



CHAPTER 01

## Boarding & Ground Service

1. Boarding
2. Baggage securing
3. Seating arrangement
4. Ground service
5. Preparing for take-off

## 2 Baggage securing

### A Words

Match the words to the meanings.

seat    overhead bin    compartment    coatroom    baggage

1. \_\_\_\_\_ : a container above the seats used to store baggage
2. \_\_\_\_\_ : something made to sit on such as a chair
3. \_\_\_\_\_ : a room in which coats and other articles may be left temporarily
4. \_\_\_\_\_ : separate spaces used for keeping things in
5. \_\_\_\_\_ : trunks or suitcases to carry belongings for traveling



## 2 Baggage securing

Complete the sentences with the correct word or words.

1. Please return to your \_\_\_\_\_ and fasten your seatbelt.
2. Would you like me to keep your coat in the \_\_\_\_\_?
3. Please place your bags into the overhead \_\_\_\_\_.
4. Where is the \_\_\_\_\_ claim area?



## 2 Baggage securing

### **B:** Useful Phrases

1. 

May I help you
Do you need any help
Do you need any assistance

 with your (carry-on) bag?

2. 

Would you please	keep	your bag (it)	in the overhead bin?
Would you like me to	put	your bag (it)	under the seat in
in the coatroom?			front of you?



## 2 Baggage securing

### B: Useful Phrases

3. I'll keep it in the coatroom in the front of the cabin.  
put  
place middle  
back

4. We have to keep the aisle clear during the flight.  
free at all times.



## 2 Baggage securing

### B: Useful Phrases

5. If you need anything, please let me know.  
assistance,  
help,

6. Thank you for your cooperation.  
your understanding.  
waiting.



## 2 Baggage securing

### C Conversation

1. Listen to the dialogues below and then practice them with your partner. (C: cabin crew / P: passenger)

#### Dialogue 1 (Baggage securing)

C : Good afternoon. May I help you with your bag, ma'am?

P : Please, thank you.

C : I will keep it in the overhead compartment.

P : Thanks a lot.

C : You're welcome, ma'am.



#### Dialogue 2 (Baggage securing)

C : Excuse me. Are these all your bags?

P : Yes, they are. Is there any problem?

C : I'm sorry but we have to keep the aisle clear at all times.

Would you please put them in the overhead bin?

P : Oh, I see.

C : I'll help you. Thank you for your cooperation.

### Dialogue 3 (Baggage securing)

P : Excuse me, Miss. I can't find any places to store my bag.

C : Oh, I'm so sorry. If you don't mind, I'll keep it in the coatroom in the front of the cabin. Is that all right with you?

P : Sure. Thank you.

C : You're welcome, sir. If you need anything during the flight, please let me know.

P : All right.



### Dialogue 4 (Baggage securing)

P : Excuse me, Miss.

Will you help me put this bag in the overhead bin?

C : Certainly, ma'am. Oh, I'm afraid your bag is too heavy to put here.

It might fall out during turbulence.

Would you mind putting it under the seat in front of you?

P : Not at all.

C : Thank you for your understanding.





## 2 Baggage securing

### 2. Pair Work

Imagine that you and your partner are a member of the cabin crew and a passenger. Use the expressions provided above and continue the conversation by taking turns.

#### Passenger

1. Ask for help from the cabin crew about where to put the baggage.
2. Tell the cabin crew your bag can't be stored in the overhead bin.

#### Cabin crew

1. Offer assistance to the passenger for the storage of their baggage.
2. Tell the passenger you will try to find another storage bin.



## 2 Baggage securing

### D: Build up

 Fill in the blank with a right word from the box below.

store    understanding    overhead    putting    help

1. May I \_\_\_\_\_ you with your bag?
2. I will put your bag in the \_\_\_\_\_ compartment.
3. Would you mind \_\_\_\_\_ it under the seat in front of you?
4. Thank you for your \_\_\_\_\_.
5. I can't find any places to \_\_\_\_\_ my bag.

## 2 Baggage securing

 Unscramble the words to make sentences.

1. during the flight. have to keep We the aisle clear

⇒ \_\_\_\_\_

2. please If you during the flight, let me know. need anything

⇒ \_\_\_\_\_

3. of the cabin. in the coatroom in the front I'll keep it

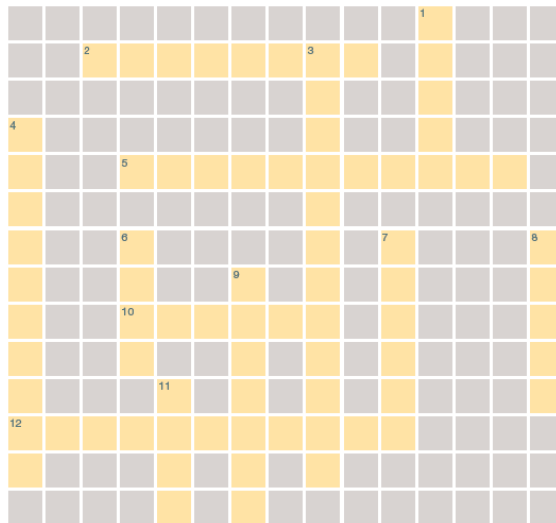
⇒ \_\_\_\_\_

4. you please Would put the them in overhead bin?

⇒ \_\_\_\_\_

## 2 Baggage securing

 Complete the crossword puzzle below.



**Across**

2. a room in which coats and other articles may be left temporarily
5. separate spaces used for keeping things in
10. I'm \_\_\_\_\_ your bag is too heavy to put here.
12. Thank you for your \_\_\_\_\_.

**Down**

1. I can't find any places to \_\_\_\_\_ my bag.
3. a container above the seats used to store baggage
4. Do you need any \_\_\_\_\_ with your bag?
6. something made to sit on such as a chair
7. Please \_\_\_\_\_ your seatbelt.
8. We have to keep the aisle \_\_\_\_\_ at all times.
9. trunks or suitcases to carry belongings for traveling
11. Will you \_\_\_\_\_ me put this bag in the overhead bin?



## E: Reading Comprehension

🌀 Read the text and answer the questions.

### Allowed to bring


#### Free baggage allowances

Free baggage allowances regarding size, weight, and quantity of baggage vary with passenger itineraries, seating classes, and SKYPASS membership grades.

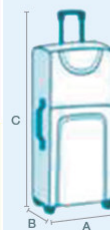
The maximum size (width + heights + depth) is 158cm/62in and the maximum weight per bag is 23kg/ 50lb or 32kg/70lb depending on your ticket class and itineraries. Bags between 23 and 32kg (51–70lb) may incur additional charges depending on your allowance.

#### Additional carry-on allowances

One additional personal carry-on item - laptop, briefcase, handbag - is permitted for Economy Class. (Total weight of carry-on bag and additional allowance should not exceed 12kg.)

Seating Class	Pieces	Total Weight
First/Prestige		18kg/40lb
Economy		12kg/25lb

#### Dimensions Limits



- 55(A)×20(B)×40(C) cm
- or a total sum of less than 115cm per piece

### Carrying on musical instruments.

If the size of your musical instrument is less than 115cm (45in.) - such as a violin - you may carry it on free of charge. Larger instruments are permitted as carry-on items but an additional seat will need to be purchased to accommodate each item.

### Carry-on baggage storage

All carry-ons must be able to be stored completely in an overhead bin or under the seat in front of you. Please double-check to make sure you have all of your personal items before leaving the aircraft.

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## **E** Reading Comprehension

 Read the text and answer the questions.

1. How many carry-on items can each passenger bring on board?
2. What is the maximum size and the maximum weight per bag, for the free baggage allowances?
3. Where should carry-on items be stored?

**Questions?**