

ЦЕНТР ПОДГОТОВКИ АВИАЦИОННОГО ПЕРСОНАЛА

ОАО «АЭРОФЛОТ»

УЧЕБНО-МЕТОДИЧЕСКОЕ

ПОСОБИЕ

ПО ПРОФЕССИОНАЛЬНОМУ АНГЛИЙСКОМУ ЯЗЫКУ

ДЛЯ БОРТПРОВОДНИКОВ

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The Flight Crew

The flight crew are the men and the women who work in an aircraft when it is flying from one city to another. They can be divided into two groups:

1. those who fly the aircraft and
2. those who work with the passengers.

The first group consists normally of two or more people who work on the flight deck. They are the captain and the co-pilot, sometimes there is one more member in the flight deck team and it is a flight engineer. (There may be a navigator and radio-operator too).

The Cabin Crew

1. The people who work in the cabin with the passengers (PAX) are called the cabin crew (staff). The senior member of the cabin crew who is responsible to the captain is called the flight director or cabin services director on wide-bodied aircraft, the Boeing 767 for example, and the purser on smaller aircraft.

On wide-bodied aircraft, a purser is in charge of a separate cabin area or class of passengers, and reports to the flight director or cabin services director.

2. Those who work under the senior member of the cabin crew are called stewards or stewardesses (or air hostesses) by the public, but they should be correctly called cabin (flight) attendants, or CAs for short.

Answer the questions:

1. What is the name of the group of people who work on an airliner?
2. Who is the most senior person on an airliner?
3. Who does he share his work with?
4. Where do pilots work?
5. Who is sometimes the third member of the flight deck team?
6. Who is the senior member of the cabin crew?
7. What is the correct name of a member of the cabin crew?
8. Who is the flight director responsible to?
9. Who is the purser responsible to on wide-bodied aircraft?
10. What is a purser in charge of on wide-bodied aircraft?
11. How are cabin attendants called by the public?

Useful words and phrases summary

a crew	to be responsible <u>to</u>
a captain	to be responsible <u>for</u>
<u>on</u> the flight deck (Br.E.)= <u>in</u> the cockpit (Am.E.)	to be <u>in</u> charge <u>of</u>
a purser	a senior cabin crew member
a cabin attendant (CA)	a flight director= a cabin services director
PAX (passengers)	to report <u>to</u>
wide – bodied	
narrow-bodied	
	to work <u>on</u>
	to work <u>for</u>

General Layout

Many people like travelling. The most convenient means of travelling is a plane. Passengers can travel first class, business class and economy class. That's why the plane is divided into two, three or four passenger cabins, which are called the first class cabin, the business (club, executive) class cabin and the economy class cabin. The first class cabin is the smallest, but the most comfortable.

The seats can be arranged two-by-two or three-by-three depending on the class flight. The seats are numbered in rows from the nose of the aircraft to the tail and lettered from the right to the left as you look back from the flight deck.

Above the cabin door there are two notices (signs): the Fasten Seat Belt sign and the No Smoking sign. The No Smoking sign is always switched on as all Aeroflot Flights are Non-Smoking. The Fasten Seat Belt sign is switched on while taxiing, taking off, ascending, descending and landing.

The doors in the passenger cabin are fitted with curtains and a carpet covers the cabin floor.

The overhead baggage racks or the overhead stowage bins, which are for coats and light items extend along the cabin walls. Above each group of seats there is a passenger service unit consisting of an air vent (nozzle), an individual light and an attendant call button.

The cabin (side) window has a rigid blind (shade) which serves as a light filter in sunny weather.

The passenger cabins are provided with a lighting system: general, dim, emergency and individual lighting.

The passenger chair is very comfortable and has all necessary comfort features including a reclining seatback, a pushbutton to fix the seatback in a comfortable position, folding armrests, a tray-table, a seat pocket for small items, a disposable headrest cover, a foot-step for a First Class flight passenger.

Each class can be distinguished by the size of the seats and the distance or pitch between them.

Baby cots are carried on board each aircraft. They are attached to the bulkhead in the cabin. Each baby cot is supplied with a bedding and a baby kit.

The Galley – Pantry

The galley – pantry is designed for cooking hot meals and cold appetizers (starters), and for beverage and fruit storage.

It is provided with metal containers for dishes and foods, electric boilers, heating ovens. The galley –pantry is provided with hot and cold water supply. There is a special board with the switches and the stewardess's interphone here.

Wardrobe Compartments and Toilets.

The wardrobe compartments are large enough to accommodate the hand luggage and overcoats of all the passengers. They can be located in the front, middle and rear part of the plane. The location of the wardrobe compartments as well as their number depend on the type of the aircraft. The passenger can find some clothes – hangers for their overcoats in the wardrobe compartments.

The toilets meet all sanitary requirements. They are fitted with a wash-basin with cold and hot water supply, a mirror, a water-closet pan, which is flushed with antiseptic fluid, toilet rolls and an electrical socket for an electrical shaver, towels, a piece of soap and an attendant call button. The location and the number of the toilets depend on the type of the aircraft.

Answer the questions:

A.

1. Do people like travelling?
2. What is the most convenient way of travelling?
3. What classes can passengers choose for travelling?
4. How many passenger cabins is the plane divided into? What are they called?
5. What class cabin is the smallest?
6. How can the seats be arranged?
7. How are the seats numbered?
8. How are the seats lettered?
9. How many signs are there above the cabin door? Name them.
10. When are these signs switched on?
11. What are the doors in the passenger cabin fitted with?
12. What covers the cabin floor?
13. What extends along the cabin walls?

14. What are overhead baggage racks and overhead stowage bins designed for?
15. What can a passenger find above each group of seats?
16. What does the service unit include?
17. How can a passenger control the air conditioning?
18. What does a passenger use as a light filter in sunny weather?
19. What light do the cabin attendants switch on during night flights?
20. What is the passenger chair provided with?
21. How can a passenger recline his seat back?
22. How can we distinguish each class?
23. Where is a baby cot fixed?
24. What is a baby cot supplied with?

Answer the questions:

B.

1. Where do cabin attendants cook the passengers' meals?
2. What is the galley-pantry provided with?
3. What kind of water is the galley supplied with?

Answer the questions:

C.

1. Where can passengers leave their hand luggage and overcoats?
2. Where are wardrobe compartments located?
3. What can passengers find in the wardrobe for hanging up their overcoats?
4. What is the toilet fitted with?
5. Do the toilets on board meet all sanitary requirements?

Useful words and phrases summary

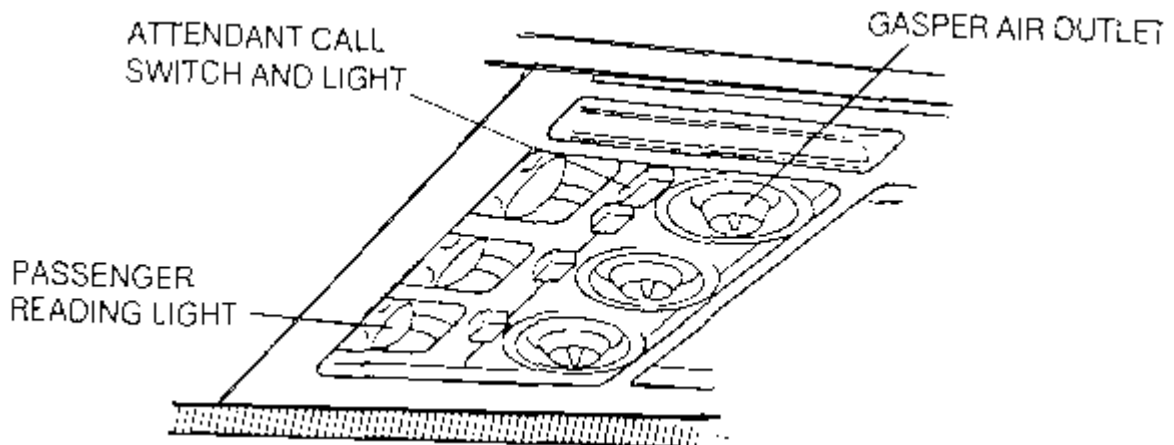
to travel	first class business class economy class	an air vent (a nozzle) to adjust an attendant call button a blind (a shade) to be fitted (with) to be provided with to be supplied with a sliding ash-tray an armrest
the first class cabin the business (club) (executive) class cabin the economy class cabin to number		

to letter
a notice (sign)
taxiing
take-off
ascent
descent
landing
curtains
a carpet
an electrical socket
an electrical shaver

a tray-table
an angle (pitch)
a baby cot
a bulkhead
a bedding
a baby kit
a galley-pantry
to be designed for
to accommodate
location
clothes-hangers
a wash basin
a towel

Passenger Service Unit

Above each group of seats there is a passenger service unit often having three functions. It may be necessary to show an inexperienced passenger what it is used for.



Practise dialogues :

Dialogue № 1

P: - It's very hot and stuffy in here
CA: - If you adjust this nozzle you can control the direction and amount of air conditioning.

Dialogue № 2

P: - I can't see to read my book.
CA: - This switch button controls your individual reading light/lamp (The individual reading light switch is in the armrest).

Dialogue № 3

P: - How can I call you in future?
CA: - If you press this button one of us will come to your assistance.

Dialogue № 4

- P: - I can't hear anything through the headset.
CA: - You can adjust the volume with plus and minus buttons in the armrest of your seat (This is a volume control button).

Dialogue № 5

- P: - I can hear music through the headset but I want to hear the film soundtrack.
CA: - The film soundtrack is on channels one and two.

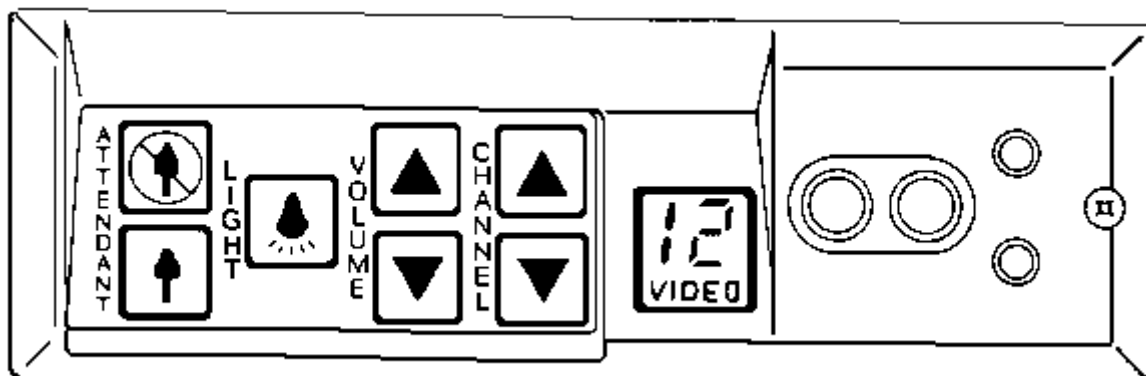
Dialogue № 6

- P: - I want to listen to the music.
CA: - I see. This is a music channel selector switch.

Dialogue № 7

- P: - I'm sorry to trouble you.
CA: - No trouble at all. What can I do for you?
P: - Could you tell me how to recline the seatback, please?
CA: - This button is for fixing the backrest of your seat in a comfortable position.

Passenger Arm-Rest Controls



The controls in this unit are, from left to right:

- a) attendant call buttons
- b) light switch
- c) volume controls for a headset
- d) channel selector buttons for the audio system
- e) channel indicator
- f) socket for a pneumatic headset
- g) socket for an electrical headset

Forms of politeness

II. *How to Address people:*

1. If I don't know the name/surname :
 - sir (for a man)
 - madam (for a woman)
2. if I know the surname:
3. Mister (Mr.) (for a man)
4. Missis (Mrs.) (for a married woman) (a widow)
5. Miss (for a single woman)
6. Ms (for a woman if we do not know her title Miss or Missis)
then comes the surname.

For example: Mr. Parker
Mrs. Brown
Ms. Smith

3. a group of people
 - Ladies (for women)
 - Gentlemen (for men)
 - Ladies and Gentlemen (for both)
 - Lady and Gentlemen (if one woman and some men)
 - Ladies and Gentleman (if some women and one man)
4. a stranger (there is no special form) but "Excuse me, please" is good for that.
5. a saleslady/salesman (there is no special form).
6. if I know the person well
I can call him/her by the name:
 - Helen
 - Ted
7. Distinguished persons:
 - Your Majesty! (a king)
 - Your Royal Highness! (a queen)
 - Your Grace/His (a churchman)
 - The Honourable.....! (name the title)
 - Your Excellency! (a foreign ambassador)
 - Senator.....(Davis)
 - The President/ (to the president)
 - Mr. President

III. How to Greet people:

From the very morning until twelve hours:

- Good morning.

From twelve hours until seventeen or eighteen:

- Good afternoon

From eighteen until twenty-four hours:

Good evening

- Notes:
1. - Hello!
- Hi! (to greet relatives or friends or fellow workers)
 2. - Good night (isn't a greeting)
 3. - How do you do? (it's a greeting in introductions)

IV. How to Introduce people:

- May I introduce (present).....?
May I present Professor Gray?
- May I introduce myself?
- Let me introduce.....to you.
- Mr. President, I have the honour to present our Captain.
- Mr. Parker, may I present His Excellency, the British Ambassador?

A reply to an introduction:

A: How do you do?

B: How do you do?

IV. How to Pass Someone:

- May I pass, please? (Let me pass)

V. How to Leave a Person for a moment:

- Excuse me (for) a moment.
- I'll be back in a moment.

VI. How to Attract Someone's Attention:

- Excuse me, please.

VII. How to Inquire about Someone's:

1. Health: - How do you feel?
- How are you? (after a greeting)
2. Life: - How's your life?
- How are you getting on?
3. Things: - How are your things?

Note: How are you doing? (instead of three questions).

4. Possible answers: Fine, thanks. Very well, thank you. Not bad. Not very well, I'm afraid.

VIII. How to Apologize to Somebody for Something:

1. I am (very terribly/ awfully) sorry

For example:

- I'm sorry to trouble you
- I'm sorry, I'm (5 min) late
- I'm sorry to keep you waiting
- I'm sorry, I do not get it.
- I'm sorry, smoking is not allowed.
- I'm sorry, smoking is not allowed (permitted)=I'm sorry but smoking is prohibited (forbidden).

2. "Pardon me" (when sneezing, coughing, yawning or hiccuping in company)

3. "to apologize" (in oral announcements or in written forms)

We'd like to apologize to you for the caused inconveniences.

Note: "Excuse" (as an apology used in America)

4. Possible replies:

- That's all right
- It's quite all right
- That's OK

IX. What to Say:

1. *if I haven't heard what was said to me.*

-Sorry?

-I'm sorry, I didn't catch that

-Would you say it again, please?

2. *if I do not understand:*

-I'm sorry, I do not get it

-I have a bit of a problem understanding you

-My English is not so good

-My English is poor, but I do speak French very well.

-What do you mean?

3. *on one's birthday:*

- Happy Birthday!
- Happy Birthday to you!
- Many happy returns of the day!

on the Eve of a New Year:

- Happy New Year! (the same to you)

on the Eve of Christmas

- Merry Christmas! (the same to you)

4. *in request*

- Please (fasten your seat-belt)
- Will you please.....?
- Fasten your seat- belt, please.

5. *in agreement*

- With pleasure
- Of course
- Certainly
- Surely
- You're welcome

6 *in giving (handing) smth.*

- Here you are (there you are).
- Here it is (Here is the newspaper and the booklet).

7. *in reply to "Thanks" (Thank you):*

- You're welcome
- Not at all
- Don't mention it

Language practice

Translate from Russian into English

1. - Вы можете мне помочь?
- С удовольствием / конечно.
2. - Можно мне Ваше пальто?
- Вот, пожалуйста.
3. - Пожалуйста, пристегните Ваш привязной ремень.
4. - Разрешите Вам помочь?
- Спасибо.
- Не за что.
5. Извините, что заставил Вас ждать.
6. Извините, что заставляю Вас ждать.
7. Извините, я не понимаю.
8. Извините меня. Я вернусь через минуту.
9. - Извините за беспокойство.
- Никакого беспокойства.
10. Мы бы хотели извиниться перед вами за причиненные неудобства.
11. Извините, можно пройти?

Change the following sentences so that you say the same thing in a more polite way. Use the words in brackets.

1. Put out your cigarette!
(Would.....mind.....?)
2. Can't you find your seat?
(Are you....trouble.....your seat?)
3. You have made a mistake.
You are in someone's seat.
(.....think.....may be.....wrong seat)
4. Please change seats with this passenger.
(Would.....mind.....?)
5. Show me your boarding pass, please
(Would.....mind.....?)
6. Put your seatback fully upright?
(Would.....mind.....?)

Note: *remember the verbs which need a gerund to complete the sentences:*

GERUND

To be in trouble	_____	ing
To mind	_____	ing
To avoid	_____	ing
To stop (someone)	_____	ing
To keep	_____	ing

Boarding the Aircraft

For cabin attendants there are two particular points that they should note. Firstly, if weather conditions are bad, the flight may be delayed or diverted. In this case CAs must be ready to deal with passengers for whom this creates a problem. Secondary cabin attendants must note if any important passengers are booked on the flight. The purser will brief the cabin crew of any special requirements that passengers may have. This may include special meals, special seating arrangements for disabled or sick passengers. Such passengers as unaccompanied minors (UMs) are normally pre-boarded.

Practise welcoming passengers on board, in pairs.

In the Entrance area

1. CA. - Good morning (afternoon/ evening/ sir/ madam/
ladies/gentlemen/ lady
and gentleman/ladies and gentlemen).
Welcome on board our aircraft.
Please watch your head and your step.

P. - Hello, stewardess.

CA. - May I see
Would you mind showing me
Can I ask you to show me

your
boarding
pass/card

P. - Here is my boarding pass. (Here it is)

CA. - Thank you. Let me show you to your seat, sir
(please come this way/to the right/left/ straight ahead).

P. - Do, please.

2. P. - Hi, steward. Could you show me to my seat?

CA. - Yes, of course.

Will you please show me your boarding pass?

P. - Here you are.

CA. - You have a window seat (an aisle seat).

Please follow me. I'll show you to your seat. This is seat 15A.

Please make yourself at home (comfortable).

3. CA.- Good afternoon, madam.
Welcome aboard.
Would you mind showing me your boarding pass?
- P. - Hello, stewardess.
Could you please show me to my seat?
- CA. - Certainly. I'm sorry, but I need to see your boarding pass, madam.
Thank you. Please follow me. Your seat is in the middle of the cabin,
right/left side.
- P. - I see, thank you.
- CA. - Please take your seat.
May I hang your coat/jacket in the cloakroom/wardrobe
closet/wardrobe compartment/ coat closet?
Let me place your bag under the seat in front of you/in the cloakroom
for you so that you will be more comfortable for take-off.



4. P.- Good evening, steward.
CA. - Good evening, sir.
P. - Here it is. Would you mind showing me to my cabin/seat?
- CA. - I'm very sorry, sir. I'm alone in the entrance area and my duty is to receive passengers in this area. Please don't worry. The flight attendant in your cabin will show you to your seat and will help you with your bag/coat.
- P. - Fine. Thank you.

Remember several ways of requesting to see passengers boarding cards.

May I see

Would you mind showing me

Can I ask you to show me

I'm sorry, but I need to see

I'm sorry, but I must ask you to show me

your
boarding
card

Remember to use some service language.

Let me show you to your seat.

I'll show you to your seat.

Please make yourself at home/comfortable.

May I hang your coat/jacket in the cloakroom.

Let me place your bag under...../in the..... .

So that you will be more comfortable for take-off.

In the Passenger Cabin

1. CA.- Good morning, sir (madam).
Welcome on board our aircraft.
This is first /business/economy class.
Would you mind showing me your boarding card?
- P. - Here it is.
- CA. - Can I help you find your seat?
- P. - No, thanks. I can do it by myself.
-
- 2.CA.- Good afternoon, gentlemen. This is economy class. Can I ask you to show me your boarding cards?
- P. - Here they are, but the seats are not shown on the boarding cards (no seat allocation).
- CA. - Today we have free seat allocation, so you can take any unoccupied seats except the very front seats as they are for passengers with babies.
-
- 3.P. - Steward/stewardess, please come up to me.
- CA. - Just a moment, please. (The steward is busy helping an old man).
-
- CA. - Are you in trouble finding your seat, madam?
- P. - My seat is occupied by this man. Can you help me?
- CA. - I'm sorry, sir, but I need to see your boarding card. I'm sorry, you are in the wrong seat. You have seat 15B. It isn't a window seat. Please change your seat with the passenger next to you (on your right, left).

Note: You are kindly asked to take the seats according to the seat numbers shown on your boarding cards.

- 4.CA.- Good evening, madam. May I see your boarding card? Your seat is in the very front row. You have a window seat. Let me show you to your seat. Can I help you with your pram?
- P. - Here it is. Thank you for your help.
- CA. - This is your seat. Please make yourself at home. Let me place your pram in the cloakroom for you so that you will be more comfortable.

- P. - Yes, of course. May I place my luggage in the aisle?
- CA. - I'm sorry, but it is prohibited to stow luggage in the aisle for the safety of the cabin crew and PAX. May I put it in the overhead stowage bin/on the rack?
- P. - Please, put it on the rack.
-
- P. - I'm sorry to trouble you.
- CA. - No trouble at all. What can I do for you?
- P. - Is a baby-cot/sky-cot/cradle/available on board your aircraft?
- CA. - Certainly. It will be fixed to this bulkhead after the Fasten Seatbelt sign is off.
- P. - Is the baby-cot supplied with a bedding?
- CA. - Yes. It consists of a mattress with a cover, two disposable bed-sheets, a pillow with two disposable pillow cases, a blanket and a baby kit. If you want to swaddle your baby, you can find a baby diaper changing table/ station in the front/middle/rear toilet/lavatory. (I'm sorry, but this aircraft is not equipped with a baby diaper changing table).
(We have neither diapers nor pampers on board).
- CA. - I'm sorry to trouble you, madam.
- P. - No trouble at all.
- CA. - Can I ask you to follow some instructions concerning your baby?
- P. - What instructions?
- CA. - Please keep the safety belts of the cot fastened when your baby is in the cot, that's for the baby's safety.
But, when the Fasten Seatbelt sign is on hold your baby firmly on the lap outside the seatbelt (you mustn't put your seatbelt around your baby.)
- 5.CA. - Your seat is in the last row (in the last but one)
Let me show you to your seat, madam. Please follow me. This is your seat. Please make yourself comfortable.
- P. - Thank you.
- CA. - Can I ask you to follow Aeroflot instruction concerning your pet (puppy, cat).
- P. - What is it?
- CA. - Please keep your pet in the closed basket (box, case, cage) during the whole flight. Please keep the pet muzzled and do not feed it.

Note: Please keep the guide-dog muzzled and tie it to the leg/armrest of the chair by the dog-line.

Remember some service language.

You are in the wrong seat.
Are you in trouble finding your seat?
Would you mind changing your seat with this passenger?
Please change your seat with the passenger on your right/on your left/next to you.
May I ask you to fold away your table for take-off?
Would you mind putting your seat fully upright?
You are kindly asked to take the seats according to the seat numbers shown on your boarding cards.

Language practice

Ask passengers if they would like the following items.

Would you care for	for your comfort	 sir madam
May I offer you	with our compliments	
Would you like	for your ears	

- | | |
|----------------|----------------|
| a) headphones | f) a hot towel |
| b) a drink | g) a magazine |
| c) a pillow | h) a blanket |
| d) a sweet | i) games |
| e) a newspaper | j) slippers |

Practise

Welcome Drink Serving

1. C.A. - Good morning, sir
Aeroflot-Russian Airlines welcomes you with Russian half sweet sparkling wine and orange juice.
P. - Thank you.
2. CA. - Good afternoon, madam.
We'd like to welcome you on behalf of Aeroflot –Russian Airlines with dry sparkling wine and orange juice. Would you like some ice in your juice? (would you like iced juice?)
P. - Yes, please.
C.A. - How many cubes of ice would you like?
P. - Two or three would be enough.
CA. - There you are
P. - Thanks very much.
CA. - You're welcome.

Practise

Passengers' reading material distributing.

1. CA. - Would you like to read, sir?
P. - Yes. (No, thank you.)
CA. - I can offer you newspapers, magazines and booklets in English, French, German, Spanish, Arabic and also some Russian reading material. What and in which language would you like to read?
P1. - Please a magazine in English and a Russian newspaper.
CA. - There you are. And for you?
P2. - I prefer something in Japanese. Have you got anything?
CA. - Certainly, but all is taken now. Would you wait a little?
P2. - Of course. (the CA leaves for a moment and speaks to another passenger).

- CA. - Excuse me, sir, have you read this magazine in Japanese?
P3. - Yes, I have.
CA. - Can I have it?
P3. - You're welcome.
- CA. - Thank you. (the CA returns to the first passenger)
CA. - Here is the magazine in Japanese. I'm very sorry to have kept you waiting (so long).
P2. - That's all right. (That's OK).
2. CA. - Can I offer you something to read, sir?
P. - What newspapers do you have?
CA. - We have the Times, the Telegraph and the Financial Times.
P. - I'll have the Times, please.
3. CA. - Would you care for a magazine, madam?
P. - Do you have a magazine in English which is (very) interesting and well - illustrated?
CA. - Yes. I can offer you magazines titled "Passport to the new World" and "Aeroflot". Which one?
P. - Please Aeroflot. Is it the latest issue?
CA. - Yes, it's the newest (freshest) issue.
4. CA. - Would you like a magazine, sir?
P. - Do you have any in French?
CA. - No, I'm sorry. They are all in English.
P. - Never mind. Thank you anyway.
5. CA. - Would you care for a magazine or a newspaper?
P. - Do you have the Daily Telegraph?
CA. - No, I'm sorry, but I do have the Times.
P. - Then I suppose that'll have to do.
6. P. - Do you have anything to read?
You know, newspapers or magazines?
CA. - Which would you prefer, sir? We have both.
P. - A couple of magazines would be fine.
CA. - There you are, sir.
P. - Thanks very much.

Language practice

I. Fill in the gaps with the prepositions

1. If you need my help, let me know _____ pushing the call-button.
2. Insert the metal tip _____ the buckle.
3. Do you care _____ newspapers and magazines?
4. A couple _____ magazines would be fine.
5. What and _____ which language do you prefer?
6. Push the seatback _____ the upright position.
7. Recline your head _____ the pillow.
8. Put your hand luggage _____ the rack or _____ the overhead stowage bin. Do not put it _____ the aisle.
9. You can adjust the volume _____ "plus" and "minus" buttons in the armrest of your seat.
10. Take a seat _____ your boarding pass.
11. Can you show me _____ my cabin?
12. You can select your video program _____ channels 3 _____ 10.
13. Hold the baby firmly _____ the lap _____ the seat-belt.
14. Would you like some ice _____ your juice?
15. Aeroflot – Russian Airlines welcomes you _____ Russian half sweet sparkling wine and orange juice.
16. We'd like to apologize to you _____ the caused inconveniences.
17. Would you mind changing your seat _____ this passenger?
18. I'm sorry, but you are _____ the wrong seat.
19. Are you _____ trouble finding your seat?
20. We'd like to welcome you _____ behalf _____ Aeroflot-Russian Airlines _____ dry sparkling wine and orange juice.

II. Match a line in A with a line in B.

A

1. A man says he has never flown before.
2. A passenger drops her bag at the top of the steps and the contents fall out.
3. A young mother asks about feeding her baby.
4. A passenger lights a cigarette as he walks up the steps.
5. A young woman is crying as she enters the cabin.
6. A passenger requests reassurance about the flight and destination

B.

1. Don't worry madam. Let me help you.
2. Let me see, 27C. Right here and you'll find it at the end on the left.
3. Flight time is about 6 hours.
4. Yes, this is the flight to Frankfurt.
5. Don't worry, sir, I'm sure you'll have an enjoyable flight.
6. Good morning, madam! Welcome on board.

- | | |
|---|--|
| <p>7. A passenger wants to know where to sit.</p> <p>8. A female passenger smiles but says nothing on entering the cabin.</p> <p>9. A passenger seems nervous and enquires how smooth the flight will be.</p> <p>10. A passenger enquires about the duration of the flight.</p> | <p>7. The flight conditions are reported as favourable. There's really no need to worry.</p> <p>8. You have a special seat allocated to make feeding easier. Your cabin attendant will be with you as soon as we have taken off.</p> <p>9. Is there anything I can do to help you, madam?</p> <p>10. I'm sorry. Please put that cigarette out immediately.</p> |
|---|--|

III. Translate into Russian:

- A. I'm sorry. Smoking is not allowed. Please extinguish your cigarette.
- B. Can I see both your boarding cards, please?
- C. Excuse me, but I think you may be in the wrong seat. Can I see your boarding pass (card)?
- D. Excuse me, but you should be in the economy class.
- E. I'm afraid you can't change seats but if you like, I'll ask the passenger in the window seat if she would mind changing.
- F. I'm sorry but this seat is for a member of the cabin crew. Can I see your boarding card?
- G. Let me help you. Can I see your boarding card?

III. Look through the examples above from A to G and match them with the following situations:

- 1. A passenger is sitting in the wrong seat.

- 2. A passenger wants to change her seat to be next to the window, but it's occupied.

- 3. A passenger sits in a seat allocated to a CA.

4. A passenger lights a cigarette while boarding the aircraft or during preparation for take-off.

5. A passenger is sitting in the first class but has an economy ticket.

6. A passenger cannot find his seat.

7. Two passengers are arguing over the same seat.

IV. What would you say in the following situations:

1. I'm a smoker. Where can I smoke?
2. Will you show me to my seat?
3. My seat isn't shown. Could you help me?
4. Put my luggage in the aisle.
5. Where is the baby cot for my baby?
6. I haven't got any baby's bedding?
7. Where is the lavatory for handicapped passengers?
8. A passenger pushes a call-button. (give possible answers).
9. It's high time to swaddle my baby. Where is the lavatory equipped with a baby diaper (changing) table?
10. May I reseat?
11. Have you got any diapers or pampers on board your aircraft?
12. Do you have anything to read?
13. Is it the latest issue?
14. Do you have anything in Japanese?
15. Do you have a magazine in English which is interesting and well-illustrated?
16. What newspapers do you have?
17. I care for a child's book. Have you got anything for children?
18. I care for a magazine in English and a Russian newspaper. Do you have both?
19. My seat is occupied by this man. Could you help me?
20. Could you help me with my pram?

V. *Translate from Russian into English.*

1. Добро пожаловать на борт нашего самолета.
2. Мы рады приветствовать Вас на борту самолета Аэрофлота.
3. Не споткнитесь и не ударьтесь.
4. Позвольте мне проводить Вас до Вашего места.
5. У Вас место у окна (прохода).
6. Устраивайтесь поудобнее (чувствуйте себя, как дома).
7. Вы не возражаете показать мне Ваш посадочный талон?
8. Могу я повесить Ваше пальто, пиджак в гардероб?
9. Извините, но мне необходимо посмотреть Ваш посадочный талон.
10. Позвольте мне разместить Вашу сумку под сиденьем впереди стоящего кресла, так чтобы Вам было более удобно во время взлета.
11. Я один у входа в самолет и моя обязанность встречать пассажиров в этой зоне.
12. Бортпроводники в салоне проводят Вас до Вашего места и помогут Вам с ручной кладью.
13. Это салон экономического класса. Могу я попросить Вас показать мне Ваш посадочный талон.
14. У нас сегодня свободная посадка. Вы можете занять любое свободное место кроме переднего ряда, так как он для пассажиров с детьми.
15. Вы затрудняетесь найти свое место?
16. Извините, но Вы заняли не свое место.
17. Занимайте места согласно посадочным талонам.
18. Вам помочь с коляской?
19. Позвольте разместить Вашу коляску в гардеробе, так чтобы Вам было более удобно.
- 20.** Извините, но размещать ручную кладь в проходе запрещено в целях безопасности.
21. Если Вы хотите перепеленать своего ребенка, Вы можете найти столик для пеленания в хвостовой части самолета.
22. У нас нет ни памперсов, ни пеленок.
23. Пожалуйста, поменяйтесь местами с пассажиром рядом с Вами (слева, справа от Вас).
24. Курение запрещено на борту самолета. Все рейсы Аэрофлота «Некурящие».
25. Ваше место в первом /в последнем/ в предпоследнем ряду.
26. Проходите в следующий салон, пожалуйста.
27. Полки над Вами предназначены для верхней одежды и мелких вещей.

VI. *How would you help passengers in the following situations?*

1. A passenger after boarding:

“Excuse me, it seems to me that my seatback is out of order. Is there any other seat unoccupied?”

2. A passenger says:

“My ears are completely blocked when the aircraft is taking off or landing. Can you do anything to help me?”

3. A passenger wants to know the date and the hour. His watch has stopped during the flight.

4. A passenger says:

“I’m sitting next to the emergency exit. Frankly speaking I’m quite uncomfortable here as I’m afraid the exit can open during the flight”.

5. A passenger says:

“I’m tired and I’d like to sleep. Can you get me a blanket?”

6. A passenger says:

“Sorry to say, but I’m afraid this bag over my head can fall once and hurt me”.

7. A passenger says:

“I can’t stand the noise coming from the engines. It’s deafening me”.

8. A passenger says:

“Pease, can you do anything to make this baby stop crying? It has been making this roar since we took off. I think we all need a rest”.

9. A passenger says:

“Steward, have a look at this nozzle (air-vent). I can see some smoke coming out of it. Is there anything burning on the plane?”

10. A passenger says:

“Stewardess, this is my first flight on a plane. Are you sure things will not go wrong with this aircraft?”

11. A passenger asks:

“Will the trip be bumpy?”

12. A passenger after boarding:

“The weather is very hot today and it is very hot inside the plane. I can’t simply breathe here. Will you do anything to make it cooler?”

13. A passenger is complaining:

“Sorry to say, but it is smelling awfully in the toilet (lavatory), simply can’t use it and there is no toilet roll. By the way, have you got an air freshener?”

14. A passenger says:

“Sorry for asking, but there isn’t enough space for my legs. I can’t stretch my legs to the full length, so I’m uncomfortable here. May I take a seat in the other cabin, perhaps?”

15. A passenger says:

“My boy was allowed to take his all-hold bag into the cabin, but I’m afraid it is too big to be put under the seat. Can we keep it anywhere else?”

16. A passenger asks:

“Steward, could you help me, please? The men in front of me are talking too loudly. They have been troubling me since take-off. Can you do anything to make them stop? I’m very tired and need a good rest”.

17. A passenger after boarding:

“Stewardess, can you tell me, please, what do I do with my coat? I don’t want to keep it either on my lap or on the rack (in the luggage compartment/stowage bin) and there are no pegs around.”
18. A passenger asks for help:

“I want to read. I’ve got no idea where the light switch might be.”
19. A passenger asks:

“Is there any charge for the hire of the headset?”
20. A passenger asks whether/if there is anything on board to entertain a boy/ a girl/a child.
21. A passenger is very nervous and says:

“I’m accompanying my wife. She is an expectant mother and feeling bad. There might be a premature delivery.”
22. A passenger wants to change her seat to be next to the window, but it is occupied.
23. Two passengers are arguing over the same seat.
24. A passenger cannot find his seat.
25. A passenger looks bored.
26. A passenger says:

“I’ve asked three times for a glass of water. How much longer do I have to wait?”
27. A passenger says:

“I think the man sitting next to me has had too much to drink. He keeps bothering me.”

28. A passenger asks:

“Is there anything you can do about that screaming child? It hasn’t stopped yelling since we took off.”

29. A passenger asks:

“Have you got nappies and pampers for a baby?”

30. What would you do for passenger’s comfort on a night flight?

General Layout

Vocabulary



to fly (flew, flown)

to fly	to
	from
	over
	in (clouds)
	(continuous clouds)
	at (an altitude of.....)
	at (a speed of.....)
	by (a plane)
	Fly Aeroflot!

flight

on today's flight
the flight deck
on the flight deck (Br.E.)=
in the cockpit (Am.E.)
a flight deck team
flight time

to travel

an air-traveller
a passenger class

to travel	F (first class)
	C (club/business class)
	Y (economy class/tourist)

a **F** flight passenger
a **C** flight passenger
a **Y** flight passenger

летать, лететь

в
из
над
в облаках
(в сплошной облачности)
на (высоте.....метров)
со (скоростью.....)
на самолете
Летайте Аэрофлотом!

полет, рейс

в сегодняшнем рейсе
пилотская кабина
в пилотской кабине

экипаж
полетное время

путешествовать

авиапутешественник
класс пассажира

первым классом
бизнес классом
экономическим классом

пассажир первого класса
пассажир бизнес класса
пассажир экономического класса

A passenger cabin=a compartment

the first class cabin
the business (club) (executive) class cabin
the economy class cabin
single class configuration

two-class configuration
(on an Airbus A-320)

to accommodate=to house

accommodation
passenger accommodation

an airliner

airline
an aircraft

aircraft
a plane
a wide-bodied aircraft
a narrow-bodied aircraft
a Boeing 767 (an Airbus A-310)

a seat

seat allocation
a window seat
an aisle seat
to be in the (aisle) window seat
to have a window (an aisle) seat
to be in the wrong seat

пассажирский салон в самолете

салон первого класса
салон бизнес класса
салон экономического класса
одноклассовая компоновка

двухклассовая компоновка

размещать, вмещать

размещение, вместимость
пассажирская вместимость

авиалайнер

авиакомпания
самолет, летательный аппарат

самолеты
самолет
широкофюзеляжный самолет
узкофюзеляжный самолет

место

размещение на места, назначение мест
место у иллюминатора
место у прохода
сидеть в кресле у прохода, иллюминатора
иметь место у иллюминатора, у прохода
быть не на своем месте

a row

row 7
 a 4-seat row
 a 6-seat row
 three 6-seat rows
 the very front row
 the last row
 the last row but one

an aisle

by the aisle
 in the aisle

a cabin (side) window

by the window

*THE FASTEN SEAT-BELT
 NOTICE (SIGN)*

*THE NO SMOKING
 NOTICE (SIGN)*

ряд

ряд 7
 4-х местный ряд
 6-и местный ряд
 три шестиместных ряда
 первоначальный ряд
 последний ряд
 предпоследний ряд

проход между рядами

у прохода
 в проходе

иллюминатор

у иллюминатора

**ТАБЛО « ПРИСТЕГНУТЬ
 ПРИВЯЗНЫЕ РЕМНИ»**

ТАБЛО «НЕ КУРИТЬ»

a rack

to rack

a bin

overhead stowage bins

overhead compartments

Close the stowage bin until the click.

luggage (Br.E.)
 baggage (Am.E.)

полка, стеллаж, вешалка (с
 крючками) стенд,
 класть на полку, размещать на
 стеллаже, стенде

бункер, резервуар (здесь ящик)
 мусорное ведро, мусоросборник
 ящики (шкафчики) над головой

ящики (шкафчики) над головой

Закройте ящик над головой до
 щелчка.

багаж, ручная кладь
 багаж

light (heavy) luggage
small items
passenger service unit

an attendant call switch (button)
a passenger reading | light (Br.E.)
| lamp (Am.E.)

an air-vent (nozzle)
air-conditioning system
air-ventilating system
to adjust

to fold
to fold away (up)
to slide (slid, slid)
sliding
a slide (Am.E.)
slide windows

a passenger chair

a seat-back/backrest
a folding seat-cushion
folding armrests
on the front face of the armrest
a sliding ash-tray
a disposable headrest cover
a tray-table
a seat(back) pocket
a compartment for oxygen masks

a foot-step
a pitch (angle)
a button for fixing the backrest in a comfortable position
a seatbelt
a light switch
a headset
a socket for a pneumatic headset
a socket for an electrical headset
a channel selector buttons for the audio system

легкий/тяжелый багаж
мелкие вещи
сервисная панель пассажира
кнопка вызова бортпроводника
лампочка для чтения

вентиляционное отверстие(раструб)
система кондиционирования воздуха
вентиляционная система
регулировать, устанавливать,
приспосабливаться
складывать
убирать
скользить, двигаться плавно
выдвигающийся
спускной трап
форточки в пилотской кабине

пассажирское кресло

спинка кресла
откидное сиденье
откидные подлокотники
на верхней части подлокотника
выдвижная пепельница
подголовник
столик
карман в спинке кресла
отделение (в спинке кресла) для кислородных масок
подножка
угол наклона(спинки кресла)
кнопка установления спинки кресла в удобное положение
привязной ремень
включатель света
наушники
розетка (гнездо) для акустических наушников, для электронаушников
кнопки переключения каналов для аудио системы

volume controls for a headset	устройство для громкости наушников
up volume	увеличение громкости
down volume	уменьшение громкости
an electrical phone jack	штекер наушников
pneumatic phone jacks	штекеры акустических наушников
selection channel	переключатель каналов
cancel call	выключатель радио
a bulkhead	перегородка
curtains	шторы
a blind=a window shade	шторка (в качестве светофильтра)
a carpet	ковер
to recline	откидываться назад
to recline on (upon)	сидеть откинувшись назад
Recline your head on the pillow.	Откиньте голову на подушку.
to recline against	опираться, прислоняться к чему - либо
Recline your back against the backrest of your seat.	Обопритесь на спинку кресла.
lighting	освещение
general lighting	основное освещение
emergency lighting	аварийное освещение
dim lighting	дежурное освещение
individual lighting	индивидуальное освещение
light=reading lamp (Am.E.)	
to letter	помечать буквами, обозначать буквами
to number	нумеровать
a wardrobe compartment=a wardrobe closet, a coat closet, a cloakroom	гардероб
a kitchen	кухня
a pantry	буфетная стойка,
a galley	камбуз, кухня (на самолете, корабле)
a toilet	туалет
in the middle, front, rear part	в средней ,передней, хвостовой части
at the front (rear)	впереди, в хвосте
in the middle	в середине

an electrical shaver	электрическая бритва
a clothes hanger	вешалка (для платьев)
a wash basin	умывальная раковина, умывальник
a water-closet pan	унитаз
location	размещение
to taxi	рулить
taxiing	руление
to take off	взлетать
take-off	взлет
to ascend	набирать высоту
ascent=	набор высоты
initial climb	
to descend	снижаться
descent	снижение
to approach	заходить на посадку
approach	заход на посадку
to land	приземляться
landing	посадка, приземление
to work	работать
to work on	работать на
I work on a TU-154, an Airbus A-310	Я летаю на.....
I work on all types of Aeroflot aircraft	Я летаю на всех типах самолетов Аэрофлота
to work for	работать где-то (в)
I work for the Open Joint Stock Company Aeroflot-Russian Airlines	

Boarding the Aircraft (Passenger receiving)



Vocabulary

to enter

entrance

in the entrance area

to welcome

ВХОДИТЬ

ВХОД

при входе

гостеприимно (радушно)

принимать

to pass

a pass

passage

the telescopic passage=

the air bridge

FWD (forward) (zone/door)

MID (middle) (zone/door)

AFT (tail) (zone/door)

PAS (the PAX stairs)

the self-contained stairs

проходить, передавать

пропуск

проход

телетрап

передняя зона /дверь

средняя зона /дверь

задняя дверь

пассажирский трап

встроенные трапы

the passenger stairs/steps

механический трап

by the forward (front)

door

a lap

to board (the aircraft)

= to go on an aircraft=

to embark

to disembark

embarkation

disembarkation

a boarding pass (card)

через переднюю

дверь

колени, мочка уха, пола, фалда

садиться на борт самолета

(парохода)

высаживаться

посадка

высадка

посадочный талон

to show (showed, shown)

to show smb to smth

a passenger ticket=

a flight (air) ticket

показывать

проводить кого-либо к чему-либо

пассажирский билет

to seat

рассаживаться по местам

seat 17E

место «Е» в 17-ом ряду

convenient	удобный, подходящий, устраивающий
conveniences	удобства
modern conveniences	современные удобства
inconvenient	неудобный, неподходящий, не - устраивающий
inconveniences	неудобства
a cot	раскладная кровать
a baby-cot (Br.E.)= a sky-cot=a cradle	детская люлька
a bedding	постельный комплект
a mattress	матрац
a mattress cover	наматрацник
a bed-sheet	простынь
a blanket	фланелевое одеяло
a pillow	подушка
a pillow-case	наволочка
a baby kit	детский набор
a diaper (Am.E.)	пеленка
a nappy (Br.E.)	
a nappy pin	булавка для пеленки
a pamper	подгузник, памперс
disposable	одноразовый
to swaddle one's baby	пеленать ребенка
a baby diaper (changing) table (station)	пеленальный столик
a pram (Br.E.)=a stroller (Am.E.)	коляска
a baby carriage (Am.E.)	
a baby carrying basket	детская корзина
a nursing mother	кормящая мать
to feed (fed, fed)	кормить (-ся), питать (-ся)
a feeding bottle	бутылочка для кормления
powdered baby-food	порошковое детское питание
bottled (canned) baby food	детское питание в бутылочках/консервах
a teat	соска (на бутылке)
=a baby soother	соска - «пустышка»
baby talcum powder	детский порошок, тальк

a bag

a paper bag
a lady's handbag
a shoulder-bag
a hold-all bag

a case

=a bin (Am.E.)
a brief-case (bag)
an attache case

a suitcase
a cage
a muzzle
keep...muzzled

a guide-dog
a dog-line
a dog- collar
to stow
stowage

stowage bins

a buckle
a buckle cover
to insert
to release

to lift
to tighten

tight(adj.)
tightly (adv.)
a tight (n)
a strap
on your right (left)
next to you
to be blind
to be deaf and dumb
handicapped

сумка, портфель, ранец, мешок

(бумажный) пакет
дамская сумка
плечевая сумка,
рюкзак

ящик

портфель
ручной, кожаный, плоский
чемоданчик
чемодан
клетка
намордник, морда
не снимайте намордник с ...

собака поводырь
поводок
ошейник
укладывать, складывать
укладывание, складывание

ящики для складывания ручной
клади (над головой)

пряжка
крышка пряжки
вставлять
освобождать, разобщать,
расцеплять
поднимать
сжимать, натягивать,
подтягивать (туже)
тугой, туго завязанный, натянутый
туго
жгут
лямка, ремень, ремешок
справа/ слева от Вас
рядом с Вами
быть слепым
быть глухонемым
люди с умственными или
физическими недостатками

to accompany	сопровождать, сопутствовать
accompanied	сопровождаемый
unaccompanied child	несопровождаемый ребенок
a master	хозяин животного
a coat	пальто
an overcoat	верхняя одежда
a waistcoat	куртка
a neck pillow	подушка для шеи
ear plugs	беруши
eye shades	очки
VIPs (very important persons, such as politicians, religious leaders, who are famous in the world of sport and entertainment)	очень важные персоны, такие как политические, религиозные деятели, известные во всем мире
CIPs (commercially important persons, people who are important to the airline for business reasons)	коммерчески важные персоны
UMs (unaccompanied minors, children travelling alone for whom the airline has accepted responsibility)	несопровождаемые, несовершеннолетние дети, путешествующие одни, за которых авиакомпания несет ответственность

In –Flight Meal Service

On international flights passengers are served aperitif, appetizers, hot meals, dessert and hot drinks with confectionery.

The type of service depends on the time of day, the class of a passenger and the length of the flight leg.

The main meals served are breakfast, lunch and dinner.

In general, first class passengers receive a restaurant-type service with a choice of food and alcoholic drinks, but economy-class passengers receive a pre-set tray without variants or choice.

In all classes soft drinks are complimentary. In first class alcoholic drinks are also complimentary.

Breakfast can be, so-called, a continental breakfast that can be a light meal consisting of a roll or a croissant with jam or marmalade, with fruit juice and tea or coffee.

Lunch and dinner are more substantial meals which are served at midday or in the evening.

They usually consist of:

- an appetizer (a starter)
- a hot main dish of meat or fish or poultry garnished or with a choice of garnish
- dessert of cheese and fresh fruit
- tea or coffee with confectionery.

Snacks are small items of food served between main meals.

Pre- set trays for economy class passengers are prepared on the ground before flight (partially or completely).

Pre-packed hot main courses are often provided and have to be re-heated in the galley and added to the partially pre-set tray.

Some airlines prefer to offer food of their own national cuisine.

Aeroflot first-class passengers are served sturgeon (or salmon) caviar and pancakes with chopped egg-white, egg-yolk, onions, and also sour cream, lemon wedges and Russian vodka.

Before serving meals the cabin attendant must inform passengers when and what meals to expect.

The following announcement is made:

- ◀ Ladies and gentlemen.
We are ready to serve you a hot/cold breakfast.
or
- ◀ Ladies and gentlemen.
Your breakfast will be served in 10 minutes.
Thank you.

Answer the questions:

1. What are passengers served during their flight?
2. What does the type of service depend on?
3. What main meals are served?
4. What is the difference in meal service between first class and economy class?
5. What is 'a continental breakfast'?
6. What do we call meals served at the midday and in the evening?
7. What does a snack mean?
8. What does lunch consist of?
9. What trays are prepared for economy class passengers?
10. What must be done with pre-packed hot meals?
11. What does Aeroflot national cuisine consist of?
12. What meal announcements can be made before meal serving?

Language practice

I. *Translate into Russian:*

The appetizer is cooked of:

- A. - lettuce liner
 - roast breast of chicken
 - roast tenderloin of beef
 - a tomato wedge
 - a cucumber slice
 - a parsley sprig

- B. - lettuce liner
 - a ham slice
 - a chicken roulade
 - a carbonade slice
 - two tomato wedges
 - three cucumber slices
 - a parsley sprig

- C. - lettuce liner
 - black caviar
 - two salted salmon slices
 - one boiled egg half
 - one lemon wedge
 - two cucumber slices
 - one parsley sprig

- D. - lettuce liner
 - smoked salmon
 - salted white fish
 - one 1/6 lemon wedge
 - one boiled egg half
 - three cucumber slices
 - two tomato wedges
 - one parsley sprig

The hot meal is cooked of:

- A. - beef goulash
 - rice
 - green beans pods

- B. - poached salmon
 - fried potatoes
 - parsley butter

- C. - chicken Kiev
 - saffron rice
 - peas
 - cauliflower
 - parsley butter

- D. - roast breast of chicken
 - pasta
 - peas and carrots
 - apricot sauce

- E. - grilled fillet steak
 - cubed fried potatoes
 - peas
 - a half of tomato
 - parsley butter

- F. - steamed haddock
 - germinated rice
 - mixed vegetables
 - parsley butter

II. *Match the passengers' comments on the left with suitable expression by CAs on the right.*

- | | |
|--|--|
| <ul style="list-style-type: none">- No chicken for me.- I'm not hungry.- Can I have just a snack?- What's in the main dish?- Do you have a vegetarian dish?- How is the salmon cooked?- Can I have the beef instead? | <ul style="list-style-type: none">- It's poached.- I'm sorry, there's no more beef.- Yes, I think so. Did you order one?- Yes, what exactly would you like?- It's beef goulash with mushroom sauce.- How about beef?- Would you like something else instead? |
|--|--|

III. *Name the following main courses (dishes) that may be served during the flight.*

1. Meat dishes: _____
2. Fish dishes: _____
3. Poultry dishes: _____
4. Vegetables: _____
5. Cereals: _____

Dialogues

Aperitif serving

1.

- CA. - Would you care for a drink, sir/madam?
P. - Yes, please.
CA. - Would you like wine, cognac (brandy), vodka, whisky, liqueur, beer or cocktail?
P. - Let me start with a short drink.
CA. - Would you prefer gin or vodka, cognac or whisky?
P. - Whisky on the rocks, please.
CA. - You're welcome. There you are. Would you like a juice, a refreshment?
P. - Please some mineral water without ice.
CA. - I see. Would you prefer sparkling (carbonated) or non-sparkling (non-carbonated/still) water?

- P. - Please sparkling water.
CA. - With pleasure. There you are.

2.

- CA. - Can I get you anything to drink, madam?
P. - What wine can you offer?
CA. - Red and white, dry and half dry, sweet and half sweet and also Russian sparkling wine or French brut champagne.
P. - Where was red wine produced?
CA. - It's Moldavian (Georgian/Armenian) red wine. (It's from Moldavia, Georgia, Armenia). Would you care to taste before I pour you a glass?
P. - Yes, please. It's very tasty.
CA. - I'm glad you liked it. There you are. Would you care for a juice or a mineral water?
P. - Please, orange juice and not much ice in it.

3.

- CA. - Would you care for a drink, sir?
P. - Yes, of course. What beer can you offer?
CA. - We've got lager, light and stout.
P. - Light, please.
CA. - Here you are.
Juice, refreshment, sir?
P. - No, thanks.

4.

- CA. - Would you like some red or white wine or a tin(can) of beer, sir?
P. - Could you offer a stronger drink, steward? Let's say vodka or whisky.
CA. - Yes, but such drinks are not complimentary because you are travelling economy class. Which one would you prefer?
P. - Vodka, please. What's the price?
CA. - €10 a bottle (of 500 ml).

5.

- CA. - Mr., as soon as we are at our cruising level we will be serving cocktails and beverages. May I take your cocktail order now?
P. - A Bloody Mary, please.

6.

- CA. - Mrs., after take-off would you like to order a drink from the bar?
P. - No, thank you.

Remember to use. (“Care”).

- Would you like to drink, sir/madam?
- Can I get you anything to drink?
- Would you care for a drink?
- Would you care to try the wine?
- Would you care to taste before I pour you a glass?
- Would you like to order a drink from the bar?
- May I take your cocktail order?

Appetizer (Starter) Serving.

1.

- CA. - Would you care for a fish or a meat appetizer (starter), sir?
P. - Please, fish. What is it cooked of?
CA. - Sturgeon caviar, salted salmon and crab sticks with garnish.
P. - Fine.
CA. - There you are. Enjoy you meal, sir.

2.

- CA. - Would you like a meat or a fish starter.
P. - No fish. I prefer meat. What is it prepared of?
CA. - Roast beef, ham and carbonade.
P. - Is the ham fat or lean?
CA. - It's lean.
P. - OK. I don't mind having a meat appetizer.
CA. - You're welcome. Enjoy you meal, madam.

Hot Meal Serving.

1.

- CA. - Would you like to have grilled fillet steak and pasta or chicken Kiev and saffron rice or poached salmon and mashed potatoes?
P. - Steak, please.

2.

- CA. - Would you care for roasted venison or roast breast of chicken or steamed mackerel?
P. - Steamed fish, please.

- CA. - For garnish we can offer you green peas, green beans pods, carrots, cauliflower, vegetable marrow, corn-cobs, wild rice and pasta.
- P. - Some vegetables, please.
- CA. - You're welcome. Enjoy your meal, sir.

3.

- P. - I'd like chicken.
- CA. - I'm sorry, there is no more chicken.
Would you like fish Kebab or beef stew instead?

4.

- P. - Do you have a vegetarian dish?
- CA. - Yes, I think so. Did you order one?

5.

- CA. - Excuse me, sir. Could you pass this tray to the passenger by the window?
- P. - Yes, certainly.
- CA. - Thank you.

6.

- P. - This food is cold.
- CA. - I'm very sorry. Please let me have it. I'll reheat it and you will get your food in a moment.

7.

- P. - I want fish. How is it cooked?
- CA. - It's poached.
- P. - What's the name of the fish?
- CA. - It's trout.

Handing out the Menu (“Care”)

1.

- CA. - Mr., here is today’s Menu and Wine list.
I’ll leave this with you to decide at your leisure.
P. - Thank you.

2.

- CA. - Have you had a chance to review the Menu?
P. - Yes.
CA. - Great, what would you like to start with?
P. - With the cold plate of.....
CA. - Let me repeat your order. You are starting with...., then.....

3.

- CA. - Good evening. I’ll leave today’s Menu and Wine list with you, Mr. ...
I’ll come back to discuss the Menu with you after take-off (in five
minutes or so).
P. - Thank you.

4.

- CA. - Have you been able to look at the Menu yet?
P. - Yes.
CA. - Will you be starting with the cold plate of.....
P. - Yes, please. I’d like

CA. - Good. And to follow?

5.

- CA. - Mr., we will be commencing lunch in about 30 minutes.
Is that comfortable for you or would you like to eat later?
P. - In 30 minutes, please.
CA. - You’re welcome.

Remember to use.

- Here is today's Menu and Wine list.
- What would you like to start with?
- I'll leave today's Menu with you.
- Have you been able to look at.....?
- Have you had a chance to review the menu?
- We can change to the dish you would like.
- Is that comfortable for you or would you like to eat later?
- Let me repeat your order.
- You are starting with....., then....., then..... .
- Have you finished your lunch, madam?

Dessert serving.

1.

- CA. - Which cheese would you prefer:
Gouda, Emmental, Cheddar, process?
- P. - Please three different slices of cheese.
- CA. - Would you care for carrot and celery sticks?
- P. - Please two celery sticks and two packets of crackers.
- CA. - You're welcome. Would you like a wine?
- P. - A glass of red wine.

2.

- CA. - Would you care for Cheddar or Emmental cheese?
- P. - Both, please.
- CA. - Will you be taking the same wine?
- P. - Yes, please. A white wine.

3.

- CA. - Which fruits would you prefer: apples, oranges, plums, grapes,
peaches, pears or bananas?
- P. - Please one apple, one banana and some grapes?
- CA. - Would you like Russian sparkling wine?
- P. - Yes, please.

4.

- CA. - We will look at the Dessert menu after the main course.
Would that be all right?
P. - OK.

5.

- CA. - Would you care for dessert, Mr.
P. - Yes.
CA. - We have melon, tangerines, kiwi, pears and grapes.

Hot drinks serving.

1.

- CA. - Would you care for tea or coffee?
P. - Tea, please.
CA. - We have black, green and fruit tea. Which of them would you prefer?
P. - Green, please.

2.

- CA. - Would you like to have (to take) tea or coffee?
P. - I'd like tea.
CA. - Would you prefer lemon or milk tea? (Russian or English tea)?
P. - Please two lemon slices in my tea.
CA. - With sugar or sugar substitute?
P. - Please, sweetener.

3.

- P. - I'd like a coffee.
CA. - Black or white?
P. - Black. Is the coffee instant?
CA. - Yes, but granulated.
P. - Is it Brazilian?
CA. - No, I'm sorry. It's the Arabica bean which is an excellent blend too, I think (suppose).

4.

- CA. - A liqueur or cognac with your coffee?
P. - A cognac, please.
CA. - Certainly.

Pastries assorted offering

1.

- CA. - Which pastry would you prefer, madam:
a chocolate éclair, a peach sponge cake, a small pine-apple
tartlette or a shortcake?
P. - A tartlette, please.

2.

- CA. - Would you like a piece of Prague cake (Torte), sir?
P. - No, thank you. But I'd like another cup of coffee.
CA. - You're welcome. Some more cognac or liqueur, sir?
P. - A cognac, please.
CA. - There you are.

Remember to use ("Care"):

- Will you be taking the same wine?
- We will look at the dessert menu after the main course.
- Do you prefer milk or lemon with your tea?
- Would you like some more tea?
- Can I offer you another cup of coffee?
- How many pastries would you like?
- I'm sorry, but we are restricted in what we can carry on board.

Vegetarian Meal Serving

1.

- CA. - What can I do for you, sir?
P. - When are you going to serve lunch?
CA. - In 15 minutes.
P. - I'm a vegetarian.
CA. - Did you order your meal?
P. - Yes, I did.
CA. - Let me see your air-ticket.

- P. - Here you are.
 CA. - Excuse me a moment.
 Please don't worry. We've got your meal.

2.

- CA. - What would you like, madam?
 P. - When are you going to serve breakfast/lunch/dinner?
 CA. - In 30 minutes.
 P. - Do you have a vegetarian meal.
 CA. - Yes, I think so.
 Did you order?
 P. - Yes, I did.
 CA. - May I see your flight ticket?
 P. - Certainly. Here it is.
 CA. - Excuse me a moment, please.
 CA. - I'm sorry, but we haven't got your meal. Did you confirm your vegetarian meal?
 P. - No, I didn't.
 CA. - That's why we haven't got your meal. You see, special meals, such as Muslim, vegetarian or Kosher, must be confirmed. Are you a full vegetarian?
 P. - No.
 CA. - We can offer you a vegetable salad, rice, one apple or one orange, tea or coffee with a roll.
 P. - Fine. Thank you very much.
 CA. - You're welcome. May I remind you of confirming your vegetarian meal next time you travel.

Babies Meal Serving

1.

- CA. - What would you like, madam?
 P. - You see, my baby is sleeping now, but in 10 minutes there will be my baby's feeding hour. I'll have to suckle my baby. Could you find a more comfortable seat?
 CA. - Certainly. (No problem).
 Excuse me a moment.
 You may take seat 15 D.
 Can I help you?
 P. - Yes, please. I'll let you know.

2.

- CA. - I'm at your service.
P. - In 20 minutes there will be my baby's feeding hour.
CA. - I see. Are you a nursing mother?
P. - No, but I ordered some meal.
CA. - Would you mind showing me your flight ticket?
P. - Here you are.
CA. - Excuse me a moment.
CA. - Please don't worry. Your surname is included in the PIL (Passenger Information List). We've got your baby's meal. Would you like to have it just now or later?
P. - Please in 20 minutes.

3.

- CA. - What can I do for you, madam?
P. - I will need my baby's meal in 30 min.
CA. - I see. Will you please show me your air ticket?
P. - Of course.
CA. - Did you order your baby's meal?
P. - Yes, I did.
CA. - Did you confirm it 36 hours prior to the departure date?
P. - No, I didn't.
CA. - Excuse me a moment.
CA. - I'm sorry, but we haven't got your baby's meal.
P. - It's a pity. It's my fault. Can you offer anything to feed my baby?
CA. - Yes, of course. Please don't worry. We have got milk, fruit juice, rolls, fresh fruit, yoghurt and fruit puree as well.

P. - Is the milk fat or low fat?
CA. - It's fat.
P. - Please a cup of milk mixed with hot water and a roll.
CA. - You're welcome.

Language practice

- I. *What will you say in the following situations:*
1. I'm thirsty.
 2. I'm hungry.
 3. I'd like something strong, but I'm in economy class. Do I have to pay?
 4. I'm a full vegetarian, but I didn't order my special meal.
 5. I've broken my plastic cutlery.
 6. My meal is stone cold. I simply can't eat it.
 7. There is some awful smell coming from the galley. Something must be burning, I'm sure.
 8. Oh, God. I've spilled my drink.

Vocabulary.

1. Aperitif:

aperitif
alcohol spirits
light spirits
alcoholic drinks
beverages (Am.E.)
strong drinks
hard liquors
(in first class are complimentary)
non-alcoholic drinks
soft drinks
(in all classes are complimentary)
wines and spirits
sherry
vodka
cognac
brandy
spiced brandy
whisky
whisky and soda water
Bourbon whisky
Scotch whisky
Irish whisky
port
vermouth
liqueur
gin
martini
gin martini
G & T (gin and tonic)
rum
Wine
(red, white, dry, table,
dessert)
wine list
sparkling wine
champagne
(dry/semi (half)dry,
sweet/semi (half)sweet)
fortified wine



аперитив
алкоголь, спирт, спиртные напитки
легкие спиртные напитки
алкогольные, спиртные
напитки

(для пассажиров FC-бесплатные)
безалкогольные напитки
(для всех пассажиров - бесплатные)
вино-водочные изделия
херес
водка
коньяк
бренди
наливка
ВИСКИ
виски с содовой
американское виски
шотландское виски
ирландское виски
портвейн
вермут
ликер
джин
мартини
джин –Мартини
джин с тоником
ром
Вино
(красное, белое, сухое, столовое,
десертное)
карта вин
игристое (шипучее) вино
шампанское
(сухое, полусухое,
сладкое, полусладкое)
крепленое вино

beer

lager

light

stout

a bottle of beer

a can /tin of beer

bottled / canned beer

head / froth

cocktail

Bloody Mary

Manhattan

Screwdriver

on the rocks

mixers

ginger ale

tonic water (with quinine)

to be in the ale

soda-water

Angostura drops

(aromatic bitter)

eau-de-vie (фр.)

to drink (drank, drunk)

a drink

a short drink (a strong drink served in a small quantity (e.g. gin))

to get drunk

drunk and disorderly

drunk and disorderly behaviour

a drunkard

to be drunken

as drunk as a lord/a fiddler,

a fish

juice

apple

orange

cherry

ПИВО

легкое (пиво)

светлое

крепкое

бутылка пива

банка пива

пиво в бутылках (банках)

пена (на пиве)

коктейль

«Кровавая Мэри»

«Манхеттен»

«Скрудрайвер»

со льдом (о крепких спиртных напитках и коктейлях)

разбавители

имбирный эль

тонизирующая вода с хинином

быть под «мухой»(выпивши)

содовая вода

капли «Ангостура»(ароматно-горьковатые)

коньяк, водка, виски

пить, выпивать

напиток

крепкий напиток, подаваемый в небольшом количестве, напр. джин

напиться (пьяным), упиться

в нетрезвом виде

нарушение общественного порядка,

мелкое хулиганство в нетрезвом

состоянии

пьяница, алкоголик

быть пьяным (напившимся,

опьяневшим, хмельным)

пьян как сапожник / как стелька

СОК

яблочный

апельсиновый

вишневый

pear
grape
pineapple
kiwi
pomegranate
tomato
lemon squash
lime

грушевый
виноградный
ананасовый
киви
гранатовый
томатный
лимонный сок с содовой
лимонный сок

refreshments (lemonade)
pure water
pure Saint Springs water
mineral water
carbonated (sparkling)
non-carbonated (non-sparkling)
Sprite
Fanta
Coca-cola
Pepsi
Seven-up

прохладительные напитки
простая вода
ключевая вода Святого Источника
минеральная вода
газированная
негазированная
Спрайт
Фанта
Кока-Кола
Пепси-Кола
Севен-Ап

a bottle

бутылка (500 мл)

a half bottle
a flask
a miniature

бутылка (емк. 250 мл)
плоская бутылка
бутылочка (емк. 50 мл или менее)

2. **Appetizers / Starters.**

appetizer
starter

закуска

Fish appetizer/starter

Рыбная закуска

crab (meat)
crab stick
squid
lobster
snail
snail lobster
oyster
shrimp
prawn
eel

крабы (мясо)
крабовая палочка
кальмар
омар (рак)
улитка
лангуст
устрица
креветка
крупная креветка
угорь

seafood cocktail (salad)
mussel
sturgeon
hot-smoked sturgeon
salmon
smoked salmon
canned salmon
Siberian salmon
humpback salmon
trout
smoked trout
caviar
(red, black, soft, pressed)
herring
sprats in oil
jellied fish
(jelly)

Meat appetizer / starter.

ham
bacon
carbonade
cold tongue
beef / pork tongue
smoked sausage
roast sirloin / tenderloin of beef
roast breast
of chicken
chicken roulade
collared beef
jellied meat
pate (paste)
cold-boiled pork

3. Hot Dishes.

Meat Dishes/Courses

beef
beef stew (beef goulash)
grilled fillet steak
beef-Stroganoff
roast beef
venison

салат из морепродуктов
мидия
осетрина, севрюга
севрюга горячего копчения
лосось, семга
копченый лосось
консервированный лосось
кета
горбуша
форель
копченая форель
икра
(красная, черная, зернистая, паюсная)
сельдь
шпроты
рыба заливная
желе

Мясная закуска

ветчина
бекон, окорок
карбонат
холодный язык
говяжий / свиной язык
копченая колбаса
ростбиф из вырезки
жареная грудка цыпленка

куриный рулет
рулет мясной
мясо заливное
паштет
буженина

Горячие блюда.

Мясные блюда.

говядина
говяжий гуляш
натуральный бифштекс-гриль
бефстроганов
ростбиф
оленина

meat lasagna
beef curry (stewed meat)
veal
pork
pork steak
lamb
mutton
chop
to chop (to mince) meat

stuff

to stuff
a meat pie
schnitzel
mixed grill
barbecue
tender
tough
well-done
underdone
overdone

Fish Dishes

cod
haddock
salmon
mackerel
flounder (plaice)
trout
tuna
turbot (halibut)
perch
pike
pike perch
cod and shrimp Florentine
grilled sturgeon
steam
steamed
poached
in paste
to fry fish
a frying pan

мясная лазанья
тушеное мясо
телятина
свинина
свинина эскалоп
молодая баранина
баранина
отбивная
рубить, пропускать мясо через мясорубку

фарш

фаршировать
пирожок с мясом
шницель
жаркое (из разных сортов мяса)
шашлык
мягкое (мясо)
жесткое (мясо)
хорошо жареный
недожаренный
пережаренный

Рыбные блюда

треска
пикша (треска)
лосось
скумбрия
камбала
форель
тунец
палтус
окунь
щука
судак
Флорентин с треской и креветками
осетрина- гриль (жареная)
пар
паровой (на пару)
припущенный
в тесте
жарить рыбу
сковорода

a fish pie

Poultry.

poultry
mushrooms and poultry a la Julienne
chicken

chicken Kiev
chicken Kebab
chicken schnitzel
chicken croquettes
turkey
duck
guinea fowl
to roast
roasted
in dried bread crumbs
vegetable lasagna
kishloren
cheese, ham, mushroom
omelette
parsley omelette
pancakes with.....

Soups

clear soup,
consommé фр.
noodle soup
potato soup
pea soup
fish soup
chicken broth

4. Garnish/ Side-Dish

vegetables
cucumbers
tomatoes
Cherry tomatoes
carrots
green peas
green beans pods

кулебяка с рыбой

Домашняя птица.

домашняя птица
жульен из грибов и птицы
цыпленок (молодая курочка)
кураца, курятина
куриная котлета по-киевски
куриный шашлык
куриный шницель
куриная котлета
индейка
утка
цесарка
обжаривать (жарить в духовке)
обжаренный, зажаренный
в панировочных сухарях
лазанья овощная
кишлорен овощной
омлет с сыром, ветчиной
грибами
омлет с петрушкой
блинчики с

Супы

(мясной) бульон

суп с лапшой
картофельный суп
гороховый суп
рыбный (уха) суп
куриный бульон

Гарнир

овоци
огурцы
помидоры
помидоры Черри
морковь
зеленый горошек
зеленая стручковая фасоль

vegetable marrow	кабачок
Zucchini (Am.E.)	кабачок -
Courgette (Br.E.)	цукини
paprika	паприка (сладкий перец)
<u>cabbage</u>	<u>капуста</u>
minced/shred	шинкованная капуста
Brussels sprout	брюссельская капуста
to slice	нарезать тонко
sliced	тонконарезанный
a slice	ломтик (тонкий кусочек)
a lemon slice	ломтик лимона
a wedge	долька
a tomato wedge	долька помидора
a lemon wedge	долька лимона
broccoli	брокколи
asparagus	спаржа
spinach	шпинат
cauliflower	цветная капуста
corn (Am.E.) (flakes)	кукуруза (хлопья)
corn-cob	початок кукурузы
leek	зеленый лук
beet-root	свекла
radish	редис
vegetable salad	овощной салат
lettuce	листовой зеленый салат
chopped onion	рубленный репчатый лук
chopped yolk	рубленный яичный желток
chopped egg white	рубленный яичный белок
chicory	цикорий
(black) olives	(черные) маслины/оливки
pickled olives	маринованные оливки
capers	каперсы
<u>potatoes</u>	<u>картофель</u>
mashed	картофельное пюре
fried	жареный картофель
boiled	отварной картофель
American style	картофель по-американски
French fries	жаренный картофель
rice	рис
germinated	пророщенный
wild	белый (дикий) рис
saffron	желтый рис
beans	фасоль
pasta	макаронные изделия
noodles	лапша

spaghetti
macaroni
mushrooms
champignons
fern

5. Dessert. Fruit dessert.

peaches
apples
oranges
grapes (a bunch of)
pineapple
tangerines
plums
pears
apricots
bananas
cherries
sweet cherries
strawberries
kiwi
melon
to peel an apple
to shell an egg
water melon
fruit Kebab
fruit preserves
cranberries
raspberries
blueberries
blackberries
bilberries
gooseberries
persimmon

Cheese Dessert

Emmental
Cheddar
Swiss
hard

макароны спагетти
макароны
грибы
шампиньоны
папоротник

Десерт. Десерт из фруктов.

персики
яблоки
апельсины
виноград (кисть)
ананас
мандарины
сливы
груши
абрикосы
бананы
вишня
черешня
клубника
киви
дыня
очищать
очистить от скорлупы
арбуз
фруктовый шашлык
консервированные фрукты
клюква
малина
голубика
ежевика
черника
крыжовник
хурма

Десерт из сыров

сыр Эмменталь
сыр Чеддер
швейцарский сыр
твердый сыр

soft
blue
salty
bitter
sweet
piquant
processed
to pare cheese
cheese paring
butter (portion)

6. Hot drinks and Confectionery

tea

green
(fruit) flavoured
black
lemon
milk
Russian
English
strong
weak
cold

coffee

black
white
We'll have two coffees, please.
pure
instant
granulated
coffee seeds
iced coffee
caffeine free
decaffeinated coffee
to grind (ground, ground)
ground coffee
(to grind English)

мягкий
голубой (с плесенью) сыр
соленый
горький
сладкий
острый
плавленый
снимать корку с сыра
корка сыра
сливочное масло (порция)

Горячие напитки и кондитерские изделия

чай

зеленый чай
фруктовый чай(ароматизированный)
черный чай
чай с лимоном
чай с молоком
чай с лимоном
чай с молоком
крепкий чай
слабый чай
холодный чай

кофе

черный кофе
кофе с молоком
Две порции кофе, пожалуйста.
натуральный кофе
растворимый кофе
гранулированный кофе
кофе в зернах
кофе с мороженым ("глясе")
кофе без кофеина

молоть, перемалывать
молотый кофе
зубрить Английский язык

milk

sterile
fat
low-fat
long-life
condensed
sweetened condensed
unsweetened condensed
yoghurt
sour cream

cream

creamer
ice-cream
sandwich ice-cream

sugar

granulated
castor
lump
(a lump of sugar)
cubed
refined
powdered sugar
sugarless
sugar substitute
sweet 'n low (sweetener)
jam portion
honey portion

lemon

a slice of lemon
lime
lime juice

a pastry
a piece of cake (Am.E)

МОЛОКО

стерилизованное
жирное
нежирное
длительного хранения
сгущенное молоко
сладкое сгущенное молоко
несладкое сгущенное молоко
йогурт
сметана

натуральные сливки

сухие сливки
мороженое
мороженое в вафлях

сахар

крупный сахарный песок
мелкий сахарный песок
пиленый
(кусочек сахара)
колотый
рафинад
сахарная пудра
несладкий
заменитель сахара
заменитель сахара
порция варенья
порционный мед (порция меда)

ЛИМОН

ломтик лимона
круглый, мелкий лимон
лимонный сок

пирожное

chocolate éclair	шоколадный эклер
small pineapple tartlette	корзиночка (тарталетка) с ананасом
peach sponge cake	персиковое бисквитное пирожное
shortcake	песочное
pastry tongue	пирожное – язык
apple pie	пирожок с яблоком
apple and sultana	пирог с яблоком и изюмом
flan	
tart	открытый фруктовый пирог
Prague Torte	торт «Прага»
a cake	торт
mousse	мусс (к чаю)
almond cake	миндальное пирожное
Apple strudel (an Austrian dish of apple wrapped in pastry)	яблочный струдель
biscuits	
cookies (Am.E.)	сливочное печенье
crackers	сухое печенье (крекер)
a puff cake	слоеное пирожное
a bun	сдобная булка с изюмом

7. Bread and Roll Items.

Bread [bred]

new (fresh)	
stale	
brown	
rye	
wheat	
bran	
sesame	
a piece (slice) of bread	

a roll

a cheese roll	
a bran roll	
a split roll	
a poppy-seed roll	
a caraway seed roll	
a muffin (an almond muffin)	

Хлебобулочные изделия.

Хлеб

свежий	
черствый	
черный	
ржаной	
пшеничный	
с отрубями	
с кунжутом	
кусочек (ломтик) хлеба	

булочка

сырная булочка	
с отрубями	
нарезная	
с маком	
с тмином	
сдобная булочка с миндалем	

a croissant
a Danish roll
(sweet roll)
a cinnamon roll

8. Sauce

tomato sauce Ketchup
chili (hot, seasoned)
soy-bean
garlic
mushroom
apricot
custard
sauce tartare

9. Dressing

olive oil and vinegar
Italian herb vinaigrette

French dressing with herbs

mustard
mayonnaise
(in mayonnaise)
horseradish

10. Spices

salt
pepper

11. Greens

parsley
celery
dill (fennel)

круассан
сладкая булочка

с корицей

8. Соус

томатный соус Кетчуп
острый
соевый
чесночный
грибной
абрикосовый
сладкий заварной
соус «Тартар»

9. Заправка

оливковое масло с уксусом
Итальянская овощная заправка с
целебной травой
Французская заправка с целебной
травой

горчица
майонез
(под майонезом)
хрен

10. Специи

соль
(молотый) перец

11. Зелень

петрушка
сельдерей
укроп

12. Babies Meals

a baby formula of.....

puree
vegetable
fruit
dog-rose /sweet brier
pumpkin

13. Nuts

peanuts
a packet of roasted lightly salted
peanuts
hazelnuts
almond

14. Galley Equipment

to heat
heating ovens
heat
to reheat
a container
a water boiler
a water heater
a kettle
a teapot
a coffee pot
a coffee-maker
a coffee-grinder
a serving tray
a meal trolley
a full trolley
a jar (jug)
a milk jug
a cream jug
a sauce jug (boat)
a corkscrew
a (can) opener
a cutlery set

Детское питание

детская питательная смесь из.....

пюре
овощное
фруктовое
с шиповником
тыквенное пюре

Орехи

арахис
пакетик жареного подсолен.
арахиса
орехи фундук
миндальные орехи

Кухонное оборудование

греть
шкафы электродуховые (электродуховки)
жара
подогреть
контейнер
кипятильник
кипятильник
чайник для воды
чайник-заварка
кофейник
кофеварка
кофемолка
сервировочный поднос
раздаточная тележка
большая тележка (короб)
кувшин
молочник
сливочник
соусник
штопор
открывалка
прибор «тройка»

a knife
a fork
a lemon fork
a teaspoon
a cake server
cake tongs
ice tongs
a cocktail straw
a tissue (napkin/serviette)
a linen napkin
a toothpick

china

a china cup
a china saucer
a china salt cellar
a china pepper pot
a china side plate
a serving spoon
a garnish spoon
square plates
a ice bucket
a champagne bucket
a big glass
a medium glass
a wine glass
a rosette
a disposable cup
a hot meal box

нож
вилка
вилка для лимона
чайная ложка
лопатка для торта
щипцы для пирожного
щипцы для льда
палочка для коктейля
бумажная салфетка
льняная салфетка
зубочистка

фарфор, фарфоровый

фарфоровая чашка
фарфоровое блюдо
фарфоровая солонка
фарфоровая перечница
фарфоровая, малая тарелка
порционная ложка
ложка для гарнира
квадратная тарелка
ведерко для льда
ведерко для шампанского
большой бокал
средний бокал
рюмка
розетка
разовый стаканчик
сотейник

Note:

to wrap up in
to make tea / coffee
to stew fruit
to boil milk / water
to stuff fish / pepper
to roast chicken / beef
to fry vegetables/ fish
to smoke sausage / fish
to pour out soup / tea

обернуть в.....
заваривать чай / кофе
консервировать фрукты
кипятить молоко/воду
фаршировать рыбу/ перец
жарить курицу / мясо
жарить овощи / рыбу
коптить колбасу / рыбу
разливать суп /чай (наливать)

diet

диета

to keep to one's diet
to be on one's diet
dietary (meals)

соблюдать диету
быть на диете
диетический (питание)

nutritious meals

to taste
taste
to one's taste
tasty
tasteless
Tastes differ.
Matters of taste.

калорийная пища
пробовать на вкус
вкус
по ч.-л. вкусу
вкусный
безвкусный
О вкусах не спорят.
Согласно вкуса.

In - Flight Duty – Free Sales

Aerofirst is a joint Stock Company between AerRianta International, Ireland, Sheremetyevo International Airport and Aeroflot – Russian Airlines.

Aeroshop is a division of Aerofirst.

During the flight passengers can purchase (buy) for free (hard) currency, Russian rubles and major credit cards Aerofirst duty-free goods. The cabin attendants must make an announcement to inform passengers about the goods which will be available on sale (Announcements No.18, 19, Handbook of Cabin Announcements).

Passengers have a good chance to purchase: ladies and gents fragrances such as perfume (scent), eau-de-parfume spray, eau-de-toilette spray, after shave lotions, cosmetics of make-up kits, lipsticks, mascara, skin-care kits, moisturizing cream, nail polish, ladies and gents bracelet swatches and also watches for children, gold and silver plated jewellery, such as earrings (clip-on earrings/stud-earrings), bracelets, rings, brooches, chains, necklaces, pendants, fountain pens and ballpoint pens, small electronics consisting of walkmans, Discmans with headphones, disposable photo cameras, calculators, world timers, travel alarm clocks, Kodak twin-pack films, gents battery shavers, euro interpreters, cuddly toys, building games and stickers, spirits in flasks or small bottles, famous Swiss bar milk chocolate with honey and almond nuts, Ferrero Rocher chocolates with hazel nuts, blocks of cigarettes, souvenirs and accessories, among them wallets, passport holders, business card holders, belts, sunglasses, pure silk ties with different patterns, silk kerchiefs, silk scarves, cuff-links, cosmetic clutches and other items.

Passengers may be kindly asked to pay with the exact amount if the flying time is short.

Answer the questions:

1. What is Aerofirst?
2. What is Aeroshop?
3. What currency is accepted in payment for articles?
4. What major credit cards are accepted?
5. Russian roubles aren't accepted, are they?
6. Why must the flight attendant make an announcement before the sale is commenced?
7. Where are the details of articles with their prices given?
8. Where is it located?
9. What articles can be available on sale in flight?
10. What can you ask your passenger to do if the flying time is short?

Practise the dialogues:

1. CA. – Would you like to purchase something, madam/sir?
P.- No, thank you.
CA. – We're sorry if your choice/ selection hasn't been satisfied.
P. - That's all right. Never mind.

2. CA. – Have you chosen something, madam / sir?
P. - I'd prefer a watch..
CA. – Would you care for ladies or gents or children?
P. - Just for myself (me).
CA. - The choice is wide. How do you like pearl bracelet watches?
P. - Beautiful. What kind of pearl is it?
CA. - Cultivated. Would you like a two-row or a three-row bracelet watch?
P. - A two-row pearl bracelet watch. May I try it on?
CA. – Certainly/ Of course../ You're welcome/ Is the bracelet loosen or tight or comfortable?
P. - Quite comfortable.
CA. - Do you take?
P. - Yes, certainly. What's the price?/ What's the cost?/ How much is it?

CA. – The price is €105.
P. - Here is the money.
CA. - This is the change. Thank you for the purchase.

3. P. - I'd like to buy a Discman.
CA. - I'm sorry, it has been sold out.
P. - It's a pity.
CA. - You see, we can carry only a limited stock of each item.

4. P. - A flask of Finlandia vodka and cigarettes.
CA.. - I'm sorry, but there is no more Finlandia vodka. It has been very popular today. Perhaps, Russian vodka?
P. - OK.
CA. - It costs €10 a bottle.
What cigarettes would you care for?
P. - Salem, please.
CA. - How many blocks?
P. - One only.
CA. - Please euros for all.
May I remind you smoking is forbidden during the whole flight.

5. P. - Do you accept credit cards?
CA. - Yes, but major credit cards only (American Express, Visa, Diner's Club and Access)
One credit card maximum limit is ...

6. P. - I don't want to buy anything, but could you please exchange my British pounds for USD?
 CA. - I'm sorry but currency exchange is prohibited on board.
 P. - Why?
 CA. - In accordance with Aeroflot regulations and besides that sometimes passengers give us false banknotes.
 P. - I see.
 CA. - You can exchange your British pounds for USD at Sheremetyevo bank.
7. P. - I'd like to buy sunglasses.
 CA. - Which colour would you prefer: black, light brown, green, dark blue or yellow?
 P. - Light brown, please.
 May I try on?
 CA. - Of course. The sunglasses become you very much.
 P. - Thank you, but I don't like this frame.
 Could you please change the sunglasses?
 CA. - I'm sorry, they are the only ones. Do you take?
 P. - Yes.
 CA. - The price is €30.
 P. - Why? I think you are wrong. Look at the price given in this Aerofirst magazine.
 CA. - I'm sorry, madam, but the price has been changed this month.
 P. - I don't have euros, only US dollars.
 What is the current currency rate?
 CA.- €1 equals ... USD/
8. P. - Could you please help me choose/ select something for my wife. You see, it will be her birthday soon.
 CA. - With pleasure. Let's start with the list of perfume or jewellery.
 P. - Jewellery, please, but not very expensive.
 CA. - Does your wife wear earrings?
 P. - Yes, she does.
 CA. - Fine. How do you like these earrings with semi precious Stone?
 P. - I think they will become my wife.

CA. - I suppose it will be a very good birthday present and will satisfy your wife's exacting taste.
P. - Here is the money.
CA. - I'm sorry. Have you got smaller banknote?
P. - There you are.
CA. - Thank you. This is your change.

9. P. - I'd like a tie.
CA. - Which pattern would you prefer: this or that one?
P. - You see, I have many shirts of different colours.
CA. - I think this pattern will go well / nicely with many colours.
P. - Thank you. How much is it?
CA. - €
P. - I only have Norway kroner.
CA. - I'm sorry, I can't give you your change just now because I haven't got Norway kroner in my cash.
May I give you your change in USD or would you wait for kroner?
P. - I don't mind having USD.
CA. - Thank you. This is your change. Do you need a receipt?
P. - No, thank you.

10. CA. - I'm sorry, sir, but I cannot accept this banknote.
P. - Why?
CA. - It's old-issued (torn, glued, with fat/ ink spots). The Bank of Russia doesn't accept from us such banknotes.
Could you please change this banknote?
P. - OK. There you are.
CA. - Thank you.

11. CA. - I am sorry, madam. I cannot slip your credit card.
P. - Why?
CA. - It is broken (damaged/ invalid/ the validity is out of date).

Language practice

I. Use the infinitive given in brackets in the correct form.

1. The prices (to give) in USD.
2. All hard currencies (to accept).
3. (to have) smaller banknotes?
4. Beefeater dry gin (to sell out).
5. Some prices (to change) this month.
6. Currency exchange (to prohibit) on board.
7. These earrings (not to become) you.
8. The sky-shop (to locate) at the rear.
9. The sky-shop (to close) in 20 min.
10. We (to start) selling duty-free items after meal service.
11. I think this bracelet (to satisfy) your exacting taste.
12. This purchase (to remind) you of your flight on board the Aeroflot aircraft.
13. This silk tie (to go) well with any shirt.
14. Which colour (to prefer) you: black or brown?
15. The Bank of Russia (not to accept) such banknotes.
16. \$ 1 (to equal)

II. Translate from English into Russian.

I am very sorry but	we cannot accept this currency.
	we have sold it out.
	we have none left.
	we only have the eau-de-toilette.
	we do not have any small bottle.

III. Translate from Russian into English.

1. Желаете что-нибудь купить?
2. Вы выбрали что-нибудь?
3. Как вам нравится этот конструктор?
4. Сколько блоков сигарет вы желаете?
5. Какая у вас твердая валюта?

6. В какой валюте желаете оплатить?
7. Этот браслет свободен, тесен / жмет или удобен?
8. Желаете примерить эти серьги?
9. Какая кредитная карточка у вас есть?
10. Вы берете?
11. Какой цвет вы предпочитаете: черный или коричневый?
12. Можно попросить вас оплатить точной суммой, если это возможно?
13. Есть ли у вас банкноты меньшего достоинства?
14. Могли бы вы поменять эту банкноту (купюру)?
15. Вы желаете косметику, ювелирные украшения или часы?
16. Вы желаете дорогие или недорогие часы?
17. Можно дать вам сдачу долларами США?
18. Что бы вам хотелось купить?

IV. What will you do in the following situations?

1. A passenger asks you for a brand of gin you have sold out.
2. A passenger asks you for Winston cigarettes. You do not have any.
3. A passenger asks you to recommend her an eau-de-toilette.
4. A passenger asks you to help in choosing a birthday present.
5. A passenger asks for something to entertain her child.
6. A passenger gives you a Master Card in payment for his silk tie.
7. A passenger asks you to exchange his currency.
8. A passenger asks to recommend some inexpensive items.

VOCABULARY

Ladies and Gents Fragrances	парфюмерия для женщин и мужчин
fragrance= aroma	аромат, благоухание
aromatic	ароматический, душистый
faint	нежный, тонкий
floral	цветочный
fruity-floral	фруктово-цветочный
herbal	травяной
oriental	восточный
semi-oriental	с оттенком восточного
spicy	терпкий
fresh	свежий
arboreal (woody)	лесной
persistent	стойкий
sensual	исполненный чувственности
refreshing	освежающий
energizing	бодрящий
feminine	женственный
E.D.P. (eau-de-parfume) spray	парфюмерная вода аэрозольная
E.D.T. (eau-de-toilette) spray	туалетная вода аэрозольная
perfume / scent	духи

a 50 ml bottle of Channel No. 5 E.D.T.

флакон туалетной воды Шанель
№ 5 емк. 50 мл.

after shave lotion (A/S)

лосьон после бритья

body lotion

лосьон для тела

bath and shower gel

гель для ванны и душа

Deodorant

Дезодорант

spray

аэрозольный

splash-on

неаэрозольный

perfumed

парфюмерный

stick

сухой

roll-on

шариковый

Cosmetics

Косметика

make-up kit

косметический набор

lipstick

губная помада

long-wearing

устойчивая

gentle

легкая

moisturing

увлажняющая

long lasting colour

стойкий цвет

trio – shades of brown colour

три оттенка коричневого цвета

eye-shadows

тени для век

blushers

румяна

mascara

тушь для ресниц

(frozen) face powder	(компактная) пудра для лица
skin care kit	набор по уходу за кожей
moisturing cream	увлажняющий крем
nail polish (nail enamel)	лак для ногтей (лак эмаль)
nail polish remover	жидкость для снятия лака
hair varnish	лак для волос

Watches

Часы

logo watch	часы с логотипом (с символикой)
Swatch	часы швейцарского производства
ladies (gents, children) bracelet watches	часы на браслете для женщин (мужчин, детей)
water resistant	водостойкие
Swiss quartz movement	швейцарский кварцевый механизм
leather (metal, polyurethane) strap	кожаный (металлический, полиуре- тановый) ремешок
alarm with calendar (watch)	с будильником и календарем
pearl bracelet (watch)	на жемчужном браслете
two row pearl bracelet watch	часы на браслете из жемчуга в два ряда
gold plated (watch)	позолоченные часы

Jewellery

Украшения (бижутерия, ювелирные изделия)

bracelet	браслет
brooch	брошь
necklace	ожерелье
chain	цепочка
pendant	кулон
ring	кольцо
earrings	серьги
clip-on earrings	серьги - клипсы
stud-earrings	серьги - гвоздики
Austrian crystal	австрийский хрусталь
semi-precious stone	полудрагоценный камень
gold	золото (золотой)
pure gold	червонное золото
silver	серебро, серебряный
silver plated	посеребренный
pearl	жемчуг
natural	натуральный
cultivated	выращенный

manufactured

промышленный способ

artificial (false)

искусственный

Pens

Ручки

fountain – pen

авторучка

ballpoint (roller ball) pen

шариковая ручка

logo pen

ручка с символикой

Small Electronics

Мелкая электроника

walkman

плеер

discman

плеер для компакт дисков

headphones

наушники

photo camera

фотоаппарат

disposable

одноразовый

auto focus with zoom lens

автофокус с увеличенным
изображением

film

фотопленка

twin-pack film

двойная фотопленка

cine camera

киноаппарат

calculator

калькулятор

world timer

будильник с мировым временем

electronic Russian diary	электронная записная книжка с русской клавиатурой
travel alarm clock	дорожный будильник
alarm – radio	радио с будильником
gents battery shaver	электробритва с аккумулятором
Euro interpreter	электронный словарь - разговорник
hand-held computer game	ручная компьютерная игра
set of 4 compact discs	набор из 4-х компакт-дисков
electronic game	электронная игра

T o y s

Игрушки

Cuddy	мягкие, пушистые
jungle buddies	детеныши джунглей
baby-tiger	тигренок
baby-lion	львенок
baby-elephant	слоненок
troll pack	набор троллей
bear	мишка
souvenir Russian bear	сувенир «Русский мишка»
Lego building game	конструктор фирмы Лего
stickers set	набор наклеек

chess computer game

шахматный компьютер

99 in 1 plus Time Brick game

электронная игра 99 в 1 с
будильником «Тайм Брик»
набор цветных карандашей

colour pencils set

резинка («ластик»)

Indian rubber

Confectionery

Сладости

chocolate bar

плитка шоколада

milk chocolate with honey and
almond nuts

молочный шоколад с медом и
миндальным орехом

assorted chocolates

шоколадный набор

cognac truffles

конфеты – трюфель с коньячной
начинкой

Spirits

Алкогольные напитки

Scotch whisky 12 Y.O. (years old)

шотландские виски 12-летней
выдержки

Irish whisky

ирландские виски

Irish Cream Liqueur

ирландский сливочный ликер

Fine Champagne Cognac V.S.O.P.
(Very Superior Old Pale)

великолепный французский коньяк
- высший сорт, выдержанный,
светлый (от 8 до 12 лет)

Fine Champagne Cognac XO
(Extra Old)

великолепный французский коньяк
- сверхвыдержанный
(от 20 до 35 лет)

Volume/ Grades (in Germany)

указание на процентное
содержание алкоголя

mixers

разбавители

tonic water
with quinine

тонизирующая вода
с хинином

Ginger Ale

имбирный эль

Cigarettes

Сигареты

foreign

импортные

filter

с фильтром

mild

мягкие

mint

ментоловые

block (carton)

блок

(refillable) cigarette-lighter

(перезаправляемая) зажигалка

Accessories

Аксессуары, (сопутствующие товары)

leather wallet

кожаный бумажник

silk tie

шелковый галстук

scarf

шарф (кашне)

kerchief

платок (косынка)

pattern

рисунок (узор)

tie-clip

зажим для галстука

tie-pin

булавка для галстука

cuff-links	запонки
key-pendant	брелок для ключей
passport holder	обложка для паспорта
business card holder	визитница
sewing kit	набор для шитья
cosmetic clutch	косметичка
nail care kit	маникюрный набор
sunglasses	солнцезащитные очки
stylish	модные
elegant	элегантные
titanium	титановая (прочная)
chrome	хромированная
to change	менять
the change	сдача
small change	мелочь
banknote (bill)	банкнота (купюра)
receipt	чек (квитанция)

to match	подходить к чему-либо, гармонировать с чем-либо
to become	идти к лицу (к внешности)
to fit	быть в пору, подходить по размеру
to go well (nice) with	сочетаться хорошо (красиво) с ... (к-л цветом, изделием)
to suit (to be suitable for)	устраивать, подходить
to satisfy	удовлетворять
to exchange ... for ...	обменивать валюту (одну на другую)
to sell (sold, sold)	продавать
sale	продажа
to be on sale	быть в продаже
to be for sale	быть для продажи
to purchase	приобретать
purchase	приобретение (покупка)
to buy (bought, bought)	покупать
to cost (cost, cost)	стоить
the cost	стоимость
a price	цена
what's the price?	какая цена?
a price-list	прейскурант

Some useful phrases

The price are given in the Aerofirst magazine which is in the seat pocket in front of you.

Цены указаны в журнале «Аэроферст», который находится в кармане впереди стоящего кресла.

The prices are given in euros.

Цены указаны в Евро.

Some prices have been changed.

Некоторые цены изменились.

The currency exchange is prohibited on board.

Обмен валюты запрещен на борту самолета.

Your banknote (bill) is torn (glued, old issued).

Ваша банкнота порвана (склеена, старого образца).

The Bank of Russia does not accept from us such banknotes.

Банк России не принимает такие банкноты от нас.

Could you change the banknote?

Могли бы вы поменять купюру?

The stock of articles is limited on board.

Запас изделий ограничен на борту.

We can carry only a limited stock of each item (article).

Мы можем перевозить только ограниченное кол-во каждой единицы товара.

Russian vodka has been sold.

Русская водка продана.

It has been very popular today.

Она пользовалась спросом сегодня.

Russian vodka is our bestseller.

Русская водка хорошо продается.

Cigarettes are sold in blocks only

Сигареты продаются в блоках только.

We will start selling duty-free items after meal service.

Мы начнем торговлю беспошлинными товарами после обслуживания питанием.

The sky—shop is at the front.

Магазин на борту находится впереди.

The sky-shop will be open (closed) in 10 minutes.

Магазин будет открыт (закрыт) через 10 минут.

The current currency rate is...

Текущий курс валюты....

We accept major credit cards only.

Мы принимаем основные кредитные карточки только.

One credit card maximum limit is...

На одну кредитную карточку оформляется покупка не более чем на...

I'm sorry, but you owe me ... more .

Извините, но вы должны мне еще.

Sorry to have kept you waiting.

Извините за то, что заставил ждать.

This bracelet will satisfy any exacting taste.

Этот браслет удовлетворит любой изысканный вкус.

Pearl jewellery is good for day and evening wear.

Украшения из жемчуга можно носить в дневное и вечернее время.

The earrings suit (become) you very much.

Серьги вам очень идут.

This pearl bracelet watch will be a very good birthday present.

Эти часы на жемчужном браслете будут прекрасным подарком ко дню рождения.

This souvenir Russian bear will remind you of your flight on board the Aeroflot aircraft/ of your visit to Russia.

This silk tie will go well with any shirt.

You may try on ... if you wish.

Sorry, but I haven't got ... in my cash.

May I give you your change in ?

Could you wait for your currency?

May I ask you to pay with the exact amount if possible as the flying time is short?

Have you got a smaller banknote?

Here is your change.

Do you need a receipt?

Thank you for your purchase.

For your comfort the cabin attendant will visit you at your seat in all passenger cabins.

Этот сувенирный русский Мишка напомнит вам о полете самолетом Аэрофлота (визите в Россию).

Этот шелковый галстук будет хорошо сочетаться с любой рубашкой.

Вы можете примерить , если желаете.

Извините, но у меня в наличии нет

Можно дать вам сдачу в ... ?

Могли бы вы подождать свою валюту?

Прошу вас оплатить точной суммой, если возможно, т.к. полетное время короткое.

Есть ли у вас банкнота меньшего достоинства?

Вот ваша сдача.

Вам нужен чек (квитанция)?

Благодарю за покупку.

Для вашего удобства торговля будет производиться во всех пассажирских салонах и бортпроводники подойдут к каждому из вас.

Your credit card is invalid
(damaged).

The validity is out of date.

Ваша кредитная карточка
недействительна (повреждена)

Срок годности истек.

In - Flight First Aid

During the flight some passengers can feel bad (ill), that's why on board each aircraft a first aid kit is carried to administer first aid. It contains some cardiac, some analgesic, some antiseptic, something for indigestion (dyspepsia) and other necessary medicines. There are also some bandage remedies, an electronic thermometer and a blood tester.

The medicines are in tablets, drops, solutions, spray.

CAs must help a sick passenger if he (she) has a heart trouble, a heart attack, a headache, a (head) cold, a stomach-ache or a stomach trouble, liver or kidneys colic, stomach and bowels spasms, a slight or high fever, an asthma attack, a sore throat, a toothache, a pain in the chest, a cough, a runny or clogged-up (blocked) nose, some fit, epilepsy, a cut, a bruise, gets airsick, gets nervous, feels dizzy (giddy).

Every airliner also carries a drugs kit which is a sealed metal box containing some medicines in ampoules for injections and some medical remedies, but it must be used by a doctor or a medically trained person.

In a more serious case let's say a premature birth the purser or the captain can make an announcement calling for a doctor or a medically trained person (see the Handbook of Cabin Announcements, No.21 additional).

Answer the questions:

1. Why is a first aid kit carried on board each aircraft?
2. What does it contain?
3. What exactly are the symptoms?
4. What kit for a doctor is carried?
5. What announcement can you make calling for a doctor?

Word study:

ill

To be ill, to feel ill, to fall ill

She is dangerously ill.
This passenger is feeling ill.
He may have fallen ill.

Sick

Sick people, a sick man, a sick dog, a sick passenger

I am sick.
I feel sick.
A passenger felt giddy and sick.
If you are getting airsick, use an airsickness bag located in the seat-pocket in front of you.

Note: "I feel sick" in B.E. means "I may vomit", "sick" in A.E. means "ill".

Language practice

Fill in the blanks:

- During the flight some passengers ...
- On board each aircraft ...
- The first-aid kit contains some ...
- The medicines are in ...
- In a serious case, I can call for ... or ... person.
- There is ... for a doctor on board each aircraft.
- A passenger may complain of ...
- Do you feel ...?
- Where is....?
- Do you have ... or ... colic?
- We have got some ... for a fever.
- If you are ... airsick, you can find an ... bag in the seatback in front of you.
- We carry an ... to take one's temperature.
- To check the blood pressure we have got a ... on board.
- The first-aid kit is to ... first aid during the flight.

Translate from English into Russian:

Please - drink the drops
 swallow this tablet after a meal
 don't swallow this tablet
 put the tablet under the tongue
 drop two nose drops in each nostril
 undo your collar, loosen your belt
 turn on your right/left side
 sit down
 bend your knee
 lie down
 breathe normally/deeply
 raise your arm
 relax
 stop crying
 calm down
 make yourself more comfortable.

Translate from Russian into English:
(use “Do you have?” or “Have you got?”)

У вас болит	-	голова? желудок? горло? сердце?
У вас	-	кашель? колики в печени/почках? приступ сердца/астмы? расстройство желудка? головокружение? насморк? температура (жар)? боль в грудной клетке? зубная боль? кишечно-желудочные спазмы?

Practise the dialogues (symptoms and action):

A

- CA. - What would you like, sir?
P. - I feel ill.
CA. - Where is the pain?
P. - Here.
CA. - What exactly are the symptoms?
P. - A terrible headache and a cough.
CA. - Let me take your pulse. I'm sorry, it's quick.
You have got a fever. Please don't worry.
We've got some febrifuge.

B

- CA. - What can I do for you, madam?
P. - I've got a heart trouble.
CA. - Do you have any medicine with you?
P. - Sorry, no medicine.
CA. - I'll bring you some cardiac.
Would you like a tablet or some drops?
P. - Please drops.
CA. - Excuse me a moment.

C

- CA. - I'm at your service.
P. - Sorry to trouble you.
CA. - No trouble. What can I do for you?
P. - I'm getting airsick.
CA. - Use an airsickness bag which is in the seat pocket in front of you.
Would you care for a tablet or a glass of water with
a lemon slice?
P. - I'm allergic to some medicines. A glass of lemon water, please.

D

- P. - I've got an awful toothache.
CA. - I see. We have some analgesic. Would you like to take it?
P. - Of course. I can't stand the pain any more.
CA. - Excuse me a moment. Please swallow the tablet.
It will do you good (help you).

E

- P. - I feel like vomiting and I also have a stomach trouble.
CA. - I see. We've got some medicine for indigestion (dyspepsia).
But, at first I must isolate you from other passengers.
Please follow me, take this seat and use the rear toilet.

F

- CA. - What would you care for?
P. - It's very hot and stuffy in here, I need oxygen.
CA. - Please adjust your nozzle (airvent) for air conditioning.
Now, excuse me for a moment, I'll bring you an oxygen bottle. *(speaks to the passenger in the window seat)*.
P. - Could you change your seat with the passenger next to you?
(CA returns to the first passenger).
CA. - Hold the mask over your nose and mouth.
Press the mask firmly.
Is oxygen flowing?
Inhale (breathe in) through the nose, but exhale (breathe out) through the mouth.
Breathe normally for two or three minutes.
(in 2 or 3 min).
- Are you better? Please take off the mask.
How are you feeling?
P. - Much better. Thank you for your help.
CA. - You're welcome. If you need some more oxygen, please don't hesitate to press the call-button.

G

Doctor - Good afternoon, stewardess.

CA. - Good afternoon, doctor.

D. - What happened during the flight?

CA. - We have got the woman who delivered her child prematurely. She had a very hard delivery, but we did our best to deliver her of a child. They both are alive, but the woman is very weak. Please follow me, doctor. Here she is.

H

CA. - Good evening, doctor.
During the flight I was watching one of the passengers, it's a man who had some symptoms of SARS (severe acute respiratory syndrome).

D. - What exactly were the symptoms?

CA. - Some pain in different parts of the body, a fever, a cough and a (head) cold.

D. - I see. What measures did you take?

CA. - I isolated him from other passengers, gave him some febrifuge and analgesics, informed the Captain.

D. - And for your safety reasons?

CA. - I washed my hands very often and used the gloves.

D. - That was good of you.

I

P. - I can't fall asleep though I'm feeling like sleeping. Have you got any sleeping tablets for insomnia?

CA. - No, but we've got some sedative drops.
Would you like to take the medicine?

P. - Effective?

CA. - Yes, effective and harmless.

SUPPLEMENTARY

SARS - Severe Acute Respiratory Syndrome
(тяжелый острый дыхательный синдром)

1. *Symptoms*

- a headache
- a (head) cold
- a fever / a high fever (>38 C)
- a sore throat
- a cough
- some pain in different parts of the body
- asthma symptoms
- the pain in the chest while breathing deeply.

2. *Measures that must be taken.*

- to isolate
- to give some medicine for ...
- to inform the Captain
- to inform the Ground Staff.

3. *Safety Measures* (for safety reasons)

- to wash hands as often as possible
- to use gloves and a protective mask
- to disinfect passenger cabins

SARS Announcement

Ladies and Gentlemen.

Before disembarking we have to disinfect the passenger cabins. We will be spraying in a few moments. The slight discomfort you may experience will disappear quickly.

Thank you.

VOCABULARY

сердечная боль	a heart trouble
приступ сердца	a heart attack
изжога	a heartburn
головная боль	a headache
насморк	a head cold
нос заложен	a clogged-up nose
из носа течет	a runny nose
вздутие живота (метеоризм)	a flatulence
боль в желудке	a stomach ache
зубная боль	a toothache
расстройство желудка	a stomach trouble
боль в печени	a liver complaint
приступ печени	a liver attack
жар (температура)	a fever
небольшая температура	a slight fever
высокая температура	a high fever
высокое кровяное давление	a high blood pressure
низкое кровяное давление	a low blood pressure
першение в горле	a tickling in one's throat
приступ астмы	an attack of asthma
нервный припадок	a neural fit
схватки (родовые схватки)	some fit (labour fit)
беременная женщина	a pregnant woman
будущая мать	an expectant mother
пуповина	umbilical cord
пупочная грыжа	umbilical cord hernia
воздушная болезнь	an airsickness
фурункул	a boil
драже	dragees
препарат	preparation
желчь (желчный пузырь)	bile (a bilious bladder)
зоб	a goitre
оживлять, воскрешать	to resuscitate
возвращать к жизни,	
приводить в сознание	
нарушение пищеварения	digestive disturbances
аптечка доврачебной помощи	a first-aid kit
аптечка врачебной помощи	a drugs kit

накладываемые шины	collapsible splints
скальпель	a scalpel
успокоительные средства	tranquillizers
возбуждающие средство	heart stimulants
капли для глаз	eye drops
капли для носа	nose drops
антимикробные средства	antiseptics
перевязочный материал	dressings
опухоль	swelling
(наруж.) кровотечение	(external) bleeding
(внутр.) кровотечение	(internal) bleeding
ангина	angina
диабет (сах. болезнь)	diabetes
диспепсия (расстр-во пищевар.)	dyspepsia
эпилепсия	epilepsy
малярия	malaria
мигрень	migraine
язва	ulcer
боль в пояснице	a backache
озноб	a chill
сильная рвота	a strong vomiting
простуда	a cold
растяжение связок в голеностопном суставе	a sprained ankle
спазм	a spasm
сотрясение мозга	a concussion
обморок	a faint
глубокий обморок	a dead faint
роженица	a woman in child birth
родильница	a woman recently confined
тужиться (при родах)	to exert oneself
преждевременные роды	a premature delivery
родить преждевременно	to deliver a child prematurely
принимать ребенка при родах	to deliver somebody of a child
сломать / перелом	to fracture / a fracture
вывихнуть / вывих	to dislocate / a dislocation
ушибиться / ушиб, травма	to injure / an injury
больная нога	a sore leg
больная рука	a sore arm
больной глаз	a sore eye
больное горло	a sore throat
полоскать горло	to gargle one's throat
клизма	an enema,
ставить клизму	to give an enema

сердечное (лекарство)	some cardiac
жаропонижающее	some febrifuge
успокоительное	some sedative
антисептическое	some antiseptic
слабительное	some purge
болеутоляющее	some analgesic (pain killer)
антибиотики	some antibiotics
от расстройства желудка	something for indigestion (diarrhea)
от запора	something for constipation
таблетка (и)	tablet (tab), tablets (tabs)
раствор	solution
пилюля	a pill
капли	drops
аэрозоль	spray
ампула	an ampoule
вата	cotton wool
бинт	bandage
лейкопластырь	an adhesive dressing (plastic strip, plaster, first-aid bandage)
шприц / игла	a syringe / needle
пипетка	a medicine dropper
носилки	a stretcher
кресло-каталка	a collapsible wheel chair
градусник	a thermometer
гигиенический пакет	an airsickness bag
никотиносодержащие препараты	nicotine inclusive remedies

Some Useful Phrases

Меня тошнит	I feel sick (Am. E.) I may vomit (Br. E.)
У меня обморочное состояние	I feel faint
Я чувствую себя ужасно	I feel awful
Я чувствую головокружение	I feel dizzy / giddy
Меня лихорадит	I feel feverish
Мне жарко /холодно	I feel hot / cold
Я подавился	My throat is stuck
Кость застряла в горле	A bone has stuck in my throat
У меня першит в горле	I have a tickling in my throat
Мне нужен кислород	I need oxygen
Кровь течет из пальца	I have a finger bleeding
Я сильно натер ногу	I have rubbed my feet badly.

<u>У меня</u>	I have / I have got
- легкая боль	- a slight pain
- незначительная боль	- a bit of pain
- острая боль	- a sharp pain
.... в руке	in my arm
груди	chest
голове	head
спине	back
горле	throat
желудке	stomach
глазах	eyes
ушах	ears
ногах	legs
- больной (человек) (пациент)	- a patient (a child patient / a distressed patient)
- больной пассажир	- a sick passenger
мужчина	man
женщина	woman
собака	dog
щенок	puppy
кошка	cat

Questions:

Как вы обычно переносите полет ?

Вас укачивает?

Вас укачало?

У вас кружится голова?

Вас тошнит?

Вы беременны?

Вы чувствуете себя плохо?

У вас рвота?

Где боль?

Где вам больно?

На что вы жалуетесь?

Вам лучше?

Вам хуже?

Как вы себя чувствуете?

Как вы себя чувствуете сейчас?

Вам нужен врач (медсестра)?

Скажите мне, чувствуете ли вы что-то (трогает больное место)?

Вам нужны

- носилки
- костыли
- кресло-каталка?

Боль утихла?

Боль прошла?

Вам здесь удобно?

Вас кто-нибудь сопровождает?

Кто вас сопровождает?

Вы можете тужиться?

Вы можете сами идти?

У вас першение в горле ?

Вы подавились? (поперхнулись)?

How do you usually take to flying?

Are you getting airsick?

Are you airsick?

Do you feel giddy/ dizzy?

Do you feel sick? (Am.E.)

Are you pregnant?

Do you feel ill?

Do you feel vomiting?

Where is the pain?

Where does it hurt you?

What do you complain of?

Are you better?

Are you worse?

How do you feel?

How are you feeling?

Do you need a doctor (a medical nurse)?

Tell me if you can feel anything

Do you need

- a stretcher
- a pair of crutches
- a collapsible wheel chair?

Has the pain subsided?

Has the pain gone?

Are you comfortable here?

Is anybody accompanying you?

Who is accompanying you?

Can you exert yourself?

Can you walk by yourself?

Do you have a tickling in your throat?

Is your throat stuck?

У вас косточка застряла в горле?	Has the bone stuck in your throat?
Вам нужен кислород?	Do you need oxygen?
Можно включить ваш вентилятор?	May I adjust your air vent?
Можно расстегнуть ваш воротничок?	May I undo your collar?
Можно расслабить ваш галстук?	May I loosen your neck-tie?
Вы принимали это лекарство раньше?	Have you ever taken this medicine before?
У вас есть аллергия на лекарства?	Are you allergic to medicine?
У вас пластмассовый градусник?	Have you got a plastic thermometer?
Хотите пересесть?	Would like to reseat?
Желаете воду с ломтиком лимона?	Would you like a glass of pure water with a lemon slice?
Принести гигиенический пакетик?	Shall I bring you an airsickness bag? (would you like ...)
Я вам все еще нужна?	Do you still need me?
Позвольте нащупать и сосчитать ваш пульс?	May I feel and take your pulse?
У вас есть свое лекарство?	Have you got your own medicine?
Вы ели что-нибудь до вылета?	Do you have any medicine with you?
Что с вами ?	Did you eat anything before the departure?
А раньше с вами случалось подобное? (Раньше вам было так плохо?)	What's wrong with you?
Что с вами случилось?	Have you ever had anything like this before?
Этот пассажир умирает доктор?	What is the matter with you?
Вы можете реанимировать?	Is this passenger dying doctor?
Он (она) жив или мертв?	Can you resuscitate him?
	Is he (she) alive or dead?

Phrases when administering first-aid

Примите это лекарство	Take this medicine
Проглотите эту таблетку	Swallow this tablet
Не глотайте	Don't swallow
Положите под язык	Put under your tongue
Выпейте капли	Drink the drops
Накапайте капли по 2 в каждую ноздрю	Drop 2 drops in each nostril
Сядьте в кресло поудобнее	Make yourself more comfortable in your armchair
Расстегните воротничок	Undo your collar
Расслабьте галстук	Loosen your neck-tie
Ослабьте ремень	Loosen your belt
Расслабьтесь	Relax
Дышите нормально	Breathe normally
Дышите глубоко	Breathe deeply
Сделайте глубокий вздох	Take a deep breath
Вдыхайте носом	Inhale through your nose (Breathe in ...)
Выдыхайте ртом	Exhale through your mouth (Breathe out)
Держите голову низко	Keep your head low / down
Держите голову назад	Hold your head back
Накройте нос и рот носовым платком или подголовником	Cover your nose and mouth with your handkerchief or a headrest cover
Откиньтесь на спинку кресла	Lean back in your seat
Ложитесь	Lie down
Тужьтесь	Exert yourself
Согните ногу/ колено	Bend your knee
Держите маску, накрывая нос и рот	Hold the mask over your nose and mouth
Прижмите маску плотно	Press the mask firmly
Дышите, пока не станет легче	Breathe through the mask until you feel better
Дышите 2-3 мин.	Breathe for 2 or 3 minutes
Следуйте за мной	Follow me
Займите это место	Take this seat
Займите место «В» в 18 ряду	Take seat 18 B
Пользуйтесь туалетом в конце самолета только	Use the rear lavatory (toilet) only

Я должна вас изолировать
от других пассажиров
Выполняйте мои указания
Если вам нужна моя помощь,
позвоните немедленно

Повернитесь на бок
Пошевелите пальцами рук/ног
Поднимите руку
Пульс

- нормальный
- слабый
- учащенный
- с перебоями
- непрощупываемый

Если вам станет хуже, я
поставлю в известность к/к
Скоро начнется снижение
Не волнуйтесь
Не плачьте
Успокойтесь
Все будет хорошо
Потерпите чуть-чуть
«Скорая» будет ждать вас
у самолета
Следуйте за врачом в медпункт
для медосмотра

Не бойтесь, доктор вам
поможет
Это лекарство вам поможет
Это лекарство вам не
повредит

I must isolate you from other
passengers
Follow my instructions
If you need my help, please let
me know immediately (by
pushing the call-button).
Turn on your side
Wiggle your fingers / toes
Raise your arm
The pulse is

- normal
- weak
- quick
- dropped-beat
- obliterated

If you feel worse, I'll inform
our Captain
We'll start descending shortly
Please don't worry
Please don't cry
Please calm down/keep still
Everything will be all right
Please keep patient for a while
«Ambulance» will be waiting for
you at the plane
Follow the doctor to the First-
Aid Point for medical
examination
Please don't be afraid, the
doctor will help you
This medicine will do you good
This medicine will not do you any
harm (this medicine will do you
no harm)

The Safety/ Emergency/Life-Saving/Survival Equipment

An aircraft must be equipped with all necessary equipment in the event of emergency landing on land or water known in aviation as ditching.

The safety equipment can be movable and unmovable and must be used for emergency procedures.

The List and the Use of the Safety Equipment

The safety equipment consists of:

- fire extinguishers to extinguish fire (for extinguishing fire);
- a crash (fire) axe is used if exits are jammed or to crash bulkheads in case of smoldering fire;
- movable (portable) oxygen bottles are for PAX if they are suffocating due to smoke after fire has been extinguished;
- the unmovable oxygen system is used by the Flight Crew when lacking oxygen;
- evacuation slides, such as inflatable slides, non- inflatable-slides, off-wing slides, escape ropes are used to leave the aircraft after emergency landing on land;
- life-jackets (vests) for adults, children life-jackets, babies floating survival cots and life-rafts (rescue rafts) are used for emergency landing on water (ditching);
- megaphones are used by the Cabin Crew to inform passengers what to do after emergency landing if the electrical system is turned off;
- a transmitter is used to transmit the position of the aircraft after emergency landing;
- a smoke hood is used by a cabin attendant to protect himself/herself from smoke when extinguishing fire;
- oxygen masks for passengers are used in the event of decompression (the loss of the cabin pressure)

Language practice

Answer the questions:

1. Why must an aircraft be equipped with the safety equipment?
2. What do we call emergency landing on water?
3. What kind can the emergency equipment be?
4. What must the survival equipment be used for?
5. What are the synonyms to 'safety' equipment?
6. What safety equipment must be used for emergency landing?
7. What safety equipment must be used for ditching?
8. What is ditching?

Fill in the blanks:

1. A transmitter is used..... .
2. A life-jacket is located..... .
3. A life-raft is used..... .
4. Slides are for..... .
5. If the electrical system is..... .
6. Fire extinguishers are..... .
7. Movable oxygen bottles are..... if they are..... .
8. For babies we carry..... .
9. In the event of emergency landing on land.....are used.
10. In the event of ditching.....are used.

Translate into English:

1. Спасательные жилеты предназначены для взрослых.
2. Спасательный плот применяется при приводнении.
3. Огнетушители необходимы для тушения пожара.
4. Если пассажир задыхается из-за дыма, ему необходимо дать нестационарный кислородный баллон.
5. Координаты самолета после аварийной посадки передаются с помощью радио- передатчика.
6. Трапы покидания применяются при аварийной посадке на сушу.
7. Если электрическая система отключена, то после аварийной посадки должен применяться мегафон.
8. Мегафон помогает бортпроводнику объявить пассажирам, что нужно выполнять после аварийной посадки.
9. Количество спасательных жилетов зависит от количества кресел в самолете.
10. Количество спасательных плотов зависит от типа самолета.

Life- Jacket (Vest) Demonstration

In accordance with international regulations for transocean and oversea flights all passengers on board the aircraft must know how to use a life-jacket (vest), that's why it is demonstrated.

If the Aeroflot flight takes more than 30 minutes over the water area, the cabin attendant must make the announcement:

LADIES AND GENTLEMEN!

- Your life-jacket (vest) is stowed (located) in the package beneath your seat.
- Remove the life-jacket from the package and pull it over your head.
- **A.** Adjust the strap around your waist, fasten the buckle in front and tighten the strap.
- **B.** Attach the hooks to the metal ring in front and pull the straps tightly.
- Just before leaving the aircraft pull down the red tags to inflate the life-jacket (vest).
- It can also be inflated by blowing into the tubes if necessary.
- **A.** The signal lamp will work in water.
- **B.** The signal lamp will work in water when you pull out the battery plugs.
- Do not inflate the life-jacket (vest) inside the aircraft.

Thank you.

Language practice

Are the following statements true or false?

Change the false ones to make them true.

1. The life-vest is located in the seat.
2. The life-vest must be pulled over the head.
3. The strap must be adjusted around the chest.
4. The buckle must be fastened in front.
5. The passenger mustn't fasten the strap tightly.
6. The hooks must be attached to the buckle.
7. The tubes are for additional inflation of the life-vest.
8. The signal lamp will not work in water.
9. The battery plugs must be pulled out.
10. The passenger must inflate the life-vest inside the aircraft.

Cabin depressurization

Depressurization is a sudden drop in cabin pressure which is immediately noticed because of the drop in temperature which accompanies it. As a result a fog forms in the cabin. The aircraft will make a rapid descent to a safer altitude.

During this period all passengers aboard the aircraft must use their oxygen masks.

Before take-off the cabin crew will show PAX how to use the oxygen mask while the “Oxygen Mask Demonstration” announcement is being made.

LADIES AND GENTLEMEN!

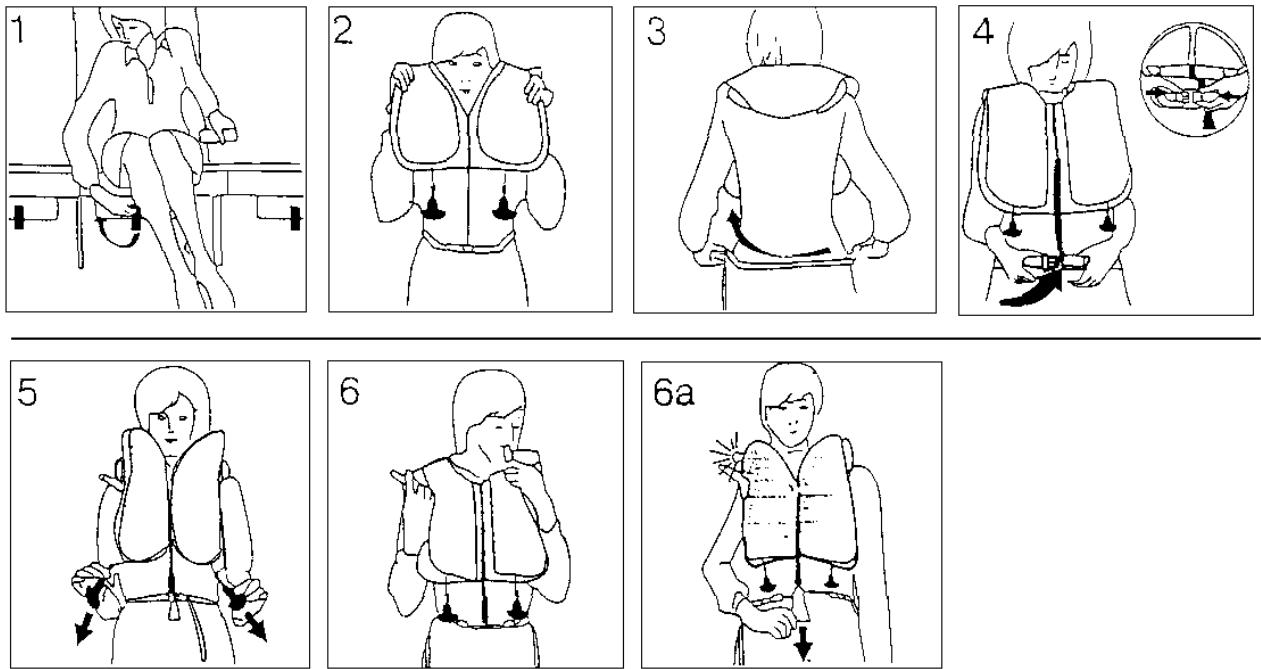
- In the event of decompression your overhead panel will open revealing oxygen masks.
- Pull the mask towards you.
- Press the mask over (on) your nose and mouth.
- Secure it as we are demonstrating and breathe normally.
- If you are travelling with a child, put a mask on your face first, then put another mask on your child’s face.

Language practice

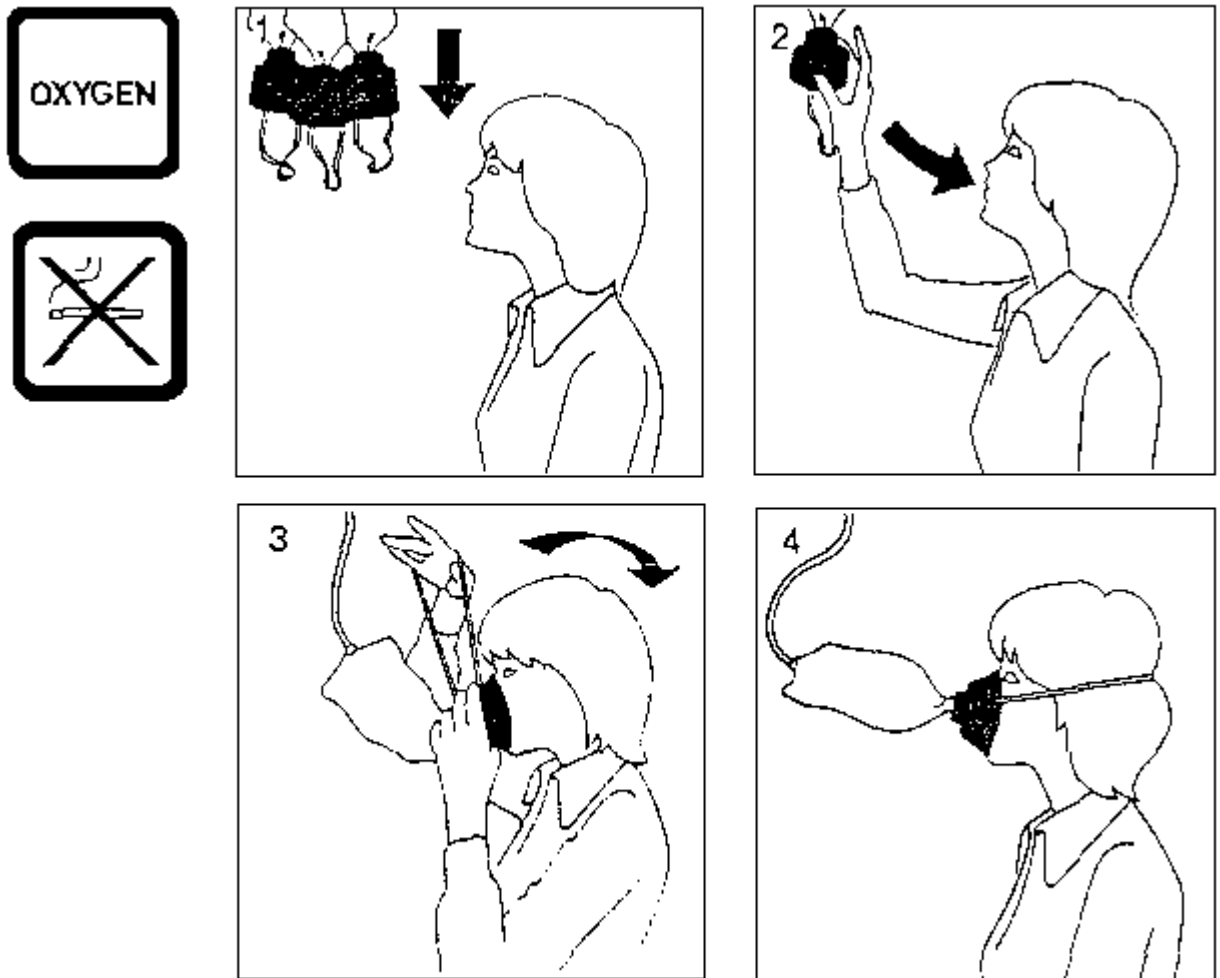
Reformulate the sentences, keeping the same meaning but using the words in brackets.

1. Do not leave your seats. (remain).
2. In about 15 minutes there will be a forced landing.
(make/emergency/approximately).
3. Your seat must be upright and the table folded. (place/position/secure).
4. You should read the emergency landing procedures on the card in the seat pocket. (refer/details/in front).

Life – vest demonstration



Oxygen mask demonstration



Match these pairs correctly and put these pairs in a suitable order.

- | | |
|---|---|
| <ul style="list-style-type: none">- Parents should adjust their own masks first
- During this period
- Due to the loss of cabin pressure
- Pull it down
- Adjust the strap

- Please breathe through the masks | <ul style="list-style-type: none">- to secure the mask.
- until you are advised to remove them.
- then assist their children.
- please use your oxygen mask.
- place it over your nose and mouth and breathe normally.

- we are making a rapid descent. |
|---|---|

Are the following statements true or false? Change the false ones to make them true.

1. Parents should put oxygen masks on their children first.
2. Passengers mustn't secure their masks.
3. The mask must be pressed over the nose only.
4. The oxygen masks are located beneath the seats.
5. The oxygen mask should be pulled down.
6. One oxygen mask is used by two passengers.
7. Passengers must breathe deeply.
8. Oxygen masks should be used in loss of cabin pressure.

Preparation for Emergency Landing

In the event of emergency landing all PAX on board the aircraft must know what to do. Their safety will depend on carrying out all instructions carefully and calmly.

They must remain in the “brace for impact” position with the seatbelt fastened until the plane comes to a complete stop(rest) and wait for the instructions before moving.

The cabin attendant will announce:

LADIES AND GENTLEMEN!

We are beginning our preparation for emergency

- landing
- ditching

Employees of Aeroflot or other airlines as well as fire fighters and members of Rescue Services are asked to identify themselves to the cabin attendants.

Remain calm and follow our instructions

Return the backrest of your seat to its upright position and fold up all tables.

Remove neckties and loosen shirt collars.

Put on your jackets and overcoats.

Remove all objects which may cause injury, such as eye glasses, contact lenses, dentures. Put them in your hand luggage (between seat cushions).

Place your hand luggage under the seat in front of you or in the overhead bin.

For your safety leave your hand luggage on board.

Remove your shoes. Stow them under the front seat.

Safety Position Brief Instructions

A.

(short distance between chairs)

- Fasten seatbelt.
- Push the seatback in front of you forward.
- Place your crossed arms on it.
- Press your forehead firmly against your arms.
- Knees together, feet apart.

B.

(long distance between chairs)

- Fasten seatbelt.
- Push the seatback in front of you forward.
- Place your head on your knees.
- Cross arms under your thighs and hold on firmly.
- Knees together, feet apart.

C.

(for a pregnant woman/a stout passenger)

- Fasten seatbelt under your belly.
- Push the seatback in front of you forward.
- Lean down as far as feasible (possible).
- Cross your arms on your knees.
- Hold onto your clothes firmly.
- Feet apart.

D.

(for a baby/ a child under 2 years old)

- Fasten seatbelt, but do not fasten your baby.
(Place your feet flat on the floor, knees together).
- Lay the baby across the lap, the head to the window.
- Support the baby's head with one arm.
- Lean forward over the baby.
- Fix the baby's legs and protect your head with the other arm.

Evacuation of the plane

- A. After emergency landing on land all PAX must know what to do before leaving the plane.

The CA will order:

If exit is safe

1.

(an inflatable slide is used)

- Seatbelt off.
- Shoes off.
- Leave everything.
- Come this way.
- Jump, slide, run away.

2.

(a non-inflatable slide is used)

- Seatbelt off.
- Shoes off.
- Leave everything.
- Come this way.
- Sit down.
- Slide.
- Run away.

3.

(a window exit is used)

- Seatbelt off.
- Shoes off.
- Leave everything.
- Come this way.
- Leg, body, leg.
- Get out.
- Climb down by the rope.
- Run away.

If exit is unsafe

- Exit blocked.
- Use other exits (the next, the nearest, the opposite exit).
- Move faster.
- Move slower.
- Single file (if a one-way slide is used).
- Double file (if a two-way slide is used).

B. After emergency landing on water (ditching) PAX must carry out the following instructions when they hear the cabin attendant's order:

1.

(a life-raft is used)

- Put on your life-vest.
- Inflate the life-vest at the exit by pulling down the red tags.
- Walk in.
- Move to the end.
- Sit down with the legs to the center.
- Remain in the inflated life-vest.

2.

(after jumping in water)

- Swim to the life-raft.
- Crawl (Climb).
- Twist clothes.
- Move to the end.
- Sit down with the legs to the center.
- Remain in the inflated life-vest.

Pre-selected Passengers (PSPs) and their Duties

Before emergency landing the Cabin Crew must select able-bodied PAX (ABPs) to help CAs in removing and operating necessary safety equipment. The pre-selected passengers are resealed next to the emergency exits. The Cabin Crew will normally choose younger able-bodied men with an appropriate English language. The CA briefs them on their duties:

1. - Do you speak English?
 - Follow me.
 - We are preparing for emergency landing.
 - I need your help in removing/operating the emergency equipment.
 - Can you help?
 - Help me:
 - Remove the slide.
 - Throw out the slide.
 - Open window exits.
 - Throw away window exits.
 - Remove, pull to the exit, throw out the life raft.
 - Stay at this exit, tell PAX:
 - Shoes/ eye-glasses off.
 - Leave everything;
 - Jump, slide, run away;
 - Leg-body-leg;
 - Slide down the escape rope;
 - Run, jump, slide, run away.
 - Leave the plane, stretch, hold the slide steady.
 - Stay at the bottom (end) of the slide, help PAX get off.
 - Help PAX with children, old men and women, handicapped.
 - Hold up PAX not to hamper passages.
 - Push out PAX by force if necessary.
 - Open the window exit, the method of opening is given on the plate.
 - Send PAX to the nearest/next/opposite exit.
 - Repeat your duty.
 - I rely on you.
2. *Emergency landing on land (TU-154, TU-134)*

When you hear the command “Passenger Evacuation”, I repeat

“Passenger Evacuation”:

- Help me open the door.
- If I am not able to open the door you must do it.
- Before opening the door, check through the door window:
 - if you see fire, smoke or other obstacles, , **do not open the door**, but send PAX to the next /nearest/ opposite exit;
 - if everything is OK outside, hold onto the assist handle and open the door;
 - if the exit is safe, shout to PAX: “Come this way, jump, slide, run away!”
 - if the exit is unsafe, block the exit, and send (re-direct) PAX to other exits.
- When all PAX are outside, check this area for injured PAX (if anybody left) then leave the aircraft.
- Repeat your duty, please.

3. *Ditching (TU-134, TU-154)*

- Help me open the door.
- In case I am not able to open the door you must do it.
- Check through the window;
 - if you see water above the door level or obstacles do not open the door and send passengers to other exits;
 - if everything is OK outside hold onto the assist handle and open the door.
- Bring the raft to the door.
- Pull the line and attach it to this handle.
- Throw the raft into the water.
- Pull the line to inflate the raft.
- Shout: “Inflate your life-vests, walk in!”
- If everybody is outside check this area for injured passengers, leave the plane.
- Cut the line with the knife which is inside the raft.
- Repeat please.

Some useful phrases

We have to make a forced (emergency) landing.

Вы вынуждены совершить аварийную посадку.

We will probably experience several impacts upon landing.

При посадке вы, возможно, ощутите несколько ударов.

Remain in the bracing position until we give you further instructions.

Оставайтесь в безопасной позе до следующих команд.

Pay special attention to the location of the nearest exits.

Обратите особое внимание на расположение ближайших выходов.

We will distribute blankets, pillows and articles of clothing to protect your head.

Мы раздадим пледы, подушки, одежду для защиты головы.

For children use pillows as padding behind the back.

Детям положите подушки за спину.

When you hear the command “brace for impact” (“head down”) or the “Fasten Seatbelt” sign starts to flash, take the position we are now showing you.

Когда вы услышите команду «голову вниз» или табло «пристегнуть привязной ремень» включено, примите положение (позу), которое мы вам сейчас показываем.

Wait for instructions before moving and keep calm.

Ждите указаний до передвижения и сохраняйте спокойствие.

Your safety will depend on carrying out our instructions carefully and calmly.

Ваша безопасность будет зависеть от спокойного и правильного выполнения наших инструкций.

Take a bracing position.

Примите безопасную позу.

Pull the handle and open the hatch inwards.

Потяните ручку и откройте люк вовнутрь.

Push hatch door out.

Вытолкните дверь люка.

Vocabulary



to equip with

equipment

safety

safe/unsafe

to save/to rescue

a saver/ a rescuer

emergency

emergency exits

emergency landing

(on land)

emergency landing

(on water)

to ditch

ditching

to survive

survival

a survival kit/pack

a baby floating survival cot

a life – jacket (vest)

a life-raft/rescue –raft

a crew life-jacket

children life-jackets

a spare life-jacket

to extinguish

a fire-extinguisher

(to fight fires)

dry chemical extinguisher

a safety-pin

a nozzle

a trigger

to crash

a crash axe (to break things
in an emergency)

crash exit zones

оборудовать, оснащать

оборудование, оснащение

безопасность

безопасный/небезопасный

спасать

спасатель

авария/аварийный

аварийные выходы

аварийная посадка

(на сушу)

аварийная посадка

(на воду)

приводняться

приводнение

выживать, оставаться в живых

выживание

аварийный запас

детская плавающая спасательная

люлька

спасательный жилет

спасательный плот

спасательный жилет экипажа

спасательные жилеты для детей

запасной спасательный жилет

тушить

огнетушитель

огнетушитель

предохранительная шпилька

раструб

курок

разрушить, сломать, разбить

потерпеть аварию (о самолете)

аварийный топорик

места прорубания обшивки

oxygen

chemical oxygen

gaseous oxygen

an oxygen mask

a quick donning mask

a portable oxygen bottle

(provide oxygen in an emergency)

the fixed oxygen system

a pressure gauge

a valve

a hose

a connector

a needle

to slide (slid, slid)

a slide

a slide evacuation

a one-track slide

a two-track slide

slide tubes

a slide-window

(on the Flight Deck)

a slide-raft

off-wing slide

to inflate

inflation

inflatable (slide)=chute

non-inflatable (slide)

evacuation slides

to re-inflate

fire

a fireman/fire fighter

firemen

fire fighting efforts

to extinguish fire

smoldering fire

flash fire

short circuit

кислород

химический кислород

газовый/газообразный кислород

кислородная маска

кислородная маска быстрого
надевания

переносной кислородный прибор

стационарная кислородная система

манометр

вентиль

шланг

штуцер

стрелка

скользить, двигаться плавно

спуск, горка, наклонная плоскость

покидание с применением трапов и
желобов

однородный трап

двухдорожный трап

борта трапа

форточка

(в пилотской)

трап-плот

трап с крыла

**надувать, наполнять воздухом,
газом**

надувание

надувной (трап)

ненадувной (трап)

трапы покидания

поддувать (наполнять воздухом
ещё раз)**пожар, огонь, пламя**

пожарный

пожарные

меры по тушению пожара

тушить пожар

тлеющий огонь

быстрое возгорание

короткое замыкание

to transmit

(radio) transmission

a transmitter

an emergency transmitter

an escape rope

a life line

a mooring line

a megaphone

a step-ladder

a fishing kit

a sponge(s)

a flash light

a signal flare/rocket

water supply

food supply

water purification bricks

a medical pack

a bailing bucket

a signal mirror

a floating sheath knife

a manual (hand) pump

a radio beacon

an anchor (drogue)

a handle

a door control handle

a disengage handle

a manual inflation handle

an assist handle

a lock

to lock

locked

unlocked

a locking indicator

an unlocking button

smoke

a smoke detector

a smoke hood

to suffocate

suffocation

a strap

a hook

rubber

Cabin Fire Procedure (CFP)

сообщать

передача (радиопередача)

(радио) передатчик, передающая

радиостанция

аварийная радиостанция

аварийный канат

страховочный канат

швартовочный канат

мегафон

стремянка, переносная лестница

рыболовные снасти

губка для сбора воды

фонарь

сигнальная ракета

запас воды

продовольственный запас

брикеты для опреснения воды

медицинская (аптечка) упаковка

ведро для сбора воды

сигнальное зеркало

нож с плавающей ручкой

ручной насос

радио буй

якорь

ручка

ручка закрытия двери

ручка отсоединения

ручка ручного надувания

страховочная ручка

замок

закрывать на ключ (запирать)

заперто

не заперто

индикатор закрытия

фиксирующая кнопка

дым, задымление

детектор дыма

дымозащитный шлем

задыхаться

удушьё

тесьма, канат

крючок

резинка/ резиновый

инструкция по тушению пожара

Cabin Preparation Procedure (CPP)	инструкция по подготовке к аварийной посадке
to damage	повреждать, портить
damage	повреждение, дефект
obstacle	препятствие
depressurization (decompression a sudden loss of the cabin pressure)	разгерметизация, понижение давления
exit	выход
the main exit/ a window exit	основной выход/иллюминатор выход через иллюминатор
to evacuate	эвакуировать/-ся
evacuation	эвакуация, покидание
to fuel	заправлять топливом
fueling	заправка топливом
to refuel	дозаправлять топливом
refueling	дозаправка топливом
to stow	размещать
stowage	размещение
to swim	плыть, плавать
to crawl	ползти, ползать
ABP (able-bodied passenger)	физически крепкий пассажир
PSP (pre-selected passenger)	пассажир-помощник
file	люди, построены в ряд
(row of people one behind the other)	один за другим (шеренга)
single file (in one column)	один ряд (одна шеренга)
double file (in two columns)	два ряда (две шеренги)