, and these must be coordinated with those of the rest of the crew.

About a half - hour before departure, the passengers begin boarding the aircraft, and the cabin crew welcome them on board and help them to find their seats. There are welcoming and other pre - takeoff announcements, as well as the emergency equipment demonstration. The last thing the stew-ardesses do before takeoff is to check the passengers' seat belts.

Incidentally, most people in the airlines industry as well as the traveling public would agree that the primary mission of the flight service attendant is to help ensure the safety of the passengers in the event of an emergency. An extensive description of

the operation of the emergency equipment and the procedures that the passengers should follow will be discussed in Unit Seven.

The role of the cabin crew becomes a very busy one once the plane is airborne. It consists largely of providing the passengers with food and beverages, and this involves a great deal of work and attention to detail.

Each airline offers two classes of service on regular flights, first class and economy. Cabin crew assigned to the first - class section serve elaborate cocktails, aperitifs, and canapés before the meal. They arrange linens, flowers, china, and glassware and serve an elegant meal service, often from rolling carts. The meal features many courses, with wines and champagnes accompanying each course and each entrée cooked to order. The airlines try to duplicate the quality of food and service that would be offered by a first - class restaurant.

The meal service for economy - class passengers is much simpler, with cocktails and other drinks served before the meal. The meal itself is served on individual trays. On very short flights, or on flights that take place between mealtimes, there is no meal

service. However, even on those flights there is usually a food service of some sort. It often consists of coffee or juice and a light snack.

Although the meal service, where there is one, takes up most of the cabin attendants' time, this is by no means all that has to be done. Passengers with small children may require special assistance. Passengers on international flights may need help in filling out customs and other landing documents. Passengers may be worried about connections for continuing their journey. There are many other situations that flight attendants have to deal with, and the way in which they handle them may determine not only the degree of satisfaction they get from their job, but also which airline the passenger will choose for his next flight.

When the flight nears its destination, the pursuer makes the announcements concerning landing procedures, and the cabin crew check to see that the passengers and the cabin are prepared for landing. After landing, they assist the passengers in disembarking and say good - bye to them.

This is a brief view of the most important part of the work of a flight attendant—the flight itself.

In the following units, we will deal with the life and work of the cabin crew in greater detail.

I. Useful Words and Expressions

1. crew 机组人员
2. stewardess 女乘务员(女服务员)
3. stimulate 刺激;激发
4. reward 报答;酬劳
5. profession 职业
6. in terms of 按照;从……方面(来说)
7. by no means of 决不;并没有
8. play a role in 在……中起作用
9. steward 男乘务员;事务长
10. flight service crew 空勤服务人员
11. reservation 预定
12. personnel (集合名词)全体职员
13. cargo 货物
14. cater 供应膳食
15. vital 生命攸关的
16. exposure 暴露
17. flight attendant 空勤人员
18. behind - the - scenes 在后台;在幕后

19. cabin crew 机舱人员
20. nourishing food 营养食品
21. in regard to 关于
22. challenge 鞭策; 挑战
23. sophistication 复杂性
24. recruit 吸收; 补充
25. campaign 竞选; 运动
26. feature 相貌
27. lay (put) emphasis on 把重点放在
28. rapport (尤指和睦; 亲善的) 关系
29. concept 概念; 观念
30. chain - of - command 连锁指令
31. be in charge of 主管
32. copilot 副驾驶员(飞机)
33. cockpit 飞机座舱
34. purser 事务长
35. briefing 简况介绍会
36. extinguisher 灭火器
37. first - aid kits 急救药箱
38. life vest 救生衣
39. life raft 救生筏
40. departure 启程
41. pre - takeoff 起飞前
42. in the event of 如果……发生

- 43. procedure 步骤
- 44. airborne 升空
- 45. beverage 饮料
- 46. elaborate 精心制作的
- 47. cocktail 鸡尾酒
- 48. aperitif 开胃酒
- 49. canapé (法)长靠背椅
- 50. champagne 香槟酒
- 51. course 一道菜
- 52. entrée (法)正菜(汤和冷盘后)
- 53. duplicate 复制
- 54. tray 托盘
- 55. snack 快餐
- 56. destination 目的地;终点
- 57. disembark 下飞机;登岸

II. Proper Names

- 1. Pan Am (Pan - American World Airways)
泛美世界航空公司(美国)
- 2. Thai International Airlines
泰国国际航空公司
- 3. Pakistan International Airlines

巴基斯坦国际航空公司

III . Discussion Questions

1. Do stewards play an important role in the airline profession?
2. When were stewards first employed, and by whom?
3. Which of the airline personnel makes the most lasting impression on the passengers?
4. Why have different stewardess images among the different airlines developed?
5. What is the chain - of - command?
6. What do the members of the crew attend before they board the aircraft?
7. What is discussed at the crew's briefing?

8. What is the pre - flight check of the cabin?
9. Once the airplane is airborne, what takes up the greatest amount of the cabin crew's time?
10. What is the difference between the meal service for first - class and economy - class passengers?
11. What do cabin attendants do in addition to serving the meal?
12. What does the purser do when the flight nears its destination?
13. Would you rather be a stewardess (or steward) or a pilot? Why?
14. Why are most members of the flight crew male? Why are most members of the flight service crew female? Do you think this is the way it should be? Give your reasons.

IV. Vocabulary Practice

Select a suitable word or phrase from the choices given below and try to match the numbered definition. Put your choices beside the numbers.

- A. Crew
- B. Flight Crews
- C. Flight Service Crew
- D. Purser
- E. Steward
- F. Stewardess

_____ 1. The part of the crew that is responsible for the flying and safety of the plane. This includes the pilot or captain, the co - pilot or first officer, and the flight engineer. The section of the plane where they sit is called the cockpit, and therefore the flight crew is sometimes called the cockpit crew.

_____ 2. Female member of the flight service crew.
This is the term that is used most often,

but a stewardess may also be called a cabin attendant, a flight service attendant, or a hostess. Some airlines may prefer one term to the others, but all of them mean the same thing.

- _____ 3. Male member of the flight service crew.
- _____ 4. A group of people employed by an airline who have duties on board the aircraft. They may be concerned with either the flying and safety of the aircraft or with passenger service. An individual in this group is called a member of the crew or a crew member.
- _____ 5. The leader of the flight service crew. The purser supervises all phases of cabin service — the pre — departure, in — flight, and postarrival phases. He or she makes sure that correct procedures are followed and decides such things as the time of meal service.

- ____ 6. The part of the crew that is responsible for service to the passengers aboard the airplane. Their duties are performed in the part of the plane called the cabin, and therefore the flight service crew is also called the cabin crew.

V. Review

- A. Fill in the space in the following sentences with the appropriate word or phrase.

Example: The term crew includes both the pilots and the cabin attendants on a flight.

1. A crucial factor in good service on a flight is the degree of _____ among the members of the crew.
2. The member of the crew who makes the most lasting impression on the passenger is the _____.