

ДЕПАРТАМЕНТ ПОДГОТОВКИ АВИАЦИОННОГО ПЕРСОНАЛА

ОАО «АЭРОФЛОТ»

**УЧЕБНО-МЕТОДИЧЕСКОЕ
ПОСОБИЕ
ПО ПРОФЕССИОНАЛЬНОМУ
АНГЛИЙСКОМУ ЯЗЫКУ
ДЛЯ БОРТПРОВОДНИКОВ**

Негосударственное
образовательное учреждение
«Авиационная школа
Аэрофлота»

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Методическое пособие по профессиональному английскому языку предназначено для первоначальной подготовки и повышения квалификации бортпроводников ОАО «Аэрофлот»

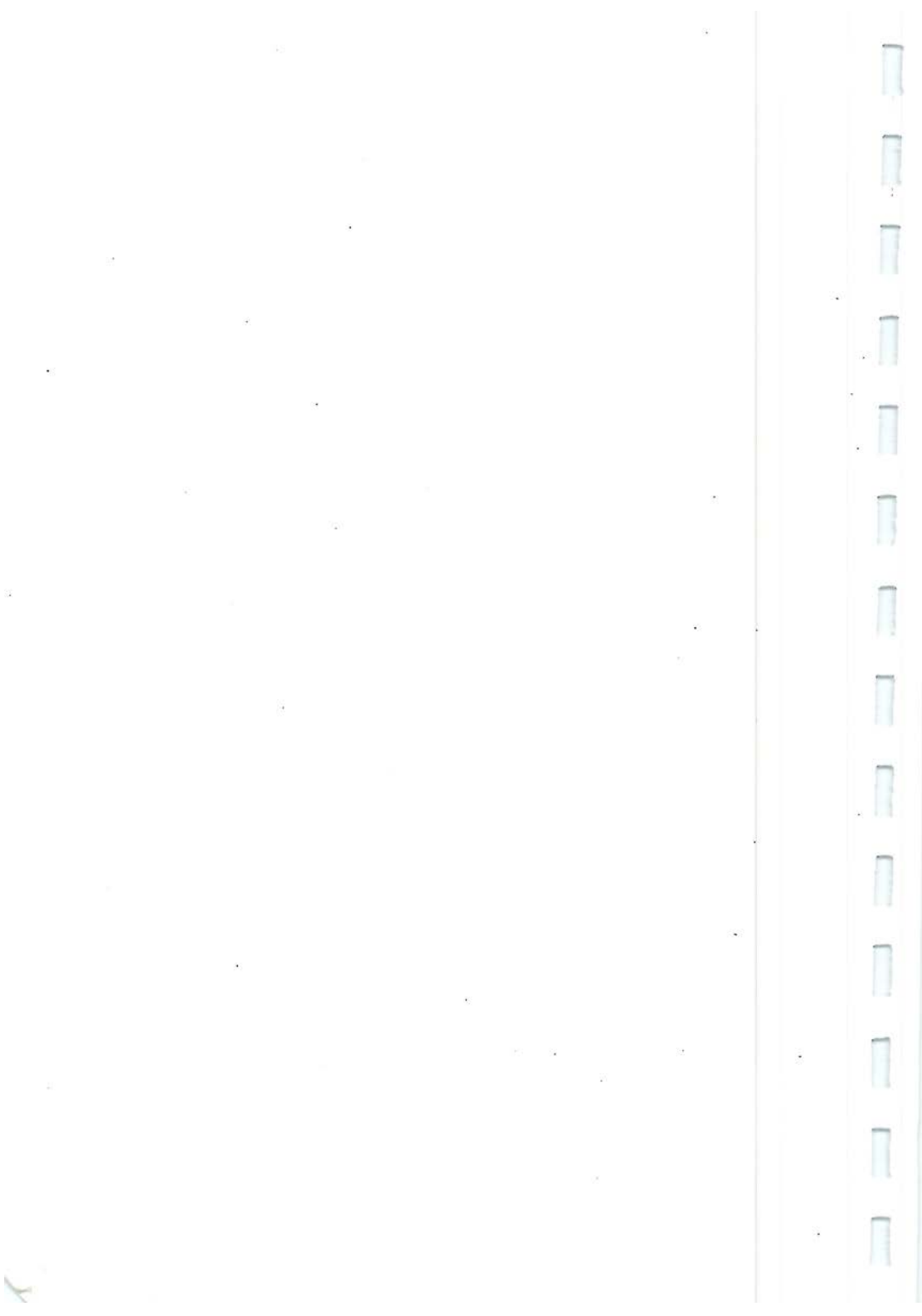
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СОДЕРЖАНИЕ

1. THE FLIGHT CREW.....	3 - 14
2. BOARDING THE AIRCRAFT.....	15- 39
3. IN-FLIGHT MEAL SERVICE.....	40 -69
4. IN-FLIGHT DUTY-FREE SALES.....	70 -90
5. IN-FLIGHT FIRST AID.....	91 -106
6. EMERGENCY PROCEDURES.....	107-112



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
a captain
on the flight deck (Br.E.)=
in the cockpit (Am.E.)
a purser
a cabin attendant (CA)
PAX (passengers)
wide-bodied
narrow-bodied

to be responsible to
to be responsible for
to be in charge of
a senior cabin
crew member
a flight director=
a cabin services
director
to report to

to work on
to work for

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 depends 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
-----------	--

the first class cabin
the business (club) (executive)
class cabin
the economy class cabin
to number

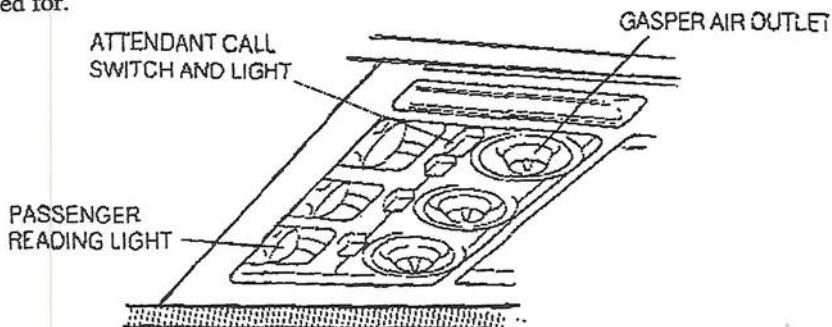
an air vent (a nozzle)
to adjust
an attendant call button
a blind (a shade)
to be fitted (with)
to be provided with
to be supplied with
a sliding ash-tray
an armrest

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.

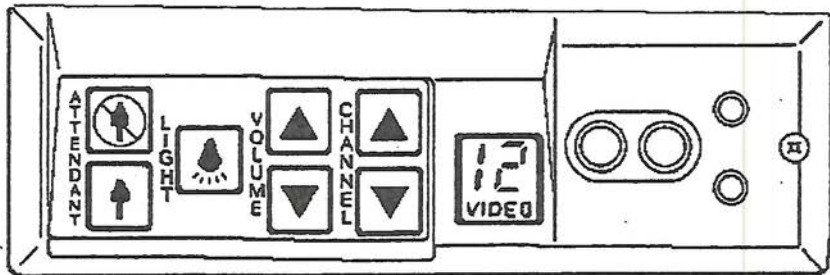
Dialogue № 6

- P: - I want to listen to 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 hiccupping 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. Secondly 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 your boarding pass/card
Would you mind showing me
Can I ask you to show me
- 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. *please*
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. *yes*



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).
-
- be memo*
colina
He is above 15B
15B
- 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.
- pram*

- 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 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.) I will bring you a baby seat belt
- 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 some Aeroflot instruction concerning your pet (puppy, cat).
P. - What are they?
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 or water 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 your 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. *Frenchh. Crst: chemokh... p... ju... de... stin water*
- 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?) *OT UM*
- P. - Yes, please.
- C.A. - How many cubes of ice would you like?
- P. - Two or three would be enough.
- CA. - There you are *Here 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.

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. A passenger requests reassurance about the flight and destination.
7. A passenger wants to know where to sit.
8. A female passenger smiles but says nothing on entering the cabin.
9. A passenger seems nervous and enquires how smooth the flight will be.
10. A passenger enquires about the duration of the flight.

6. Good morning, madam! Welcome on board.
7. The flight conditions are reported as favorable. There's really no need to worry.
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.
9. Is there anything I can do to help you, madam?
10. I'm sorry. Please put that cigarette out immediately.

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:

“Please, 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 smells awful in the toilet (lavatory), I 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 holdall 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 I should 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 [flaɪt]

on today's flight
the flight deck
on the flight deck (Br.E.)=
in the cockpit (Am.E.)
a flight deck team [flaɪt dek ti:m]
flight time

to travel ['træv(ə)l]

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
a passenger [ˈpæs(ə)ndʒə(r)]
a compartment [kəmˈpɑːtmənt]
a cabin attendant [ˈkæbɪn əˈtend(ə)nt]
departure [dɪˈpɑːtʃə(r)]
delayed departure [dɪˈleɪd dɪˈpɑːtʃə(r)]
arrival [əˈraɪv(ə)l]
a pilot [ˈpaɪlət]



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
пассажир
салон
бортпроводница, стюардесса
вылет, отправление, отбытие
задержанный вылет
прилет, прибытие
пилот, летчик

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 [ə,kɒmə'deɪʃ(ə)n]
passenger accommodation

an airliner ['eə,lainə(r)]

airline
an aircraft ['eə,kɹɑ:ft]

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

a seat [si:t]

seat allocation [si:t ,ælə'keɪʃ(ə)n]

a window seat ['wɪndəʊ si:t]
an aisle seat [aɪl si:t]
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 [rəʊ]
row 7
a 4-seat row
a 6-seat row
three 6-seat rows
the very front row
the last row
the last but one row

an aisle [aɪl]

by the aisle
in the aisle

a cabin (side) window

by the window

**THE FASTEN SEAT-BELT
NOTICE (SIGN)**

**THE NO SMOKING
NOTICE (SIGN)**

a rack [ræk]

to rack

a bin

overhead stowage bins

overhead compartments

Close the stowage bin until the click.

luggage (Br.E.) [ˈlʌɡɪdʒ]
baggage (Am.E.)
light (heavy) luggage

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»

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
легкий/тяжелый багаж

small items [smɔ:l 'aɪtəm]	мелкие вещи
passenger service unit ['pæs(ə)ndʒə(r) 'sɜ:vɪs 'ju:nɪt]	сервисная панель пассажира
an attendant call switch (button)	кнопка вызова бортпроводника
a passenger reading lamp (Br.E.) lamp (Am.E.)	лампочка для чтения
an air-vent (nozzle)	вентиляционное отверстие (раструб)
air-conditioning system	система кондиционирования воздуха
air-ventilating system	вентиляционная система
to adjust [ə'dʒʌst]	регулировать, устанавливать, приспособляться
to fold	складывать
to fold away (up)	убирать
to slide (slid, slid)	скользить, двигаться плавно
sliding	выдвигающийся
a slide (Am.E.) [slɑ:d]	спускной трап
slide windows	форточки в пилотской кабине
a passenger chair ['pæs(ə)dʒə(r) tʃeə]	пассажирское кресло
a seat-back/backrest	спинка кресла
a folding seat-cushion ['fəʊldɪŋ si:t 'kʊʃ(ə)n]	откидное сиденье
folding armrests	откидные подлокотники
on the front face of the armrest	на верхней части подлокотника
a sliding ash-tray ['slɑɪdɪŋ æʃ treɪ]	выдвижная пепельница
a disposable headrest cover	подголовник
a tray-table [treɪ 'teɪb(ə)l]	столик
a seat(back) pocket	карман в спинке кресла
a compartment for oxygen masks fɔ: 'dʌksɪgən mɑ:sks]	отделение (в спинке кресла) для кислородных масок
a foot-step	подножка
a pitch (angle)	угол наклона (спинки кресла)
a button for fixing the backrest in a comfortable position	кнопка установления спинки кресла в удобное положение
a seatbelt [si:t belt]	привязной ремень
a light switch	включатель света
a headset ['hed, set]	наушники
a socket for a pneumatic headset	розетка (гнездо) для акустических наушников, для электронаушников
a socket for an electrical headset	кнопки переключения каналов для аудио системы
a channel selector buttons for the audio system	

volume controls for a headset

up volume [ʌp 'vɒljʊ:m]

down volume [daʊn 'vɒljʊ:m]

an electrical phone jack

pneumatic phone jacks

selection channel [sɪ'leɪkʃ(ə)n 'tʃæp(ə)l]

cancel call ['kæns(ə)l kɔ:l]

a bulkhead ['bʌlk, hed]

curtains ['kɜ:t(ə)nz]

a blind=a window shade

a carpet ['kɑ:pɪt]

to recline [rɪ'klaɪn]

to recline on (upon)

Recline your head on the pillow.

to recline against

Recline your back against the backrest
of your seat.

lighting ['laɪtɪŋ]

general lighting ['dʒenərə(ə)l 'laɪtɪŋ]

emergency lighting [ɪ'mɜ:dʒənsɪ
'laɪtɪŋ]

dim lighting

individual lighting

light=reading lamp (Am.E.)

to letter ['letə(r)]

to number ['nʌmbə(r)]

a wardrobe compartment=a wardrobe

closet, a coat closet, a cloakroom

a kitchen ['kɪtʃɪn]

a pantry ['pæntɪ]

a galley ['gæli]

a toilet ['tɔɪlɪt]

in the middle, front, rear part

at the front (rear)

in the middle [ɪn ðe 'mɪd(ə)l]

устройство для громкости
наушников

увеличение громкости

уменьшение громкости

штекер наушников

штекеры акустических наушников

переключатель каналов

выключатель радио

перегородка

шторы

шторка (в качестве светофильтра)

ковер

откидываться назад

сидеть откинувшись назад

Откиньте голову на подушку.

опираться, прислоняться к чему-
либо

Обопритесь на спинку кресла.

освещение

основное освещение

аварийное освещение

дежурное освещение

индивидуальное освещение

помечать буквами, обозначать

буквами

нумеровать

гардероб

кухня

буфетная стойка

камбуз, кухня (на самолете,
корабле)

туалет

в средней, передней, хвостовой
части

впереди, в хвосте

в середине

an electrical shaver	электрическая бритва
a clothes hanger [kləʊðz 'hæŋə(r)]	вешалка (для платьев)
a wash basin [wɒʃ 'beɪs(ə)n]	умывальная раковина, умывальник
a water-closet pan	унитаз
location [ləʊ'keɪʃ(ə)n]	размещение
to taxi	рулить
taxiing ['tæksɪŋ]	руление
to take off	взлетать
take-off	взлет
to ascend	набирать высоту
ascent = [ə'sent]	набор высоты
initial climb	
a cruising altitude ['kru:zɪŋ 'æltɪ,tju:d]	высота полета
to descend	снижаться
descent [dɪ'sent]	снижение
to approach	заходить на посадку
approach [ə'prəʊtʃ]	заход на посадку
to land	приземляться
a landing ['lændɪŋ]	посадка, приземление
a forced landing [fɔ:st 'lændɪŋ]	вынужденная посадка
decompression [,di:kəm'pres(ə)n]	разгерметизация
turbulence ['tɜ:bjulən(t)s]	турбулентность
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	
appreciation [ə,pri:'fi'eɪʃ(ə)n]	оценка, положительный отзыв
danger ['deɪndʒə(r)]	опасность
dangerous goods ['deɪndʒ(ə)rəs gudz]	опасные грузы
a weapon ['wepən]	оружие
to distinguish [dɪ'stɪŋgwɪʃ]	различать, отличаться

Boarding the Aircraft (Passenger receiving)



VOCABULARY

to enter

entrance ['entrəns]

in the entrance area

to welcome

to pass

a pass

passage ['pæsi:dʒ]

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

the passenger stairs/steps

by the forward (front) door

a lap

to board (the aircraft)

= to go on an aircraft=

to embark [im'ba:k]

to disembark [disim'ba:k]

embarkation [emba:'keɪ(ə)n]

disembarkation [disim'ba:k(ə)n]

a boarding pass (card)

to show (showed, shown)

to show smb to smth

a passenger ticket=

a flight (air) ticket

to seat

seat 17E

входить

вход

при входе

гостеприимно (радушно)

принимать

проходить, передавать

пропуск

проход

телетрап

передняя зона /дверь

средняя зона /дверь

задняя дверь

пассажирский трап

встроенные трапы

механический трап

через переднюю дверь

колени, мочка уха, пола, фалда

садиться на борт самолета

(парохода)

высаживаться

посадка

высадка

посадочный талон

показывать

проводить кого-либо к чему-либо

пассажирский билет

рассаживаться по местам

место «E» в 17-ом ряду

convenient [kən'vi:njənt]	удобный, подходящий, устраивающий
conveniences [kən'vi:njənsɪz]	удобства
modern conveniences	современные удобства
inconvenient [ˌɪnkən'vi:njənt]	неудобный, неподходящий, неустраивающий
inconveniences	неудобства
a cot [kɒt]	раскладная кровать
a baby-cot (Br.E.)= a sky-cot=a cradle	детская люлька
a bedding	постельный комплект
a mattress	матрац
a mattress cover ['mætrɪs 'kʌvə(r)]	наматрасник
a bed-sheet	простынь
a blanket ['blæŋkɪt]	фланелевое одеяло
a pillow ['pɪləʊ]	подушка
a pillow-case	наволочка
a baby kit	детский набор
a diaper (Am.E.) ['daɪəpə(r)]	пеленка
a nappy (Br.E.)	
a nappy pin ['næpɪ pɪn]	булавка для пеленки
a pampers	подгузник, памперс
disposable [dɪ'spəʊzəb(ə)l]	одноразовый
to swaddle one's baby	пеленать ребенка
a baby diaper (changing)	пеленальный столик
table (station)	
a pram (Br.E.)=a stroller (Am.E.)	коляска
a baby carriage (Am.E.)	
a baby carrying basket	детская корзина
a nursing mother ['nɜːsɪŋ 'mʌðə(r)]	кормящая мать
to feed (fed, fed)	кормить (-ся), питать (-ся)
a feeding bottle ['fiːdɪŋ 'bɒtl(ə)l]	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 ['leɪdɪz 'hænd,bæg]
a shoulder-bag
a holdall bag ['həʊld,ɔ:l bæɡ]

a case
=a bin (Am.E.)
a brief-case (bag)
an attaché case [ə'tæʃeɪ keɪs]

a suitcase ['sju:tkeɪs]
a cage [keɪdʒ]
a muzzle ['mʌz(ə)l]
keep....muzzled

a guide-dog [gaɪd dɒɡ]
a dog-line
a dog-collar [dɒɡ kɒlə(r)]
to stow
stowage ['stəʊɪdʒ]

stowage bins

a buckle ['bʌk(ə)l]
a buckle cover
to insert [ɪn'sɜ:t]
to release [rɪ'li:s]
to lift [lɪft]
to tighten ['taɪt(ə)n]

tight(adj.)
tightly(adv.)
a tight(n)
a strap [stræp]
on your right(left)
next to you
to be blind [bi: blaɪnd]
to be deaf and dumb [bi: def ænd dʌm]
handicapped ['hændɪ,kæpt]

сумка, портфель, ранец, мешок
(бумажный) пакет
дамская сумочка
плечевая сумка
рюкзак

ящик

портфель
ручной кожаный плоский
чемоданчик, «дипломат»
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 [ə'kʌmpəni]

accompanied

unaccompanied child

a master

a coat

an overcoat [ˈəʊvə,kəʊt]

a waistcoat [ˈweɪs,kəʊt]

a neck pillow

ear plugs

eye shades

issue [ˈɪʃuː]

VIPs (very important persons, such as politicians, religious leaders, who are famous in the world of sport and entertainment)

CIPs (commercially important persons, people who are important to the airline for business reasons)

UMs (unaccompanied minors, children travelling alone for whom the airline has accepted responsibility)

сопровождать, сопутствовать

сопровождаемый

несопровождаемый ребенок

хозяин животного

пальто

верхняя одежда

куртка

подушка для шеи

беруши

очки

периодическое издание

очень важные персоны, такие как политические, религиозные деятели, известные во всем мире

коммерчески важные персоны

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
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. *beer new drink*
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. ✓
photo nah system

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

5. ✓

- CA. - Excuse me, sir. *napas me napas* 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. ...
P. - 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 convenient 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 convenient 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, processed?
- 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).
- пачолок*
some or
откуда
супер

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 breastfeed 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 [ə,peri'ti:f]
- alcohol spirits ['ælkə,hɒl 'spɪrɪts]
- light spirits
- alcoholic drinks
- beverages (Am.E.) ['bevəriɡɪz]
- strong drinks
- hard liquors [hɑ:d 'likə(r)z]
(in first class are complimentary)
- non-alcoholic drinks
- soft drinks
(in all classes are complimentary)
- wines and spirits
- sherry ['ʃeri]
- vodka
- cognac ['kɒnjæk]
- brandy
- spiced brandy [spaɪst 'brændɪ]
- whisky
- whisky and soda water
- Bourbon whisky
- Scotch whisky
- Irish whisky
- port [pɔ:t]
- vermouth ['vɜ:məθ]
- liqueur [li'kjuə(r)]
- gin
- martini
- gin martini
- G & T (gin and tonic)
- rum [rʌm]

- wine [waɪn]
(red, white, dry, table,
dessert)
- wine list
- sparkling wine ['spɑ:kliŋ waɪn]
- champagne [ʃæm'peɪn]
(dry/semi (half)dry,
sweet/semi (half)sweet)
- fortified wine ['fɔ:tɪfaɪd waɪn]

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 [biə(r)]
lager ['lɑ:gə(r)]
light
stout [staut]
a bottle of beer
a can / tin of beer
bottled / canned beer
head / froth

cocktail ['kɒk,teɪl]
Bloody Mary [,blʌdi 'mɛəri]
Manhattan
Screwdriver
on the rocks

mixers ['mɪksəz]
ginger ale [ˌdʒɪndʒə'ei]
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 [get drʌŋk]
drunk and disorderly [dɪs'ɑ:də(r)li]
drunk and disorderly
behaviour [bi'hervjə(r)]

a drunkard ['drʌŋkəd]
to be drunk

as drunk as a lord/a fiddler,
a fish

juice [dʒu:s]
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), уиться
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 [peə(r)]

grape

pineapple

kiwi

pomegranate ['pɒmɪ,grænɪt]

tomato [tə'mɑ:təʊ]

lemon squash

lime

refreshments (lemonade)

pure water [pjʊə(r) 'wɔ:tə(r)]

pure Saint Springs water

mineral water

carbonated (sparkling)

non-carbonated (non-sparkling)

Sprite

Fanta

Coca-cola

Pepsi

Seven-up

a bottle ['bɒt(ə)l]

a half bottle

a flask

a miniature

2. Appetizers / Starters

appetizer ['æpɪ,tʌzə(r)]

starter ['stɑ:tə(r)]

Fish appetizer/starter

crab (meat)

crab stick

squid [skwɪd]

lobster

snail

snail lobster

oyster [ɔɪstə(r)]

shrimp

prawn [praʊn]

eel [i:l]

seafood cocktail (salad)

грушевый

виноградный

ананасовый

киви

гранатовый

томатный

лимонный сок с содовой

лимонный сок

прохладительные напитки

простая вода

ключевая вода Святого Источника

минеральная вода

газированная

негазированная

Спрайт

Фанта

Кока-Кола

Пепси-Кола

Севен-Ап

бутылка (500 мл)

бутылка (емк. 250 мл)

плоская бутылка

бутылочка (емк. 50 мл или менее)

закуска

закуска, первое блюдо (разг.)

Рыбная закуска

крабы (мясо)

крабовая палочка

кальмар

омар (рак)

улитка

лангуст

устрица

креветка

крупная креветка

угорь

салат из морепродуктов

mussel ['mas(ə)l]
sturgeon ['stɜ:dʒən]
hot-smoked sturgeon
salmon ['sæmən]
smoked salmon
canned salmon
Siberian salmon
humpback salmon
trout
smoked trout
caviar ['kæviɑ:]
(red, black, soft, pressed)
herring ['herɪŋ]
sprats in oil
jellied fish
jelly ['dʒeli]

Meat appetizer / starter

ham
bacon ['beɪk(ə)n]
carbonade
cold tongue [kəʊld tʌŋ]
beef / pork tongue
smoked sausage [sməʊkt 'sɔ:sɪdʒ]
roast sirloin / tenderloin of beef
roast breast
of chicken
chicken roulade ['tʃɪkɪn ru'la:d]
collared beef
jellied meat
pate (paste)
cold-boiled pork

3. Hot Dishes

Meat Dishes/Courses

beef [bi:f]
beef stew (beef goulash)
grilled fillet steak [grɪld 'fɪlɪt steɪk]
beef-Stroganoff
roast beef [rəʊst bi:f]
venison ['venɪs(ə)n]
meat-balls ['mi:t, bɔ:lz]

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
паптет
буженина

Горячие блюда

Мясные блюда

говядина
говяжий гуляш
натуральный бифштекс-гриль
бефстроганов
ростбиф
оленина
фрикадельки, тефтели

meat lasagna
beef curry (stewed meat)
veal [vi:l]
pork [pɔ:k]
pork steak
lamb [læm]
mutton ['mʌt(ə)n]
chop [tʃɒp]
to chop (to mince) meat

stuffing ['stʌfɪŋ]
to stuff
a meat pie
schnitzel
mixed grill
barbecue
tender ['tendə(r)]
tough [taʊ]
well-done
underdone [ˌʌndə'dʌn]
overdone [ˌəʊvə'dʌn]

Fish Dishes

cod
haddock
salmon ['sæmən]
mackerel ['mækrəl]
flounder (plaice)
trout [traʊt]
tuna ['tju:nə]
turbot (halibut)
perch
pike
pike perch
cod and shrimp Florentine
sturgeon ['stɜ:dʒən]
grilled sturgeon
steam [sti:m]
steamed
poached [pəʊtʃt]
in paste
to fry fish
a frying pan
a fish pie

мясная лазанья
тушеное мясо
телятина
свинина
свинина эскалоп
молодая баранина
баранина
отбивная
рубить, пропускать мясо через мясорубку
фарш
фаршировать
пирожок с мясом
пницель
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
осетрина-гриль (жареная)
пар
паровой (на пару)
припущенный
в тесте
жарить рыбу
сковорода
кулебяка с рыбой

Poultry

- poultry ['pɒltrɪ]
- mushrooms and poultry a la Julienne
- chicken ['tʃɪkɪn]
- chicken Kiev
- chicken Kebab
- chicken schnitzel
- chicken croquettes
- turkey ['tɜ:kɪ]
- duck [dʌk]
- guinea fowl [ɡɪni faʊl]
- to roast
- roasted
- in dried bread crumbs
- vegetable lasagna
- kishloren
- cheese, ham, mushroom
- omelette ['ɒmlɪt]
- parsley omelette
- pancakes with... ['pæn,keɪks wɪð]

Soups

- clear soup [klɪə(r) su:p]
- consommé фр. ['kɒnsɒ,meɪ]
- noodle soup ['nu:d(ə)l su:p]
- potato soup [pə'tetəʊ su:p]
- pea soup [pi: su:p]
- fish soup
- chicken broth ['tʃɪkɪn brɒθ]

4. Garnish/ Side-Dish

- vegetables ['vedʒ(ə)təblz]
- cucumbers ['kju:kʌmbəz]
- tomatoes [tə'mɑ:təʊz]
- Cherry tomatoes
- carrots ['kærəts]
- green peas [ɡri:n pi:s]
- green beans pods
- vegetable marrow ['mæərəʊ]

Домашняя птица

- домашняя птица
- жульен из грибов и птицы
- цыпленок (молодая курочка)
- курица, курятина
- куриная котлета по-киевски
- куриный пашлык
- куриный пницель
- 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

- овощи
- огурцы
- помидоры
- помидоры Черри
- морковь
- зеленый горошек
- зеленая стручковая фасоль
- кабачок

Zucchini (Am.E.)
 Courgette (Br.E.)
 paprika
 ✓ **cabbage** ['kæbɪdʒ]
 ✓ minced/shred [mɪnst / ʃred]
 ✓ Brussels sprout [spraut]
 to slice
 sliced
 a slice [slaɪs]
 a lemon slice
 ✓ a wedge [wedʒ]
 a tomato wedge
 a lemon wedge
 ✓ broccoli ['brɒkəli]
 ✓ asparagus [ə'spærægəs]
 ✓ spinach
 ✓ cauliflower ['kɒli,flaʊə(r)]
 corn (Am.E.) (flakes)
 ✓ corn-cob
 ✓ leek [li:k]
 ✓ beet-root ['bi:t, ru:t]
 ✓ radish
 vegetable salad
 ✓ lettuce ['letɪs]
 chopped onion [tʃɒpt ə'pɪnjən]
 ✓ chopped yolk
 ✓ chopped egg white
 ✓ chicory
 (black) olives
 ✓ pickled olives
 capers
 ✓ potatoes [pə'tetəʊ]
 mashed
 fried
 boiled
 American style
 French fries
 ✓ rice [raɪs]
 ✓ germinated ['dʒɑ:mɪ,neɪtɪd]
 wild
 ✓ saffron ['sæfrən]
 beans
 ✓ pasta ['pæstə]
 ✓ noodles ['nu:d(ə)lz]

кабачок -
 цуккини
 паприка (сладкий перец)
 капуста
 шинкованная капуста
 брюссельская капуста
 нарезать тонко
 тонконарезанный
 ломтик (тонкий кусочек)
 ломтик лимона
 долька
 долька помидора
 долька лимона
 брокколи
 спаржа
 шпинат
 цветная капуста
 кукуруза (хлопья)
 початок кукурузы
 лук-порей
 свекла
 редис
 овощной салат
 салат-латук
 рубленный репчатый лук
 рубленный яичный желток
 рубленный яичный белок
 цикорий
 (черные) маслины/оливки
 маринованные оливки
 каперсы
картофель
 картофельное пюре
 жареный картофель
 отварной картофель
 картофель по-американски
 жаренный картофель
 рис
 пророщенный
 белый (дикий) рис
 желтый рис
 фасоль
 макаронные изделия
 лапша

spaghetti
macaronis [ˌmækəˈrəʊnɪz]
✓ buckwheat [ˈbʌk,wɪ:t]
✓ mushrooms [ˈmʌʃru:mz]
champignons [ʃæmˈpiɳjənz]

5. Dessert [dɪˈzɜ:t]

Fruit dessert

peaches [pi:tʃs]
apples
oranges
grapes (a bunch of)
pineapple [ˈpaɪn,æp(ə)l]
tangerines [ˌtændʒəˈri:nz]
plums
✓ pears [peəz]
apricots [ˈeɪprɪ,kɒts]
bananas [bəˈnɑ:nəz]
cherries
sweet cherries
strawberries [ˈstrɔ:b(ə)rɪz]
kiwi
melon [melən]
✓ to peel an apple
✓ to shell an egg
water melon
fruit Kebab
✓ fruit preserves
cranberries [ˈkrænb(ə)rɪz]
raspberries [ˈrɑ:zb(ə)rɪz]
blueberries
blackberries
✓ bilberries [ˈbɪlb(ə)rɪz]
✓ gooseberries [ˈgu:zb(ə)rɪz]
✓ persimmon [pəˈsɪmən]

Cheese Dessert

✓ Emmental
Cheddar
Swiss
hard cheese [hɑ:d tʃi:z]
soft cheese [sɒft tʃi:z]

макароны спагетти
макароны
гречка
грибы
шампиньоны

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
мягкий сыр

blue
salty
bitter ['bitə(r)]
sweet [swi:t]
piquant ['pi:kənt]
processed ['prəʊsest]
to pare cheese
cheese paring
butter (portion)

6. Hot drinks and confectionery [kən'fekʃən(ə)rɪ]

tea [ti:]

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

coffee ['kɒfi]

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

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 ['steraɪl]
fat [fæt]
low-fat
long-life
condensed [kən'denst]
sweetened condensed
unsweetened condensed
yoghurt ['jɒgət]
sour cream ['saʊə kri:m]

cream

creamer
ice-cream
sandwich ice-cream

sugar ['ʃʊgə(r)]

granulated ['grænjuleɪtɪd]
castor ['kɑ:stə(r)]
lump [lʌmp]
(a lump of sugar)
cubed
refined
powdered sugar
sugarless
sugar substitute [ʃʊgə(r) 'sʌbstɪ,tju:t]
sweet 'n low (sweetener)
jam portion
honey portion ['hʌni 'pɔ:ʃ(ə)n]

lemon ['lemən]

a slice of lemon
lime
lime juice

pastry ['peɪstri]

a piece of cake (Am.E)
chocolate éclair ['ʃɒkəleɪt ei'kleɪ]

молоко

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

натуральные сливки

сухие сливки
мороженое
мороженое в вафлях

sachar

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

пирожное
шоколадный эклер

small pineapple [smɔ:l paɪn,æp(ə)l
 tartlette 'tɑ:tlɪt]
 peach sponge cake [pi:tʃ spʌndʒ keɪk]
 shortcake
 pastry tongue ['peɪstrɪ tʌŋ]
 apple pie
 apple and sultana [ap(ə)l ænd
 flʌn sʌl'tɑ:nə flʌn]
 tart
 Prague Torte
 a cake
 mousse
 almond cake ['ɑ:mənd keɪk]
 Apple strudel (an Austrian dish
 of apple wrapped in pastry)
 biscuits ['bɪskɪts]
 cookies (Am.E.)
 crackers
 a puff cake
 a bun

7. Bread and Roll Items

Bread [bred]

new (fresh)
 stale
 brown
 rye [raɪ]
 wheat [wi:t]
 bran
 sesame ['sesəmi]
 a piece (slice) of bread

a roll [rɒl]

a cheese roll
 a bran roll
 a split roll
 a poppy-seed roll
 a caraway seed roll
 a muffin (an almond muffin) ['mʌfɪn]
 a croissant ['krwɑ:sɒŋ]
 a Danish roll (sweet roll)
 a cinnamon roll ['sɪnəmɒn]

корзиночка (тарталетка)
 с ананасом
 персиковое бисквитное пирожное
 песочное
 пирожное-язык
 пирожок с яблоком
 пирог с яблоком и изюмом

открытый фруктовый пирог
 торт «Прага»
 торт
 мусс (к чаю)
 миндальное пирожное
 яблочный штрудель

сливочное печенье

сухое печенье (крекер)
 слоеное пирожное
 сдобная булка с изюмом

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
 круассан
 сладкая булочка
 булочка с корицей

8. Sauce [sɔ:s]

tomato sauce Ketchup
chili (hot, seasoned)
soy-bean
garlic ['gɑ:lɪk]
mushroom
apricot
custard ['kʌstəd]
sauce tartare

9. Dressing

olive oil and vinegar ['vɪnɪgə(r)]
Italian herb vinaigrette

French dressing with herbs

mustard ['mʌstəd]
mayonnaise
(in mayonnaise)
horseradish ['hɔ:s,rædɪʃ]

10. Spices ['spaisɪz]

salt [sɔ:lt]
pepper ['pepə(r)]

11. Greens

parsley ['pɑ:slɪ]
celery ['sel(ə)rɪ]
dill (fennel)

12. Babies Meals

a baby formula of.....
puree ['pjʊəreɪ]
vegetable
fruit
dog-rose /sweet brier
pumpkin
to breastfeed ['brest,fi:d]

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. Детское питание

детская питательная смесь из...
пюре
овощное
фруктовое
с шиповником
тыквенное пюре
кормить ребенка грудью

13. Nuts

peanuts ['pi:nʌts]
a packet of roasted lightly
salted peanuts
hazelnuts ['heɪz(ə)lnʌts]
almond ['ɑ:mənd]

14. Galley Equipment

galley ['gæli]
to heat
heating ovens ['hi:tɪŋ 'ʌv(ə)ns]
heat
to reheat [ˌrɪ'hi:t]
a container
a water boiler
a water heater
a kettle ['ket(ə)l]
a teapot
a coffee pot
a coffee-maker
a coffee-grinder
a serving tray ['sə:vɪŋ treɪ]
a meal trolley [mi:l 'trɒli]
a full trolley [fʊl 'trɒli]
a jug [dʒʌg]
a milk jug
a cream jug
a sauce jug (boat)
a corkscrew ['kɔ:kskru:]
a (can) opener
a cutlery set
a knife [naɪf]
a fork [fɔ:k]
a lemon fork
a teaspoon
a cake server
cake tongs [keɪk tɒŋz]
ice tongs
a cocktail straw
a tissue (napkin/serviette)
a linen napkin ['lɪnɪn 'næpkɪn]
a toothpick

Орехи

арахис
пакетик жареного подсоленного
арахиса
фундук, лесной орех
миндаль

Кухонное оборудование

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

china

- a china cup
- a china saucer ['tʃaɪnə 'sɔ:sə(r)]
- a china salt cellar
- a china pepper pot
- a china side plate
- a serving spoon
- a garnish spoon ['gɑ:nɪʃ spu:n]
- square plate [skweə(r) pleɪt]
- a ice bucket
- a champagne bucket
- a big glass
- a medium glass
- a wine glass [waɪn glɑ:s]
- a rosette
- a disposable cup [dɪ'spəʊzəb(ə)l kʌp]
- a hot meal box

фарфор, фарфоровый

- фарфоровая чашка
- фарфоровое блюдце
- 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

diet

to keep to one's diet
to be on one's diet
dietary meals ['daɪət(ə)rɪ mlz]
nutritious meals [nju:'trɪʃəs mlz]
to taste
taste
to one's taste
tasty
tasteless
Tastes differ.
Matters of taste.

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)

диета

соблюдать диету
быть на диете
диетическое питание
калорийная пища
пробовать на вкус
вкус
по чьему-либо 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. *your wife*

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. *any exacting*

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. - € *50*

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? *кап не принимают / не принимают*

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. *и покажите*

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). *срок*
недействительна
срок истек

Language practice

1. 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?

Is this bracelet
loose or tight not/comfort

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 ['freɪgrəns]
 aroma [ə'raʊmə]
 aromatic [,æərə'mætɪk]
 faint [faɪnt]
 floral ['flɔ:r(ə)l]
 fruity-floral
 herbal ['hæ:b(ə)l]
 oriental [ɔ:'rɪent(ə)l]
 semi-oriental
 spicy ['spaɪsɪ]
 fresh
 arboreal (woody) [ɑ:'bɔ:riəl wud]
 persistent [pə'sɪst(ə)nt]
 sensual ['sen(t)sjuəl]
 refreshing [rɪ'freʃɪŋ]
 energizing [ˌenə'dʒaɪzɪŋ]
 feminine ['femɪnɪn]

аромат, благоухание
 аромат
 ароматический, душистый
 нежный, тонкий
 цветочный
 фруктово-цветочный
 травяной
 восточный
 с оттенком восточного
 терпкий
 свежий
 лесной
 стойкий
 исполненный чувственности
 освежающий
 бодрящий
 женственный

E.D.P. (eau-de-parfume) spray
 E.D.T. (eau-de-toilette) spray
 perfume ['pɑ:fju:m]
 scent [sent]
 a 50 ml bottle of Chanel
 No. 5 E.D.T.
 after shave lotion (A/S)
 body lotion ['bɒdɪ 'ləʊʃ(ə)n]
 bath and shower gel

парфюмерная вода аэрозольная
 туалетная вода аэрозольная
 духи
 духи; запах, аромат
 флакон туалетной воды Шанель
 № 5 емк. 50 мл.
 лосьон после бритья
 лосьон для тела
 гель для ванны и душа

Deodorant

Дезодорант

deodorant [di:'ɒdər(ə)nt]
 spray [spreɪ]
 splash-on
 perfumed
 stick
 roll-on

аэрозольный
 неаэрозольный
 парфюмерный
 сухой
 шариковый

Cosmetics

- make-up kit
- lipstick ['lɪpstɪk]
- long-wearing
- gentle ['dʒent(ə)l]
- moistening ['mɔɪs(ə)nɪŋ]
- long lasting colour [lɒŋ 'lɑ:stɪŋ 'kʌlə(r)]
- trio-shades of brown colour
- eye-shadows [aɪ 'ʃædəʊz]
- blushers ['blʌʃə(r)z]
- mascara
- (frozen) face powder
- skin care kit
- moistening cream
- nail polish [neɪl 'pɒlɪʃ]
- nail enamel
- nail polish remover
- hair varnish [heə(r) 'vɑ:nɪʃ]

Watches

- logo watch ['lɔʊgəʊ wɒtʃ]
- Swatch
- ladies (gents, children) bracelet
- watches
- water resistant
- Swiss quartz movement.
- leather (metal, polyurethane) strap
- alarm with calendar (watch)
- pearl bracelet (watch)
- two row pearl bracelet watch
- gold plated (watch)

Jewellery

- jewellery ['dʒu:əlri]
- bracelet ['breɪslɪt]
- brooch
- necklace ['neɪklɪs]
- chain
- pendant ['pendənt]

Косметика

- косметический набор
- губная помада
- устойчивая
- легкая
- увлажняющая
- стойкий цвет
- три оттенка коричневого цвета
- тени для век
- румяна
- тушь для ресниц
- (компактная) пудра для лица
- набор по уходу за кожей
- увлажняющий крем
- лак для ногтей
- лак эмаль
- жидкость для снятия лака
- лак для волос

Часы

- часы с логотипом (с символикой)
- часы швейцарского производства
- часы на браслете для женщин
- (мужчин, детей)
- водостойкие
- швейцарский кварцевый механизм
- кожаный (металлический, полиуретановый) ремешок
- с будильником и календарем
- на жемчужном браслете
- часы на браслете из жемчуга
- в два ряда
- позолоченные часы

Украшения (бижутерия, ювелирные изделия)

- браслет
- брошь
- ожерелье
- цепочка
- кулон, подвеска

ring
earrings ['iə, rɪŋz]
clip-on earrings
stud-earrings
Austrian crystal
semi-precious ['semi 'preʃəs
stone stəʊn]
gold
pure gold [pjʊə(r) gəʊld]
silver
silver plated ['silvə(r) 'pleɪtɪd]
pearl [pɜ:l]
natural
cultivated ['kʌltɪ, veɪtɪd]
manufactured
artificial [ˌɑ:tɪ'fɪʃ(ə)l]
false [fɔ:ls]

Pens

fountain pen ['faʊntɪn pen]
ballpoint (roller ball) pen
logo pen

Small Electronics

walkman ['wɔ:k mən]
discman ['dɪsk mən]
headphones ['hed, fəʊnz]
photo camera
disposable [dɪ'spəʊzəb(ə)l]
auto focus with zoom lens

film
twin-pack film
cine camera
calculator ['kælkju, leɪtə(r)]
world timer
electronic Russian diary

travel alarm clock
alarm-radio [ə'la:m 'reɪdɪəʊ]
gents battery [dʒents 'bætəri
shaver 'feɪvə(r)]

кольцо
серьги
серьги-клипсы
серьги-гвоздики
австрийский хрусталь
полудрагоценный камень
золото (золотой)
червонное золото
серебро, серебряный
посеребрённый
жемчуг
натуральный
выращенный
промышленный способ
искусственный
фальшивый, искусственный

Ручки

авторучка
шариковая ручка
ручка с символикой

Мелкая электроника

плеер
плеер для компакт дисков
наушники
фотоаппарат
одноразовый
автофокус с увеличенным
изображением
фотопленка
двойная фотопленка
киноаппарат
калькулятор
будильник с мировым временем
электронная записная книжка
с русской клавиатурой
дорожный будильник
радио с будильником
электробритва с аккумулятором

Euro interpreter [ˈjuərəv mˈtə:prɪtə(r)]	электронный словарь-разговорник
hand-held computer game	ручная компьютерная игра
set of 4 compact discs	набор из 4-х компакт-дисков
electronic game [ɪˌlekˈtrɒnɪk geɪm]	электронная игра

Toys

cuddlesome toy [ˈkʌd(ə)lsəm tɔɪ]	мягконабивная игрушка
fluffy [ˈflʌfi]	мягкие, пушистые
jungle buddies [ˈdʒʌŋg(ə)l ˈbʌdɪz]	детеныши джунглей
baby-tiger [ˈbeɪbɪ ˈtaɪgə(r)]	тигренок
baby-lion [ˈbeɪbɪ ˈlaɪən]	львенок
baby-elephant [ˈbeɪbɪ ˈelɪfənt]	слоненок
troll pack	набор троллей
bear [beə(r)]	мишка
souvenir Russian bear	сувенир «Русский мишка»
Lego building game	конструктор фирмы Лего
stickers set [ˈstɪkə(r)s set]	набор наклеек
chess computer game	шахматный компьютер
99 in 1 plus Time Brick game	электронная игра 99 в 1 с будильником «Тайм Брик»
colour pencils set [ˈkʌlə(r) ˈpens(ə)lz set]	набор цветных карандашей
Indian rubber	резинка («пластик»)

Confectionery

confectionery [kənˈfekʃən(ə)rɪ]	кондитерские изделия
chocolate bar [ˈtʃɒkəlɪt bɑ:(r)]	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

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	великолепный французский коньяк,

Игрушки

мягконабивная игрушка
мягкие, пушистые
детеныши джунглей
тигренок
львенок
слоненок
набор троллей
мишка
сувенир «Русский мишка»
конструктор фирмы Лего
набор наклеек
шахматный компьютер
электронная игра 99 в 1 с будильником «Тайм Брик»
набор цветных карандашей
резинка («пластик»)

Сладости

кондитерские изделия
плитка шоколада
молочный шоколад с медом и миндальным орехом
шоколадный набор
конфеты - трюфель с коньячной начинкой

Алкогольные напитки

шотландские виски 12-летней выдержки
ирландские виски
ирландский сливочный ликер
великолепный французский коньяк, высший сорт, выдержанный, светлый (от 8 до 12 лет)
великолепный французский коньяк,

(Extra Old)
Volume/ Grades (in Germany)

mixers
tonic water
with quinine
Ginger Ale

Cigarettes

foreign ['fɒrɪn]
filter
mild
mint
a pack of butts (Am.) [pæk dv bʌts]
block (carton) [blɒk 'kɑ:t(ə)n]
(refillable) cigarette-lighter

Accessories

accessories [ək'ses(ə)rɪz]
leather wallet ['leðə(r) 'wɒlɪt]
silk tie
scarf
kerchief ['kə:tʃɪf]
pattern ['pæt(ə)n]
tie-clip
tie-pin
cuff-links
key-pendant [ki: 'pendənt]
passport holder
business card holder
sewing kit
cosmetic clutch
nail care kit
sunglasses [ˌsʌn'glɑ:sɪz]
stylish ['staɪlɪʃ]
elegant ['elɪɡənt]
titanium
chrome
to change
the change [tʃeɪndʒ]
small change
banknote (bill)

сверхвыдержанный (от 20 до 35 лет) |
указание на процентное
содержание алкоголя
разбавителя
тонизирующая вода
с хинином
имбирный эль

Сигареты

импортные
с фильтром
мягкие
ментоловые
пачка сигарет
блок
(перезаправляемая) зажигалка

Аксессуары, сопутствующие товары

кожаный бумажник
шелковый галстук
шарф (кашне)
платок (косынка)
рисунки (узор)
зажим для галстука
булавка для галстука
запонки
брелок для ключей
обложка для паспорта
визитница
набор для шитья
косметичка
маникюрный набор
солнцезащитные очки
модные, изящные
элегантные, изысканные
титановая (прочная)
хромированная
менять
сдача
мелочь
банкнота (купюра)

✓ receipt [ri'si:t]

to match гармонизировать

to become

to fit

to go well (nice) with

to suit (to be suitable for) ['su:təb(ə)l]

✓ to satisfy ['sætɪs, faɪ]

✓ to exchange ... for ...

✓ to sell (sold, sold)

sale [seɪl] *окуп*

✓ to be on sale

to be for sale

✓ to purchase

purchase ['pɜ:tʃɪs]

✓ to buy (bought, bought)

✓ to cost (cost, cost)

the cost

✓ a price

What's the price?

✓ a price-list [praɪs list]

✓ validity [və'lɪdətɪ]

чек (квитанция)

подходить к чему-либо,

гармонизировать с чем-либо

идти к лицу (к внешности)

быть в пору, подходить по размеру

сочетаться хорошо (красиво)

с ... (к-л цветом, изделием)

устраивать, подходить

удовлетворять

обменивать валюту (одну на

другую)

продавать

продажа

быть в продаже

быть для продажи

приобретать

приобретение, покупка

покупать

стоить

стоимость

цена

Какая цена?

прейскурант

срок действия

Fitting rooms

Some useful phrases

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

The prices are given in euros.

Some prices have been changed.

The currency exchange is prohibited on board.

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

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

Could you change the banknote?

The stock of articles is limited on board.

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

Russian vodka has been sold.

It has been very popular today.

Russian vodka is our bestseller.

Cigarettes are sold in blocks only.

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

The sky-shop is at the front

The sky-shop will be open (closed)

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

Цены указаны в Евро.

Некоторые цены изменились.

Обмен валюты запрещен на борту самолета.

Ваша банкнота порвана (склеена, старого образца).

Банк России не принимает такие банкноты от нас.

Могли бы вы поменять купюру?

Запас изделий на борту ограничен.

Мы можем перевозить только ограниченное количество каждой единицы товара.

Русская водка продана.

Она пользовалась спросом сегодня.

Русская водка хорошо продается.

Сигареты продаются только в блоках.

Мы начнем торговлю беспопылинными товарами после обслуживания питанием.

Магазин на борту находится впереди.

Магазин будет открыт (закрыт)

in 10 minutes.

The current currency rate is...

We accept major credit cards only.

One credit card maximum limit is...

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

Sorry to have kept you waiting.

This bracelet will satisfy any exacting taste.

Pearl jewellery is good for day and evening wear.

The earrings suit (become) you very much.

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

через 10 минут.

Текущий курс валюты....

Мы принимаем только основные кредитные карточки.

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

Извините, но вы должны мне еще...

Извините за то, что заставил Вас ждать.

Этот браслет удовлетворит любой изысканный вкус.

Украшения из жемчуга можно носить в дневное и вечернее время.

Серьги Вам очень идут.

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.

Your credit card is invalid (damaged).

The validity is out of date.

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 ?

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.

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).

каменна преграда
една страна и вода
иде taken without water

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. Doneh

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.

*won't it
will not*

do you any harm

SUPPLIMENTARY

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

1. *Symptoms*

- a headache
- a (head) cold
- a fever / a high fever ($>38\text{ C}$)
- 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 [hɑ:t 'trʌb(ə)l]
- * приступ сердца a heart attack [hɑ:t ə'tæk]
- ИЗЖОГА a heartburn ['hɑ:tbɜ:n]
- * головная боль a headache ['hed,eɪk]
- * насморк a head cold [hed kəʊld]
- нос заложен a clogged-up nose
- из носа течет a runny nose ['rʌni nəʊz]
- вздутие живота (метеоризм) a flatulence ['flætjələn(t)s]
- боль в желудке a stomach ache ['stʌmək eɪk]
- зубная боль a toothache ['tu:θ,eɪk]
- * расстройство желудка a stomach trouble
- боль в печени a liver complaint [lɪvə(r) kəm'pleɪnt]
- приступ печени a liver attack
- жар (температура) a fever ['fi:və(r)]
- небольшая температура a slight fever
- высокая температура a high fever
- высокое кровяное давление a high blood pressure [haɪ blʌd prefə(r)]
- низкое кровяное давление a low blood pressure [ləʊ blʌd prefə(r)]
- першение в горле a tickling in one's throat
- приступ астмы an attack of asthma [ə'ræk ɒv 'æsmə]
- аллергия (на...) allergy (to...) ['ælədʒi]
- нервный припадок a neural fit ['njuə(ə)l fit]
- ✓ схватки (родовые схватки) some fit (labour fit) [leɪbə fit]
- беременная женщина a pregnant woman ['pregnənt wʊmən]
- будущая мать an expectant mother
- роженица a woman in child birth
- родильница a woman recently confined
- тужиться (при родах) to exert oneself
- ✓ преждевременные роды a premature delivery ['premə,tjuə(r) dɪ'lv(ə)rɪ]
- ✓ родить преждевременно to deliver a child prematurely [ˌpremə'tjuəli]
- ✓ принимать ребенка to deliver somebody of a child
- при родах
- пуповина umbilical cord [ˌʌm'bɪlɪk(ə)l kɔ:d]
- пупочная грыжа umbilical cord hernia
- ✓ воздушная болезнь an airsickness ['eə,sɪknəs]
- фурункул a boil
- драже dragees [dræ'zeɪz]
- препарат preparation [ˌprepə'reɪʃ(ə)n]
- желчь (желчный пузырь) bile (a bilious bladder)

зоб	a goitre [ˈɡoɪtə(r)]
оживлять, воскрешать	to resuscitate [rɪˈsʌsɪˌteɪt]
возвращать к жизни,	
приводить в сознание	
нарушение пищеварения	digestive disturbances [daɪˈdʒestɪv dɪˈstə:b(ə)nɪsɪs]
несварение желудка	indigestion [ˌɪndɪˈdʒestʃ(ə)n]
аптечка доврачебной	a first-aid kit [fɜːst eɪd kɪt]
помощи	
аптечка врачебной помощи	a drugs kit [drʌgz kɪt]
накладываемые шины	collapsible splints [kəˈlæpsɪb(ə)l splɪnts]
скальпель	a scalpel
успокоительные средства	tranquillizers [ˈtræŋkwɪˌlaɪzəz]
возбуждающие средство	heart stimulants [hɑːt ˈstɪmjʊlənts]
капли для глаз	eye drops
капли для носа	nose drops [nəʊz ˌdrɒps]
антимикробные средства	antiseptics
перевязочный материал	dressings
опухоль	swelling
наружное кровотечение	external bleeding [ɪkˈstɜːn(ə)l ˈbliːdɪŋ]
внутреннее кровотечение	internal bleeding [ɪnˈtɜːn(ə)l ˈbliːdɪŋ]
раненый	injured [ˈɪndʒəd]
ангина	angina [æŋˈdʒaɪnə]
диабет (сах. болезнь)	diabetes
диспепсия (расстройство	dyspepsia [dɪsˈpepsɪə]
пищеварения)	
эпилепсия	epilepsy [ˈepɪˌlepsi]
малярия	malaria
мигрень	migraine [ˈmiːgreɪn]
язва	ulcer [ˈʌlsə(r)]
боль в пояснице	a backache
озноб	a chill
сильная рвота	a strong vomiting [strɒŋ ˈvɒmɪtɪŋ]
простуда	a cold
растяжение связок	a sprained ankle [sprɛɪnd ˈæŋk(ə)l]
в голеностопном суставе	
спазм	a spasm
сотрясение мозга	a concussion [kənˈkʌʃ(ə)n]
обморок	a faint [feɪnt]
глубокий обморок	a dead faint
сломать	to fracture [ˈfræktʃə(r)]
перелом	a fracture
вывихнуть	to dislocate [ˈdɪsləʊˌkeɪt]
вывих	a dislocation [ˌdɪsləʊˈkeɪʃ(ə)n]

инджем

- ✓ ушибиться
- ✓ ушиб, травма
- больная нога
- больная рука
- больной глаз
- ✓ большое горло
- полоскать горло
- клизма
- ставить клизму
- сердечное (лекарство)
- жаропонижающее
- успокоительное
- антисептическое
- слабительное
- болеутоляющее
- ✓ антибиотики
- от расстройства желудка
- от запора
- от давления
- таблетка (и)
- раствор
- пилюля
- капли
- аэрозоль
- ампула
- вата
- бинт
- ✓ лейкопластырь
- шприц
- игла
- пипетка
- носилки
- кресло-каталка
- градусник
- гигиенический пакет
- никотиносодержащие препараты

- to injure ['ɪndʒə(r)]
- an injury ['ɪndʒ(ə)rɪ]
- a sore leg
- a sore arm [sɔ: ɑ:m]
- a sore eye
- a sore throat [sɔ: θrəʊt]
- to gargle one's throat
- an enema
- to give an enema
- some cardiac [sʌm 'kɑ:dɪ,æk]
- some febrifuge [sʌm 'febrɪ,fju:dʒ]
- some sedative [sʌm 'sedətɪv]
- some antiseptic
- some purge [sʌm pɜ:dʒ]
- some analgesic (pain killer)
- some antibiotics
- something for indigestion (diarrhea)
- something for constipation
- some hypertensive [sʌm ,hɪpə'tensɪv]
- tablet (tab), tablets (tabs)
- solution [sə'lu:ʃ(ə)n]
- a pill
- drops
- spray
- an ampoule ['æmpju:l]
- cotton wool
- bandage ['bændɪdʒ]
- an adhesive dressing (plastic strip, plaster, first-aid bandage)
- a syringe [sɪ'rɪndʒ]
- needle ['ni:d(ə)l]
- a medicine dropper
- a stretcher ['stretʃə(r)]
- a collapsible wheel chair
- a thermometer [θə'mɒmɪtə(r)]
- an airsickness bag
- nicotine inclusive remedies

эпидемиолог
эпидемиолог
инджем

эпидемиолог

iodine - йод
hydrogen peroxide - перекись
ammonia - аммиак
absorbent carbon - активированный уголь

Some Useful Phrases

Feel bad / ill
myself some

I'm Sick - мне

Меня тошнит

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 foot badly.

У меня

- легкая боль
- незначительная боль
- острая боль
- в руке
- груди
- голове
- спине
- горле
- желудке
- глазах
- ушах
- ногах

I have / I have got

- a slight pain
- a bit of pain
- a sharp pain
- in my arm
- chest
- head
- back
- throat
- stomach
- eyes
- ears
- legs

- больной (человек)
 (пациент)
- больной пассажир
- мужчина
- женщина
- собака
- щенок
- кошка

- a patient (a child patient /
 a distressed patient)
- a sick passenger
- man
- woman
- dog
- puppy
- 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)?
У вас косточка застряла в горле?
Вам нужен кислород?
Можно включить ваш вентилятор?
Можно расстегнуть ваш воротничок?
Можно расслабить ваш галстук?
Вы принимали это лекарство раньше?
У вас есть аллергия на лекарства?
У вас пластмассовый градусник?
Хотите пересесть?

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 like 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?
Has the bone stuck in your throat?
Do you need oxygen?
May I adjust your air vent?
May I undo your collar?
May I loosen your neck-tie?
Have you ever taken this medicine before?
Are you allergic to medicine?
Have you got a plastic thermometer?
Would like to reseat?

Желаете воду с ломтиком лимона?

Принести гигиенический пакетик?

Я вам все еще нужна?

Позвольте нащупать и сосчитать ваш пульс?

У вас есть свое лекарство?

Вы ели что-нибудь до вылета?

Что с вами?

А раньше с вами случалось подобное? (Раньше вам было так плохо?)

Что с вами случилось?

Этот пассажир умирает, доктор?

Вы можете реанимировать?

Он (она) жив или мертв?

Would you like a glass of pure water with a lemon slice?

Shall I bring you an airsickness bag? (would you like ...)

Do you still need me?

May I feel and take your pulse?

Have you got your own medicine?

Do you have any medicine with you? Did you eat anything before the departure?

What's wrong with you?

Have you ever had anything like this before?

What is the matter with you?

Is this passenger dying, doctor?

Can you resuscitate him?

Is he (she) alive or dead?

Phrases when administering first-aid

Примите это лекарство
Проглотите эту таблетку
Не глотайте
Положите под язык
Выпейте капли
Накапайте капли по 2 в каждую
ноздрю
Сядьте в кресло поудобнее

Растегните воротничок
Расслабьте галстук
Ослабьте ремень
Расслабьтесь
Дышите нормально
Дышите глубоко
Сделайте глубокий вздох
Вдыхайте носом

Выдыхайте ртом

Держите голову низко
Держите голову назад
Накройте нос и рот носовым
платком или подголовником
Откиньтесь на спинку кресла
Ложитесь
Тужьтесь
Согните ногу/ колено
Держите маску, накрывая нос
и рот
Прижмите маску плотно
Дышите, пока не станет легче

Дышите 2-3 минуты
Следуйте за мной
Займите это место
Займите место «В» в 18 ряду
Пользуйтесь туалетом только
в конце самолета

Take this medicine ✓
Swallow this tablet ✓
Don't swallow ✓
Put under your tongue ✓
Drink the drops ✓
Drop 2 drops in each nostril ✓
Make yourself more comfortable ✓
in your armchair ✓
Undo your collar ✓
Loosen your neck-tie ✓
Loosen your belt ✓
Relax ✓
Breathe normally ✓
Breathe deeply ✓
Take a deep breath ✓
Inhale through your nose ✓
(Breathe in ...)
Exhale through your mouth ✓
(Breathe out)
Keep your head low / down ✓
Hold your head back ✓
Cover your nose and mouth with
your handkerchief or a headrest cover ✓
Lean back in your seat ✓
Lie down ✓
Exert yourself ✓
Bend your knee ✓
Hold the mask over your nose
and mouth ✓
Press the mask firmly ✓
Breathe through the mask until
you feel better ✓
Breathe for 2 or 3 minutes ✓
Follow me ✓
Take this seat ✓
Take seat 18 B ✓
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 переборами
- непрощупываемый

Если вам станет хуже, я поставлю
в известность командира ВС
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..... *to transmit the position of the aircraft after*
2. A life-jacket is located..... *under each seat*
3. A life-raft is used..... *for ditching*
4. Slides are for..... *leaving a aircraft*
5. If the electrical system is..... *turn off*
6. Fire extinguishers are..... *extinguish fire*
7. Movable oxygen bottles are..... if they are..... *asphyxiating*
8. For babies we carry..... *babies floating surv. cots*
9. In the event of emergency landing on land..... *slides* are used.
10. In the event of ditching..... *rescue rafts* 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 бортипроводнику 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!

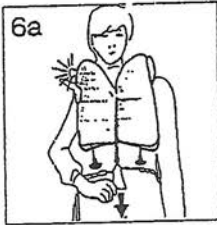
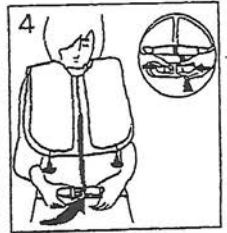
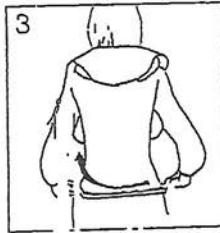
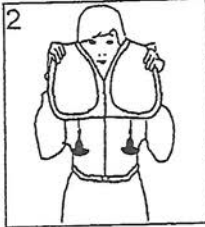
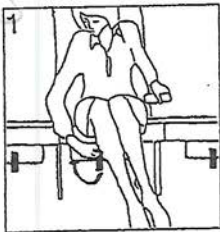
- In the event of decompression your overhead panel will open revealing oxygen masks.
- Pull the mask towards you.
- Press the mask over (on) your nose and mouth.
- Secure it as we are demonstrating and breathe normally.
- If you are travelling with a child, put a mask on your face first, then put another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

Language practice

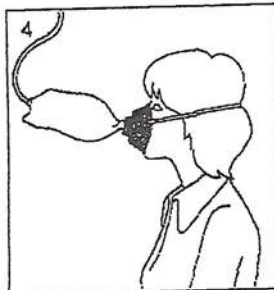
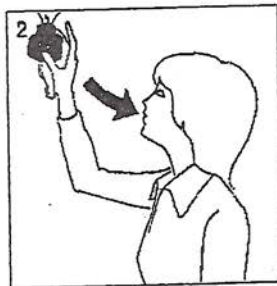
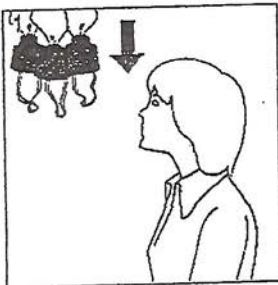
Reformulate the sentences, keeping the same meaning but using the words in brackets.

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.

- | | | | |
|---|---|--|---|
| 5 | - Parents should adjust their own masks first | | - to secure the mask. |
| 2 | - During this period | | - until you are advised to remove them. |
| 1 | - Due to the loss of cabin pressure | | - then assist their children. |
| 3 | - Pull it down | | - please use your oxygen mask. |
| 4 | - Adjust the strap | | - place it over your nose and mouth and breathe normally. |
| 6 | - Please breathe through the masks | | - 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.
the child to your
(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 re-seated 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.

We will probably experience several impacts upon landing.

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

Pay special attention to the location of the nearest exits.

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

For children use pillows as padding behind the back.

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.

Wait for instructions before moving and keep calm.

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

Take a bracing position.

Pull the handle and open the hatch inwards.

Push hatch door out.

Вы вынуждены совершить аварийную посадку.

При посадке вы, возможно, опутите несколько ударов.

Оставайтесь в безопасной позе до следующих команд.

Обратите особое внимание на расположение ближайших выходов.

Мы раздадим пледы, подушки, одежду для защиты головы.

Детям положите подушки за спину.

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

Ждите указаний до передвижения и сохраняйте спокойствие.

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

Примите безопасную позу.

Потяните ручку и откройте люк вовнутрь.

Вытолкните дверь люка.

VOCABULARY



to equip with	оборудовать, оснащать
equipment [I'kwɪpmənt]	оборудование, оснащение
safety ['seɪfɪti]	безопасность
safe	безопасный
unsafe [ʌn'seɪf]	небезопасный
to save	спасать
to rescue ['reskjʊ:]	спасать
a saver	спасатель
a rescuer ['reskjʊ:ə(r)]	спасатель
emergency [I'mə:dʒ(ə)nɪsɪ]	авария, аварийный
emergency exit [I'mə:dʒ(ə)nɪsɪ 'ekzɪt]	аварийный выход
emergency landing [I'mə:dʒ(ə)nɪsɪ	аварийная посадка
(on land) 'lændɪŋ]	(на сушу)
emergency ditching [I'mə:dʒ(ə)nɪsɪ	аварийная посадка
(on water) 'dɪtʃɪŋ]	(на воду)
attention [ə'tenʃ(ə)n]	внимание, внимательность
to ditch	приводняться
ditching ['dɪtʃɪŋ]	приводнение
to survive [sə'vaɪv]	выживать, оставаться
	в живых
survival [sə'vaɪv(ə)l]	выживание
a survival kit/pack	аварийный запас
a baby floating ['beɪbɪ 'fləʊtɪŋ]	детская плавающая
survival cot sə'vaɪv(ə)l kɒt]	спасательная люлька
a life-jacket (vest) [laɪf 'dʒækɪt]	спасательный жилет
a life-raft/rescue-raft	спасательный плот
a crew life-jacket	спасательный жилет экипажа
children life-jackets	спасательные жилеты
	для детей
a spare life-jacket	запасной спасательный жилет
to extinguish [ɪk'stɪŋgwɪʃ]	тушить
a fire-extinguisher ['faɪə(r) ɪk'stɪŋgwɪʃə(r)]	огнетушитель
(to fight fires)	
dry chemical extinguisher	огнетушитель
a safety-pin	предохранительная шпилька
a nozzle ['nɒz(ə)l]	раструб
a trigger ['trɪgə(r)]	курок
to crash [kræʃ]	разрушить, сломать, разбить,
	потерпеть аварию (о ВС)

a crash axe (to break things
in an emergency)

crash exit zones

oxygen ['ɒksɪdʒən]

chemical oxygen ['kemɪk(ə)l 'ɒksɪdʒən]

gaseous oxygen ['gæsiəs 'ɒksɪdʒən]

an oxygen mask

a quick donning [kwɪk 'dʌnɪŋ mɑ:sk]
mask

a portable oxygen bottle ['pɔ:təb(ə)l 'ɒksɪdʒən
(provide oxygen in an emergency) 'bɒt(ə)l]
the fixed oxygen system

a pressure gauge ['preʃə(r) geɪdʒ]

a valve [vælv]

a hose [həʊz]

a connector [kə'nektə(r)]

a needle ['ni:d(ə)l]

to slide (slid, slid)

a slide [slɑɪd]

a slide evacuation [slɑɪd ɪ,vækju'eɪʃ(ə)n]

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 [ɪn'fleɪt]

inflation [ɪn'fleɪʃ(ə)n]

inflatable (slide)=chute

non-inflatable (slide)

evacuation slides [ɪ,vækju'eɪʃ(ə)n slɑɪdʒ]

to re-inflate

fire ['faɪə(r)]

a fireman/fire fighter

firemen

fire fighting efforts ['faɪə(r) 'fɑ:ɪnɪŋ 'efɔ:ts]

to extinguish fire [ɪk'stɪŋdʒwɪʃ 'faɪə(r)]

аварийный топорик

места прорубания обшивки
кислород

химический кислород

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 ВС с применением
трапов и желобов

однородный трап

двухродный трап

борта трапа

форточка

(в пилотской кабине)

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

smoldering fire	[ˈsmɔʊldərɪŋ ˈfaɪə(r)]	тлеющий огонь
flash fire	[flæʃ ˈfaɪə(r)]	быстрое возгорание
short circuit	[ʃɔ:t ˈsə:kɪt]	короткое замыкание
to transmit	[ˈtrænzˈmɪt]	сообщать
(radio) transmission		передача (радиопередача)
a transmitter	[ˈtrænzˈmɪtə(r)]	(радио) передатчик, передающая радиостанция
an emergency transmitter		аварийная радиостанция
an escape rope	[ɪsˈkeɪp rəʊp]	аварийный канат
a life line		страховочный канат
a mooring line	[ˈmʊərɪŋ laɪn]	швартовочный канат
a megaphone		мегафон
a step-ladder		стремянка, переносная лестница
a fishing kit		рыболовные снасти
a sponge(s)	[ˈspʌndʒ]	губка для сбора воды
a flash light		фонарь
a signal flare/rocket		сигнальная ракета
water supply	[ˈwɔ:tə(r) səˈplaɪ]	запас воды
food supply		продовольственный запас
water purification	[ˈwɔ:tə(r) ˌpjuəriˈfɪkeɪʃ(ə)n]	брикеты для опреснения
bricks	ˈbrɪks]	воды
a medical pack		медицинская (аптечка)
a bailing bucket		упаковка
a signal mirror	[ˈsɪgn(ə)l ˈmɪrə(r)]	ведро для сбора воды
a floating sheath knife	[ˈfləʊtɪŋ ʃi:θ naɪf]	сигнальное зеркало
a manual (hand) pump		нож с плавающей ручкой
a radio beacon	[ˈreɪdɪəʊ ˈbi:kən]	ручной насос
an anchor (drogue)	[ˈæŋkə(r) ˈdrʊvʒ]	радио буй
a handle		якорь
a door control handle		ручка
a disengage handle	[ˌdɪsɪnˈgeɪdʒ ˈhænd(ə)l]	ручка закрытия двери
a manual inflation handle		ручка отсоединения
an assist handle		ручка ручного надувания
a lock	[lɒk]	страховочная ручка
to lock		замок
locked		закрывать на ключ (запирать)
unlocked	[ʌnˈlɒkt]	заперто
a locking indicator		не заперто
an unlocking button	[ʌnˈlɒkɪŋ ˈbʌt(ə)n]	индикатор закрытия
smoke		фиксирующая кнопка
a smoke detector		дым, задымление
a smoke hood	[sməʊk hʊd]	детектор дыма
to suffocate	[ˈsʌfəˌkeɪt]	дымозащитный шлем
		задохнуться

suffocation [ˌsʌfəˈkeɪʃ(ə)n]

to perform [prəˈfɔ:m]

a strap

a hook [hʊk]

rubber

Cabin Fire Procedure (CFP)

Cabin Preparation Procedure (CPP)

to damage

damage [ˈdæmɪdʒ]

obstacle [ˈɒbstæk(ə)l]

depressurization [dɪˈpreʃəˌraɪʃ(ə)n]

(decompression a sudden loss
of the cabin pressure)

exit

the main exit [meɪn ˈeksɪt]

a window exit

to evacuate [ɪˈvækjuˌeɪt]

evacuation [ɪˌvækjuˈeɪʃ(ə)n]

to fuel

fueling [ˈfju:əlɪŋ]

to refuel

refueling [ˌrɪˈfju:əlɪŋ]

to stow [stəʊ]

stowage [ˈstəʊɪdʒ]

to swim

to crawl [krɔ:l]

ABP (able-bodied passenger)

PSP (pre-selected passenger)

file

(row of people one behind the other)

single file [ˈsɪŋɡ(ə)l faɪl]

in one column [ɪn wʌn ˈkɒlən]

double file [ˈdʌb(ə)l faɪl]

in two columns [ɪn tu: ˈkɒlən]

failure of system [ˈfeɪljə(r) ɒv ˈsɪstəm]

to require [rɪˈkwaɪə(r)]

удушие

выполнять, совершать

тесьма, канат

крючок

резинка/ резиновый

инструкция по тушению
пожара

инструкция по подготовке

к аварийной посадке

повреждать, портить

повреждение, дефект

препятствие

разгерметизация, понижение
давления

выход

основной выход/иллюминатор

основной выход/иллюминатор

выход через иллюминатор

эвакуировать/-ся

эвакуация, покидание ВС

заправлять топливом

заправка топливом

дозаправлять топливом

дозаправка топливом

размещать

размещение

плыть, плавать

ползти, ползать

физически крепкий пассажир

пассажир-помощник

люди, построенные в ряд

один за другим (шеренга)

один ряд

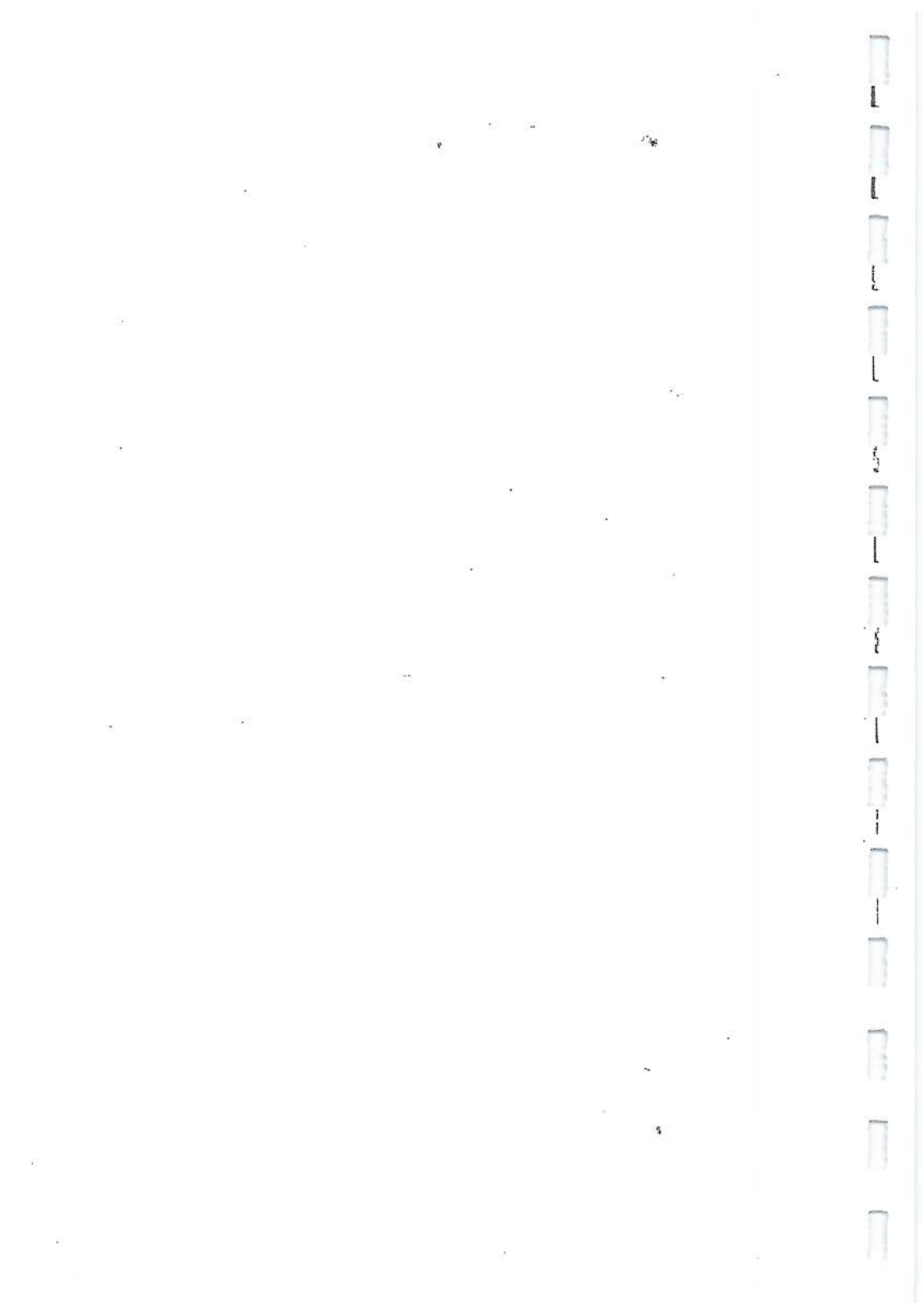
одна шеренга

два ряда

две шеренги

неисправность (отказ) системы

требовать, настаивать на...



**ЭКЗАМЕНАЦИОННЫЙ МАТЕРИАЛ
ПО ИНОСТРАННОМУ ЯЗЫКУ
ДЛЯ ПРОДЛЕНИЯ
ЛЕТНОГО СВИДЕТЕЛЬСТВА
БОРТПРОВОДНИКОВ**



ДИАЛОГИ

1. Оказание пассажиру доврачебной помощи (предложение лекарственных препаратов, таких как жаропонижающие, болеутоляющие и т.д.).
2. Инструктаж пассажиров-помощников.
3. Безопасная поза для грудного ребенка, беременной женщины, полного пассажира.
4. Помощь пассажиру, испытывающему кислородное голодание.
5. Обслуживание пассажиров газетами, журналами.
6. Встреча и размещение пассажира с грудным ребенком.
7. Доклад бортпроводника врачу о больных пассажирах на борту ВС.
8. Обслуживание пассажиров первого класса аперитивом.
9. Обслуживание пассажиров горячими напитками с кондитерскими изделиями.
10. Встреча и размещение пассажира, путешествующего с животным.
11. Обслуживание пассажиров приветственными напитками.
12. Обслуживание пассажиров экономического класса аперитивом.
13. Торговля беспошлинными товарами.
14. Встреча и размещение пассажиров в салоне.
15. Обслуживание пассажиров горячим питанием.
16. Обслуживание вегетарианским питанием.
17. Обслуживание пассажиров десертом.
18. Обслуживание пассажиров прохладительными напитками.
19. Обслуживание детским питанием.
20. Оказание помощи пассажиру при заполнении иммиграционной карточки.



СИТУАЦИИ

(Что Вы скажете/посоветуете в той или иной ситуации?)

1. Пассажир жалуется, что рядом сидящие пассажиры очень шумят.
2. Пассажир пьян и беспокоит других пассажиров.
3. Пассажир нервничает, т.к. посадка самолета будет во Внуково, а его встречают в Шереметьево.
4. Пассажир зажигает сигарету, когда поднимается по трапу.
5. Пассажир находится в салоне первого класса, хотя имеет билет экономического класса.
6. У пассажира стыковочный рейс, а самолет опаздывает.
7. Пассажир просит вегетарианское питание, которое он не заказал (не подтвердил).
8. Пассажир не хочет останавливать компьютерную игру.
9. Пассажир находится долгое время в туалете.
10. Пассажир впервые на самолете, нервничает, боится «болтанки».
11. Два пассажира хотели бы сидеть рядом.
12. Пассажир спит, самолет снижается.
13. Беременная женщина чувствует себя плохо, волнуется.
14. Два пассажира спорят между собой, т.к. имеют посадочные талоны на одно и то же место.
15. У пассажира нет валюты той страны, в которую он прилетел.
16. Пассажир экономического класса просит принести ему крепкий алкогольный напиток.
17. Пассажир экономического класса просит плед.
18. Пассажир спрашивает, может ли он (она) посетить пилотскую кабину.
19. Женщина не знает, где можно разместить детскую коляску.
20. Пассажир экономического класса засиделся у друга в салоне первого класса, а Вам надо начинать обслуживание питанием.

TRANSLATE INTO RUSSIAN

1. Have you finished your breakfast?
2. When we get to Sheremetyevo airport you can ask at the transfer desk on your connecting flight.
3. We have got the woman who delivered her child (baby) prematurely.
4. We will start selling duty-free articles after meal service only.
5. Please place your feet flat on the floor, knees together.
6. The estimated time of arrival in ... (city) is 7:45 a.m. Moscow time, that is 2:45 p.m. local time.
7. Let me have your steak to heat it up in the galley.
8. Remove all objects which may cause injury.
9. You can look at the list of items and their prices in the Aerofirst magazine.
10. Please adjust your nozzle for air conditioning before I get (bring) you an oxygen bottle.
11. I'm sorry to trouble you, but for the balance of the aircraft we kindly ask you to take seats in the business (first) class for this period.
12. Emergency exits and aisles must be clear of hand luggage.
13. Sorry, but this credit card is damaged (broken). I cannot slip it.
14. Doctor, this woman had the waters break.
15. Before landing at Sheremetyevo airport you will be served a hot (cold) snack.
16. I'm sorry if your choice hasn't been satisfied.
17. Your safety will depend on carrying out our instructions carefully and calmly.
18. On behalf of Aeroflot-Russian airlines we would like to help you to the Russian national cuisine.
19. If you need some more oxygen, do not hesitate to contact us (your flight attendant/the cabin crew).
20. Transit passengers are requested to take the seats according to the seat numbers.
21. I'm sorry, but it is prohibited to put hand luggage in the aisle.
22. Sorry, but stronger drinks such as vodka, whisky, gin etc. are not free for economy class passengers.
23. Do you have a toothache? I can offer you some analgesic.
24. Cross your arms on the knees, hold firmly onto the clothes, feet apart.
25. Sorry, but the validity of your credit card is elapsed.
26. This silk tie will match any shirt and it will be a good birthday present.
27. Are you airsick?
28. Aeroflot employees as well as fire fighters are asked to identify themselves to the cabin crew.
29. In which language would you like to read a magazine: in English or in French?
30. Passengers who have connecting flights are asked to leave the plane first.
31. We have got one unaccompanied minor (UM).
32. I am sorry, the price has been changed this month.

33. Did you confirm your vegetarian meal?
34. Has the pain gone (subsided)?
35. Push out passengers by force if necessary.
36. You'd better contact our purser or the Aeroflot representative on this matter.
37. How do you like this bracelet?
38. Press your forehead against your crossed arms.
39. I'll bring you some cardiac for your heart trouble. Would you like to take?
40. Would you prefer a small pineapple tartlette or a chocolate éclair with your tea?
41. Take the airsickness bag out of the pocket in front of you.
42. Would you like to swaddle your baby? A baby diaper-changing table (station) is in the rear toilet.
43. As soon as we are at our cruising level we will be serving cocktails and beverages.
44. In accordance with Aeroflot regulations drunken passengers are not allowed to board the aircraft.
45. We can carry a limited stock of each item and this one has been very popular today.
46. We ask all passengers to remove luggage from the aisle(s) and exits.
47. Would you care for a drink?
48. Please hold your child firmly on your lap outside your seatbelt.
49. You may try on these earrings if you wish.
50. I'm sorry, but we haven't got any sleeping tablets for insomnia. Would you like to take some sedative drops instead?
51. Are you in trouble finding your seat?
52. Passengers are allowed to drink spirits served or purchased on board only.
53. Are you getting airsick?
54. Lay the baby across the lap. Support the baby's head with one arm. Fix the baby's legs with the other arm.
55. May I ask you to pay with the exact amount, if possible, as our flying time is short?
56. One passenger has not appeared on board. (We have one no-comer).
For safety reasons all baggage must be unloaded and identified.
57. Here is today's Menu and Wine List.
58. Let me show you to your seat.
59. Where does it hurt you?
60. We are sorry if your choice hasn't been satisfied.
61. I'm sorry, but I must ask you to show me your boarding pass (card).
62. You'd better contact the Aeroflot representative on this matter (case) after arriving at Sheremetyevo airport.
63. What would you like to start with?
64. I'm sorry you are in the wrong seat.
65. Your banknote is old-issued. Sorry it is not accepted.
66. Push the seatback in front of you forward and lean down.
67. Would you care for Bloody Mary or Mimosa cocktail?

68. If you behave like this, we'll have to call the police.
69. Please do not swallow this tablet, put it under your tongue.
70. Would you like to try on these sun-glasses? I think they suit you better.
71. Can I help you find your seat?
72. Inhale through the nose, but exhale through the mouth.
73. In some minutes our aircraft will be making an emergency landing.
74. Sorry, but we never have pulp fruit juices on board.
75. May I give you the change in euros because I haven't got Swiss francs in my cash?
76. The flight over the Baltic Sea will take approximately two hours.
77. Do you feel like vomiting?
78. We have been ordered by Air Traffic Controllers to make an unscheduled landing.
79. The city centre is a long way from the airport. I'd recommend taking a taxi.
80. Would you care for your hot meal now or in 10 minutes (later)?
81. You can exchange your currency for the local one at the airport bank.
82. Are you a full vegetarian?
83. Do you have a heart attack? I'll help you. We've got some cardiac in our first-aid kit.
84. Inflate your life-jacket (vest) at the exit just before leaving the aircraft.
85. Nicotine inclusive remedies can be provided at your request. Please contact your flight attendant.
86. It's forbidden to smoke during the whole flight.
87. Move to the end of the life-raft, sit down, legs to the centre.
88. This medicine is effective and harmless.
89. We are in the parking area waiting for the passenger stairs.
90. What major credit cards have you got?
91. Which beer would you prefer: lager, light or stout?
92. Please do not take seats in the very front row; they are for passengers with babies.
93. Fasten the seatbelt under your belly.
94. Please pass this lunch-box to the passenger by the window.
95. Did this medicine do you any good?
96. Would you like poached (steamed) cod instead of beef steak?
97. We have informed the ground staff and an ambulance will be waiting for you to administer urgent aid.
98. Which pattern (ornament) of the shawl would you prefer?
99. Lay your baby across the lap with the head to the window.
100. If you leave your coat with me, I'll hang it in the wardrobe closet (compartment).

TRANSLATE INTO ENGLISH

1. Вы не можете (затрудняетесь) найти свое место?
2. Для защиты от дыма накройте нос и рот салфеткой или подголовником.
3. Желаете что-нибудь выпить? У нас есть большой выбор алкогольных и безалкогольных напитков.
4. На борту самолета есть пассажир с симптомами атипичной пневмонии.
5. Сожалею, но этот плеер уже продан.
6. Ваше место в предпоследнем ряду по правому борту.
7. Нам необходимо сделать дополнительный заказ на 5 порций питания для экономического класса.
8. Сожалею, но у нас нет в наличии таблеток от бессонницы, но есть успокоительное лекарство.
9. Не возражаете, если я дам Вашу сдачу в евро?
10. В целях вашей безопасности оставьте ручную кладь на борту.
11. Никотиносодержащие средства имеются в наличии у cabinного экипажа. Пожалуйста, обращайтесь к бортпроводникам.
12. Ваша банкнота склеена. Извините, но она не принимается.
13. Пожалуйста, не глотайте эту таблетку, она принимается без воды. Положите ее под язык.
14. Снимите очки, наклонитесь, колени вместе, ступни врозь.
15. Вы будете пить тот же самый сок?
16. На каком языке Вы желаете почитать журнал: на английском или французском?
17. Мы рассчитываем прибыть в аэропорт Шереметьево по расписанию.
18. Есть ли у Вас аллергия на лекарства?
19. Если трап не надулся, заблокируйте выход и направляйте пассажиров к ближайшему выходу.
20. Сколько ломтиков лимона в чай Вы хотите?
21. Пожалуйста, устраивайтесь поудобнее в кресле.
22. Не могли бы Вы оплатить покупку без сдачи (точной суммой)?
23. Извините, но шашлыка из индейки сегодня нет.
24. Пассажирам не разрешается пользоваться электронными устройствами во время взлета, набора высоты, снижения, захода на посадку и посадки.
25. Кто-нибудь встречает Вас в аэропорту?
26. Пожалуйста, передайте мне Ваш поднос (ланч-бокс).
27. Мы возвращаемся в аэропорт по техническим причинам (из-за больного пассажира на борту).
28. Вы заказали вегетарианское (детское) питание?
29. Этот браслет сделан из культивированного жемчуга.
30. Наш вылет задерживается на 15 минут из-за больного пассажира. Мы сожалеем об этой задержке.
31. Это лекарство помогло Вам?
32. Извините, можно попросить Вас не разговаривать слишком громко, т.к. пассажир рядом с Вами спит (отдыхает, чувствует себя плохо).

33. Сожалею, но выбор русских сувениров небольшой.
34. В хвостовой части самолета задымление.
35. Извините, что заставила Вас ждать так долго.
36. На обед вам будет предложено: рыбная (мясная) закуска, горячее из куриной котлеты по-киевски с желтым рисом, десерт из фруктов.
37. У Вас температура? У нас есть жаропонижающее.
38. Пристегнитесь привязным ремнем под животом, скрестите руки на коленях, держитесь крепко за одежду.
39. С каким узором галстук Вы предпочитаете: в полоску или крапинку?
40. Просим всех пассажиров оставаться на своих местах, т.к. мы ждем механический трап.
41. Установите спинку кресла в вертикальное положение, уберите столик и откройте шторку, пожалуйста.
42. Мы начнем продажу беспоплинных товаров после обслуживания питанием.
43. Мы начинаем подготовку к аварийной посадке на воду.
44. Вот, пожалуйста, сегодняшнее меню. Я оставлю его Вам и вернусь через 5 минут, чтобы обсудить его с Вами.
45. Я должна изолировать Вас от других пассажиров. Прошу Вас пользоваться туалетом в хвостовой части самолета.
46. Позвольте мне поставить Вашу сумку под впереди стоящее кресло, так чтобы Вы чувствовали себя более удобно.
47. Дальнейшую информацию вы получите после посадки в аэропорту.
48. Один евро равен ... рублям.
49. У Вас схватки? Не волнуйтесь, пожалуйста. Мы окажем Вам медицинскую помощь и примем роды.
50. Вам принести что-нибудь выпить?
51. Мне необходимо посмотреть Ваш посадочный талон. Извините, Вы заняли не свое место.
52. Вы желаете попробовать это французское красное сухое вино?
53. Потяните кислородную маску на себя. Прижмите маску плотно к носу и рту.
54. Сожалею, но часы на жемчужном браслете проданы. Они пользовались большим спросом сегодня.
55. Желаете чай с лимоном или молоком? Желаете сахар или заменитель сахара?
56. Разрешите мне повесить Ваше пальто (Вашу куртку) в гардероб?
57. Пожалуйста, поменяйтесь местами с пассажиром рядом с Вами (слева/справа от Вас).
58. Желаете красного или белого вина, или баночку пива?
59. Пожалуйста, потерпите немного, я принесу Вам болеутоляющее.
60. На одну кредитную карточку оформляется покупка максимум на ... евро.
61. Я провожу Вас до Вашего кресла.
62. Пожалуйста, займите место у аварийного выхода.
63. Я попрошу командира сделать потеплее в салоне и принесу Вам чашечку

горячего чая.

64. У нас есть сердечные лекарства. Предпочитаете капли или таблетку?
65. Извините, но обмен валюты на борту самолета запрещен.
66. Желаете коньяк или ликер с кофе?
67. Могу предложить болеутоляющее средство от зубной боли.
68. Извините, но ставить ручную кладь в проходе запрещено. В конце самолета есть гардероб.
69. Вы можете оплатить долларами США или евро. Мы принимаем обе купюры.
70. Пристегните привязной ремень туго, ребенка держите крепко на коленях за пределами привязного ремня.
71. Какой гарнир Вы предпочитаете: картофельное пюре или рис, или макаронные изделия?
72. Вы чувствуете себя лучше или хуже (Вам лучше или хуже)?
73. Извините, но Вы должны мне еще 2 евро.
74. Следуйте правилу «нога-голова-нога», затем пользуйтесь аварийным канатом.
75. В соответствии с правилами «Аэрофлота» пассажирам запрещается кормить или поить животных (питомцев) во время полета.
76. По прибытии в Шереметьево Вы можете обратиться к диспетчеру по трансферу в связи со стыковочным полетом.
77. Как Вам нравится этот комплект из ожерелья, браслета и кольца?
78. Желаете еще бокал вина (сока, газированной воды)?
79. Это лекарство Вам не повредит.
80. Поддерживайте голову ребенка одной рукой, зафиксируйте ножки ребенка другой рукой.
81. В посадочном талоне не указано место, т.к. на сегодняшнем рейсе свободное размещение на места.
82. Сожалею, но на этом типе самолета (в этом самолете) нет столика для пеленания ребенка.
83. Желаете попробовать это вино до того, как я наполнил бокал?
84. У Вас расстройство желудка? У нас есть лекарство от нарушения пищеварения. Желаете принять?
85. Есть ли у Вас купюра меньшего достоинства?
86. Пожалуйста, почувствуйте себя как дома.
87. Сожалею, но все пледы взяты на данный момент. Их количество ограничено в сегодняшнем полете.
88. Желаете вина или сока, или негазированной/газированной минеральной воды?
89. Вдыхайте носом, выдыхайте ртом и дышите нормально в течение 2-3 минут.
90. Извините, но цена изменилась в этом месяце (с первого апреля 2005 года).
91. Если Вы будете себя так вести, мы будем вынуждены вызвать полицию.
92. К сожалению, алкогольные напитки ограничены для пассажиров

экономического класса.

93. Уберите все предметы, которые могут нанести повреждения.
94. Вы принимали это лекарство раньше?
95. Вот сегодняшнее меню. Я вернусь, чтобы обсудить его с Вами через 5 минут. Это Вас устроит?
96. Свободные места предназначены для вновь прибывающих на борт пассажиров.
97. В наличии имеются импортные сигареты в блоках за твердую валюту и российские рубли, мы также принимаем основные кредитные карточки.
98. За один час до прибытия в Москву мы предложим вам легкий ужин. Вас разбудить или Вы будете спать?
99. На время аварийной посадки вы должны принять безопасную позу.
100. Скрестите руки на коленях, держитесь крепко за одежду, ступни врозь.

1. Introduce yourself.
2. What aircraft are you allowed working on?
3. What roles do you usually perform? Are you away from home long periods of time?
4. How much time does it take you to get to your job?
5. How many hours do you work per month?
6. What are the working conditions like on board Aeroflot aircraft?
7. What are the minimum requirements for a flight attendant position?
8. What training is required to become a cabin attendant?
9. What made you to decide to become cabin crew and what did you do about it?
10. What interviews did you attend and how did you find them?
11. How were you told that you had been accepted and what was your training course like?
12. What were the first few months like working as cabin crew?
13. How did you find working as cabin crew in the end? Are you satisfied?
14. What are advantages and disadvantages? Hazards?
15. Did you take the following factors in consideration when wanting a job of a cabin crew member?
 - The size of the company (did you want to work in a small and friendly company or a larger corporate one?)
 - The flight destinations (did you want to go for an airline that specialize in short-haul flights, long-haul flights or an airline that offer both?)
 - The incentives
 - The career progression.

1. How do we call the group of people who work on an aircraft?
2. How do we call the group of people who fly the aircraft?
3. How do we call the group of people who work with the passengers?
4. Who is the senior person on board?
5. How do we call the senior cabin crew member?
6. What planes do you work on?
7. What are your responsibilities?
8. What are you usually responsible for?
9. What are you usually responsible to?
10. What airline do you work for?
11. How long have you been flying for Aeroflot?
12. What class of passengers do you usually work with?
13. What is the most comfortable seat (cabin) on board the plane?
14. How many passenger cabins are there on board Aeroflot aircraft?
15. How are the seats arranged in the business (economy) class cabin?
16. How are the seats numbered and lettered?
17. What signs are there on board?
18. When should the captain switch on the "fasten seatbelt sign" ("no-smoking sign")?
19. Is it allowed to smoke on board?
20. Where can the passengers put their luggage and overcoats?
21. Are there any clothes-hangers in the wardrobe compartments?
22. Can you accommodate bulky luggage in the overhead stowage bin?
23. What about safety features on board?

Boarding

1. What do you say to passengers when you meet them at the entrance door?
2. What do you say to passengers when you meet them in the business class compartment? (Pre-take off service in the high-class cabin.)
3. What safety instructions should you remind passengers with pets before the flight?
4. What do you say to passengers with babies (children) when you meet them on board?
5. Instruct a passenger how to use a baby cot.
6. How can you help the passenger who is in trouble finding his seat in the cabin?
7. Help two passengers arguing over the same seat to settle the matter.
8. What do you do when you prepare cabins and passengers for take off?
9. A passenger is trying to leave his seat when the "Fasten seat belt" sign is turned on.
10. One of the passengers wants to use his lap-top during initial climb.
11. Reading material and travel kit distributing.
12. In-flight entertainment programs. Help the passenger to choose and switch on one of the films. (What will you say if the programs don't work?)
13. What can you do for a passenger's comfort on a night flight?
14. Inform a passenger how to use a passenger service unit (an air vent, an individual reading light, a call button).
15. Help a passenger fill out an immigration card?
16. What will you do if the passenger sitting next to the emergency exit feels cold?
17. An economy class passenger is uncomfortable next to the emergency exit and wants to be reseat. (Can you reseat him to the business class cabin?)
18. A passenger can't fall asleep because of the deafening noise coming from the engines. What can you do to solve the problem?
19. A passenger is afraid of flying in an aircraft and wants to have a talk with the pilots. What will you say to make him calm?
20. A passenger is afraid of bumpiness during turbulence.
21. A passenger wants to know the time of arrival. Give some information about the route.
22. A passenger is anxious about his connecting flight.
23. A passenger is in panic due to the flight delay (route change).
24. A passenger arrives in Moscow and asks you to tell him the best way to get to the city-center.
25. A heavy-smoker asks you to allow him to smoke in the toilet.
26. You have a rule-breaker on board. (What are the rules for passengers' behavior? What are passengers forbidden to do? What sanctions can the airline impose to the rule-breaker?)

Meal Service

1. Make the announcement about meal service.
2. Offer and discuss the menu and wine list with a business class passenger.
3. Discuss alcoholic drinks with a business class passenger.
4. An economy class passenger asks for a strong drink for aperitif.
5. Discuss fish and meat appetizers from the menu.
6. Take an order for a main course from the menu.
7. Discuss dessert and hot drinks with a business class passenger.
8. Offer a business class passenger an order list if the flight time is too short.
9. Discuss a passenger's order if the menu is not available on board.
10. Meal service in the economy class compartment.
11. What do you offer economy class passengers for breakfast?
12. What do you offer economy class passengers for lunch?
13. What do you offer economy class passengers for dinner?
14. What meal do you offer economy class passengers if the flight is too short?
15. How do you usually provide meal service in the business class cabin according to the meal service procedure?
16. In what way is the business class (meal) service different from economy class service?
17. Respond to the passenger's question about special meal available on board.
18. Respond to the passenger's question about special meal which is not available on board.
19. Respond to the passenger's complaint about a cold dish.
20. What will you do if the passenger is sleeping during meal service?
21. You need to collect trays after meal service. What will you say?
22. A nursing mother wants to be reseated because she needs to breastfeed her baby.
23. A passenger has spilled his drink.
24. A passenger is complaining of slow meal service.
25. A passenger is complaining of a broken cutlery set and a dirty tray-table.
26. A passenger is complaining of a dish which is not fresh to his mind.

Duty Free Sales

1. A passenger asks to give some details of duty-free goods.
2. A passenger wants to buy something from the duty-free shop before taking off.
3. A passenger cares for gifts.
4. A passenger cares for a present for his wife.
5. A passenger would like to buy a good perfume.
6. A passenger cares for cosmetics.
7. A passenger inquires about precious jewelry.
8. A woman wants to buy something for her child.
9. A passenger wants to buy an item which has already been sold.
10. A passenger asks you for cigarettes of good quality.
11. Different ways of payment.
12. A passenger only has Russian roubles to pay for the purchase.
13. A passenger wants to pay in cash.
14. A passenger wants to pay by a Visa credit card for an expensive purchase.
15. A passenger asks you to exchange his currency for the local one.
16. A passenger is paying for the purchase with a broken banknote.
17. A passenger is paying for the purchase with a torn banknote.
18. A passenger gives you an expired credit card.
19. A passenger asks you to give him a discount.
20. A passenger asks you to break the banknote.
21. A passenger wants to return a defective item which he has bought.
22. A passenger wants to order an unavailable item which is in the catalogue for the returned flight.
23. A passenger is opening a bottle of whisky on board.
24. A passenger asks for an alcoholic drink when you are serving meals in the economy class cabin.
25. A passenger asks you to let him test the fragrance of perfume which he has chosen.
26. A woman is not sure if the bracelet watch fits her.
27. A passenger is hesitating about the purchase he has chosen.
28. A passenger is in a light doubt about the color and the pattern of the shawl.
29. A woman wants to buy a small souvenir but she finds herself short of small banknotes.

First aid

1. What health problems may an unscheduled landing cause? Make an announcement for a medically trained person.
2. First aid rendering.
3. First aid kit contents.
4. What is the difference between a first aid kit and a drugs kit?
5. Medical recommendations to frequently flying passengers.
6. Comfort providing for a pregnant woman.
7. A pregnant woman feels bad.
8. A passenger feels bad. He has got a fever.
9. A passenger has got a bad head cold. He has his ears blocked.
10. A passenger has got a terrible dry cough and a tickling in the throat.
11. A passenger is getting airsick.
12. A passenger is very nervous. He can't fall asleep.
13. A passenger has rubbed his foot badly.
14. A passenger has got vein problems.
15. A passenger has got a toothache.
16. A passenger has got a stomach trouble.
17. A passenger has an allergic reaction.
18. A passenger has got an asthma attack.
19. A passenger can hardly breathe.
20. Oxygen bottle use instruction.
21. A passenger has got a pain in the chest (a heart attack, a cardiac arrest).
22. A passenger has got a high blood pressure.
23. A passenger lost consciousness.
24. A passenger has got a fit of epilepsy.
25. A passenger has a diabetic fit.
26. A passenger has got an external bleeding.
27. A child has got a nose bleeding.
28. A passenger was injured during unexpected turbulence. Render first aid.

Emergency procedures

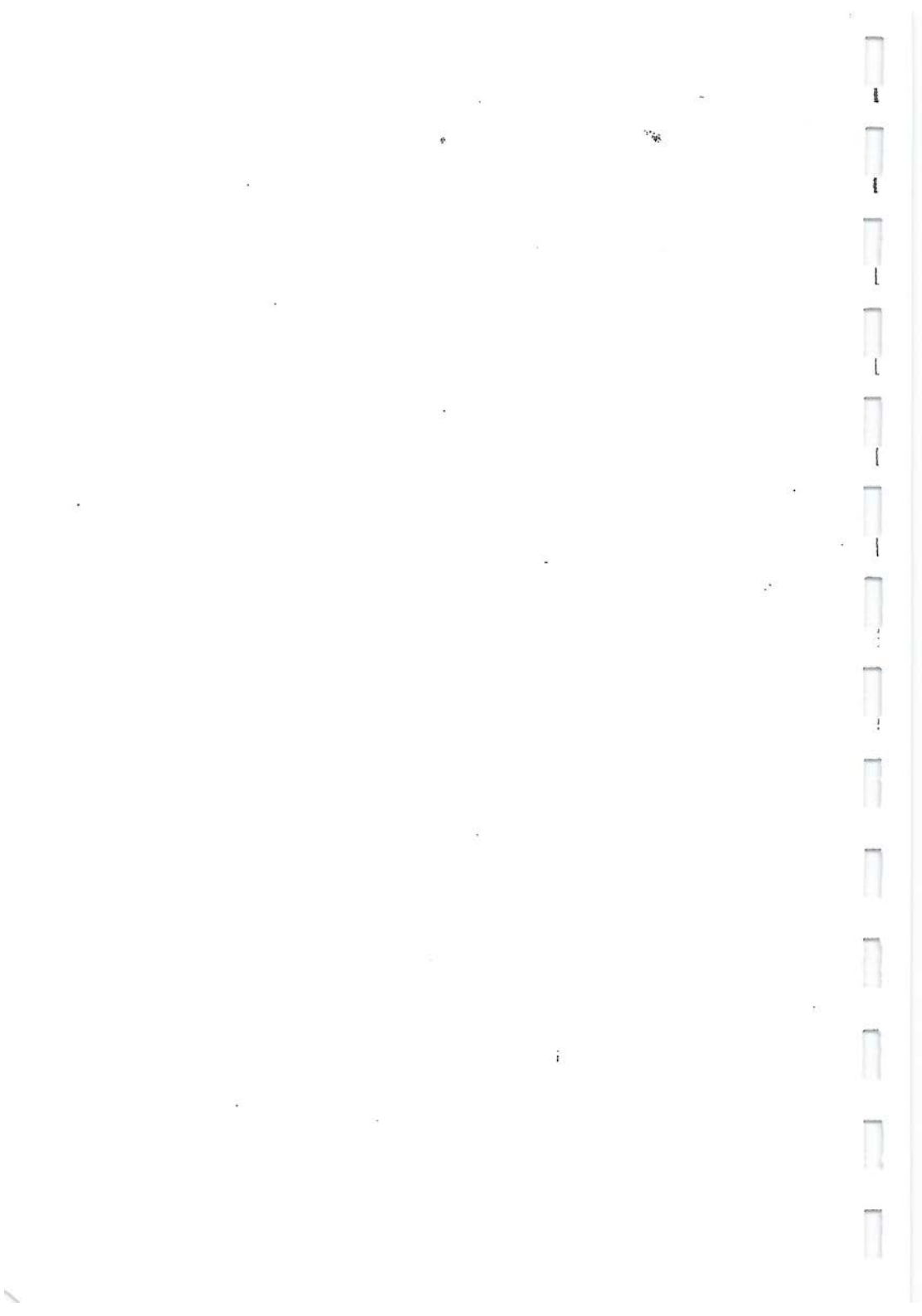
1. What safety equipment is each aircraft provided with?
2. What emergency equipment must be used in the event of emergency landing?
3. What emergency equipment must be used in the event of ditching?
4. What are the captain's commands for cabin crew to know about the emergency situation on board?
5. What do safety procedures require to prepare for an unplanned emergency landing? When can it arise?
6. Why do you need safety information cards? What is the quantity of them? Where are they located? What is described there?
7. What will you do if a pre-planned emergency landing is expected?
8. What do safety procedures require to prepare for ditching?
9. What do cabin attendants use to speak to passengers in an emergency?
10. What will you say to inform passengers about an emergency situation?
11. What announcement should be made by a senior cabin crew member before cabins preparation for an emergency landing (ditching)?
12. Instruct passengers how to use life-vests. How many life-vests are there on board? How to save a child's life in water? Instruct a passenger with an infant what to do after ditching.
13. How can you initiate passengers to leave the plane after an emergency landing (ditching)? When can you begin evacuation?
14. What should you do to avoid panic on board when an emergency situation occurs?
15. What should you do if the slide is not inflated when opening the exit after an emergency landing?
16. What will you do (use) if lighting system is damaged while emergency landing or ditching?
17. What criteria should you pay attention to when selecting persons to help you? Instruct them what to do upon emergency landing (ditching).
18. Describe the safety position for a parent with an infant.
19. Instruct passengers how to sit upon emergency landing and protect themselves from impacts if there is a short distance between seats.
20. Explain to passengers what safety position they should take if there is a long distance between rows.
21. What flight conditions can cause route change? Remember the announcement that should be made in this case.
22. How can passengers be provided with oxygen during in-flight decompression? Give some instructions to a passenger with a child.
23. Instruct a passenger how to use an oxygen mask.
24. What will your actions be in the event of fire? What emergency equipment must be used? How will you protect passengers from smoke suffocation? Inform them what to do. Remember safety commands.

25. What are cabin crew actions when the aircraft is hijacked?
26. What safety measures must be taken if an explosive device is found on board?
27. Remember the “30 seconds” review you should keep in mind before take-off and landing.

TOPICS



1. Education
2. Work, career and ambitions
3. Hobbies and interests
4. Your home town
5. Weather and climate
6. Food (meals)
7. Daily routine
8. Games and sports
9. Shopping
10. Reading
11. Holidays
12. Fashion
13. Russia
14. Visiting places
15. Transport
16. Health
17. Theatres, cinemas and exhibitions
18. Nationality stereotypes. National traditions
19. Airport and hotel formalities
20. The city (the country) I advise you to go to



Профессиональная лексика

1. Встреча пассажиров у двери

- | | |
|---|--|
| <ul style="list-style-type: none">- Здравствуйте, позвольте Ваш посадочный талон...- Ваше кресло № ... в центре (справа, слева от прохода)- Нумерация рядов указана на...- Проходите, пожалуйста, мои коллеги в салоне помогут.- Простите, позвольте посмотреть Ваш посадочный талон. Спасибо.- Добрый день! Добро пожаловать! Ваше кресло № 2А, у иллюминатора. Проходите, пожалуйста | <ul style="list-style-type: none">- Good morning, afternoon, evening, can I see your boarding pass, please...- Your seat is ..., central seat, window seat, aisle seat, to the left, to the right- The seat numbers are indicated on...- Pass on to the cabin, please, my colleagues will help you.- Let me see your boarding pass, please. Thank you.- Good afternoon! Welcome aboard! Your seat is 2A, a window seat. Pass on please. |
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2. Посадка и размещение пассажиров «С» класса

- | | |
|--|--|
| <ul style="list-style-type: none">- Позвольте помочь Вам. Здесь есть место на полке. Повесить Ваш пиджак в гардероб?- Вы не забыли выключить телефон?- Вы не забыли телефон в кармане?- Позвольте напомнить Вам, что в полете телефон должен быть выключен. Если он у Вас в кармане, то лучше выключить его сейчас.- В карманах нет ничего, что может понадобиться Вам в полете?- Разрешите разместить Ваши вещи на полке (в гардеробе).- Вы удобно устроились? Управление креслом на панели подлокотника. | <ul style="list-style-type: none">- Let me help you. There is some room in the overhead bin. Shall I hang your coat in the wardrobe?- Haven't you forgotten to switch off your mobile phone?- Haven't you forgotten your mobile phone in your pocket? Let me remind you that your mobile phone should be switched off during the flight. If it is in your pocket, you'd better turn it off right now.- Do you have anything in your pocket that you may need during the flight?- Let me place your belongings on the overhead bin, in the wardrobe.- Are you comfortable? The seat controls are on the armrest panel. |
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3. Предложение приветственных напитков пассажирам «С» класса

- | | |
|--|---|
| <ul style="list-style-type: none">- Добрый день! Разрешите представиться, меня зовут ... Я буду сегодня Вас обслуживать. Позвольте предложить Вам бокал шампанского «...»? Тогда, может быть, сок или минеральная вода?- Вы устроились? Могу я предложить Вам бокал шампанского «...»? Тогда, может быть, ...- Пожалуйста, для Вас шампанское, апельсиновый сок, минеральная вода. | <ul style="list-style-type: none">- Good afternoon! Let me introduce myself, my name is... I will serve you today. Would you care for a glass of champagne? Then, let me offer you some juice or a glass of water?- Did you make yourself comfortable? Would you care for a glass of champagne, then, let me offer you...?- Here is champagne, orange juice, mineral water... |
|--|---|

4. Предложение прессы и дорожных наборов в бизнес классе, информирование о DigE-плеерах

<ul style="list-style-type: none">- Пожалуйста, газеты и журналы для Вас. Могу предложить...- Может быть, еще вот этот журнал? - Для развлечения в полете наша авиакомпания предлагает воспользоваться диджитплеером. Я принесу Вам его после выключения таблю «Застегните ремни».- С программой Вы можете ознакомиться в журнале «Киногид Синема».- Вам что-нибудь интересует из имеющегося у нас ассортимента газет и журналов? Могу предложить Вам...- Сегодня, к сожалению, выбор небольшой, многие издания не выходят по воскресеньям.- (для иностранцев) Вас что-то заинтересовало из ассортимента? Вы читаете по-русски? На ... языке могу предложить...- Это дорожный набор для Вас (для вашего удобства, для вашего комфорта в полете). Пожалуйста!	<ul style="list-style-type: none">- Here are newspapers and magazines. I can offer you...- There is another magazine, would you like to see it?- Our airline offers DigE-players for your entertainment during the flight. I will bring it any time after the "Fasten seat belt sign" is off. - You can have a look at the program in the "Cinema Guide" magazine.- Are you interested in anything special from our choice of periodicals? I can offer you...- Unfortunately, today's choice is limited; many periodicals don't come on Sundays. - (for foreign passengers) Are you interested in anything? (Did anything catch your eye?) Do you read in Russian? I can offer you ... in ...- There is a travel kit for you (for your comfort during the flight). Here you are!
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5. Предложение меню и карты вин

<ul style="list-style-type: none">- Пожалуйста, меню и карта вин (лист напитков). Через несколько минут я вернусь, чтобы взять заказ на напиток, который мы подадим сразу после набора высоты.- Пожалуйста, ассортимент блюд представлен в меню...- Пожалуйста, для Вас меню сегодняшнего рейса. Познакомьтесь с ним в удобное для Вас время. Через минуту я подойду, чтобы взять заказ на аперитив, который мы подадим сразу после взлета. Спасибо!	<ul style="list-style-type: none">- Here is a menu and a wine list (list of beverages). In a minute I will come to you to take your beverage order, we will serve beverages right after ascend. - All the choice of dishes is presented in the menu...- Here is today's menu. Have a look at it any time at your convenience. In a minute I will come to you to take your order for an aperitif, we will serve it right after ascend. Thank you!
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6. Прием заказа на напиток «после взлета»

<ul style="list-style-type: none">- Вы готовы заказать напитки? Мы подадим их сразу после набора высоты. Спасибо.- Какие напитки Вы предпочитаете в качестве аперитива? Спасибо. Я подам их вскоре после взлета.	<ul style="list-style-type: none">- Are you ready to order beverages? We will serve them right after ascend. Thank you!- What would you prefer for the aperitif? Thank you. I will serve it right after ascend.
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7. Подготовка кабины к взлету

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| <ul style="list-style-type: none">- Мы готовимся к взлету. Разрешите, я уберу Ваш бокал (и т.д.)- Мы готовимся к взлету. Позвольте, я уберу все лишнее. Спасибо.- Разрешите, я уберу Вашу сумку на полку. Она будет вот здесь. Если она Вам необходима в полете, сразу после набора высоты я помогу Вам ее достать.- Газеты на время взлета уберу вот сюда. Это необходимо сделать в целях безопасности. Спасибо.- Длины ремня достаточно? Сейчас я принесу удлинительный ремень. Пожалуйста. Позвольте Вам помочь?- Пожалуйста, специальный ремень для обеспечения безопасности Вашего ребенка. Разрешите, я помогу его застегнуть. | <ul style="list-style-type: none">- We are getting ready for take off. Let me take your glass... etc.- We are getting ready for take off. Let me take anything disposable. Thank you.- Let me remove your bag to the overhead bin. It will be right here. If you need it during the flight, I will help you to get it back right after ascend.- I'll put the newspapers here. It's necessary for the safety reasons. Thank you.- Is the length of the safety belt enough for you? I'll bring you an additional belt in a minute. Here it is. Let me help you.- Here is a special belt for your child's safety. Let me help you fasten it. |
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8. Обсуждение заказа блюд

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| <ul style="list-style-type: none">- Вы ознакомились с меню? Позвольте принять Ваш заказ. Разрешите порекомендовать...- С чего Вы хотите начать? А затем?...
- Итак, Вы заказали... (повторить заказ)- Вино к закускам? ... тогда, может быть, вода или сок? Спасибо.
- Это блюдо всегда пользуется спросом.- Мы можем подать обед в любое удобное для Вас время. Сделайте Ваш заказ сейчас и скажите, пожалуйста, когда Вам его сервировать. Спасибо! | <ul style="list-style-type: none">- Did you have a chance to look through the menu? Let me take your order. Let me recommend you...- What would you like to start with? And to continue?...- So your order is....- Would you care for a glass of wine to go with your appetizer?... then, may I offer you some juice or water? Thank you.- This dish is always very popular.- We can serve you dinner any time of your convenience. You can make the dinner order now and tell me when to dish it up... Thank you. |
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9. Работа с листом заказа (на очень коротких рейсах)

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| <ul style="list-style-type: none">- Разрешите предложить Вам «Лист заказа». Пожалуйста, сделайте в нем свой заказ и укажите номер своего места. Это поможет нам предоставить Вам закуски и напитки как можно быстрее после взлета. Спасибо!- Пожалуйста, «Лист заказа». В нем представлен ассортимент напитков, которые мы предлагаем сегодня. Пожалуйста, отметьте в нем те, которые Вы предпочитаете, и укажите номер своего места. Мы подадим закуски и напитки сразу после взлета. Спасибо! | <ul style="list-style-type: none">- Let me offer you the order list. Will you please mark the snacks and beverages you'd like to order and indicate your seat number. This will help us to serve you snacks as soon as possible after take off. Thank you!- Here is an order list. There is a wide choice of beverages that we serve today. Will you please mark those that you prefer and indicate your seat number. Will we serve you drinks and snacks right after take off. Thank you. |
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10. Обсуждение заказа (на завтрак), если нет меню

<ul style="list-style-type: none">- Вскоре мы предложим завтрак. На закуску сырное ассорти с сухофруктами; йогурт, если Вы желаете; в ассортименте основных блюд омлет с беконом и блинчики с яблочным конфитуром.- Что Вы выберете? Чай, кофе, какао для Вас? Сейчас или позже?- Вы заказали... (повторить заказ) Спасибо!- Сегодня на завтрак мы предлагаем... Спасибо за заказ!	<ul style="list-style-type: none">- We will serve you breakfast soon. For the appetizer we can offer you cheese assorted and dried fruits, yogurt, if you wish. The choice of the main course is omelet with bacon and pancakes with apple comfiture.- What would you prefer? Would you like tea, coffee or hot chocolate? Would you like it now or later?- So, your order is... Thank you!- Today's breakfast menu is... Thank you for your order!
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11. Сервировка столика, подача первого заказанного блюда

<ul style="list-style-type: none">- Позвольте, я сервирую Ваш стол. Пожалуйста, закуска ассорти (зеленый салат и т.д.) Приятного аппетита.- Пожалуйста, хлеб в ассортименте. Что Вы предпочитаете?- Позвольте, я дополню Ваш бокал...	<ul style="list-style-type: none">- Let me set your table. Here is the appetizer assorted (green salad, etc.) Enjoy your meal.- Here is a choice of breads. Which one would you prefer?- Let me refill you glass...
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12. Смена блюд

<ul style="list-style-type: none">- Вы закончили? Позвольте, я уберу тарелку. Сейчас будет следующее блюдо	<ul style="list-style-type: none">- Have you finished? Let me take the plate. The next dish is in a way.
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13. Обсуждение десерта

<ul style="list-style-type: none">- На десерт сегодня можем предложить мороженое или сливочный пудинг. Что Вы предпочитаете? Спасибо.- Чай (кофе, какао) подать одновременно с десертом или чуть позже?- Мы предлагаем в ассортименте чай..... Какой Вы выберете? Спасибо.	<ul style="list-style-type: none">- For desert we can offer you an ice cream or a cream pudding. What would you prefer? Thank you.- Would you like your tea (coffee, hot chocolate) together with your desert or a little bit later?- We can offer you a wide choice of tea blends? Which one would you prefer? Thank you!
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14. Предложение горячего полотенца

<ul style="list-style-type: none">- Пожалуйста, горячее полотенце для Вас!	<ul style="list-style-type: none">- Here is a hot towel for you!
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15. Уборка столиков пассажиров

<ul style="list-style-type: none">- Позвольте, я уберу Ваш столик. Если Вам что-нибудь понадобится, я в любое время к Вашим услугам.- Мы будем сервировать бранч за 1,5 часа до посадки. Если Вы будете спать, Вас разбудить или не беспокоить? Хорошо, спасибо!	<ul style="list-style-type: none">- Let me clean your table. Any time you need something, I am at your service!- We will serve branch 1 hour and a half before landing. Shall I wake you up for breakfast? Don't you want to be disturbed? That's all right. Thank you!
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16. За несколько минут до начала снижения

- Через несколько минут мы начнем снижение. Чай/кофе (любые другие напитки) для Вас?

- We are going to start our descend in several minutes. Would you like some tea, coffee (any other beverages)?

17. Предложение ассортимента платных и бесплатных напитков

- Пожалуйста, напитки для Вас... Соки: апельсиновый, яблочный, томатный. Пепси, спрайт, минеральная вода. Алкогольные напитки мы предлагаем за наличный расчет.
- Каталог с ценами в кармане кресла.

- Со льдом? Спасибо!
- (к соседу) А для Вас?

- Here are some beverages for you... Juices are: orange, apple, tomato. Pepsi, Seven up, mineral water. Alcoholic drinks are for sale only.

- There is a Duty free catalogue in the seat pocket in front of you; you can find all prices there.
- Would you like some ice? Thank you!
- And what about you?

18. Предложение питания пассажирам экономического класса на коротких рейсах (снэк, холодные закуски)

- Пожалуйста, закуски для Вас. Внутри находится яблочный сок.
- Разрешите предложить Вам чай, кофе, минеральную воду. С лимоном, молоком? Возьмите чашку (стакан), пожалуйста!
- Осторожно, напиток горячий!
- Пожалуйста, легкие закуски. Приятного аппетита!
- Минеральная вода? Чай, кофе?
- Простите, кофе (чай) закончился, я сейчас вернусь.

- Here are some snacks for you. There is an apple juice inside.
- Let me offer you some tea, coffee, mineral water. Would you like tea with lemon or milk? Will you please take the cup (glass).
- Be careful, it's hot.
- Here are some light snacks for you. Enjoy your meal.
- Some tea, coffee, mineral water?
- Excuse me, the tea has finished. I will be back in a minute.

19. Предложение питания пассажирам экономического класса с горячим блюдом

- Пожалуйста, в ассортименте основных блюд сегодня припущенная телapia с молодым отварным картофелем и овощами и бефстроганов с макаронами фетучинни.
- Разрешите предложить Вам...
Рекомендую...

- For the main coarse we can offer you pouched tilapia with new boiled potato and vegetables or beef stroganoff with a fettuccini pasta.

- Let me offer you... I'd recommend...

20. Предложение пассажирам экономического класса горячих напитков

- Разрешите предложить Вам чай/кофе
- Вы предпочитаете черный или зеленый?
- Чай с лимоном или молоком?
- Кофе черный или с молоком?
- Позвольте Вашу чашку! Поставьте, пожалуйста, Вашу чашку на поднос.
- Пожалуйста, возьмите чашку.
- Может быть, еще сахар?

- Let me offer you tea, coffee.
- Would you like black or green tea?

- Would you like lemon or milk tea?
- Can you like black or white coffee?
- Can I take your cup please? Will you please put your cup on the tray.
- Will you please take a cup.
- Would you like some more sugar?

21. Сбор подносов, предложение дополнительных горячих напитков	
<ul style="list-style-type: none"> - Может быть еще чай или кофе? Пожалуйста, сахар, молоко, лимон.* На здоровье! - Вы закончили? Разрешите, я заберу Ваш поднос. Спасибо! 	<ul style="list-style-type: none"> - Would you like some more tea or coffee? Here is sugar, milk and lemon. Enjoy it! - Have you finished? Let me take away your tray. Thank you!

22. На любом этапе полета (подавая или забирая что-либо)	
<ul style="list-style-type: none"> - Вы вызывали нас? Чем я могу Вам помочь? - Я могу что-то для Вас сделать? - Хорошо, с удовольствием! - Конечно, одну минуту! - Разрешите.. - Позвольте.. - Могу я Вам предложить...? - Не откажитесь ли Вы...? - Сожалеею, боюсь, что это невозможно... 	<ul style="list-style-type: none"> - Did you call us? How can I help you? - Is there anything I can do for you? - All right, with pleasure. - Sure, in a minute. - Let me... - Allow me... - Can I offer you...? - Would you mind.... - I'm awfully sorry (I'm afraid), (but) that is impossible...

23. В случае необходимости договориться о чем-либо с пассажиром	
<ul style="list-style-type: none"> - Могу я попросить Вас о любезности?... Спасибо! - Если Вы не возражаете... Спасибо! - Если Вам не трудно... - Мы будем Вам очень признательны, если Вы.... Большое спасибо! - Не будете ли Вы так любезны... Спасибо за Вашу отзывчивость! 	<ul style="list-style-type: none"> - Can I ask you for a favor? Thank you! - If you don't mind... Thank you! - Would you mind if... - We will take it kindly if you... (We will highly appreciate...) Thank you very much! - Would you be so kind to...? Thank you for understanding!

24. Ответ на слова благодарности	
<ul style="list-style-type: none"> - Большое спасибо, мне было очень приятно обслуживать Вас! - Мы всегда к Вашим услугам! - Спасибо за высокую оценку нашей работы! Надеюсь, Вы станете постоянным клиентом «Аэрофлота». 	<ul style="list-style-type: none"> - Thank you very much! It was a great pleasure for me to serve you! - We are always at your service! - Thank you for such high appreciation of our work! I hope you will become a regular (repeat customer of Aeroflot.

25. Реакция на просьбу	
<ul style="list-style-type: none"> - Я с удовольствием помогу Вам! - Да, конечно, одну минуту! - С удовольствием! - Обращайтесь в любое время, мы всегда к Вашим услугам! 	<ul style="list-style-type: none"> - I will be pleased to help you! - Yes, sure, in a minute! - With pleasure! - Call us any time; we are always at your service!

26. Общение с пассажирами с детьми

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| <ul style="list-style-type: none">- Здравствуйте! Разрешите я Вам помогу. На борту есть люльки для младенцев. Если она Вам необходима, я повешу ее сразу после взлета.- Пожалуйста, дорожный набор для Вашего ребенка! В нем есть... Перепеленать ребенка Вы можете в туалете. Он оборудован пеленальным столиком...- (если пассажир заказал спецпитание ВВМЛ) Для Вашего ребенка на борту есть специальное питание. В него входит... В какое время Вам его принести? Подогреть питание перед подачей?- Простите, в какое время Вам будет удобнее пообедать? Мы можем Вам подать обед в любое удобное для Вас время. Спасибо! | <ul style="list-style-type: none">- Good afternoon! Let me help you. We have baby cots on board. If you need it, I will fix it after take off.- Here is a travel kit for your baby. It consists of... You can change your baby's diapers in the lavatory. It's equipped with a diaper-changing table...- (special baby meal) There is a special baby meal on board. It consists of... What time would you like me to bring it? Shall I warm it up before serving?- What time would you like to have lunch? We can serve you dinner any time at your convenience. Thank you! |
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27. Выход пассажиров

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| <ul style="list-style-type: none">- До свидания! Всего доброго! Всего хорошего!- До новых встреч!- Приятного отдыха!- Спасибо за полет нашей авиакомпанией!- Будем рады видеть Вас снова на борту нашего самолета!- Надеемся, что полет Вам понравился! | <ul style="list-style-type: none">- Good by! All the best!- See you soon!- Enjoy your holiday!- Thank you for flying with our airline!- We will be glad to see you again!- We hope that you enjoyed the flight with us! |
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