

МІНІСТЕРСТВО ОСВІТИ І НАУКИ УКРАЇНИ
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Іноземна мова (англійська)

Навчальний посібник

для здобувачів вищої освіти першого (бакалаврського) рівня за
спеціальністю 272 «Авіаційний транспорт»

Foreign Language (English)

COURSEBOOK

for higher education applicants of the first (Bachelor's) level of higher
education in the specialty 272 «Aviation Transport»

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Іноземна мова (англійська): навчальний посібник для здобувачів вищої освіти першого бакалаврського рівня за спеціальністю 272 «Авіаційний транспорт», / Укладачі: Зеленська Л.М., Ломакіна М.Є., Мартиненко Н.О., Тимченко С.В. – Кропивницький: ЛА НАУ, 2024. – 133 с.

Навчальний посібник з іноземної мови (англійської) призначено для підготовки здобувачів вищої освіти першого бакалаврського рівня за спеціальністю 272 «Авіаційний транспорт», перший рік навчання, як основний навчальний посібник.

Навчальний посібник складається з 4 модулів: Airport Procedures, Airport Infrastructure, Revolution in the Sky, Aviation Accidents and Incidents, які містять 17 тем. Кожна з них базується на оригінальних матеріалах, в основу яких покладено оригінальні навчальні видання та англійськомовні інтернет-ресурси. Інтерактивні вправи спрямовані на відпрацювання граматики, словникового запасу, розуміння аудіювання та читання. Навчальний матеріал уможливує оволодіння усіма видами мовленнєвої діяльності та формування вмінь спілкування іноземною мовою (англійською) у різноманітних повсякденних ситуаціях, із частковим залученням до іншомовного спілкування в ситуаціях, пов'язаних з майбутньою професійною діяльністю.

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This coursebook of Foreign Language (English) is recommended for higher education applicants of the first (Bachelor's) level of higher education in the specialty 272 «Aviation Transport», the first year of study, as a regular coursebook.

The course book consists of 4 modules, namely: Airport Procedures, Airport Infrastructure, Revolution in the Sky, Aviation Accidents and Incident including 17 topics. Each of them is based on the original aviation content of specifically original articles and stories from authentic periodicals and English-language internet resources. Interactive exercises are aimed at practicing structure, vocabulary, listening and reading comprehension. Teaching material enables mastering of all types of speech activities and forming of foreign language communication skills in various routine situations, partly including situations connected with future professional activities.

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MODULE 1

UNIT 1

AT THE AIRPORT

Warming up

1 Match the words and phrases from the list with the pictures about flying

<i>boarding card</i>	<i>landing</i>	<i>take-off</i>	<i>check-in</i>
<i>passenger cabin crew</i>	<i>taxi</i>	<i>cruise</i>	<i>security control</i>

2 Number the pictures in the right order for a typical flight



3 Listen and check (Warming up)

READING COMPREHENSION

Exercise 1.1

Arrange the following steps into the correct order

Step of collecting baggage ()

Collect baggage. Once your flight lands, exit the airplane and follow signs for baggage claim. Your flight number and departure city will be on an electronic display; wait with the crowd until the conveyor belt starts moving and your bag arrives.

Step of learning the baggage requirements ()

Ensure that your luggage meets airline requirements. Most airlines allow passengers to bring one carry-on item and one personal item, such as a laptop or purse. Check the specifications for your airline by visiting its website and looking for a section about baggage. Pay attention to fees for checked bags and the weight limits, and be sure to stay within them.

Step of Buying a ticket ()

Buy a ticket. The easiest way to search multiple dates and flight times is to search for your flight ticket online. Enter in your departure city, arrival city and dates, and the engine will return a range of flights that fit your criteria. Select one to see times, connections and time between flights. When you are ready to buy a flight, click on it to select and follow the instructions. Usually, airlines will send you an email confirmation and e-ticket number; write these numbers down for reference.

Step of arriving at the airport ()

Arrive at the airport early. For your first time traveling on an airplane, allow extra time to make it through the airport and familiarize yourself with the process. To give yourself enough time, aim to arrive at least two hours before a domestic flight and three hours before an international flight.

Step of packing the baggage ()

Pack your carry-on bag carefully. In a bag you take on the plane, you are able to put liquids in 100 ml (or less) containers as long as they fit in a single, quart-sized, sealable, clear plastic bag. Agents will confiscate any liquids or gels that do not meet this policy.

Step of checking in ()

Check in at the airline desk. Follow the signs to the check-in desks, and have your photo identification ready to present to the agent. He will look up your reservation, print boarding passes and collect any baggage fees for checked bags. If you have not selected seats, you can also ask the agent for a window or aisle seat at this time. You will be asked to place your checked bags on the scale next to the desk for weighing, and they will be tagged and placed on a conveyor to be taken to the plane. Take your boarding passes and ID card from the agent.

Step of security check ()

Go through security. Follow the signs for security, and head to the line. At the security checkpoint, a security guard will ask you to show your identification and boarding pass. Once you are at the screening machines, take off your shoes and jacket and place them into a plastic bin with your clear plastic bag. If you are traveling with a laptop, place it into a separate bin, and send it down the conveyor along with your carry-on bag. Wait for an agent to wave you through the metal detector, and walk through. Get your items back.

Step of boarding the plane ()

Find your gate. Your boarding pass should have a gate number on it; if not, check the electronic displays to find your flight and gate number. Follow the signs to get to your gate, and have a seat until a gate agent calls for boarding. Airlines generally board by row, so don't approach the gate until your group is called. Find

your seat by checking the numbers above each row, and put small bags under the seat in front of you and larger bags in the overhead bins.

Step of getting ID ()

Gather photo identification. If you are traveling within your home country, you will need a photo identification card, such as a driver's license. If you are flying internationally, you will need a passport, usually one that is valid for six months from the date of departure.

Exercise 1.2

Answer the following questions:

1. What are the steps involved in collecting baggage after a flight?
2. How can you ensure that your luggage meets airline requirements before traveling?
3. What is the process of buying a flight ticket online, and what information should you pay attention to?
4. What recommendations are provided for arriving at the airport, especially for first-time air travelers?
5. How should one pack a carry-on bag, considering the restrictions on liquids and containers?
6. What is the procedure for checking in at the airline desk, and what documents are required?
7. Describe the steps involved in going through the security check at the airport.
8. What are the instructions for finding and boarding your flight, including details about gates and boarding process?
9. What kind of photo identification is required for air travel, and are there any differences for domestic and international flights?

Exercise 1.3: Match the Steps

Match each step with its corresponding description or action:

1. Collect baggage:

- a. Exit the airplane and follow signs for baggage claim.
- b. Check the electronic display for your flight number and departure city.
- c. Wait with the crowd until the conveyor belt starts moving.

2. Step of learning the baggage requirements:

- a. Check the specifications on the airline's website.
- b. Ensure your luggage complies with airline requirements.
- c. Visit the baggage claim area.

3. Step of Buying a ticket:

- a. Search for your flight ticket online.
- b. Click on the selected flight and follow instructions.
- c. Receive an email confirmation and e-ticket number.

4. Step of arriving at the airport:

- a. Aim to arrive at least two hours before a domestic flight.
- b. Familiarize yourself with the airport process.
- c. Allow extra time for your first time traveling on an airplane.

5. Step of packing the baggage:

- a. Pack liquids in 100 ml containers in a quart-sized, clear plastic bag.
- b. Pack your carry-on bag carefully.
- c. Place liquids in any size containers in your carry-on bag.

6. Step of checking in:

- a. Ask the agent for a window or aisle seat.
- b. Check in at the airline desk with photo identification.
- c. Place checked bags on the scale for weighing.

7. Step of security check:

- a. Follow signs for security and head to the line.
- b. Show identification and boarding pass.
- c. Take off shoes, jacket, and place them in a plastic bin.

8. Step of boarding the plane:

- a. Find your gate using the electronic display or boarding pass.
- b. Approach the gate as soon as you arrive at the airport.
- c. Board the plane by row when your group is called.

9. Step of getting ID:

- a. Gather photo identification, such as a driver's license.
- b. Obtain a passport valid for at least six months for international travel.
- c. Show your boarding pass at the gate

Exercise 1.4

Divide the following into departure and arrival procedures and put them in the order in which they occur

- a passport control
- b. board the plane
- c security check
- d immigration
- e. departure lounge
- f. arrival halls
- g baggage reclaim
- h check-in desk
- i departure gate
- j. get off the plane (disembark)
- k. customs

VOCABULARY PRACTICE

What do the symbols of airport facilities represent? (Look at the symbols and do Exercises 1.4.1 and 1.4.2)



Exercise 1.4.1

Which symbol represents a place where.....?

- a you can store your baggage?
- b you can get emergency medical treatment?
- c you can rent a car?
- d you may have your luggage searched?
- e you might find something you have lost?

Exercise 1.4.2

Match the words in the list with the symbols (five of them are not used)

- | | | |
|----------------------|-----------------|--------------|
| a hotel reservations | j lost property | r lifts |
| b immigration | k smoking area | s bar |
| c luggage trolleys | l post office | t first aid |
| d restaurant / café | m information | u customs |
| e bureau de change | n hairdressers | v toilets |
| f baggage store | o escalators | w telephones |
| g email and Internet | p departures | x arrivals |
| h railway station | q shops | y car rental |
| i cashier | | |

Exercise 1.5

Here are 12 words that appeared in Unit 1 and the explanation to them. Find the words according to their explanation

CAREFUL! Two words are NOT used!

A

board	weigh	check
available	customs officer	hand luggage
take off	departure lounge	departure
aisle	immigration officer	check-in desk

- a) passage between rows of seats in the passenger compartment of the aircraft;
- b) make sure of something by examining or investigating;
- c) waiting-room at an airport;
- d) luggage that is light enough to be carried by a person;
- e) measure how heavy (something) is by means of scales, a balance, etc.
- f) leave the ground and begin to fly;
- g) person at an airport who checks the passports and other documents of the people waiting to come into a country;
- h) that can be used or obtained;
- i) get on or into an aircraft;
- j) place where one checks in at an airport before a flight.

B

receive	trolley	cabin crew
taxi	airliner	announcement
cockpit	land	conveyor belt
board	enter	turbulence

- a) a large passenger aircraft;
- b) people working on an aircraft;
- c) continuous belt or band that moves on rollers and is used for transporting loads;
- d) come or go in or into something;
- e) move along on the ground or on water under its own power, especially before or after flying;
- f) violent or uneven movement of air or water;
- g) bring an aircraft down to the ground;
- h) get, accept or take;
- i) statement in spoken or written form that makes something known;
- j) compartment for the pilot and crew of an aircraft.

GRAMMAR IN USE

Exercise 1.6

Rewrite the sentences using either the Present Simple or Future Simple tense as indicated in the brackets

- 1 Once you _____ (be) on your plane, a flight attendant _____ (ask) you to power off your electronic devices or put them in Flight Mode.
- 2 You _____ (pay) more if your bag _____ (be) overweight.
- 3 If you _____ (check in) online ahead of time you _____ (save) your time in getting to the airport, because you can head straight to security and skip the check-in lines upon arrival.
- 4 If you _____ (check in) at the airport, then airline agents _____ (provide) you with your boarding pass at that time.
- 5 When airlines _____ (offer) meals, you normally _____ (have to) pay for them.
- 6 Once your plane _____ (reach) a certain altitude, your flight attendants _____ (announce) that you can use approved electronic devices.
- 7 If you _____ (over pack) your carry-on or checked bag it _____ (result) in it not fitting into the airline-approved measurements, in which case you _____ (have to) remove items from your bag to put into another bag or throw away.
- 8 When you _____ (reach) the screening checkpoint, you _____ (need) to have certain items easily accessible to put through screening.
- 9 Before you _____ (proceed) through the metal detector you _____ (put) all metal items in their own containers to pass through the X-ray machine.
- 10 After you _____ (buy) a plane ticket online, airlines _____ (send) you an email confirmation and e-ticket number.

Exercise 1.7

Put one of the following words in each space in the sentences below

through at to off in on for by

- 1 We decided to go _____ plane.
- 2 When do we take _____ ?
- 3 First you must go _____ customs and immigration.
- 4 You'd better ask _____ the information desk.
- 5 His friend went _____ the airport with him to see him _____ .
- 6 You must check _____ at 10.30.
- 7 Put your luggage _____ a trolley.
- 8 He looked _____ my passport.
- 9 The flight was delayed, so we had to hang out _____ the airport for a few hours.
- 10 Passengers are not allowed to get _____ the plane until it has come to a complete stop.
- 11 Make sure to look _____ the departure board for any updates on your flight.

- 12 She always checks _____ her luggage carefully before leaving the hotel.
- 13 The security officer asked him to take his shoes _____ during the screening process.
- 14 We need to get _____ the bus that will take us to the terminal.
- 15 The airline provides a shuttle service to take passengers _____ the parking lot.
- 16 Passengers are advised to put their electronic devices _____ during takeoff and landing.

SPEAKING AND DISCUSSION

Exercise 1.8

Give your friend who is the first time traveller tips about travelling by plane

UNIT 2

PASSENGER INFORMATION

LISTENING COMPREHENSION

Exercise 2.1

Listen to these two airport dialogues and answer the questions

- 1 Where do they take place?
- 2 Note down the flight numbers, gate numbers, and cities that are mentioned.

Exercise 2.2

Listen again and complete the dialogues.

CONVERSATION A

A Could you _____¹? I'm trying to find out if a flight has arrived or not

B _____² Are you meeting someone?

A Yes, my brother. He was due in on _____³ from _____⁴. Has it arrived yet?

B Yes, _____⁵. Let me check the _____⁶.

Here it is. It arrived an hour ago. He should be coming through _____⁷ about now.

A Right, I'll go there _____⁸, you say?

B Yes, or if he's not at _____⁹, try the _____¹⁰

A That's a good idea. Can _____¹¹ where the meeting point is?

B _____¹² It's just over there, next to the newsagents.

A Thanks for your help.

B _____¹³

CONVERSATION B

C Hello. Can I have your passport and _____¹?

D Here you are.

C Thank you. Are you _____² any bags today?

D Just this one. The other's _____³.

C Can you put it on the _____⁴? Thanks. Did you _____⁵ yourself?

D Yes, I did.

C Has anyone _____⁶ your luggage in any way?

D No, they haven't.

C Are you carrying any _____⁷ such as nail scissors?

D No, I'm not. Can _____⁸ if there are any window seats available?

C No, _____⁹ there aren't. The flight's very full. Would you like an aisle seat?

D Yes, that'll do.

C OK. Here's your _____¹⁰. You'll be boarding through _____¹¹ in 30 minutes. Have a _____¹².

D Thank you.

VOCABULARY PRACTICE

Exercise 2.3

Put one of the following words in each space in the sentences below

Visa	check in	aisle seat	passport
international	ticket	baggage	domestic
seat assignment	boarding pass	baggage claim	
flight	carry on	claim check	reservation
flight number	window seat	gate	

- 1 A trip on an airplane is called a _____.
- 2 A flight within one country is called a _____ flight.
- 3 A flight between different countries is called an _____ flight.
- 4 The letters and numbers which identify an airplane making a specific flight are called a _____.
- 5 Ordering a seat to be held for you on the day you want to travel is called making a _____.
- 6 A printed piece of paper which allows you to travel on an airplane is a _____.
- 7 The first thing to do at the airport is _____, which means to register as a passenger for a flight.
- 8 A document which identifies you as a citizen of a certain country and which allows you to travel to other countries is called a _____.
- 9 A stamp in your passport which allows you to travel to another country is called a _____.
- 10 The selection of a specific seat for a trip on an airplane is called _____.
- 11 A seat next to the window in an airplane is called a _____.
- 12 A seat next to the passage between the rows of seats in an airplane is called an _____.
- 13 The suitcases and bags which contain your belongings are called _____.
- 14 A bag which you carry with you on the airplane is called a _____ bag.
- 15 A small ticket with printed numbers that identify your baggage is called a baggage _____.
- 16 A printed card which allows you to get on an airplane is called a _____.
- 17 A door which leads from the airport building into an airplane is called a _____.
- 18 The area where you pick up your baggage after a flight is called _____.

GRAMMAR IN USE

Exercise 2.4

Fill in the blanks with the appropriate modal verbs (can, could, may, might, must, shall, should, will, would)

1. Passengers _____ fasten their seatbelts during takeoff and landing.
2. Flight attendants _____ assist you with stowing your carry-on luggage.
3. You _____ switch off your electronic devices before the plane takes off.
4. In case of an emergency, passengers _____ remain calm and follow the instructions of the cabin crew.
5. The pilot announced that we _____ experience some turbulence, so please return to your seats and fasten your seatbelts.
6. Passengers _____ use the call button if they need assistance from the cabin crew.
7. Before boarding, passengers _____ go through a security check.
8. The flight _____ depart on time, so please be at the gate early.
9. Passengers _____ keep their passports and boarding passes ready for inspection.

Exercise 2.5

Choose the correct modal verb to complete each sentence

1. Passengers _____ fasten their seatbelts before the plane takes off.
 - a. must
 - b. can
 - c. will
2. The flight _____ land in about 30 minutes.
 - a. should
 - b. might
 - c. shall
3. Before boarding, all passengers _____ go through a security check.
 - a. must
 - b. may
 - c. would
4. In case of an emergency, passengers _____ remain seated until instructed otherwise.
 - a. can
 - b. will
 - c. must
5. The captain announced that we _____ experience some turbulence during the flight.
 - a. may
 - b. should
 - c. would

6. Passengers _____ use the oxygen masks if there is a sudden loss of cabin pressure.
- a. must
 - b. might
 - c. can
7. All electronic devices _____ be switched off during the flight.
- a. must
 - b. may
 - c. will
8. Passengers _____ be seated with their seatbelts fastened during taxi, takeoff, and landing.
- a. can
 - b. should
 - c. shall
9. The flight _____ depart on time if all passengers are on board.
- a. can
 - b. will
 - c. must
10. Passengers _____ not smoke in the airplane lavatory.
- a. can
 - b. should
 - c. may

SPEAKING AND DISCUSSION

Exercise 2.6

Roleplay the following situations at the airport:

- You've lost your passport somewhere at the airport. Your flight is in 2 hours.
- Your name on the ticket is not exactly the same as in your passport.
- You were not allowed to pass the gates.
- Your flight is delayed so you're going to fly out of the country tomorrow only. Your visa expires tonight.
- You have breathing problems but the airport security doesn't allow you to take your medicine on board
- Because of the long security check you missed your flight.

UNIT 3

THE UPS AND DOWN OF FLYING

LISTENING COMPREHENSION

Exercise 3.1

Four people are discussing how they feel about air travel. Listen and mark what they like with a tick (✓), and what they don't like with a cross (X). If they don't mind, write -

	<i>Isabel</i>	<i>Alexi</i>	<i>Millie</i>	<i>Gustavo</i>
<i>Travelling to and from airports</i>				
<i>Checking in</i>				
<i>Going through security</i>				
<i>Waiting to embark</i>				
<i>Boarding when you haven't got a seat number</i>				
<i>Taking off</i>				
<i>A window seat</i>				
<i>Landing</i>				
<i>Waiting for your luggage</i>				
<i>Travel delays</i>				

Exercise 3.2

Check your answers with your partner, and then listen again if you need to

Exercise 3.3

Listen again and complete these expressions

1. I actually _____ to the airport...
2. And I _____ landing.
3. I _____ taking off.
4. ... and then just rising in the air suddenly. I _____.
5. I _____ the delays.
6. ... being in the airport all day. I _____ that.
7. I _____ waiting to embark.
8. I _____ for luggage.

VOCABULARY/LANGUAGE PRACTICE

Exercise 3.4

Put the different expressions of 'liking' in order from the most positive to most negative

“like” or “dislike”

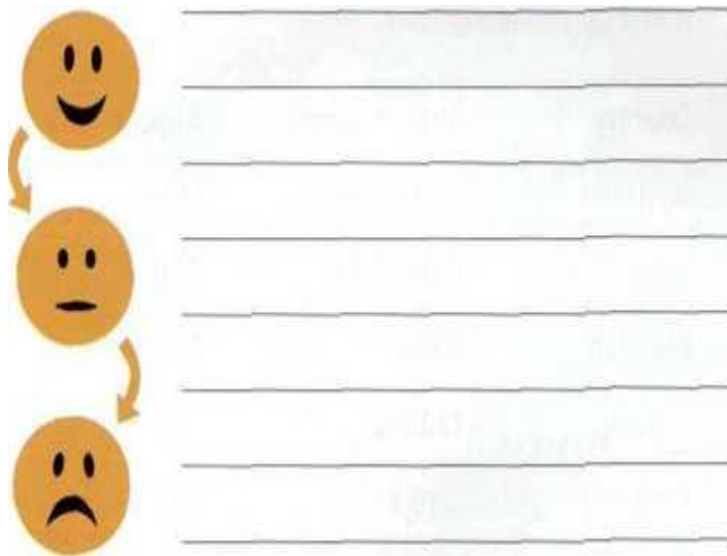
don't like quite like

don't mindreally don't like

hate really hate

like really love

love



Exercise 3.5

We can say I like... or I quite like..., and we can also say I really like.

What is the difference?

Exercise 3.6

Complete the sentences using the expressions "I like," "I quite like," or "I really like":

- a. _____ trying out flight simulators to experience the feeling of flying.
- b. _____ attending airshows and marveling at the precision of aerobatic maneuvers.
- c. _____ studying the principles of aeronautics and aircraft design.
- d. _____ participating in aviation-related forums to discuss my passion with like-minded enthusiasts.
- e. _____ collecting model airplanes from different eras of aviation history.

Exercise 3.7

Create sentences following the pattern: "I really like (a specific aspect of aviation) because (explanation)."

- a. **Example:** "I really like exploring aviation museums because they showcase the evolution of aircraft and their impact on society."
- b. "I quite like taking scenic helicopter rides because..."
- c. "I like researching famous aviation pioneers because..."
- d. "I really like attending aviation lectures because..."
- e. "I quite like the challenge of assembling and flying remote-controlled airplanes because..."

Exercise 3.8

Write your own sentence about aviation using any of the phrases "I like," "I quite like," or "I really like."

Exercise 3.9

Fly, flight, flying - use the correct word to complete each sentence
What is the difference between the three words?

1. The first powered _____ was made by the Wright Brothers in 1903.
2. Even though _____ is the safest form of transport, some people are afraid of it.
3. Modern jet aircraft _____ at an altitude of 8,000 to 9,000 metres.

Exercise 3.10

Complete the sentences with a word from the list

arrivals	depart
arrive	departure
board	land
boarding	landing
check in	take off
check-in	take off

- 1 The last time I flew, our _____ was delayed by over two hours.
- 2 Most airports give information about departures and _____ on TV monitors placed around the airport.
- 3 When you _____, the clerk asks you if you have packed your bag yourself.
- 4 You cannot use electrical equipment during either _____ or landing.
- 5 Modern navigation systems mean that aircraft can _____ safely at night, in bad weather, and even without a pilot.
- 6 Even if you have a _____ card, some airlines ask to see your passport as well.

SPEAKING AND DISCUSSION

Exercise 3.11

Now ask your partners how they feel about each stage of flying, especially getting to and from the airport queuing at the check-in desk

- going through security control
- waiting in the departure lounge
- taking off
- being in the air
- landing

Unit 4

PASSENGERS' PROBLEMS AT AIRPORTS

Part I

READING COMPREHENSION

Exercise 4.1

Answer the questions:

- 1 What things can go wrong for air passengers?
- 2 Think about: before boarding, during the flight, after landing.

Exercise 4.2

Now look at the front page of a European Commission leaflet about air passengers' rights. What do you think air passengers have a right to in each of the four categories?

If you are denied boarding, the airline must...

If your flight is cancelled, the airline must...

If your flight is delayed, the airline must...

If your baggage is damaged, delayed or lost, the airline must...

Having problems with your journey?

The European Union (EU) has strengthened your right. Here are the most important

If things wrong The EU created the set of rights to ensure air passengers are treated fairly. The airline operating your right is responsible for transporting you and your baggage and must respect your rights.



Denied boarding

Were you denied boarding because the airline did not have enough seats on the flight?



Cancelled flight

Has your flight been cancelled?

Long delays

Is your flight delayed for two hours or more?



Baggage

Has your checked-in baggage been damaged, delayed or lost?

DENIED BOARDING AND CANCELLATION. If you are denied boarding or your flight is cancelled, the airline operating your flight must offer you financial compensation and assistance. These rights apply, provided you check in on time, or any flight, including charter-

- from an EU airport, or
- to an EU airport from one outside the EU, when operated by an EU airline

DENIED BOARDING

When there are too many passengers for the seats available, an airline must first ask for volunteers to give up their seats in return for agreed benefits. These must include the choice of either refund of your ticket or alternative transport to your destination. If you are not a volunteer, the airline must pay you compensation of:

- €250 for flights of 1,500 km or less
- €400 for longer flights within the EU, and for other flights between 1,500 km and 3,500 km
- €600 for flights over 3,500 km outside the EU.

The airline must also give you -

- a choice of either a refund or your ticket (with a free flight back to your initial point of departure when relevant) or
- alternative transport to your destination, and meals and refreshments, hotel accommodation when necessary (including transfers), and communication facilities.

CANCELLATION

Whenever your flight is cancelled, the operating airline must give you:

- a choice of either a refund or your ticket (with a free flight back to your initial point of departure when relevant) or
- alternative transport to your destination, and meals and refreshments, hotel accommodation when necessary (including transfers), and communication facilities.

The airline may also have to compensate you at the same level as for denied boarding, unless it gives you sufficient advance notice. You shall be informed about alternative transport

Refunds may be in cash, by bank transfer or cheque or, with your signed agreement, in travel vouchers, and must be paid within seven days.

If you do not receive these rights, complain immediately to the airline operating the flight.

LONG DELAYS / IMMEDIATE ASSISTANCE

If you check in on time for any flight, including charters: from an EU airport, or to an EU airport from one outside the EU, when operated by an EU airline and if the airline operating the flight expects a delay

- of two hours or more, for flights of 1,500 km or less
- of three hours or more, for longer flights between 1,500 and 3,500 km
- of four hours or more for flights over 3,500 km the airline must give you meals and refreshments, hotel accommodation when necessary (including transfers), and communication facilities.

When the delay is five hours or more, the airline must also offer to refund your ticket (with a free flight back to your initial point of departure when relevant). If you do not receive these rights, complain immediately to the airline operating the flight.

BAGGAGE

You may claim up to €1,000 for damage caused by the destruction, damage, loss, or delay of your baggage on a flight by an EU airline, anywhere in the world. If the airline does not agree with your claim, you may go to court.

For damage to checked-in baggage, you must claim in writing within seven days of its return and for delayed baggage within 21 days of its return.

Exercise 4.3

Answer the following questions:

Denied Boarding:

- a. What rights and assistance are you entitled to if you are denied boarding or if your flight is canceled?
- b. Under what conditions do these rights apply?

Compensation for Denied Boarding:

- a. What is the first step an airline must take if there are too many passengers for the available seats?
- b. If you are not a volunteer, what compensation are you entitled to for a flight longer than 3,500 km outside the EU?

Options for Compensation:

- a. What are the two options for compensation if you are denied boarding, and you are not a volunteer?
- b. Besides compensation, what other services must the airline provide in case of denied boarding?

Cancellation:

- a. What options must the operating airline provide if your flight is canceled?
- b. When can the airline compensate you at the same level as for denied boarding?

Refund Process:

- a. How can the airline provide refunds, and within what timeframe must they be paid?
- b. If you do not receive the specified rights, what action should you take?

Long Delays/Immediate Assistance:

- a. What immediate assistance must the airline provide if your flight expects a delay of three hours for a longer flight between 1,500 and 3,500 km?
- b. If the delay is five hours or more, what additional option must the airline offer?

Baggage Claims:

- a. How much can you claim for damage to your baggage caused by an EU airline?
- b. What are the time limits for claiming damages for checked-in baggage and delayed baggage?

Exercise 4.4.

Choose the appropriate information according to the text:

1. If you are denied boarding or your flight is canceled, what must the airline offer you?
 - a. A free flight back to your initial point of departure.
 - b. Financial compensation and assistance.
2. Under what conditions do these rights apply?
 - a. Only for flights from an EU airport.
 - b. Only for flights to an EU airport from one outside the EU when operated by a non-EU airline.
 - c. For any flight, including charters, from an EU airport, or to an EU airport from one outside the EU when operated by an EU airline.
3. What compensation must the airline provide if there are too many passengers for the available seats?
 - a. €250 for flights over 3,500 km outside the EU.
 - b. €400 for flights within the EU and other flights between 1,500 km and 3,500 km.
 - c. €600 for flights of 1,500 km or less.
4. If you are denied boarding and not a volunteer, what additional options must the airline provide?
 - a. Alternative transport to your destination and meals and refreshments.
 - b. A refund of your ticket and free flight back to your initial point of departure.
 - c. Compensation of €600 for flights over 3,500 km outside the EU.
5. What must the airline provide if your flight is canceled?
 - a. Only a choice of either a refund or your ticket.
 - b. Alternative transport to your destination, and meals and refreshments.
 - c. Compensation at the same level as for denied boarding.
6. What options are available for refunds, and within what timeframe must they be paid?
 - a. Refunds must be in cash, by bank transfer or cheque, and must be paid within seven days.
 - b. Refunds may only be in travel vouchers.
 - c. Refunds must be in cash or bank transfer but have no specific timeframe.

7. In case of long delays, what assistance must the airline provide if you check in on time?
 - a. For flights over 3,500 km, assistance is provided for delays of three hours or more.
 - b. For flights of 1,500 km or less, assistance is provided for delays of four hours or more.
 - c. For longer flights between 1,500 and 3,500 km, assistance is provided for delays of three hours or more.
8. For baggage claims, how much can you claim for damage caused by an EU airline?
 - a. Up to €1,000.
 - b. Up to €500.
 - c. Up to €2,000.
9. What is the time limit for claiming damages for delayed baggage?
 - a. Within seven days of its return.
 - b. Within 14 days of its return.
 - c. Within 21 days of its return.

GRAMMAR IN USE

Exercise 4.5

Fill in the blanks with the correct form of the verbs in either Present Simple or Present Continuous

1. The pilot usually _____ (fly) a plane, but today he _____ (study) the new navigation system.
2. Passengers _____ (board) the aircraft right now, while the ground crew _____ (load) the luggage.
3. Every month, the airline company _____ (release) a newsletter about its latest achievements, but this month they _____ (not/release) anything yet.
4. Look! The flight attendants _____ (serve) drinks to the passengers, while the captain _____ (announce) the weather conditions.
5. My friend usually _____ (travel) by air, but this week he _____ (drive) to his destination.
6. At the moment, the air traffic controllers _____ (coordinate) the movements of several planes in the airspace.
7. Aircraft engines _____ (produce) a lot of noise, so passengers often _____ (wear) noise-canceling headphones.
8. The company's CEO _____ (visit) the maintenance hangar every month, but today he _____ (have) a meeting with the investors.
9. The airline _____ (offer) special discounts on tickets during the holiday season, but right now they _____ (not/offer) any promotions.
10. Passengers _____ (wait) in the departure lounge while the airline staff _____ (check) their documents.

11. The airline usually _____ (provide) complimentary meals during long flights, but today they _____ (not/provide) anything.
12. As we speak, the ground crew _____ (load) the cargo onto the plane, while the passengers _____ (wait) in the terminal.
13. Passengers often _____ (experience) turbulence during the flight, but right now everything _____ (be) calm and smooth.
14. The flight attendant _____ (serve) coffee to the passengers, while the pilot _____ (communicate) with air traffic control.
15. The airline CEO _____ (fly) to different destinations regularly, but this month he _____ (stay) at the company headquarters.
16. Airports _____ (implement) new security measures from time to time, but currently, they _____ (not/implement) any changes.
17. While the aircraft _____ (approach) the runway, the cabin crew _____ (instruct) passengers on safety procedures.
18. The airline usually _____ (operate) daily flights to major cities, but this week they _____ (reduce) the number of flights.
19. Passengers _____ (often/request) assistance for various reasons, but right now no one _____ (request) anything.
20. The airline's marketing team _____ (work) on a new advertising campaign, but today they _____ (focus) on customer feedback.

Exercise 4.6

Choose the correct form of the verb (Present Simple or Present Continuous) to complete each sentence

1. The airplane engine _____ a lot of noise.
 - a. makes
 - b. is making
2. The flight attendants _____ the safety demonstration right now.
 - a. perform
 - b. are performing
3. Passengers _____ their boarding passes at the gate.
 - a. show
 - b. are showing
4. The airline CEO usually _____ business meetings on Mondays.
 - a. has
 - b. is having
5. The air traffic controller _____ the planes in the sky.
 - a. directs
 - b. is directing
6. Look! The passengers _____ excited about the beautiful view.
 - a. look
 - b. are looking

7. The airline policy _____ that all electronic devices _____ off during takeoff and landing.
- a. states / are turned
 - b. state / turn
8. The pilot _____ the final checks before departure.
- a. completes
 - b. is completing
9. The airport security _____ random security checks this week.
- a. conducts
 - b. is conducting
10. My friend usually _____ a window seat, but today he _____ an aisle seat.
- a. prefers / is preferring
 - b. prefer / preferring



Incident	Passenger action	Airline action
1 Five passengers overbooked on flight from London to Paris	No passengers volunteered to go on to alternative flight	Passengers selected randomly and put on alternative flight (three hours later). Free meal and drink given as compensation, plus €50 voucher for the Gift Shop.
2 Flight from Rome to New York cancelled at last minute due to technical problems	All passengers moved on to flight on next day	Hotel accommodation given (plus meals and transfers). In addition compensation of €250 paid to each passenger.
3 Flight from Zurich to Dublin delayed by one hour and 30 minutes	n/a	Free drink given to all passengers.
4 Flight from Madrid to Tokyo delayed by seven hours	Nearly all passengers agreed to wait, but two wanted to cancel and get a refund	Meals and refreshments given, plus offer of airport hotel accommodation. No refunds given.
5 Baggage lost on Bonn to London flight	Passenger claimed compensation	€2,000 Passenger given €1,000 compensation and a 10% discount voucher for a future flight.
6 Suitcase damaged, and contents broken and missing (on same flight as 5)	Passenger made verbal report to clerk, but written claim received eight days later	Passenger given €100 compensation.

SPEAKING AND DISCUSSION

Exercise 4.7

In groups, look at this airline ‘incident and action log’.

- 1 For each of the incidents decide if the airline acted correctly according to the European Commission leaflet.
- 2 Have any incidents like this ever happened to you, or someone you know? Tell the rest of the group about it.

Exercise 4.8

Answer the questions:

- 1 At airports customers must be cared for, but they must also be controlled. Can you think of examples where *care* and *control* are needed at the airport?
- 2 What are the safety or security risks in the cartoon?
- 3 What should the member of staff say to the passenger?

UNIT 5

PASSENGERS' PROBLEMS AT AIRPORTS

Part II

LISTENING COMPREHENSION

Exercise 5.1

Work in pairs. What problems can passengers have at airports (a) with their luggage, (b) if they arrive late?

Exercise 5.2

Listen to two dialogues and do the following tasks:

1. Answer the question:
In which dialogue is the airport employee showing care and in which is she showing control?
2. Make notes on the problems and answer the question:
What solution(s) is / are offered in each case?

Exercise 5.3

Listen again. Complete the sentences. You may need more than one word per space

1. _____ to the oversized baggage desk-sometimes bags go there _____.
2. Yes, I _____.
3. In the meantime, _____ fill in this form, so we can trace it?
4. If you _____ wait over there, _____ this out.
5. Excuse me, sir I'm _____, but you _____ through there.
6. I am afraid _____ - the cabin doors have been shut.
7. Sir, _____ the barrier! If you do _____ call security!
8. Now _____ my colleague at the airline desk over there, _____ that you get on the next available flight.

Exercise 5.4 *Complete the sentences by choosing the correct words or phrases from the conversation:*

Conversation A

- A: I was on _____ and my suitcase hasn't come through yet.
B: Flight AZ402? Yes, that should be through by now. Go over to the _____ - sometimes bags go there by mistake.
A: I've already done that. It's not there. This is very bad, you know. This sort of thing has never happened to me before.
B: Yes, I understand. OK, I'll phone through to the _____ to see if there's anything left below. In the meantime, can you start to fill in this form, so we can _____? What does the bag look like?

A: It's a small brown leather suitcase with a blue ribbon on it. I'm a bit concerned: my sister's meeting me and I know she's going to be getting worried.

B: OK, I'll put a message through to the staff in arrivals. What's your sister's name?

A: _____.

B: Thank you. Right. If you just wait over there, we'll sort this out.

Conversation B

Complete the sentences by choosing the correct words or phrases from the conversation:

C: Excuse me, sir. I'm sorry, but you can't go through there.

D: Why not? We're going to miss the flight otherwise.

C: I'm afraid you're too late - the _____ have been shut.

D: But I can see the door. Surely they can let us in - we're only _____.

C: I'm afraid that's not possible. Once the cabin doors have been shut, no one can go on.

D: That's ridiculous! What are we supposed to do? It's your stupid _____ that made us late in the first place. We're going through anyway. Come on...

C: Sir, do not go through the barrier! If you do, I'll have to call _____.

D: Hmm.

C: Thank you, sir. Now, if you see my colleague at the _____ over there, she'll make sure that you get on the next available flight. You may not have to wait long - there's another flight in an _____.

D: OK

Exercise 5.5

Answer the following questions:

Conversation A

1. What flight was the person on, and what is the issue?
2. What suggestion does person give to resolve the issue initially?
3. What has the person already done, and what is their concern?
4. What does person offer to do, and what request do they make?
5. How does the person describe the suitcase, and why are they concerned?
6. What does person decide to do after hearing about the sister and the concern?

Conversation B

1. Why does one person stop other person from going through?
2. How does person respond to being told they are too late?
3. What does person explain regarding the cabin doors being shut?
4. What complaint does person make, and what do they threaten to do?
5. How does person respond to the threat, and what does person say?
6. What alternative solution does one person offer to other person?
7. How does person react to the alternative solution?

GRAMMAR IN USE

Exercise 5.6

Complete the sentences with the appropriate form of the verbs in brackets, either in the Past Simple or Present Perfect Tense

1. The pilot (fly) _____ to over 50 different countries during his career.
2. Last year, the airline (introduce) _____ a new route from London to Tokyo.
3. By the time we (arrive) _____ at the airport, the flight had already departed.
4. The passengers (experience) _____ some turbulence before the seatbelt sign was turned off.
5. Before the pandemic, I (never / be) _____ on a private jet.
6. The aviation industry (undergo) _____ significant changes in recent years.
7. By the time the rescue team (arrive) _____ at the crash site, the passengers had already been evacuated.
8. The airline (announce) _____ a delay due to technical issues, and passengers were asked to wait in the terminal.
9. I (just / receive) _____ my pilot's license last month.
10. The flight attendants (serve) _____ refreshments to the passengers when the turbulence started.
11. Before this trip, I (never / fly) _____ in a helicopter.
12. The aviation authorities (implement) _____ new safety regulations in response to recent incidents.
13. The passengers (already / board) _____ the plane by the time I arrived at the gate.
14. Our flight (get) _____ delayed because of adverse weather conditions.
15. Since I (start) _____ working in aviation, I have gained a lot of valuable experience.

Exercise 5.7

Choose the correct variant (Past Simple or Present Perfect) to complete each sentence.

1. The flight (depart / has departed) an hour ago.
2. The air traffic controller (gave / has given) clear instructions to the pilot during the entire flight.
3. Last year, the airline (introduced / has introduced) a new fleet of aircraft.
4. The passengers (already boarded / have already boarded) the plane before the announcement was made.
5. The aviation industry (underwent / has undergone) significant changes in the 21st century.
6. By the time we (landed / have landed) at the destination, everyone was eager to disembark.
7. I (never / flew) in a seaplane until my vacation in the Maldives.
8. The flight attendants (served / have served) meals to the passengers shortly after takeoff.
9. Since he (completed / has completed) his pilot training, he has flown various types of aircraft.

10. The airport security (checked / has checked) all the luggage before allowing passengers to enter the terminal.
11. The aviation authorities (recently implemented / have recently implemented) new safety regulations.
12. When we (arrived / have arrived) at the gate, the ground crew had already prepared the plane for departure.
13. The pilot (flew / has flown) through turbulent weather conditions but managed to land the plane safely.
14. I (never / traveled) in a private jet until my business trip to Dubai last month.
15. The airline (issued / has issued) an official apology for the inconvenience caused during the delay.

SPEAKING AND DISCUSSION

Exercise 5.8

Controlling passengers

Look at the situations. For each one, decide why it is wrong, give a possible reason for the passengers' behaviour, and say what level of firmness is required.

- Passenger not waiting behind line at immigration
- Passenger not wanting to take off shoes at security check
- Passenger refusing to open suitcase at customs
- Passenger going through a door marked 'Private'
- Think of another

In pairs, role-play the situations. Passengers should be insistent; employees should be firm but polite.

Module Test 1

1. Could you explain step of collecting baggage?
 - a. Enter the airplane and look for your bag.
 - b. Exit the airplane, follow signs for baggage claim, and wait for your bag at the conveyor belt.
 - c. Immediately leave the airport after landing.
2. Could you explain step of learning the baggage requirements?
 - a. Buy a ticket.
 - b. Ensure that your luggage meets airline requirements by checking specifications on the airline's website.
 - c. Pack your carry-on bag carefully.
3. Could you explain step of buying a ticket?
 - a. Arrive at the airport early.
 - b. Search for your flight ticket online, select a suitable flight, and follow the instructions for purchase.
 - c. Pack your carry-on bag carefully.
4. Could you explain step of arriving the airport?
 - a. Arrive at the airport just in time for your flight.
 - b. Arrive at the airport early, allowing extra time to navigate through the airport.
 - c. Arrive at the airport after your flight has departed.
5. Could you explain step of packing the baggage?
 - a. Pack as much as you can in your carry-on bag.
 - b. Pack liquids in any size container.
 - c. Pack your carry-on bag carefully, following the airline's guidelines for liquids.
6. Could you explain step of checking in?
 - a. Check in at the security checkpoint.
 - b. Check in at the airline desk, present your photo identification, and receive boarding passes.
 - c. Check in only if you have selected seats.
7. Could you explain step of security check?
 - a. Go through security, present your ID, and board the plane.
 - b. Go through security, remove shoes and jacket, and follow instructions for screening.
 - c. Go through security only if you have a laptop.
8. Could you explain step of boarding the plane?
 - a. Find your gate and board immediately.
 - b. Follow signs to security.
 - c. Find your gate, wait until your group is called, and board according to your row.

9. Could you explain step of getting ID?
 - a. Gather photo identification such as a driver's license or passport.
 - b. Get your boarding passes and ID card at the gate.
 - c. Do not worry about ID when traveling within your home country.
10. Passport Control is related to:
 - a. Board the plane
 - b. Passport control
 - c. Security check
 - d. Immigration
11. After passing through Passport Control, passengers wait in the:
 - a. Security check
 - b. Immigration
 - c. Departure lounge
 - d. Arrival halls
12. Baggage is collected at the:
 - a. Baggage reclaim
 - b. Check-in desk
 - c. Departure gate
 - d. Get off the plane (disembark)
13. The process of verifying a passenger's identity and travel documents is called:
 - a. Board the plane
 - b. Passport control
 - c. Security check
 - d. Immigration
14. Security screening of passengers and their belongings is done at:
 - a. Board the plane
 - b. Passport control
 - c. Security check
 - d. Immigration
15. What do you call the process of getting on an airplane?
 - a. Receive
 - b. Enter
 - c. Board
 - d. Land
16. Where do passengers typically the airplane before takeoff?
 - a. Receive
 - b. Land
 - c. Enter
 - d. Board

17. What is the area in an airplane where the pilots control the aircraft called?
 - a. Cockpit
 - b. Cabin Crew
 - c. Airliner
 - d. Announcement
18. Which term refers to the shaking or unsteady movement experienced during a flight?
 - a. Turbulence
 - b. Conveyor Belt
 - c. Land
 - d. Taxi
19. How do passengers usually get from the airport terminal to the airplane on the ground?
 - a. Taxi
 - b. Announcement
 - c. Trolley
 - d. Airliner
20. What is the designated path for the movement of luggage at airports?
 - a. Land
 - b. Conveyor Belt
 - c. Board
 - d. Enter
21. What is the area where passengers wait before their flight called?
 - a. Board
 - b. Departure Lounge
 - c. Check
22. Where do passengers go through a security screening process before boarding the flight?
 - a. Hand Luggage
 - b. Immigration Officer
 - c. Take Off
23. Where can passengers find the counter to register for their flight and receive their boarding passes?
 - a. Aisle
 - b. Check-In Desk
 - c. Weigh
24. What is the process of an aircraft leaving the ground and becoming airborne called?
 - a. Departure
 - b. Available
 - c. Take Off

25. Who is responsible for inspecting and clearing passengers through customs at the airport?
- a. Hand Luggage
 - b. Customs Officer
 - c. Board
26. What document is typically required for international travel?
- a. Visa
 - b. Check-in
 - c. Aisle seat
 - d. Passport
27. What is the process of confirming your presence on a flight at the airport counter?
- a. International
 - b. Ticket
 - c. Baggage
 - d. Check-in
28. Where might you prefer to sit if you want a view out of the window during the flight?
- a. Domestic
 - b. Seat assignment
 - c. Boarding pass
 - d. Window seat
29. What is the piece of paper or electronic document that allows you to board a flight?
- a. Baggage claim
 - b. Flight
 - c. Boarding pass
 - d. Seat assignment
30. Where do you collect your checked luggage after arriving at your destination?
- a. Carry-on
 - b. Claim check
 - c. Reservation
 - d. Baggage claim
31. Which type of flight is within a single country's borders?
- a. International
 - b. Flight number
 - c. Domestic
 - d. Gate

32. Under what circumstances are passengers entitled to financial compensation and assistance according to the provided text?
- When there is turbulence during the flight
 - When the flight is delayed due to weather conditions
 - When denied boarding or flight cancellation occurs
 - When passengers change their seats voluntarily
33. What conditions must be met for the rights mentioned in the text to apply?
- Passengers must bring their own food onboard
 - Passengers must check in late for their flight
 - Passengers must check in on time
 - Passengers must only travel from non-EU airports
34. Which flights are covered by the mentioned rights?
- Flights within a single EU country
 - Flights operated by non-EU airlines
 - Flights from an EU airport or to an EU airport from outside the EU, operated by an EU airline
 - International flights not involving the EU
35. What must airlines offer to passengers when there are too many passengers for the available seats?
- Discounts on future flights
 - Refund of tickets or alternative transport
 - Free in-flight meals
 - Priority boarding on the next available flight
36. If a passenger is not a volunteer for giving up their seat, what is the airline required to provide?
- A free upgrade to a higher class
 - Compensation
 - Extra baggage allowance
 - In-flight entertainment vouchers
37. According to the text, what is the minimum expected delay for flights of 1,500 km or less, for which the airline must provide meals and refreshments?
- One hour or more
 - Two hours or more
 - Three hours or more
 - Four hours or more
38. For flights between 1,500 and 3,500 km, what is the minimum expected delay for which the airline must provide meals, refreshments, and other assistance?
- Two hours or more
 - Three hours or more
 - Four hours or more
 - Five hours or more

39. If the delay of a flight operated by an EU airline is over 3,500 km, what services must the airline offer to passengers?
- Meals and refreshments
 - Hotel accommodation and transfers
 - Communication facilities
 - All of the above
40. What additional offer must the airline make if the delay is five hours or more?
- A free upgrade to business class
 - A partial refund of the ticket
 - A refund of the ticket with a free flight back to the initial point of departure
 - A voucher for future travel
41. How long do passengers have to claim for damage to checked-in baggage, according to the text?
- 14 days
 - 21 days
 - 30 days
 - 45 days
42. Where can you inquire about hotel reservations?
- information
 - cashier
 - restaurant / café
 - railway station
43. What should you do if you've lost something in this area?
- luggage trolleys
 - smoking area
 - lost property
 - customs
44. Where can you find a smoking area?
- toilets
 - smoking area
 - escalators
 - telephones
45. Where can you get information about departures?
- departures
 - shops
 - arrivals
 - email and Internet
46. If you need to exchange currency, where should you go?
- cashier
 - bureau de change
 - hairdressers
 - bar

47. Where can you have a meal or a coffee?
- a. baggage store
 - b. luggage trolleys
 - c. restaurant / café
 - d. car rental
48. Where can you get first aid assistance?
- a. post office
 - b. first aid
 - c. telephones
 - d. toilets
49. What is the meaning of «conveyer belt»?
- a. get, accept or take
 - b. continuous belt or band that moves on rollers and is used for transporting loads
 - c. statement in spoken or written form that makes something known
 - d. compartment for the pilot and crew of an aircraft
50. What is the definition of «cockpit»?
- a. a large passenger aircraft
 - b. people working on an aircraft
 - c. continuous belt or band that moves on rollers and is used for transporting loads
 - d. compartment for the pilot and crew of an aircraft

MODULE 2

UNIT 6

BIGGEST AIRPORTS IN THE WORLD

READING COMPREHENSION

Exercise 6.1

Read and translate the text about the biggest airports in the world given in the reverse order



BIGGEST AIRPORTS IN THE WORLD

Transportation industry has been moving towards up and air traffic has been rising day by day all over world, airlines are becoming larger and larger. Air transport has seen tremendous growth in last few decades and effectively grabbed huge portion of the passengers who use roads and sea to travel. One of reasons to construct large airports is the massive number of passenger traffic pass through on daily basis while the second reason is to provide utmost space for landing and departing flights at the airports. An airport is defined in the law as any area of land or water used or intended for landing or take-off of aircraft including appurtenant area used or intended for airport buildings, facilities, as well as rights of way together with the buildings and facilities. There is a number of large airports in the world but we are talking about the largest airports with respect to its area. The list of top ten largest airports is given below.

10: Beijing Capital International Airport

Beijing Capital International Airport is situated in the northeast of Beijing's city centre surrounded by suburban Shunyi District. The airport is owned and operated by a state-controlled company which is called Beijing Capital International Airport Company Limited. It is considered as one of busiest airport in the world with respect to passengers' traffic. Beijing Capital International Airport is luxurious one in true sense having fantastic construction style and elegant departments while 86,130,390 passengers have been passed through approximately having 581,773 registered flights movements. The area of airport is nearly 2330 ha for which it also one of largest airports in the world.

9: Cairo International Airport

Cairo International Airport is the largest and busiest airport in Egypt and at the same time it is one of the largest airports in the world. The airport is located in Heliopolis, to the northeast of Cairo around fifteen kilometres from the business area of the city and has an area of approximately 37 km². It covers total area of 2550 ha, has a value as primary hub for various airlines such as Alexandria Airlines, ALMasria Universal Airlines, Egypt Air Express and AMC Airlines among others. Located in the northeast of Cairo the airport is also the busiest one in Egypt with 14,711,500 passengers It has three terminals for movements of flights, cargo transport while Hall 4 of terminal one is used for private and executive jet services functioned independently from the commercial passenger terminal.

8: Chicago O'Hare International Airport

Chicago International Airport O'Hare is located in the northwest of Chicago, Illinois, named as the third busiest airport in all fifty states of America. It has the sixth position among the world's busiest airports by passenger count. Chicago O'Hare International Airport is currently serving as the second largest hub for United Airlines, American Airlines and Air Choice One. It is owned by Chicago Department of Aviation. O'Hare covers 2610 ha with total passenger volume of 70,075,204 and 881,933 aircraft movements.

7: Bangkok International Airport

Known as Suvarnabhumi Airport Bangkok International Airport is operated by Airports of Thailand PLC. It handles domestic and international flights. Suvarnabhumi Airport has total 289,568 movements annually following 38,143,562 international passengers and 8,279,790 domestic passengers. The airport is one of world's largest airports covering area of 2980 ha, a major hub for Orient Thai Airlines, Bangkok Airways, Asia Atlantic Airlines and Thai Airways International among others. The Bangkok International Airport is amazingly constructed. It gives exceptional views of its buildings of its lounges, inner courtyard and departure hall. During the COVID-19 pandemic, the airport was temporarily converted to a hospital and vaccination center.

6: Madrid Barajas

Spain largest and busiest international airport Madrid Barajas stands among the largest airports in the world with the total area of 3050 ha. It is situated in the northeast of Puerta Del Sol in the Madrid's centre. The airport is home to 41,833,374 passengers annually with total 342,601 movements every year. Madrid Barajas cargo transport has grown since last few years. The hub for Iberia and Air Europe has the highest number of flight operations in Europe and is considered as the second busiest airbus routes in Europe.

5: Charles de Gaulle Airport

Charles de Gaulle Airport is located northeast of Paris serving as a principal hub for FedEx Express, Air France and Delta Air Lines. The airport has almost 62,052,917 passenger volume with total 497,763 aircrafts operations, ranked among busiest airport in Europe. Charles de Gaulle Airport covers the area of 3200 ha making it France's largest international airport and one of largest airports all over world. It has three terminals. Terminal 2 is divided into several halls making it more specific with respect to landings and departures.

4: Shanghai Pudong International Airport

Shanghai Pudong International Airport has great importance for major international flights. It is a hub for most of Asian airlines such as DHL Aviation, China Cargo Airlines, FedEx Express, China Eastern Airlines, Shanghai Airlines and Yangtze River Express. China's third busiest airport is spread on land area of 3350 ha and stands among the largest airports in the world which handles 51,661,800 passengers every year. Pudong International Airport is operated by Pudong International Airport. It has three terminals. Shanghai Pudong is the busiest international hub in China, and about half of its total passenger traffic is international.

3: Dallas/Fort Worth International Airport

The airport is one of largest airports in the world and the second largest in the United States covers the area of 7800 ha and major hub for American Airlines, Ameriflight and UPS Airlines. Dallas/Fort Worth International Airport has five terminals naming A, B, C, D and E. It has 165 gates for flights operations. The airport is constructed to reduce the distance of passengers from their cars to the terminal. As of April 2023, Dallas/Fort Worth International Airport has service to more nonstop destinations than any other airport in North America.

2: Denver International Airport

It is the largest airport in the United States of total area 13726 ha and the second largest in the world. Denver International Airport is a hub for major airlines like United Airlines, Frontier Airlines, and Great Lakes Airlines. It has 31,004,575 annual passengers and 635,445 flight operations. Denver International airport was named as the best Airport in North America. Denver International Airport has been among the top 20 busiest airports in the world every year since 2000.

1: King Fahd International Airport

King Fahd International Airport in Dammam, Saudi Arabia was opened in October 1999. The world's largest airport with respect to land area of 78000 ha King Fahd International Airport is located in northwest of Dammam, Saudi Arabia. It is operated by General Authority of Civil Aviation. The airport is considered as a major hub for Saudi Arabia. The six-story terminal of airport is divided in such a way that three of its terminals are intended for passengers processing, the third level is for arrivals, the fourth level is for boarding and the sixth level is for departures while a Royal terminal is reserved for Saudi Royal Family, government high profile personnel and official guests.

Exercise 6.2

Answer the following questions. Compare your answers with your groupmates' responses:

- 1 What is one of the major reasons to design and build large airports?
- 2 How can you explain the word "airport"?
- 3 Which airports are considered to be the second and the third busiest airports in the United States of America?
- 4 What is the name of the largest and busiest international airport in Spain?
- 5 How many terminals and gates are there at Dallas/Fort Worth International Airport?
- 6 Which airport is the world's largest with respect to land area and where is it located?
- 7 For what purposes is Hall 4 of terminal one used at Cairo International Airport?
- 8 Which airport has fantastic construction style and elegant departments?
- 9 In what way is Terminal 2 at Charles de Gaulle Airport divided?
- 10 How many terminals does Shanghai Pudong International Airport have?
- 11 Which airport was temporarily converted to a hospital and vaccination center during the COVID-19 pandemic?

Exercise 6.3

Try to guess the airport! Read and analyze which airport the following statements refer to:

- 1 This airport is one of largest airports in the world and the second largest in the United States.
- 2 The airport is considered as one of busiest airport in the world with respect to passengers' traffic.
- 3 The world's largest airport with respect to land area of 78000 ha King Fahd International Airport is located in northwest of Dammam, Saudi Arabia.

- 4 This airport is located northeast of Paris serving as a principal hub for FedEx Express, Air France and Delta Air Lines.
- 5 The airport is located in the northwest of Chicago, Illinois, named as the third busiest airport in all fifty states of America.
- 6 The location of this airport is in Heliopolis.
- 7 The airport has five terminals naming A, B, C, D and E.
- 8 This airport is spread on land area of about 3300 ha and stands among the largest airports in the world which handles about 52,000,000 passengers every year.
- 9 The airport has the highest number of flight operations in Europe and is considered as the second busiest airbus routes in Europe.
- 10 This airport gives exceptional views of its buildings of its lounges, inner courtyard and departure hall.

Exercise 6.4

Analyze the text and decide if the sentences are true (T) or false (F). Correct the false ones:

- 1 Air traffic has been growing day by day all over world. T/F
- 2 Air transport has effectively taken great portion of the passengers who use roads and sea to travel..... T/F
- 3 One of the reasons to build large airports is to provide less space for landing and departing flights at the airports. T/F
- 4 Beijing Capital International Airport is situated in the northwest of Beijing's city centre. T/F
- 5 Cairo International Airport covers total area of about 2500 ha. T/F
- 6 Chicago International Airport O'Hare is named as the second busiest airport in all fifty states of America. T/F
- 7 Bangkok International Airport handles only international flights..... T/F
- 8 Madrid Barajas passenger transport has grown since last few years. T/F
- 9 Charles de Gaulle Airport serves as a principal hub for FedEx Express, Air France and Delta Air Lines. T/F
- 10 Shanghai Pudong is the busiest international hub in China, and about half of its total passenger traffic is domestic. T/F
- 11 As of April 2023, Dallas/Fort Worth International Airport has service to more nonstop destinations than any other airport in South America. T/F
- 12 Denver International Airport has been among the top 20 busiest airports in the world every year since 2020..... T/F
- 13 King Fahd International Airport in Dammam, Saudi Arabia was opened in October 1999. T/F

VOCABULARY PRACTICE

Exercise 6.5

Read the definitions and rearrange these letters to find the correct words from the unit. All of them are nouns

<i>gunole</i>	an area at the airport for sitting and relaxing in lounge
<i>maretiln</i>	a part of the airport where passenger arrive and depart terminal
<i>ralinie</i>	a company that owns aircraft and takes people or goods by plane from one place to another airline
<i>glifht</i>	a journey in a plane flight
<i>tapiror</i>	a place where planes arrive and depart airport
<i>sapesgnre</i>	someone who travels in an aircraft but not the driver of or one of the people who works on it passenger
<i>buh</i>	a central airport that passengers can fly to from smaller local airports hub
<i>ciftarf</i>	aircraft that travel from one place to another aircraft
<i>tage</i>	the place at an airport where people get on a plane gate
<i>rasntoptr</i>	the system that is used for travelling or for moving goods from one place to another transport

Exercise 6.6

a) Match the word combinations (all of them are adjective + noun) from the text of this Unit. Try to find them in the text.

b) Make up your own sentence with each phrase.

- | | |
|-----------------|--------------|
| 1 elegant | a basis |
| 2 tremendous | b hub |
| 3 international | c portion |
| 4 daily | d growth |
| 5 exceptional | e passengers |
| 6 major | f guests |
| 7 official | g courtyard |
| 8 huge | h space |
| 9 inner | i views |
| 10 utmost | j department |

GRAMMAR IN USE

Exercise 6.7

Put the verbs in brackets into the Present Simple or Past Simple Passive

- 1 Zhuliany Airport _____ (locate) about seven kilometres (four nautical miles) southwest of Kyiv city centre.
- 2 Dallas/Fort Worth International Airport _____ (consider) to be one of busiest airport in the world.
- 3 During the COVID-19 pandemic, the airport _____ temporarily (convert) to a hospital and vaccination center.
- 4 An airport _____ (define) in the law as any area of land or water used or intended for landing or take-off.
- 5 All modern large airports _____ (construct) to provide comfort for passengers.
- 6 The airport _____ (construct) to reduce the distance of passengers from their cars to the terminal.
- 7 Domestic and international flights _____ (handle) by Zhuliany Airport and Boryspil International Airport in Kyiv.
- 8 This fleet of aircraft _____ (reserve) for the Royal Family many years ago.
- 9 Boryspil International Airport in Kyiv _____ (open) in 1959.
- 10 All airport car parks _____ (locate) not far from the main terminal.

Exercise 6.8

Rewrite the following sentences. Instead of somebody or they etc., write a passive sentence

- 1 They are building a new airport not far from my friend's house.

- 2 Somebody uses the computers at their working places.

- 3 At first I didn't realize that somebody was listening to my conversation with the flight attendant.

- 4 Somebody has built a new hospital near the airport.

- 5 When we got to the airport, we found that they had cancelled our flight.

- 6 They make all aircraft of duralumin.

7 They have postponed the first flight of a new aircraft.

8 They broke the aircraft windscreen during the last flight.

9 Somebody celebrates the day of an air traffic controller on the 20th of October every year.

10 They will land the new aircraft according to the schedule.

Exercise 6.9

Make sentences from the words in brackets. Sometimes the verb is active, sometimes passive

1 The airport director can't use his office at the moment. (it / redecorate)

2 My ticket for the flight suddenly disappeared. (somebody / take)

3 My brother, who is an air traffic controller, gets a higher salary now. (he / promote)

4 When I went into the office, I saw that the tables, chairs and computers were not at the same place. (they / move)

5 The printer broke down yesterday, but now it's OK. (it / work again; it / repair)

6 The pilot living next door disappeared 3 months ago. (he / not / seen / since then)

7 The air traffic controller was mugged on his way home after the shift a few nights ago. (you / ever / mug?)

8 I wonder how my former supervisor is these days. (I / not / see / for ages)

9 My friend's documents have disappeared. (they / steal!)

10 This aircraft looks different. (you / paint it)

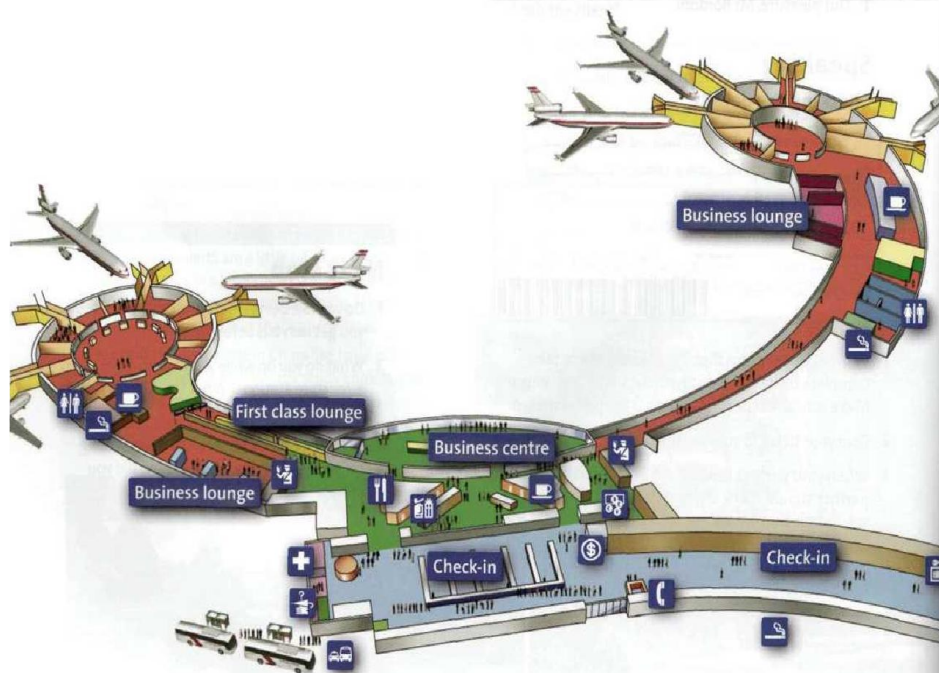
SPEAKING AND DISCUSSION

Exercise 6.10

Work in pairs! Look at the pictures!

What can you see in them?

Is the airport similar to your local airport?



Exercise 6.11

Discuss the following questions in groups. Exchange your replies

- 1 What other biggest international airports do you know?
- 2 What is the largest international airport in Ukraine?
- 3 What kinds of facilities do local and international airports provide?
- 4 Have you ever travelled by air? What were your points of departure and destination?
- 5 Do you think air transportation is the best way to travel?
- 6 Do you have an airport in the place where you live? Have you ever been there?
- 7 How do you think airports could be improved?
- 8 What is your most interesting airport experience?
- 9 How safe are airports?

Unit 7

AIRPLANE STRUCTURE



READING COMPREHENSION

Exercise 7.1

Look at the photograph above and the title of the text in the next exercise. What do you think you are going to read about? Some variants are suggested.

- 1 It will be about plane structure
- 2 It will tell you about the flight of the aircraft
- 3 You will read about the flight crew and cabin crew work
- 4 It will be about travelling by air

Add your own variant!

Then read and work with the text and decide if you were right or wrong.

The photograph is for attracting your attention!

Exercise 7.2

Put each of the following words or phrases into its correct place in the passage below

<i>air vents</i>	<i>cabin</i>	<i>captain</i>	<i>carry</i>	<i>co-pilot</i>
<i>crew</i>	<i>cruising speed</i>	<i>distances</i>	<i>flight</i>	
<i>flight engineer</i>	<i>galley</i>	<i>jet-propelled</i>	<i>passenger</i>	
<i>passenger list</i>	<i>safety belts</i>	<i>seats</i>	<i>size</i>	
<i>tourists</i>	<i>stewardesses</i>	<i>take-off</i>	<i>trip</i>	

Airliner

Airliners or _____ planes differ from light planes not only in _____ but also in speed and equipment. They are designed to _____ a greater number of people over longer _____ without stopping to refuel.

A passenger airliner has a comfortable _____ with soft carpets; adjustable upholstered _____, washrooms, and individual _____ and reading lights. It has a _____ for preparing food. Many airlines offer _____ economy class service, which costs less than first class travel.

The _____ of four-engine airliners ranges from about 350 mph for propeller-driven planes to more than 500 mph for _____ planes.

The _____ of an airliner works as a team to make the trip smooth and pleasant. While the passengers take their seats, the pilot or _____, co-pilot, flight engineer, and stewardesses prepare the plane for the _____. The pilot, assisted by the _____ checks the instruments and tests the controls. The _____ checks the other mechanical equipment. The stewardesses check the _____ to make sure that the passengers fasten their _____ for _____. Later, the _____ distribute magazines, serve meals, and do other things to make the _____ enjoyable.

Exercise 7.3

Discuss the text answering the following questions

- 1 What are the differences between the airliners and light planes?

- 2 Are passenger planes designed to fly over longer distances with additional refueling?

- 3 How can you describe a passenger cabin?

- 4 Which flight is more expensive for passengers – in economy class or first class?

- 5 What is the cruising speed of a passenger airliner?

- 6 How does the co-pilot assist the captain of the aircraft?

- 7 What are the flight engineer's responsibilities during the flight?

- 8 In what way do the stewardesses work with the passengers who are flying on board?

Exercise 7.4

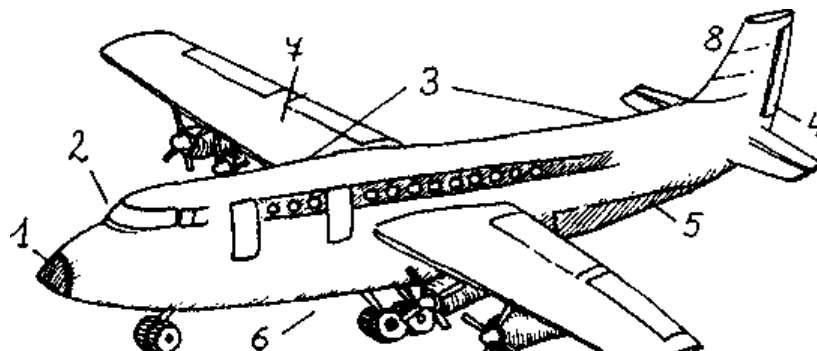
Read the text again and decide if the sentences are true or false. Correct the false ones. Exchange your ideas with your groupmates

- 1 Airliners or passenger planes differ from light planes only in size.
_____ T/F
- 2 Airliners need to make a stop in order to refuel.
_____ T/F
- 3 A passenger airliner has a special galley for preparing food.
_____ T/F
- 4 Economy class service on board costs more than first class travel.
_____ T/F
- 5 The crew of a passenger plane works as a team to make the trip smooth and enjoyable.
_____ T/F
- 6 The cruising speed of four-engine airliners range from about 350 mph for propeller-driven planes to more than 500 mph for jet-propelled planes.
_____ T/F
- 7 The pilot and the co-pilot checks the instruments and tests the controls.
_____ T/F
- 8 During the flight the stewardesses distribute magazines, serve meals, and do other things to make the flight pleasant.
_____ T/F

VOCABULARY PRACTICE

Exercise 7.5 *Parts of the aircraft*

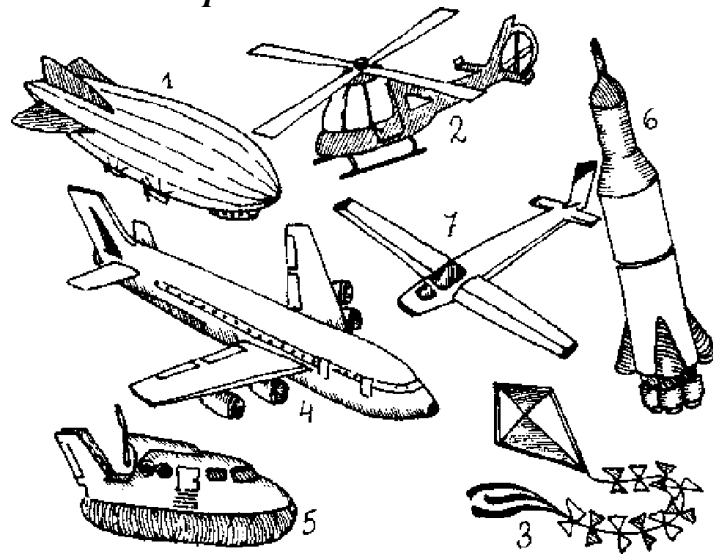
Match the indicated parts of the aircraft with their names



- | | | | |
|------------|------------|-------------------|-----------|
| ...cockpit | ... fin | ... fuselage | ... hatch |
| ...nose | ... rudder | ... undercarriage | ... wing |

Exercise 7.6

Match the names with the pictures



... airliner
... hovercraft

... airship
... kite

... glider
... spaceship

... helicopter

Exercise 7.7

Answer the clues. The number of letters is given

- 1 A _____
- 2 _____ I _____
- 3 _____ R _____
- 4 _____ - _____
- 5 _____ T _____
- 6 _____ R _____
- 7 _ A _____
- 8 _ V _____
- 9 _____ E _____
- 10 _ L _____

- 1 an area of land where aircraft can land and take off, be kept, repaired, etc. (7)
- 2 a trip by aeroplane, especially carrying passengers on a regular service (6)
- 3 a member of the cabin staff who looks after the passengers' needs (7)
- 4 the act of leaving the ground by an aeroplane (7)
- 5 a person who flies an aeroplane; captain (5)
- 6 a big building where planes are kept (6)
- 7 the act of coming down onto the ground again from the air (7)
- 8 the science or practice of flying (8)
- 9 all the people working on an aeroplane (4)
- 10 a plane without an engine (6)

Exercise 7.8

Read the sentences below. Find the missing words. Write them in the empty spaces and find these hidden words in the puzzle! (Words might be hidden horizontally, vertically and perhaps even back to front and diagonally...!)

- 1 The _____ Invented kites around 400 A.D. They used the kites in weather experiments and _____ ceremonies.
- 2 Brothers Joseph and Jacque _____ invented the first hot air balloons in 1783. The first hot air balloon carried a sheep, a rooster and a _____ for a mile.
- 3 Otto Lilienthal created the first _____ that could go longer distances and carry people. He wrote a book on aerodynamics that helped the _____ Brothers in their inventions.
- 4 George _____ built the first gliders in 1799. His gliders floated on air _____ but couldn't go long distances.
- 5 During World War 1, governments built _____ planes for fighting.
- 6 In 1485, Leonardo _____ drew pictures of flying machines.

G	A	R	R	E	L	I	G	I	O	U	S	L	P	I	G
E	D	S	H	E	E	O	G	T	H	G	I	R	W	C	L
S	E	G	F	Q	D	E	T	S	O	O	R	I	O	N	I
E	T	L	J	A	K	C	A	Y	L	E	Y	P	R	I	D
N	E	I	L	C	D	R	A	W	C	G	Y	B	R	V	E
I	N	S	U	V	S	T	N	E	R	R	U	C	A	A	R
H	M	D	P	U	F	I	G	H	T	I	N	F	W	D	S
C	K	T	I	M	R	E	I	F	L	O	G	T	N	O	M

SPEAKING AND DISCUSSION

Exercise 7.9

Work in small groups. Read some Inspirational Quotes about Flying. Comment on them. How far do you agree or disagree with the statements given below? Why / Why not? Prove your ideas and thoughts

- 1 Once you have tasted flight, you will forever walk the earth with your eyes turned skyward, for there you have been, and there you will always long to return.” - Leonardo da Vinci
- 2 “If birds can glide for long periods of time, then... why can't I?” – Orville Wright. (One of the Wright Brothers)
- 3 “The desire to fly is an idea handed down to us by our ancestors who... looked enviously on the birds soaring freely through space...” – Wilbur Wright. (One of the Wright Brothers)
- 4 “I fly because it releases my mind from the tyranny of petty things.” - Antoine de Saint-Exupéry
- 5 “That's one small step for man, one giant leap for mankind.” - Neil Armstrong

UNIT 8

AIRPORT VEHICLES

READING COMPREHENSION

Exercise 8.1

- 1) If you have some experience of travelling by plane, try to remember the vehicles at the airport which you saw there*
- 2) If you haven't flown by air yet, try to imagine the airport vehicles which could be at the airport*
- 3) In both cases make a list of such vehicles*

Exercise 8.2

Read, translate, analyze the text and say which vehicles from your list you have encountered in the text

At any airport there is a special range of vehicles that perform different functions. Let's have a look at some of the most important ones and their roles.

If you look through the windows of an airport terminal, you will often see catering trucks resupplying aircraft through a door. They are fitted with a temperature-controlled platform that can be lifted up to 20 ft with electro-hydraulic jacks. Once the platform is level with the cabin, trolleys full of food and beverages can be rolled into the aircraft galley, while food waste from the previous flight is unloaded.

Pushback tugs don't necessarily have to be more powerful than normal trucks in terms of horsepower, but they do need a very high torque to move fully loaded aircraft weighing hundreds of tons.

An absolute must-have for any airport is de-icing vehicles. In cold weather, ice might form at critical spots on the aircraft. To prevent this, before take-off an aircraft is sprayed thoroughly with a mix of hot water and some liquids.

Snow can be a very disruptive phenomenon for airports. Even a few inches can bring a major hub to a standstill. This is why airports in cold regions may use snow-clearing equipment such as snow-plowing, -sweeping and -blowing vehicles.

You can also see a follow-me car (or "leader van"), which guides aircraft to their stands or gates. Most are painted in bright, colourful designs to make it easier for pilots to see them.

When an air bridge is not available, apron buses are often used to shuttle passengers to and from the terminals. Some may look like typical city buses, but low-floor, high-capacity buses with few seats inside are the norm at many airports. Other, less conventional vehicles to move passengers to and from the aircraft, such as the "mobile lounge" vehicles still in use at some airports, have progressively fallen out of favor.

Airport shuttle busses take passengers to and from the plane. There is a special truck for refueling. A mobile lounge is a huge bus which rises to the level of the aircraft door. A tug is used for towing. Snow clearance operations are carried out by snow ploughs. Catering trucks deliver food for passengers. Fire trucks are used for extinguishing fires.

The role of this one is pretty self-explanatory. Prior to a flight, water trucks refill the aircraft water tanks with potable water. Lavatory tanks, though, follow a separate process, refilling the lavatory tanks with a mix of water and disinfecting chemicals.

Perhaps refueling trucks are the most important of ground support activities which can be called “fuel trucks”, or “fuel tankers”. No fuel, no flight — as simple as that.

Ground power units (GPUs) are small electrical generators whose role is to supply electrical power to the aircraft when the engines are not running.

Rapid response in the event of emergencies is a requirement at any airport. While emergency services use different types of vehicles, the fire trucks are equipped with a water cannon on top. These trucks are fast and very robust machines that can move with ease over different types of surfaces, including rough terrain between the runways and around the tarmac. They are also specifically designed to fight fires.

Exercise 8.3

Answer the questions to the text and comment on the sentences with the verb in the imperative mood. Discuss your answers with your groupmates

- 1 Do all airports have a fleet of vehicles at their disposal?
- 2 What kind of vehicles will you often see if you look through the windows of an airport terminal.
- 3 What quality do pushback tugs need to move fully loaded aircraft?
- 4 When could ice form on the surfaces of the aircraft?
- 5 Name snow-clearing equipment which airports in cold regions may use.
- 6 Describe the buses which are used in order to transport passengers at the territory of the airport.
- 7 Name some of the airport vehicles and explain their functions.
- 8 How can refueling trucks be called?
- 9 What is the role of ground power units before the flight?
- 10 Describe the functions of the fire trucks in the event of emergencies at any airport.

Exercise 8.4

Read the following sentences and try to guess if they are true (T) or false (F). Correct the false ones

- 1 At international airports there is a special range of vehicles that performs different functions.
- 2 Catering trucks are fitted with a temperature-controlled platform and resupply aircraft through a door.
- 3 Pushback tugs don't necessarily have to be more powerful than normal trucks in terms of horsepower.
- 4 Before take-off an aircraft is sprayed with a mix of hot water and some liquids by de-icing vehicles.

- 5 Snow can be very dangerous for airports.
- 6 Airport shuttle buses guide aircraft to their stands or gates.
- 7 Less conventional vehicles to move passengers to and from the aircraft like the "mobile lounge" vehicles are still in use at some airports.
- 8 Snow ploughs carry out snow clearance operations.
- 9 Water trucks refill the aircraft water tanks with potable water which is used during the flight.
- 10 Trucks are slow and very robust machines that can move with ease over different types of surfaces.

Exercise 8.5

Choose the correct word according to the text to complete each sentence. All of them are nouns.

- 1 At every airport there is a special range of _____ that perform different functions.
 - a. vehicles
 - b. aircraft
 - c. cars
- 2 Once the catering truck platform is level with the cabin, trolleys full of food can be rolled into the aircraft _____.
 - a. cabin
 - b. kitchen
 - c. galley
- 3 _____ need a very high torque to move fully loaded aircraft weighing hundreds of tons.
 - a. Fuel trucks
 - b. Pushback tugs
 - c. Catering trucks
- 4 In cold weather, _____ might form at critical spots on the aircraft.
 - a. snow
 - b. ice
 - c. rain
- 5 A _____ guides aircraft to their stands or gates.
 - a. shuttle bus
 - b. tug
 - c. follow-me car
- 6 A _____ is a huge bus which rises to the level of the aircraft door.
 - a. fuel tanker
 - b. galley
 - c. mobile lounge

- 7 To prevent _____, before take-off an aircraft is sprayed thoroughly with a mix of hot water and some liquids
- icing
 - crash
 - lightning
- 8 Snow clearance operations are carried out by snow _____.
- cars
 - ploughs
 - machines
- 9 Fire _____ are used for extinguishing fires.
- cars
 - lorry
 - trucks
- 10 _____ trucks refill the aircraft water tanks with potable water.
- Fuel
 - Water
 - Refueling

VOCABULARY PRACTICE

Exercise 8.6

Match the airport vehicles in A with their descriptions in B

A	B
catering truck	is a system for boarding and disembarking from aircraft using a bus-like vehicle
fuel tanker	is used in the process of removing snow, ice, or frost from an aircraft's surface
pushback tug	is designed to carry and load containers with airline food for passengers and are able to service all types of planes
shuttle bus	an airport vehicle which pushes an aircraft backwards away from its parking position, usually at an airport gate by external power
fire truck	is a vehicle which removes snow from runways with a large blade
snow plough	is a set of steps built into an aircraft so that passengers may board and alight the aircraft

mobile lounge	is used by airport fire departments to provide safety and emergency response and aircraft firefighting needs
'follow me' car	a specially equipped truck for transporting petrol and other fuel
ground power unit (GPU)	is a mobile conveyor belt designed to load baggage and other loose items of cargo up the belly of the aircraft
airstair	is a bus equipped with larger luggage space, and incorporate special branding used to transport people to and from, or within the airport
de-icing vehicle	is a special vehicle used at airports to guide aircraft during ground operations, ensuring safety and efficiency
tug	be a fixed or mobile unit which can be connected to the electrical system of an aircraft while on the ground to provide power
belt loader	is designed to supply water used inside the aircraft and hauls the water to remote areas and supply it to fire trucks
water truck	is used to prepare an aircraft for take-off or transport a craft for regular maintenance and repair

Exercise 8.7

Match the words 1-15 encountered in this Unit with their opposites a-o. Be attentive! Different parts of speech are used here

1 different	a inessential
2 important	b manageable
3 full	c light
4 available	d outside
5 colourful	e veto
6 inside	f smooth
7 take-off	g colourless
8 rapid	h empty
9 deliver	i slow
10 clearance	j collect
11 rough	k landing

12 extinguish	l similar
13 favor	m difficult
14 disruptive	n disapproval
15 simple	o unavailable

SPEAKING AND DISCUSSION

Exercise 8.8

Explain the following phrase from the text. Speak about the importance of fuel for the aircraft flight. Exchange your ideas

No fuel, no flight

Exercise 8.9

There are a lot of vehicles for different purposes at the airport. Have a look at this picture of vehicles at the airport. Do you know all of them? If no, try to guess what they are used for. Explain why you think in such a way



UNIT 9

AIRPORT WORKERS

READING COMPREHENSION

Exercise 9.1

- 1 *Make a list of the different jobs there are in an airport. Which job would you most / least like to do?*
- 2 *Read the article for people training in tourism and complete the missing sections with the extracts below.*

INSIDE TOURISM: GETTING AN AIRPORT JOB

When people think about working in the air travel industry they usually think of flight attendants and pilots - the cabin crew and the flight crew. But there are many other job opportunities at airports. These can include working in the various _____¹, or more specifically tourism related services, such as the _____². The work of the airline ground crew includes _____³ until they board the plane and are handed over to the cabin crew. Most employers will expect ground crew to have a good basic education, including a good level of English. You should have a pleasant helpful personality. Previous experience in a job which involves working with the public (such as _____⁴) is preferred.

As with travel consultants and cabin crew, ground crew are usually employed on permanent contracts but often work shifts. Free and discounted flights are usually offered after a probationary period.

Some jobs at the airport do not involve contact with the public. Examples of these are _____⁵.

- a information desk, the bureau de change, the check-in desk, the security check, and customs and immigration
- b shops, hotels, restaurants, and banks
- c baggage handlers, mechanics, and drivers
- d restaurants, bars, and shops
- e selling tickets, checking in passengers, dealing with enquiries, and supervising passengers

Exercise 9.2

Answer the questions to this text. All of them start with "What". Exchange your ideas with your groupmates

- 1 What do ordinary people think about working positions in the air travel industry?

- 2 What other job opportunities are there at airports?

- 3 What does the work of the airline ground crew include?

- 4 What are the employers' requirements for ground crew?

- 5 What kind of previous working experience do most employers expect from their future employees?

- 6 What kind of schedule do ground crew as with travel consultants and cabin crew have?

- 7 What bonuses are usually offered after a probationary period?

- 8 What kinds of jobs at the airport don't involve contact with the public?

Exercise 9.3

Read the following statements. Try to guess if they are true (T) or false (F). Correct the false ones

- 1 Ordinary people think that the only professions in the air travel industry are flight attendants and pilots. _____ T/F
- 2 Other job opportunities at airports include working in the various restaurants, bars, and shops. _____ T/F
- 3 The airline ground crew responsibilities include selling tickets, checking in passengers and boarding the plane. _____ T/F
- 4 The employers want the ground crew to have only a good basic education. ____ T/F
- 5 Job previous experience which involves working with the public (such as shops, hotels, restaurants, and banks) is preferable. _____ T/F
- 6 As with travel consultants and cabin crew, ground crew are usually employed on temporarily contracts. _____ T/F
- 7 After a probationary period free and discounted flights are usually suggested. _____ T/F
- 8 Baggage handlers, mechanics, and drivers' jobs do not involve contact with the passengers at the airport. _____ T/F

LISTENING COMPREHENSION

Ali Ghoshal was born and brought up in Pakistan. He now works at London's Heathrow airport as an aircraft technician as part of the turn-around team.

Exercise 9.4

Listen to the interview and answer the questions

- 1 What does the turn-around team do?

- 2 How many people are in the team?

- 3 Does Ali have any special qualifications?

4 What is the main stress in his job?

5 What does he like most?

6 What does he like least?

7 Does he get any special 'perks' or benefits?

8 What does he plan to do in the future?

Exercise 9.5

Listen again and complete the questions that the interviewer asks

1. _____ What does ?
2. _____ How many?
3. _____ What qualifications?
4. _____ Is it ?
5. _____ What do you?
6. _____ And ?
7. _____ So you're ?
8. Do you _____ ?

VOCABULARY PRACTICE

Airport Language

Exercise 9.6

Which airport workers are shown in the pictures?



Exercise 9.7

Complete the questions with the words in the list, and say where each question would be asked

sharp objects
meeting point
purpose
checking in

ticket
window
baggage
landed

help
aisle
passport
meeting

board
suitcase
help

1. Can I have your _____ and _____?
2. _____ Has the flight _____ yet?
3. _____ Did you pack your _____ yourself?
4. _____ Are you _____ someone?
5. _____ What is the _____ of your visit?
6. _____ Are you carrying any _____ in your hand luggage?
7. _____ Could you _____ me?
8. _____ Can I _____ you?
9. _____ Has your _____ been in your possession at all times?
10. _____ Are there any _____ seats available?
11. _____ Can you tell me where the _____ is?
12. _____ Is it too late to _____ the plane?
13. _____ Are you _____ any bags today?
14. _____ Would you like an _____ seat?

Exercise 9.8

Here is a table with the names of jobs in aviation, followed by a list of definitions of the jobs. Match the jobs with the definitions, and write the definitions in the table

Jobs	Definitions
flight coordinator	
ticketing clerk	
security officer	
air traffic controller	
airport station manager	
flight engineer	
check-in agent	
purser	
flight dispatcher	
reservation clerk	
customs officer	
shuttle bus driver	
marshaller	
flight attendant	
immigration officer	
baggage handler	
captain	
airport planner	
mechanic	

airport information assistant	
co-pilot (first officer)	
airport customs officer	
airline reservation agents	
aircraft fueler	

DEFINITIONS

- 1) someone who serves passengers on a plane, provides routine services and responds to emergencies to ensure the safety and comfort of airline passengers
- 2) the person who is in charge of the plane and is responsible for the safety of the aircraft, its passengers, crew and cargo
- 3) someone who is responsible for printing boarding passes, arranging seat reservations and preparing luggage for travellers
- 4) someone whose job is to repair vehicles and machines and is responsible for inspecting, diagnosing, and repairing aircraft structural systems
- 5) the person who flies in an aircraft and helps the captain navigate and operate flights and sits in the right seat in the cockpit
- 6) a member of a flight crew responsible for the aircraft's engines and other systems during the flight
- 7) a person who is responsible for remotely monitoring and directing the movements of aircraft as part of an air traffic control system
- 8) someone who is responsible for providing customers with information on airline services, fares and schedules, as well as assisting with the booking and confirmation of flights
- 9) the mobility agent who is in charge of guiding airplanes towards their parking slots
- 10) the person whose job is to check the travellers' bags to make certain they are not taking goods into a country without paying taxes
- 11) he/she is the person authorized by the appropriate authorities or airlines to exercise Operational Control, Flight Planning, and Inflight Assistance
- 12) this person works diligently to refuel airliners and jets with either aviation gasoline or jet fuel, depending on the model
- 13) the person who takes passengers' bags and cases and puts them onto or removes them from an aircraft
- 14) the person who compiles and records information to assemble airline tickets for transmitting or mailing to passengers
- 15) this person is a head steward on a passenger aircraft and oversees the flight attendants by making sure airline passengers are safe and comfortable

- 16) the person who drives passengers, such as employees and airline passengers around a pre-specified route
- 17) someone who checks passengers onto flights, takes their tickets and luggage, and gives them boarding passes, or assist them to use self-check systems
- 18) someone who checks the eligibility of all individuals entering a country at the airports checks their passports and, where necessary, employs legal powers to detain or remove illegal entrants
- 19) the person who contributes to the design and layouts for aviation facilities. His/her duties may include researching and studying the area to decide the best placement for runways, terminals, maintenance buildings, and roads within the airport
- 20) someone who provides the protection of civilian/commercial aviation passengers, visitors, aircraft, employees and facilities
- 21) this person is responsible for enforcing laws related to importing and exporting goods and ensuring compliance with customs regulations
- 22) this person's duties are to create flight itineraries, serve as a dispatcher, and consult with customers about schedules and other issues related to their travel
- 23) a person who is responsible for remotely monitoring and directing the movements of aircraft as part of an air traffic control system
- 24) this person is in charge of handling flights and supervising the operational team on the airport site and in charge of a ground staff team

SPEAKING AND DISCUSSION

Exercise 9.9

What are the most effective ways to find aviation job opportunities? Some tips on how to find jobs in aviation sphere are given below. Read, analyze and discuss them. Do you agree or disagree with them? Why/why not? Try to add your own tips to this list:

- 1 Research the market
- 2 Network with professionals
- 3 Apply for jobs
- 4 Showcase your portfolio
- 5 Upgrade your skills
- 6 Follow up and stay positive

Exercise 9.10

Work in pairs. Everybody has to choose one of the jobs in aviation and communicate with your partner. Try to prove that the chosen job is the most challenging. Discuss and compare similarities and differences in:

1. responsibilities
2. qualifications
3. skills
4. average salaries
5. advantages and disadvantages

MODULE TEST 2

1. What does the word “lounge” mean in aviation?
 - a. an area at the airport for sitting and relaxing in
 - b. comfortable room in a house where people sit and relax
 - c. a room where you spend time relaxing or doing nothing when you should be doing something
 - d. a special place for relaxing on board the aircraft
2. What do you understand by transport?
 - a. the system that is used for travelling
 - b. the system that is used for moving goods from one place to another
 - c. the method of travelling
 - d. the system that is used for travelling or for moving goods from one place to another
3. What is the name of the largest and busiest international airport in Spain?
 - a. Beauvais-Tillé Airport
 - b. Madrid Barajas
 - c. Cuatro Vientos Airport
 - d. Torrejon Airport
4. Which airport isn't located in the USA?
 - a. Chicago International Airport O'Hare
 - b. Denver International Airport
 - c. Dallas/Fort Worth International Airport
 - d. Charles de Gaulle Airport
5. A journey in the plane means ...
 - a. landing
 - b. taxiing
 - c. take-off
 - d. flight
6. A central airport that passengers can fly to from smaller airports.
 - a. local airport
 - b. international airport
 - c. hub
 - d. domestic airport
7. King Fahd International Airport in Dammam, Saudi Arabia was opened in....
 - a. October 1999
 - b. September 1999
 - c. November 1998
 - d. December 1998

8. Which of the following things can you find inside a terminal?
- a. travellers
 - b. an airport bus
 - c. a runway
 - d. a window seat
9. When does an airplane “land” at an airfield?
- a. when it departs
 - b. when it arrives
 - c. when you put on a life vest
 - d. when you find your seat
10. Which airport is the largest one in the USA?
- a. Hartsfield-Jackson Atlanta International Airport
 - b. Dallas/Fort Worth International Airport
 - c. Denver International Airport
 - d. Chicago International Airport O’Hare
11. How do passenger planes differ from light planes?
- a. in size
 - b. in speed
 - c. in equipment
 - d. not only in size but also in speed and equipment
12. Which action isn’t included into flight attendants’ responsibilities?
- a. checking the passenger list
 - b. distributing magazines
 - c. checking the instruments and testing the controls
 - d. serving meals
13. What does the cruising speed of the aircraft mean?
- a. the lowest one
 - b. the highest one
 - c. the steady one
 - d. the average one
14. What don’t the pilots and the co-pilots check and test?
- a. the instruments
 - b. the controls
 - c. equipment
 - d. the galley
15. What couldn’t be found in the cabin or a passenger airliner?
- a. a car
 - b. soft carpets
 - c. air vents
 - d. upholstered seats

16. When should the passengers' safety belts be fastened?
 - a. during take-off
 - b. during take-off and landing
 - c. during the whole flight
 - d. during landing
17. What is a glider?
 - a. a light plane with 2 engines
 - b. a heavy plane with 2 engines
 - c. a light plane with no engine
 - d. a multi-engine aircraft
18. The main part of the aircraft that the wings are fixed to.
 - a. fin
 - b. cockpit
 - c. fuselage
 - d. rudder
19. When did the Chinese invent kites?
 - a. around 100 A.D.
 - b. around 300 A.D.
 - c. around 400 A.D.
 - d. around 200 A.D.
20. Who invented the first hot air balloons?
 - a. Wright Brothers
 - b. Brothers Joseph and Jacque Montgolfier
 - c. Otto Lilienthal
 - d. George Cayley
21. When did the governments build flight planes for fighting?
 - a. in 1917
 - b. during World War 2
 - c. in 1947
 - d. during World War 1
22. What is the definition of economy class?
 - a. the highest class of service in travel, offering more comfortable seating
 - b. the highest travel class of seating in air travel
 - c. the lowest travel class of seating in air travel
 - d. a lower class of service, offering standard amenities and seating
23. What does the aircraft flight crew consist of?
 - a. a captain and flight attendants
 - b. a captain and a co-pilot
 - c. a captain and a flight engineer
 - d. a captain and a purser

24. For what purposes was a mobile lounge designed?
- a. for guiding aircraft during ground operations,
 - b. for boarding and disembarking from aircraft using a bus-like vehicle
 - c. for connecting to the electrical system of an aircraft while on the ground to provide power
 - d. for transporting goods
25. When is ice formed on the surfaces of the aircraft?
- a. in cold weather
 - b. in warm weather
 - c. in cool weather
 - d. in any weather
26. What is the definition to “wing”?
- a. one of the long flat parts on both sides of a plane that allow to fly
 - b. one of the long flat parts on the tail unit of a plane that allow to fly
 - c. one of the long flat parts on the cockpit of a plane that allow to fly
 - d. one of the long flat parts on the nose of a plane that allow to fly
27. Which vehicle isn’t used at the airport?
- a. a shuttle bus
 - b. a bicycle
 - c. a fire truck
 - d. a snow plough
28. What kind of vehicles are used for extinguishing fires?
- a. fire cars
 - b. fire vehicles
 - c. fire trucks
 - d. fire lorry
29. What is a follow-me car used for?
- a. it pushes an aircraft backwards away from its parking position
 - b. it helps fuel the plane
 - c. it carries and load containers
 - d. it guides aircraft to their stands or gates
30. What kind of vehicle is a "mobile lounge"?
- a. a vehicle which helps not to get lost
 - b. a vehicle to move passengers to and from the aircraft
 - c. this vehicle carries food
 - d. this vehicle brings water to the aircraft
31. Which jobs at the airport do not involve contact with the public?
- a. immigration officers
 - b. customs officers
 - c. baggage handlers, mechanics, and drivers
 - d. ticketing clerks

32. What professions are not needed during the flight?
- a. flight attendants
 - b. pilots
 - c. co-pilots
 - d. baggage handlers
33. What responsibilities does a profession of a ticketing clerk include?
- a. this person just sells tickets
 - b. the person who compiles and records information to assemble airline tickets for transmitting or mailing to passengers
 - c. this person works only by using the phone
34. How are ground crew usually employed?
- a. they are employed on temporary contracts
 - b. they work 5 days a week
 - c. they work shifts
35. Where can trolleys full of food be rolled into?
- a. aircraft cabin
 - b. aircraft galley
 - c. aircraft kitchen
36. What might be critical for an aircraft in cold weather?
- a. ice
 - b. rain
 - c. drizzle
 - d. mist
37. If you want to work in tourism industry at the airport, what kind of previous experience isn't preferred?
- a. shops
 - b. hotels
 - c. restaurants and banks
 - d. school
38. What bonuses are usually offered for a ground staff after a probationary period?
- a. extra money
 - b. additional days-off
 - c. free flights
 - d. more money
39. Where do air traffic controllers work?
- a. on the ground
 - b. in the air
 - c. both on the ground and in the air

40. What are flight dispatchers' responsibilities?
- a. someone who is responsible for printing boarding passes, arranging seat reservations and preparing luggage for travellers
 - b. a person who is responsible for remotely monitoring and directing the movements of aircraft as part of an air traffic control system
 - c. he/she is the person authorized by the appropriate authorities or airlines to exercise Operational Control, Flight Planning, and Inflight Assistance
41. What do the employers require from ground crew?
- a. they will expect ground crew to have a good level of English
 - b. they will expect ground crew to have a good basic education
 - c. they will expect ground crew to have a good basic education, including a good level of English
42. In which country is the Suvarnabhumi Airport?
- a. Thailand
 - b. India
 - c. Bangladesh
 - d. Ethiopia
43. In which country is the airport that was originally named Yesilkoy Airport?
- a. Syria
 - b. Greece
 - c. Turkey
 - d. Egypt
44. Which country has an airport built on an artificial island?
- a. Taiwan
 - b. Japan
 - c. Indonesia
 - d. Spain
45. In what year was London Heathrow first opened as an airfield?
- a. 1919
 - b. 1929
 - c. 1939
46. How many terminals are there at Charles de Gaulle airport?
- a. three
 - b. four
 - c. five

47. Which airport has more international destinations than any other?
- a. Los Angeles
 - b. Frankfurt
 - c. London Heathrow
 - d. Schiphol
48. What is an aircraft undercarriage?
- a. the inner part of the plane
 - b. the wheels of a plane and the whole structure that supports it
 - c. the outer part of the aircraft
49. It is a long length of cabin area for passengers.
- a. cockpit
 - b. fuselage
 - c. tail end
 - d. isle
50. To power and push the plane forward.
- a. main wings
 - b. jet engines
 - c. landing gear

MODULE 3

Unit 10

FLYING - THEN AND NOW

READING COMPREHENSION

Exercise 10.1

You will read an extract from a book called 'Airport International' now. It is about the beginning of air travel and its growth over the years. (The extract mentions Southend, which is a town on the south-east coast of England.) Read the text. Fill each gap with one of the following verb forms

approaching seen grown operating jammed built
tops become shares jumped

1) My first flight was from Paris to Portsmouth in 1959. The pilot arrived late, with the stewardess. He wore a leather coat, old trousers, and wellington boots. The stewardess had holes in her stockings and wore mirrored sunglasses. They both went into the cockpit without a word.

2) When we were (a) _____ the English coast, the stewardess appeared in the cabin. She was still wearing the sunglasses, but her lipstick was smudged. 'Southend? Anyone to Southend?' she shouted. The boy in front of me put up his hand. The DC-3 suddenly landed. The boy was shown the door and he (b) _____ down onto the grass field, and we took off again. The stewardess went back into the cockpit. I remember thinking at the time that flying wouldn't always be like this.

3) And I was right. In 30 years, international travel has completely changed, and the world has (c) _____ a global village. Crossing the world is as easy as (sometimes easier than) getting from one side of the city to another. The world of air travel has developed into a huge industry.

4) The airports themselves are remarkable places: Paris's strange and space-like Charles de Gaulle, or Dallas (Fort Worth) with its Texan vastness. There are airports which are almost (d) _____ with the number of arrivals and departures, like Chicago's O'Hare or Tokyo's Haneda, and there are deserted airports like Tanzania's Kilimanjaro, lying beneath the snows of the great mountain, waiting for the tourists who have never arrived.

5) But probably one of the greatest of them all is London's Heathrow, which (e) _____ the list of both international flights and international passengers. In 1989, it handled 355,000 flights and over 38 million passengers with 57 million items of luggage. It has (f) _____ into a city in its own right, employing 53,000 people full time. Like all the great airports, it dates back only to last days of the Second World War.

6) The first runway was (g) _____ on the flat land near the village of Staines in 1944. It was the place of historic interest. One of the most important Anglo-Saxon temples is buried under Terminal Two, and the village of Heathrow is now under the main car park. The airport has ghosts. A Saxon prince has been (h) _____ near the ponds, where he drowned, and an outlaw rides through the cargo sheds, with a three-cornered hat and a black horse. Heathrow has been (i) _____ as an international airport since 1 January 1946, when a British South American Airways Lancastrian took off into the morning mists on a flight to Buenos Aires. In February 1952, the Queen arrived from Entebbe to set foot on British soil for the first time as monarch.

7) Since those early days, constant building has been necessary to deal with the growth of air traffic and the demands of air travellers. However, Heathrow (j) _____ the same problems as all big airports – too many people, and too much crime. It is the centre-point of the great air routes between Europe and North America in one direction, and between Europe and the Gulf, Africa, and Asia in the other. It is alive with all the citizens of this strange world, rich and poor, honest and dishonest. It is the Airport International par excellence.

Exercise 10.2

Read this summary of the text. There are some mistakes in it. Say if the sentences are true (T) or false (F). Correct the false ones

- a) The writer took a plane for the first time in 1959. T/F
- b) He was impressed by the crew's uniforms. T/F
- c) The pilot and stewardess were friendly and polite. T/F
- d) The stewardess hadn't put on her make-up properly. T/F
- e) The plane suddenly landed to let a boy off. T/F
- f) Since then, air travel has developed and improved. T/F
- g) It has become easy to fly all over the world. T/F
- h) O'Hare, Haneda, and Kilimanjaro are busy airports. T/F
- i) Heathrow dates back to the first days of the Second World War. T/F
- j) It was built in 1944. T/F
- k) The first international flight from Heathrow was to Argentina. T/F
- l) Heathrow has become successful because of its geographical position. T/F
- m) Heathrow has problems because it isn't big enough. T/F

Exercise 10.3

Here are the headlines for the seven paragraphs. Match them to the correct paragraph

- a) _____ Heathrow, one of the world's biggest airports.
- b) _____ The growth of international travel.
- c) _____ An unusual stopover.
- d) _____ Some airports around the world.
- e) _____ The crew on an early flight.
- f) _____ Heathrow, its growth and its problems.
- g) _____ The history of Heathrow.

VOCABULARY PRACTICE

Exercise 10.4

Match the words with their definitions:

A	B
1 wellington boots	a there are no people in it
2 sunglasses	b the spirit of a dead person that someone believes that they can see or hear
3 remarkable	c directly under something, or at a lower level
4 develop	d a long, level piece of ground with a specially prepared smooth, hard surface on which aircraft take off and land
5 deserted place	e a waterproof boot that covers the foot and lower part of the leg, usually reaching almost up to the knee
6 ghost	f to come near or nearer to something or someone in space, time, quality, or amount
7 beneath	g packed tightly with someone or something
8 bury	h to change, grow, or improve; make something change, grow or improve
9 approach	i dark glasses that you wear to protect your eyes when the sun is bright

10 cockpit	j to take action in order to achieve something or in order to solve a problem
11 luggage	k a group of people who work together, especially all those who work on and operate a ship, aircraft, etc.
12 runway	l unusual in a way that surprises or impresses you
13 deal with	m the small closed space where the pilot sits in an aircraft, or where the driver sits in a racing car
14 jammed	n the bags, suitcases, etc. that contain your possessions and that you take with you when you are travelling
15 temple	o to cover something or someone completely with a large quantity of something; to put a dead body into the ground
16 crew	p a place where aircraft regularly take off and land, with buildings for passengers to wait in
17 airport	q relating to the whole world
18 global	r a building used for the worship of a god or gods in some religions

Exercise 10.5

Match the following synonyms from the text

- | | |
|---------------|----------------|
| 1. runway | a. uninhabited |
| 2. global | b. congested |
| 3. deal with | c. outstanding |
| 4. jammed | d. airstrip |
| 5. remarkable | e. cope with |
| 6. temple | f. phantom |
| 7. develop | g. evolve |
| 8. deserted | h. worldwide |
| 9. ghost | i. sanctuary |
| 10. cockpit | j. flight deck |

GRAMMAR IN USE

Exercise 10.6

Choose the most suitable verb form in each sentence (Past Simple, Present Perfect or Present Perfect Continuous)

- 1 *Did you see/Have you seen* my luggage anywhere? I can't find it.
- 2 David *is studying/has been studying/has studied* English for the last two years.
- 3 From the minute he got up this morning Helen *asked/has asked/has been asking* silly questions about her flight!
- 4 *Have you given/Did you give* Ann my message when you *have seen/saw* her?
- 5 Sorry, could you say that again? I *didn't listen/haven't listened/haven't been listening* to you.
- 6 The police think that they *found/have found* your lost baggage, so call this number.
- 7 *Did you two meet/Have you two met* before? Paul, this is Rebecca.
- 8 *Did you meet/Have you met* anyone interesting at the check-in desk?

Exercise 10.7

Choose the most suitable time expression

- 1 I haven't seen our captain *for/since* a long time. How is he?
- 2 It's ages *ago/since* I last flew to Scotland.
- 3 I've written to Alex about that deserted place *last week/recently*.
- 4 What have you been doing *today/yesterday*?
- 5 Have you eaten Italian food *before/already*?
- 6 I've been living here *in/since* the end of last year.
- 7 Actually I had dinner with Nancy *last night/lately*.
- 8 I've been trying to get in touch with David *for ages/for the last time*.
- 9 Edward hasn't been to London *since/when* we went there together.
- 10 I can't remember *how long/when* I've had these sunglasses.

Exercise 10.8

Put each verb in brackets into either Present Perfect Simple or Present Perfect Continuous

- 1 Someone (eat) all the cakes before the beginning of the flight. The stewardess has to order some more.
- 2 What (you buy) your captain for his birthday?
- 3 My throat is really sore. I (talk) a lot where to fly for travelling all evening.
- 4 Diana (learn) Ukrainian, but she finds it difficult.

- 5 How many people (you invite) for an excursion to Heathrow airport?
- 6 Those two passengers (sit) in that lounge area for the last hour.
- 7 It (rain) all day! Why can't it stop?
- 8 Natasha, a senior flight attendant, (wear) twelve different ladies bags in the past week!
- 9 I (do)..... everything you asked. What should I do now?
- 10 Graham and Pauline (try) to find a remarkable house for ages, but they can't find one they can afford.

SPEAKING AND DISCUSSION

Exercise 10.9

Work in groups. Answer the questions.

London Airports Quiz

- 1 How many airports are in London?
A 2 B 4 C 6
- 2 Which London airport is better?
A London Gatwick B London Heathrow C London Luton
- 3 How many hours does London Heathrow operate?
A 24 hours B 12 hours C 17.5 hours
- 4 What is the smallest airport in London?
A London Gatwick B Southend Airport C London Luton
- 5 Which airport is easiest in London?
A London Gatwick B Southend Airport C London Heathrow
- 6 What is the most beautiful airport in the UK?
A Edinburgh Airport B London Heathrow C Manchester Airport
- 7 What is special about London Heathrow?
A the most remarkable architecture B the UK's largest port
C It has ghosts
- 8 What is the cheapest month to fly to London?
A October B May C January

Exercise 10.10

Work in small groups. How far do you agree or disagree with the statements below. Why/Why not?

- 1 Modern planes are faster than 20 years ago.
- 2 The golden age of flying was in the 1970s.
- 3 Flying became common in 1980s.
- 4 The cheapest time to fly is winter.

Unit 11

FLY THE WORLD

READING COMPREHENSION

Exercise 11.1

Look at the title of the article. What do you think the article will be about? Choose from the following possibilities. Then read the article and see if you were right.

- 1 The future of air travel
- 2 The advantages and disadvantages of air travel
- 3 The incredible places you can fly to if you have enough money
- 4 How to get the cheapest tickets for different flights

Exercise 11.2

Read the article and find two advantages of air travel and three disadvantages of air travel

FLY THE WORLD

(but at what price)

The development of jet aircraft has revolutionized travel, making it possible to go much further, much faster. New York in the morning. A meeting and lunch in San Francisco. Then back east to Boston, before ending the day in Washington. Almost anything is possible.

And the airline industry is not just fast. It is big. Very big! In fact it's huge, starting with more than three million people employed by the world's airlines, or with the 14,000 airports that passengers fly to or from. How many passengers? Over 1.5 billion worldwide in 2005, with Atlanta International, the world's busiest airport, handling over 80 million passengers alone.

In order to try to keep such a complex industry under control, each of the world's airports has a special code. The International Air Transport Association (IATA) takes responsibility for the designation of these codes, and they can easily be found on the Internet. Every single flight that takes off is also identified by a unique number, called a flight number. This is composed of the airline's code and then three or four digits.

Airlines work through scheduled flights, which take off and land at regular published times, or charter flights that are contracted to fly at a set time. Flights can be short-haul, medium-haul, or long-haul, depending on the distance covered, but whatever the distance, passenger safety is at the heart of all operations, making air travel the safest form of transport by far.

Inevitably air travel creates problems, beginning with some people's fear of flying. More recently, however, the skies we fly have begun to look darker than the industry wants to admit. Security is now a major problem, especially after the devastating impact of the September 11 terrorist attacks on New York and Washington.

Also blackening the skies are the emissions from jet aircraft. A return transatlantic flight, for example, can produce up to two tons of carbon dioxide per passenger!

Exercise 11.3

Read the text again to find out what the following figures refer to

- 1 11
- 2 14,000
- 3 80
- 4 1.5

Exercise 11.4

Read the text and decide if the sentences are true (T) or false (F). Correct the false ones

- 1 Jet aircraft makes it possible to travel much further and faster. T/F
- 2 In order to try to keep the airline industry under control, each of the world's airports has a special policy. T/F
- 3 A flight number is composed of the airline's code and then one or four digits.. T/F
- 4 Flights can be short-haul or long-haul..... T/F
- 5 People's fear of flying is now a major problem, especially after the devastating impact of the September 11 terrorist attacks on New York and Washington..... T/F
- 6 Passenger safety makes air travel the safest form of transport by far..... T/F
- 7 Blackening the skies are the emissions from jet aircraft..... T/F

VOCABULARY PRACTICE

Exercise 11.5

Match the adjectives 1-8 with the opposites a-h

- | | |
|---------------|------------------|
| 1 possible | a uncomplicated |
| 2 huge | b minor |
| 3 regular | c improbable |
| 4 complex | d unforeseen |
| 5 major | e nondestructive |
| 6 devastating | f tiny |
| 7 unique | g typical |
| 8 scheduled | h irregular |

Exercise 11.6

Rearrange the letters to match the definitions

- 1 *iedntiyf* to recognize somebody/something and be able to say who or what they are
- 2 *jte iarcrtfa* a plane driven by jet engines
- 3 *rpolbme* a thing that is difficult to deal with or to understand

4	<i>etrorrits</i>	a person who takes part in terrorism
5	<i>niudstyr</i>	the people and activities involved in producing a particular thing, or in providing a particular service
6	<i>zervoultionie</i>	to completely change the way that something is done
7	<i>oced</i>	designation a system of words, letters, numbers or symbols that represent a message or record information secretly or in a shorter form
8	<i>daitm</i>	to agree, often unwillingly, that something is true
9	<i>anhled</i>	to deal with a situation, a person, an area of work or a strong emotion; to control a vehicle, an animal, a tool, etc.
10	<i>aerf</i>	the bad feeling that you have when you are in danger or when a particular thing frightens you
11	<i>edvatsatnig</i>	causing a lot of damage and destroying things
12	<i>smeisoni</i>	gas, etc. that is sent out into the air

Exercise 11.7

Complete the sentences 1-12 with the words from the box (Pay attention to Grammar Tenses!)

to identify emissions to revolutionize devastating terrorists
fear problem industry to handle to admit code jet

- 1 The government has pledged to clean up aviation industry
- 2 Don't be afraid to your mistakes.
- 3 In the event of the machine not operating correctly, an error will appear.
- 4 The accident happened as the was about to take off.
- 5 Passengers were asked their own suitcases before they were put on the plane.
- 6 The are threatening to blow up the plane.
- 7 She later worked in the aviation
- 8 Aerial photography the study of archaeology.
- 9 I wasn't sure if I could such a powerful aircraft.
- 10 The attacks created a climate of
- 11 He received injuries in the accident.
- 12 We cannot tackle this effectively on our own.

GRAMMAR IN USE

Linking Words

Exercise 11.8

Read short situations. Underline the most suitable word or phrase in each sentence

- a) Many people feel nervous about flying, and worry about the possibility of an accident. *Furthermore/However*, according to statistics, flying is actually safer than walking down the street.
- b) Our local supermarket no longer opens every day, *as/on* account of very few people live in our village.

- c) There are a number of objections to the planned motorway. *As well as this/First of all*, the new road will destroy valuable farming land. *In contrast/In addition to* this, it will bring thousands of vehicles and tourists. *As a result/For example*, our peaceful way of life will be destroyed forever.
- d) We conducted a survey of accommodation in the town, and came up with some interesting results. The hotels we saw were rather expensive, and *consequently/moreover* the actual facilities on offer were not always impressive. Besides this/*In contrast*, there were many guest houses, offering just bed and breakfast, which were not only good value but also had much better rooms than the hotels did. *Finally/Personally*, I would recommend The Oaks, a particularly impressive guest house in Long Harbour Road.
- e) *Owing to/Since* the increased demand for parking spaces, the company has decided to enlarge the car park. *Consequently/Nevertheless* the exit road on the west side of the car park will be closed from Monday to allow building work to begin.

Exercise 11.9

Rewrite each sentence, beginning as shown. Do not change the meaning

- 1 Sam lost his job in the airline company because he was lazy.
Sam was so lazy that he lost his job.
- 2 I couldn't buy the house near the airport because it was expensive.
The house was too
- 3 The book by Julie Clark "Flight" was so interesting that I couldn't put it down.
It was
- 4 There was too much noise from aircraft, so we couldn't hear the speech.
There was so
- 5 The house was too small to live in comfortably.
The house wasn't
- 6 We can't eat now because there isn't enough time.
There is too
- 7 I can't come to your "aviation" party because I'm too busy.
I'm too
- 8 The flight was cancelled because there weren't enough passengers.
There were so

SPEAKING AND DISCUSSION

Exercise 11.10

The flying conversation questions are:

- 1 What are the best and worst things about travelling by plane?
- 2 Who do you like traveling with? When did you last go on a flight together?
- 3 What airlines have you flown with? Which one was best? Were the seats large enough?
- 4 Do you get scared or nervous on planes? What are you afraid of?
- 5 What is the longest flight you've ever taken? Did you enjoy the flight?

- 6 Would you like to be a pilot? How long does it take to become a pilot?
- 7 Have you ever met an annoying person during a flight? What happened?
- 8 What do you think of airline food? Do you ever bring your own food on planes?
- 9 What things can't you take on a plane? Have you ever had something confiscated?
- 10 Can you sleep on planes? What can help you do this?
- 11 What things do you do to pass the time on plane flights?
- 12 What three words would you use to describe planes?
- 13 Have you experienced turbulence? How did you feel?
- 14 Do you think flying is safer than driving?
- 15 What movies have you seen about airplanes?

Unit 12

REVOLUTION IN THE SKY

READING COMPREHENSION

Exercise 12.1

Look at the logos on the aircraft tail fins. Answer the questions:

1 Which airlines are they from?

2 Are these airlines low-cost (like Easy Jet) or traditional (like Lufthansa)?



Exercise 12.2

1 Make a list of the reasons for the current success of low - cost airlines.

2 Read the article and see if you were right.

LOW COST CARRIERS

In the good old days it was easy. Most countries had a national airline: KLM was the Dutch one, LOT the Polish national airline, and so on. The exception to this was the US, where different major airlines such as Pan Am, American Airlines, or Delta, competed openly for clients. Most of these airlines offered similar products at more or less the same prices. Of course, some companies concentrated more on short-haul, domestic flights - the sort of flight where you are only just in the air when the cabin crew are telling you to get ready for landing. Others like Qantas became famous for their long-haul, intercontinental routes, offering free stopovers to make eighteen-hour flights more attractive to customers.

The air ticket itself was, and still is, a complex business. The basic return ticket was the commonest: the single ticket was so expensive that nobody ever bought one except in an emergency. And of course, the traditional ticket came in different classes to suit different pockets: economy for the masses, business for the executives, and first class for those lucky few who could pay ten times the economy tariff to get more legroom and a seat that converts into a bed!

The whole system was turned upside down, however, by the arrival of the low-

cost carriers. Ryanair got no-frills flying going in the early 90s, modelling itself on the American budget airline, Southwest Airlines. Easy Jet was quick to follow, and since then the idea of getting on a plane the same way you would get on a coach has really taken off, with German Wings, Smart Wings, BMI Baby, Vueling, and a hundred others. The rest is history, with traditional airlines going deeper and deeper into crisis in this first decade of the new millennium.

The low-cost strategy is based on limited turnaround times at airports - usually twenty to 25 minutes. This means that the airlines can get more flights out of a day – eight as opposed to the normal six. Some low-cost carriers also use secondary airports, with much lower landing and take-off charges. Paperless ticketing and sales over the Internet and the phone also keep costs down. They also issue single tickets only, and of course, there are no first-class or business-class seats. No free newspapers, no free food. In fact, no free anything, although you can pay to buy most things during the flight.

And the future? Paperless ticketing and internet sales from traditional airlines? That's already here. Low-cost flights to long-haul destinations? That's less likely to happen, precisely because of the way low-cost carriers make their money by fitting so many flights into each day. But who knows? The sky's the limit!

Exercise 12.3

According to the article, which of the following statements are:

- a only true for major airlines?
 - b only true for low-cost carriers ?
 - c true for both types of airline?
 - d true for neither type?
-
- 1 They do not have different classes of seating on board their planes
 - 2 They offer free in-flight food and entertainment.
 - 3 They offer free stopovers on long-haul flights.
 - 4 They often use less important airports.
 - 5 They only sell single tickets.
 - 6 They operate long-haul flights.
 - 7 They operate short- and medium-haul flights.
 - 8 They spend as little time on the ground as possible.
 - 9 They use paperless ticketing.

VOCABULARY PRACTICE

Exercise 12.4

Complete the sentences with terms from the reading

- 1 A less technical name for a low-cost carrier is a _____ .
- 2 _____ allows you to interrupt a long flight and stay in a city en route to your destination.

- 3 A _____ flight is one that does not go further than 1,000 km.
- 4 _____ are airlines that offer low fares for basic services with no 'extras' such as meals on the plane.
- 5 Giving the customer a reference number for a seat on a plane but not a ticket they can hold in their hand is known as _____ .
- 6 The fees an airline pays to an airport for using its facilities are known as _____ and _____ - _____ .
- 7 The _____ is the minimum time between plane landing and taking off.

Exercise 12.5

Match a verb on the left with the definition on the right

- | | |
|-----------|---|
| 1 compete | a to supply or distribute something for use or sale; to come, go, or flow out from |
| 2 happen | b to use (a system, procedure, etc.) as an example to follow or imitate |
| 3 issue | c to do something with a machine, a method, an object, etc. for a particular purpose |
| 4 follow | d to say that you are willing to give (do) something to somebody; to provide the opportunity for something; to provide access to something; to make something available for sale or use |
| 5 suit | e to take part in a contest or game; to try to be more successful or better than somebody else who is trying to do the same as you |
| 6 model | f to change or make something change from one form, purpose, system, etc. to another |
| 7 use | g to take place, especially without being planned |
| 8 offer | h to be convenient for an acceptable to |
| 9 convert | i to agree with, match or be suitable for something; to make something do this to come or go after or behind somebody/something |
| 10 fit | j to come or go after or behind somebody/something; to come or go after or behind somebody in order to watch where they go and what they do |

Exercise 12.6

a) Complete each sentence with a word from the box (Pay attention to Grammar Tenses!)

come get (2 times) take keep fit concentrate

- 1 He always the best out of people.
- 2 your voice down—I don't want anyone else to hear.
- 3 He mainly on the flying and spoke very little.
- 4 The new magazine containing an article about first aviators reallyoff.
- 5 I had to ten appointments into one morning.
- 6 All bags and suitcases scanned using X-ray, before you on board.
- 7 We're still waiting for tickets to in.

b) Look back at the text, find the sentences with phrasal verbs from Exercise 12.6 a) and explain their meaning (Use the dictionary!)

Exercise 12.7

a) Match these adjective and noun combinations from the text 'Low Cost Carriers'. Then check in the text.

b) Give a definition to each phrase

- | | |
|--------------|-----------|
| 1 domestic | a time |
| 2 national | b airport |
| 3 no-frills | c sales |
| 4 turnaround | d point |
| 5 secondary | e airline |
| 6 paperless | f ticket |
| 7 stopover | g flight |
| 8 single | h airline |

SPEAKING AND DISCUSSION

Exercise 12.8

Explain the meaning of the idioms from the text. How can they be connected with your job?

- to make money
- to turn something upside down
- The sky's the limit

Exercise 12.9

Work in pairs. Discuss the questions

- 1 What is the difference between a low-cost airline and a full cost airline?
- 2 Are low-cost airlines safe?
- 3 How popular are low-cost airlines?
- 4 What are the advantages and disadvantages of cheap air travel?

Unit 13

LOW COST OR TRADITIONAL

LISTENING COMPREHENSION

Exercise 13.1

Low cost or traditional?

Listen to Martin Stanton of the Birmingham College of Food, Tourism, and Creative Studies talking about the advantages and disadvantages of both types of airline. Tick (✓) the characteristics he mentions for each.

<i>Characteristic</i>	<i>Traditional airlines</i>	<i>Low-cost airlines</i>
1. Booking is easy through the Internet		
2. Booking is possible through a travel agent		
3. You can check luggage through to the final destination		
4. You have a seat number before you board		
5. You have the option of different classes of seat		
6. You can go on the plane first with small children		
7. The cabin staff are more friendly		
8. There is more legroom during the flight		

Exercise 13.2

Listen to the dialogue again and underline the correct information

- 1 Mike travels *quite often* / *rarely*.
- 2 Mike *regularly* / *sometimes* use low-cost airlines.
- 3 There's *more food* / *more legroom* with a traditional airline.
- 4 *Low-cost airlines* / *traditional airlines* can suggest you seat number in advance.
- 5 With traditional airlines you *need* / *don't need* to check in as early.
- 6 Traditional airlines *don't check* / *check* luggage through to your final destination.
- 7 The biggest advantage of low-cost airlines is *paperless tickets* / *the price of tickets*.
- 8 If you're travelling as a family it's better to use low-cost airlines because of the *cost* / *internet booking*.

Exercise 13.3

Complete each sentence (a-h) with a suitable ending (1-8). Use each ending once.

- a Would you mind
- b Can I ask you
- c Does it bother you

d In the air
e Basically, I use
f Business class seats are great
g But the biggest difference is
h Would you say traveller

- 1 there isn't much of a difference.
- 2 what's best for a given trip.
- 3 when your journey involves two flights.
- 4 answering a couple of questions about air travel?
- 5 if you can pay for them.
- 6 the traditional airlines are still best?
- 7 if you use low-cost airlines at all?
- 8 to fly with a low-cost carrier?

Exercise 13.4

Listen to the dialogue again and answer the question:

Which type of airline is best for people like Martin in your opinion? Why?

READING COMPREHENSION

Exercise 13.5

Work in pairs! Before you read the text, note down the main differences between full service and low cost airlines as for connecting flights.

Exercise 13.6

Read the text. Tick your ideas that are mentioned.

Full service and low cost airlines: Connecting Flights. What are the main differences?

If you have ever traveled by plane, chances are you have heard any of these terms - full service airline, traditional airline, low cost carrier, budget airline. All of these terms basically describe two types of **commercial** airlines. And these two types are - full service airlines, also known as traditional airlines, and low cost airlines.

What are the main differences between the two? While the first is obvious - the **price** – there are quite a few more. Many of whom you'll want to take into consideration, when booking your next trip. That's true that flights with low cost airlines tend to be cheaper, sometimes **significantly** cheaper, but it's not only about the price. More often than not it's also about the services offered by the airline.

Let's go deeper into details now! So you can understand better what are the main differences between traditional airlines and low-cost airlines that do not offer connecting flights.

Let's look at two examples.

Example 1 - Wizz Air (budget airline)

You have two flights, London - Paris, and Paris - Dubai a few hours later on the same day. Your London - Paris flight is delayed, and you can't make it to the next

flight. You buy a new flight from Paris to Dubai. The first flight, London - Paris, was more than 3 hours late. Let's assume, that it was Wizz Air's fault. Now you are entitled to flight delay **compensation**. But only for the first flight, for this one flight. And only if the delay is at least 3 hours, and it's the airline's **fault**. Wizz Air doesn't sell connecting flights. And despite the fact, that your second flight now, bought at the last-minute, may have cost you a few hundred euros, and despite the fact that it **initially** may have cost you much more - you can't do anything about it. It's not Wizz Air's responsibility. You missed the flight. It's your **responsibility**. You have to buy a new flight yourself. And you have to pay for it from your pocket. The thing you had is so called **self-transfer**. Because mostly there is no such thing as a connecting flight with low cost airlines. Mostly there are just separately booked flights.

Example 2 - KLM (full service airline)

Let's assume, that you have exactly the same **itinerary** like in the first example. Your KLM flight from London to Paris is late, and you can't make it to your next flight. If it's the airline's fault, you can **claim** for flight delay compensation for the whole journey. And it doesn't matter if the London - Paris flight was 1 or 10 hours late. As long as you have arrived to your final destination (Dubai, in this case) 3 or more hours late, you might **be entitled to** compensation of €600. Why 600? Because Dubai is more than 3500 kilometres away from London, and according to EU **regulations**, that's what your KLM claim is worth in a situation like this. Apart from that, you don't have to buy a new flight. It's airline's responsibility to put you on another flight for free.

Exercise 13.7

*Read the text again and decide if the sentences are true (T) or false (F).
Correct the false ones*

- 1 Full service airline, traditional airline, low cost carrier, budget airline are terms that basically describe two types of commercial airlines..... **T/F**
- 2 Traditional airlines and low-cost airlines offer connecting flights. **T/F**
- 3 If you miss the flight, it's Wizz Air's responsibility to buy a new flight for you. **T/F**
- 4 Budget airlines, such as Wizz Air, can mostly offer passengers separately booked flights..... **T/F**
- 5 If you fly a full service airline and your flight is late due to the airline's fault, you can claim for flight delay compensation for the whole journey. **T/F**
- 6 If you fly a full service airline you can claim for flight delay compensation for the whole journey, but it matters how many hours your flight was late..... **T/F**
- 7 It's a full service airline's responsibility to put you on another flight for free when your flight is late due to the airline's fault. **T/F**

VOCABULARY PRACTICE

Exercise 13.8

Find bold words in the text that match the definitions

- 1 something, especially money, that somebody gives you because they have hurt you, or damaged something that you own; the act of giving this to somebody _____
- 2 to ask for money from the government or a company because you have a right to it _____
- 3 official rules made by a government or some other authority _____
- 4 a duty to deal with or take care of somebody/something, so that you may be blamed if something goes wrong _____
- 5 the responsibility for something wrong that has happened or been done _____
- 6 the amount of money that you have to pay for something _____
- 7 in a way that is large or important enough to have an effect on something or to be noticed _____
- 8 connected with the buying and selling of goods and services _____
- 9 means you will have two or more flights to reach your destination _____
- 10 at the beginning _____
- 11 a plan of a journey, including the route and the places that you visit _____
- 12 to give somebody the right to have or to do something _____

Exercise 13.9

Complete the sentences with the words from the box

<i>safety regulations</i>	<i>entitle</i>	<i>prices</i>	<i>significantly</i>
<i>commercial</i>	<i>self-transfer flights</i>	<i>initially</i>	<i>responsibility</i>
<i>fault</i>	<i>itinerary</i>	<i>claimed</i>	<i>compensation</i>

- 1 She damages from the aviation company for the injury she had suffered.
- 2 I think the airline owners are at for not warning us.
- 3 The for doing this rests with the aviation managers.
- 4 Avoid booking if your layover is less than 2.5 hours.
- 5 She received a cash sum by way of
- 6 The shortest flight in the world takes only a few minutes and passes between the two Scottish islands of Westray and Papa Westray.
- 7 Your decision will affect your future.
- 8 Visits to four different countries are included in your
- 9 It's against to fix these doors open.
- 10 This ticket does not you to travel first class.
- 11 The scientific work will be conducted, at least, at our laboratories.
- 12 We will have to raise ticket

SPEAKING AND DISCUSSION

Exercise 13.10

Discuss the questions. Work in pairs.

- 1 Where did low-cost airlines come from?
- 2 Why are low-cost carriers less likely to be interested in long-haul operations?
- 3 How do low-cost carriers impact other airlines?
- 4 What are 3 benefits of aviation?
- 5 Which type of airline do you prefer? And why?

MODULE TEST 3

- 1 The first international flight from Heathrow was in to
 - a. Chicago
 - b. Tanzania 1946
 - c. Tokyo
 - d. Argentina
- 2 Why has Heathrow become successful?
 - a. because of the growth of air traffic
 - b. because of the demands of air travellers
 - c. because of its geographical position
 - d. because of its historic interest
- 3 Why does Heathrow have problems?
 - a. Heathrow has problems because it's located in London.
 - b. Heathrow has problems because it isn't big enough.
 - c. Heathrow has problems because there are too many people and too much crime.
 - d. Heathrow has problems because airport authorities don't pay attention to them.
- 4 When does Heathrow date back?
 - a. Heathrow dates back to the first days of the Second World War.
 - b. Heathrow dates back only to last days of the Second World War.
 - c. Heathrow dates back to the first days of winter 1946.
 - d. Heathrow dates back to the first days of winter 1944.
- 5 What is an airport?
 - a. a place where aircraft regularly take off and land, with buildings for passengers to wait in
 - b. a place where aircraft regularly take off and land
 - c. a place for passengers to wait in
 - d. a place for passengers to buy tickets and wait in
- 6 Why does each of the world's airports have a special code?
 - a. in order to try to minimize risks
 - b. in order to develop more airports
 - c. in order to employ more workers
 - d. in order to try to keep such a complex industry under control

- 7 What organization takes responsibility for the designation of airports' codes?
- The International Civil Aviation Organization (ICAO)
 - The International Air Transport Association (IATA)
 - The Federal Aviation Administration (FAA)
 - The European Aviation Safety Agency (EASA)
- 8 Where can world's airports codes be found?
- World's airports codes can easily be found in the newspapers.
 - World's airports codes can easily be found on the announcement board.
 - World's airports codes can easily be found on the Internet.
 - World's airports codes can easily be found at any airport.
- 9 What is a flight number composed of?
- A flight number is composed of the airline's code and then two or three digits.
 - A flight number is composed of the airline's code and then one or two digits.
 - A flight number is composed of the airline's code and then three or four digits.
 - A flight number is composed of three or four digits.
- 10 What are scheduled flights?
- Scheduled flights are flights which take off and land at regular published times
 - Scheduled flights are flights which take off at regular published times, but don't land at regular published times
 - Scheduled flights are flights which don't take off, but land at regular published times
 - Scheduled flights are flights which are contracted to fly at a set time
- 11 Depending on the distance covered, flights can be
- short-haul or long-haul
 - short-haul, medium-haul, or long-haul
 - short-haul, semi-medium haul, or long-haul
 - short-haul, long-haul, or travelled
- 12 Air travel is the safest form of transport because
- planes are sophisticated flying machines
 - all operations are performed orderly and efficiently
 - all aviation specialists and passengers know what to do
 - passenger safety is at the heart of all operations

- 13 What problems can air travel create? (more than one answer is possible!)
- a. blackening the skies due to the emissions from jet aircraft
 - b. risk
 - c. fear of flying
 - d. security
- 14 How has jet aircraft revolutionized travel?
- a. Jet aircraft has revolutionized travel making it possible to go much faster.
 - b. Jet aircraft has revolutionized travel making it possible to go much further.
 - c. Jet aircraft has revolutionized travel making it possible to go much further, much faster.
 - d. Jet aircraft has revolutionized travel making it possible to go less noisier.
- 15 What is September 11 connected with?
- a. September 11 is connected with terrorist attacks on New York.
 - b. September 11 is connected with terrorist attacks on New York and Washington.
 - c. September 11 is connected with terrorist attacks on New York World Trading Centre.
 - d. September 11 is connected with terrorist attacks on the USA.
16. What is the definition to the word "problem"?
- a. a situation in which a difficult choice has to be made between two or more alternatives
 - b. the possibility of something bad happening
 - c. a thing that is difficult to deal with or to understand
 - d. the possibility of something unwelcome or unpleasant happening
17. What is fear?
- a. the inability to think as clearly or quickly as you normally do
 - b. a feeling of worry, nervousness, or unease about something with an uncertain outcome
 - c. the bad feeling that you have when you are in danger or when a particular thing frightens you
 - d. the state of being anxious and troubled over actual or potential problems
- 18 Which of the following statements are only true for major airlines? (more than one answer is possible!)
- a. They offer free in-flight food and entertainment.
 - b. They offer free stopovers on long-haul flights.
 - c. They often use less important airports.
 - d. They operate long-haul flights.

- 19 Which of the following statements are only true only true for low-cost carriers ?
(more than one answer is possible!)
- a. They spend as little time on the ground as possible.
 - b. They offer free in-flight food and entertainment.
 - c. They only sell single tickets.
 - d. They offer free stopovers on long-haul flights.
- 20 Which of the following statements are true for both types of airline? (low-cost carriers and major airlines) (more than one answer is possible!)
- a. They do not have different classes of seating on board their planes
 - b. They operate short- and medium-haul flights.
 - c. They often use less important airports.
 - d. They use paperless ticketing.
- 21 Which of the following statements are true for both types of airline? (low-cost carriers and major airlines) (more than one answer is possible!)
- a. They do not have different classes of seating on board their planes
 - b. They operate short- and medium-haul flights.
 - c. They often use less important airports.
 - d. They use paperless ticketing.
- 22 What type of tickets was the commonest in the good old days?
- a. the economy ticket
 - b. the basic return ticket
 - c. the single ticket
 - d. the premium economy ticket
- 23 What type of tickets was so expensive that nobody ever bought one except in an emergency?
- a. the first class ticket
 - b. the business ticket
 - c. the single ticket
 - d. the traditional ticket
- 24 Qantas became famous for their long-haul, intercontinental routes, offering
- a. beverages and comforts
 - b. checked baggage
 - c. meals
 - d. free stopovers

- 25 KLM is national airline
- a. the Polish
 - b. the Dutch
 - c. the Spanish
 - d. the British
- 26 LOT is national airline
- a. the Polish
 - b. the US
 - c. the Dutch
 - d. the Norwegian
- 27 What was the whole aviation system turned upside down by?
- a. the emergence of jet aircraft
 - b. the arrival of the low-cost carriers
 - c. the economy tariff to get more legroom and a seat that converts into a bed
 - d. the increased number of tourists
- 28 What is the low-cost strategy based on?
- a. the number of take offs
 - b. limited turnaround times at airports
 - c. the number of landings
 - d. the low price of tickets
- 29 How many flights can the low-cost airlines get per day?
- a. six
 - b. seven
 - c. eight
 - d. nine
- 30 What keeps costs down? (low-cost carriers) (more than one variant is possible!)
- a. cheap food
 - b. paperless ticketing
 - c. sales over the Internet and the phone
 - d. free newspapers
- 31 What is a single ticket?
- a. a type of ticket in which fliers travel in coach or economy class
 - b. a type of ticket that is eligible for a fund
 - c. a form of one-way or round-trip tickets
 - d. can be used for travelling to a place but not back again

- 32 The airline's name, which is owned, controlled or paid for by the government.
- a. a major airline
 - b. a national airline
 - c. a regional airline
 - d. an international airline
- 33 Why do low cost airlines use secondary airports? (more than one variant is possible)
- a. because of the landing fees which are substantially less than at major airports
 - b. because the secondary airports have paved runways
 - c. because the secondary airports have shorter ground times
 - d. because the secondary airports are comfortable
- 34 What is a no-frills airline?
- a. an airline with ancillaries included in the ticket fare
 - b. an airline that offers low fares but eliminates all non-essential services
 - c. an airline that doesn't offer low fares but offers free food and beverages
 - d. an airline that doesn't offer services to customers for much lower fares
- 35 What is stopover?
- a. the end of your journey
 - b. a long stay in a place that you make while you are on a longer journey to somewhere else
 - c. a scheduled stop on your journey, at a point between the place of departure and the place of destination
 - d. a flight that goes from one point to another without making a stop
- 36 What can traditional airlines suggest you in advance?
- a. alcoholic beverages
 - b. a seat number
 - c. food
 - d. coffee or tea
- 37 What is the biggest advantage of low-cost airlines?
- a. paperless tickets
 - b. the price of tickets
 - c. food and beverages
 - d. more legroom
- 38 What is true for traditional airlines? (more than one variant is possible)
- a. no ancillaries
 - b. more legroom
 - c. food and beverages
 - d. luggage can't be checked through to the final destination

- 39 What flight can reach the final destination through two or more flights?
- a. a direct flight
 - b. a layover flight
 - c. a non-stop flight
 - d. a connecting flight
- 40 What is an itinerary?
- a. a particular way or direction between places
 - b. a plan of a journey, including the route and the places that you visit
 - c. a route or track between one place and another, or the direction in which something is moving
 - d. a detailed plan showing when events or activities will happen
- 41 Which sentence is a true one?
- a. Low-cost airlines offer connecting flights.
 - b. Low-cost airlines do not offer connecting flights.
 - c. Traditional airlines and low-cost airlines offer connecting flights.
 - d. Traditional airlines offer connecting flights.
- 42 If you miss the Wizz Air's flight, who is responsible to buy a new flight for you?
- a. Wizz Air has to buy a new flight for you.
 - b. You have to buy a new flight yourself.
 - c. Wizz Air can offer a new flight for you.
 - d. Wizz Air can offer and buy a new flight for you.
- 43 It's a full service airline's responsibility to put you on another flight for free when
- a. you miss the flight
 - b. you forget the exact time and you are late
 - c. your flight is late due to the airline's fault
- 44 What are regulations?
- a. accepted principles or instructions that state the way things are or should be done, and tells you what you are allowed or are not allowed to do
 - b. information intended to advise people on how something should be done or what something should be
 - c. official rules made by a government or some other authority
 - d. a set of ideas or a plan of what to do in particular situations that has been agreed to officially by a group of people, a business organization, a government, or a political party

45 What is price?

- a. an amount of money paid for a particular piece of work or for a particular right or service
- b. the amount of money that you have to pay for something, especially for an activity or service
- c. the amount of money that you have to pay for something
- d. the use of money, time, or effort; something that makes you spend money

46 What is compensation?

- a. something, especially money, that somebody gives you because they have hurt you, or damaged something that you own; the act of giving this to somebody
- b. payment for harm or damage
- c. an amount of money paid
- d. a present given to someone to thank them for helping you, or payment given to someone because of slight problems or because of the loss of or damage to their property

47 Where did low-cost airlines come from?

- a. the American carrier, Delta Airlines, is considered the “parent of low-cost airlines
- b. the American carrier, Southwest Airlines, is considered the “parent of low-cost airlines
- c. the American carrier, United Airlines, is considered the “parent of low-cost airlines
- d. the American carrier, American Airlines, is considered the “parent of low-cost airlines

48 What is fault?

- a. a problem in something or someone that spoils that thing or person or causes it, him, or her not to work correctly
- b. mistake, or weakness, especially one that happens while something is being planned or made, or that causes something not to be perfect
- c. something done or written by accident that is not correct, not accurate, or does not give the right result
- d. the responsibility for something wrong that has happened or been done; a mistake, especially something for which you are to blame; a broken part or weakness in a machine or system

49 What is responsibility?

- a. the fact that someone is legally responsible for something
- b. something that you must do
- c. a duty to deal with or take care of somebody/something, so that you may be blamed if something goes wrong
- d. a piece of work to be done, especially one done regularly, unwillingly, or with difficulty

50 What are benefits of aviation? (more than one variant is possible)

- a. It creates employment.
- b. It facilitates trade.
- c. It supports sustainable development all around the world
- d. It enables tourism.

MODULE 4

Unit 14

WHAT IS A BLACK BOX?

READING COMPREHENSION

Exercise 14.1 *Read and translate the text*

In aviation, the term "black box" refers to the Flight Data Recorder (FDR) and Cockpit Voice Recorder (CVR), both of which play crucial roles in enhancing safety and investigating accidents. These devices are crucial for investigating accidents or incidents. The FDR records data such as altitude, airspeed, heading, and other flight parameters, while the CVR captures audio from the cockpit. Despite being called "black boxes," these devices are often painted in bright colors to make them more visible and easier to locate in the event of a crash.

The term "black box" is sometimes used metaphorically in psychology and behavioral sciences to describe the mind. In this context, the mind is considered a "black box" because mental processes and thoughts are not directly observable. Researchers may study behavior and infer internal cognitive processes, but the mind itself remains somewhat mysterious.

Here's a closer look at the roles of these black boxes in aviation:

Flight Data Recorder (FDR):

The FDR is a critical component of an aircraft's avionics system. Its primary function is to continuously record a variety of parameters related to the aircraft's performance during flight. These parameters typically include:

- Altitude
- Airspeed
- Heading
- Vertical acceleration
- Pitch and roll attitudes
- Engine parameters
- Flight control surface positions

The FDR collects this data at a high frequency, often multiple times per second, providing a detailed snapshot of the aircraft's state throughout the entire flight. In the event of an accident or incident, investigators can analyze the information stored in the FDR to reconstruct the sequence of events leading up to the event and understand the aircraft's behavior.

Cockpit Voice Recorder (CVR):

The CVR is another essential black box in aviation. It records all communications that occur in the cockpit, including conversations between the flight crew, air traffic control communications, ambient sounds, and alarms. The CVR typically stores the last two hours of cockpit audio.

The information from the CVR is invaluable for investigators, helping them understand the human factors and decision-making processes leading up to an incident. It provides insights into crew coordination, communication, and the overall atmosphere in the cockpit during critical phases of flight.

Accident Investigation:

Black boxes play a central role in accident investigation and contribute significantly to improving aviation safety. When an aircraft is involved in an accident or incident, recovering the black boxes is a priority. The data from these recorders help investigators:

- Reconstruct the sequence of events leading to the accident.
- Identify any technical issues or malfunctions.
- Understand the actions and decisions of the flight crew.
- Formulate recommendations for preventing similar incidents in the future.

International aviation regulations, such as those set by the International Civil Aviation Organization (ICAO), mandate the installation of FDRs and CVRs in commercial aircraft. These regulations specify the recording parameters, the duration of data storage, and the robustness of the recorders to ensure data survivability in the event of a crash.

In summary, the black boxes in aviation serve as critical tools for accident investigation, providing valuable data that helps enhance safety, understand the causes of incidents, and implement preventive measures to mitigate risks in the aviation industry.

Exercise 14.2. *Answer the following questions*

- 1 What does the term "black box" refer to in aviation?
- 2 What is the primary function of the Flight Data Recorder (FDR) in an aircraft?
- 3 What information does the Cockpit Voice Recorder (CVR) capture in aviation?
- 4 Why are Flight Data Recorders (FDRs) and Cockpit Voice Recorders (CVRs) painted in bright colors despite being called "black boxes"?
- 5 How does the information from the Cockpit Voice Recorder (CVR) contribute to accident investigation in aviation?
- 6 What role do black boxes play in accident investigation in aviation?
- 7 Which international organization mandates the installation of Flight Data Recorders (FDRs) and Cockpit Voice Recorders (CVRs) in commercial aircraft?
- 8 What parameters does the Flight Data Recorder (FDR) record at a high frequency to provide a detailed snapshot of the aircraft's state?
- 9 How do black boxes contribute to enhancing safety in the aviation industry?

Exercise 14.3

Read the headline. Guess if 1-10 below are true (T) or false (F)

1. The term "black box" in aviation refers only to the Cockpit Voice Recorder (CVR)..... **T / F**
2. Despite being called "black boxes," these devices are often painted in bright colors.
..... **T / F**
3. The Flight Data Recorder (FDR) records parameters such as altitude, airspeed, and engine parameters..... **T / F**
4. The Cockpit Voice Recorder (CVR) captures only ambient sounds in the cockpit.....**T / F**
5. The CVR typically stores the last two hours of cockpit audio.
.....**T / F**
6. Black boxes play a minor role in accident investigation in aviation.....**T / F**
7. The International Civil Aviation Organization (ICAO) does not mandate the installation of FDRs and CVRs in commercial aircraft..... **T / F**
8. The FDR collects data at a low frequency, making it less useful for investigators..... **T / F**
9. The information from the Cockpit Voice Recorder (CVR) is not valuable for investigators in understanding human factors..... **T / F**
10. The primary function of the Flight Data Recorder (FDR) is to capture cockpit audio..... **T / F**

VOCABULARY PRACTICE

Exercise 14.4 *Match the following synonyms from the article.*

- | | |
|-------------------|----------------------------------|
| 1. Enhancing | a. Reconstruct |
| 2. Infer | b. Critical |
| 3. Visible | c. Improve |
| 4. Mysterious | d. Recovering |
| 5. Invaluable | e. Understand |
| 6. High Frequency | f. Essential |
| 7. Priorit | g. Directly Observable |
| 8. Contribute | h. Central |
| 9. Reconstruct | i. Enhance |
| 10. Critical | j. Sometimes Used Metaphorically |

Exercise 14.5

Look in your dictionary / computer to find collocates, other meanings, information, synonyms ... for the words 'black box' and 'safety'

<i>black box</i>	<i>safety</i>

GRAMMAR IN USE

Exercise 14.6

In pairs, complete the sentences with a passive form of the verb in brackets. Then choose the correct information

- 1 The world's first plane _____ (fly) by the Wright brothers in 1803 / 1903 / 1953.
- 2 In 2000, the Channel Tunnel _____ (open) between England and France / Ireland / Wales.
- 3 Tickets for space flights _____ (sell) today by Virgin Galactic for \$2,000 / \$20,000 / \$200,000 each.
- 4 The air space in the whole world _____ (control) by air traffic controllers.
- 5 The Boeing aircraft _____, _____, _____ (design), (manufacture), and (sell) by an American multinational corporation.
- 6 According to US plans, a manned spacecraft _____ (send) to Saturn/ Mars/ Jupiter in around 2030.

Exercise 14.7

Put the verbs in brackets into the correct passive tense

The remains of an Anglo-Saxon ship 1) *were discovered*. (discover) by archaeologists digging on the Kent coast last week. As was common in Anglo-Saxon England, it 2) (think) that the ship remains. many items, including weapons and helmets 4) (find). 3) (bury) alongside a great warrior. Although none of the original wood from the ship These finds 5) (now/examine) by experts at the University of Kent. Afterwards the items 6) (clean) so that they can 7) (display) in the British Museum in London.

SPEAKING AND DISCUSSION

Exercise 14.8 *Work in pairs. Play the role game*

Back from the dead

Three years ago a small passenger plane crashed in the middle of the Borneo jungle with twenty-seven people on board. Rescue teams arrived at the scene of the crash three days later. They searched the area, but found no survivors.

Two days ago, however, two people walked into a remote tribal village on the edge of the jungle and said that they were survivors of the plane crash. They told the astonished tribe people that they had been living in the jungle by themselves since the day of the crash. We have sent two of our reporters to Borneo to interview these amazing people. Look out for an exclusive interview in the next week's Daily Planet!

<i>Survivor's role card</i>	<i>Reporter's role card</i>
<p>You are going to be interviewed by a journalist about what happened to you. With your partner, decide you to your interview. Use your imagination!</p> <p>Here are some things you might be asked about:</p> <ul style="list-style-type: none">• personal details (be imaginative)• how you know the other survivor• why the plane crashed• how you survived the crash• life in the jungle (food, shelter, etc.)• the dangers you faced• your health (now and over the last three years)• the tribal village and its people• plans for the future• how you feel about flying• how you are getting home	<p>You are going to interview the survived people about what happened to them.</p> <p>Here are some things you may ask about:</p> <ul style="list-style-type: none">• personal details• how they know the other survivors• why the plane crashed• how they survived the crash• life in the jungle (food, shelter, etc.)• the dangers they faced• their health (now and over the last three years)• the tribal village and its people• plans for the future• how they feel about flying• how they are getting home

Exercise 14.9

Comment upon the statement:

Black box and its importance for aviation investigation

Exercise 14.10

Discussion Tasks:

- Explore the contradiction that despite being called "black boxes," these devices are often painted in bright colors. Why is visibility crucial, and how does the color choice align with the goal of easy detection in the event of a crash?
- Discuss how the data from black boxes aids investigators in formulating recommendations for preventing similar incidents in the future. How do these findings contribute to ongoing efforts to improve aviation safety?
- Consider potential future technological advancements in black box technology. How might advancements in data recording and analysis further enhance aviation safety and accident investigation?

UNIT 15

DISTRESS AND URGENCY MESSAGES

READING COMPREHENSION

Exercise 15.1

Read and translate the text.

The term “Mayday” is the internationally recognized radio telephone signal of distress. It simply came from the French phrase ‘m’aidez’, which means ‘help me’. It was officially adopted internationally in 1927.

The emergency call PAN-PAN derives from French. In French, a *panne* ([pan], "pan") is a breakdown, such as a mechanical failure.

Urgency is a condition concerning the safety of an aircraft or other vehicle, or of some person on board or within sight.

The word "PAN PAN" spoken at the beginning identifies an urgency message. Urgency messages have priority over other transmissions except distress messages. The call should be made on the frequency in use at the time. Stations not involved in the urgency traffic should take care not to interfere with the transmissions of urgency traffic.

Distress is a dangerous situation where the aircraft or its occupants are in grave and imminent danger or require immediate assistance.

In case of emergency the international distress call is used in radiotelephony by aircraft and shipping. The caller is in immediate grave danger and requests urgent assistance. A transmission containing this word gets immediate priority and emergency services are alerted.

Distress & Urgency

When a pilot or crew encounters an emergency or distress situation they can simply call for assistance by contacting ATC or any other agency responsible for the area they are flying over. They will need to state their difficulty, express their intentions and if any assistance is required to handle the situation.

To do this efficiently they must have all the required information, frequencies and radio procedures, at hand as is required during preflight.

For this communication to proceed orderly the International Civil Aviation Organization (ICAO) has developed or prescribed standard procedures. This will help communicating the much needed information in a timely manner and alert others on the same frequency.

For efficient and quick emergency communications there are several procedures and items the pilot must be familiar with.

Mayday or Pan-Pan

Aircraft crew should start their **distress** communication with an internationally recognized phrase:

MAYDAY. This phrase commands radio silence on the frequency and this type of communication has the highest priority.

Urgency communications are preceded by the words **PAN-PAN** and they have priority over all other communications except distress.

Exercise 15.2 Answer the questions

1. What is the internationally recognized distress signal in radiotelephony?
2. What is the origin of the term "Mayday"?
3. What does the emergency call "PAN-PAN" signify?
4. What does the word "PAN PAN" spoken at the beginning of a message indicate?
5. How are distress messages different from urgency messages in terms of priority?
6. When is the distress call "MAYDAY" used in radiotelephony?
7. What is the significance of the words "MAYDAY" and "PAN-PAN" in radio communication during emergencies?
8. How does the International Civil Aviation Organization (ICAO) contribute to efficient emergency communications?
9. What information should pilots provide during distress communication according to the text?
10. Why is it crucial for pilots to be familiar with standard procedures during emergency communications?

Exercise 15.3

Read the headline. Guess if 1-10 below are true (T) or false (F)

1. "Mayday" is the internationally recognized radio telephone signal for urgency.).
.....T/F
2. The term "Mayday" originated from the French phrase 'm'aidez,' meaning 'help me.').
.....T/F
3. The emergency call "PAN-PAN" derives from the French word "panne," which means a breakdown.).
.....T/F
4. Urgency messages have priority over distress messages in radio communication.
.....T/F
5. The words "PAN PAN" spoken at the beginning of a message identify a distress communication.....T/F
6. Distress is a situation where the aircraft is in danger, but it doesn't require immediate assistance.....T/F
7. The international distress call in radiotelephony is used by aircraft and shipping.).
.....T/F
8. In emergency situations, pilots should contact any agency responsible for the area they are flying over.....T/F
9. The ICAO has not prescribed standard procedures for efficient emergency communications.....T/F
10. Urgency communications are preceded by the phrase "MAYDAY."T/F

VOCABULARY PRACTICE

Exercise 15.4

Give to the following words as many synonyms as you can

Help –
Distress –
Urgency
Transmission –
Occupant –
Intension –
Danger –

Exercise 15.5

Match the terms on the left with their correct definitions or descriptions on the right.

A	B
1 Mayday	A. A signal indicating a threat to life or property, requiring immediate assistance.
2 PAN-PAN	B. The global authority that sets standards for aviation safety, including communication protocols.
3 Urgency	C. The procedure for communicating a high-priority message that is critical but less severe than an immediate life-threatening situation.
4 Distress	D. Involves detailed knowledge of how to communicate effectively using aviation radios, including emergency frequencies.
5 International distress call	E. An expression of a condition that demands prompt but not necessarily immediate action to ensure the safety of an aircraft's occupants or cargo.

6 ATC	F. The organization responsible for air traffic management, ensuring safe and orderly flow of aircraft.
7 Radio procedures	G. The standardized call indicating a need for help but not as urgent as a mayday.
8 ICAO	H. Essential knowledge required before flight, encompassing how to handle emergencies and standard communication practices.
9 PAN PAN (repeated)	I Used to declare the highest priority emergency, commanding immediate radio silence except for necessary communication.
10 Information and procedures	J. Identifies an urgent situation that, while not immediately life-threatening, requires attention to prevent potential escalation.

Exercise 15.6

Fill each space with one suitable word. The first one (0) has been done to you.

Comfort on board

Once you ARE (0) in the cabin, find your seat and arrange your baggage in the luggage compartment above your seat. Be careful _____ (1) put your baggage in the compartment because, if you not close _____ (2) not close the compartment properly, the baggage could fall and injure other passengers when the aircraft _____ (3) direction. Before the aircraft _____ (4) off, make sure you have fastened your seat belts. Once the seat belt sign _____ (5) been turned off, you can undo your seat belt but if you wish, you can keep it on for safely till the flight _____ (6) over. When the aircraft _____ (7) its descent for landing, you should fasten your seat belt and refrain from smoking. During the flight you have something non-alcoholic to drink in _____ (8) your body dehydrates. Alcohol is allowed as _____ (9) as it is supplied the cabin crew. Electronic equipment should be kept switched off _____ (10) case it interferes with aircraft electronics. At the end of the flight, you should stay in your seat not undo seat belt till the aircraft has _____ (11) to a standstill.

GRAMMAR IN USE

Exercise 15.7

Open the brackets and put the verbs in correct form. (Present Simple/ Present Continuous)

- 1 ICAO (recommend) the use of the standard “Pan-pan” and “Mayday” calls instead of “declaring an emergency”.
- 2 Where (to be) general director? – He (to speak) over the telephone and then he (to fly) to Kiev.
- 3 “PAN-PAN” (inform) potential rescuers including emergency services and other craft in the area.
- 4 Controllersoften go on business trip?
- 5 How much time (to take) this aircraft to overfly this area?
- 6 Crew (not to depart) without clearance from ATC.
- 7 What (to do) you? I (to hope) you(to discuss) regulations for this zone.
- 8 It (to be) necessary to switch on the RW lights. It (to get) darker.
- 9 According to their rules they (to transmit) information about their position.
- 10 He (to be) in a hurry? Why he (to attempt) to depart before his slot time?
- 11 The pilot (not to have) possibility to land at alternative as visibility (to deteriorate) there now due to thick fog.
- 12 This crew (not to be familiar) with airport layout.
- 13 What aircraft (to pass) you at the moment?
- 14 How the passengers (feel) now? – They (to choke).

SPEAKING AND DISCUSSION

Exercise 15.8

Play a game.

Students are divided into two groups. Students from group A explain the chosen word meaning from the text. Students from group B try to guess the word. Then exchange the role.

Exercise 15.9

Debate

- Students are divided into two groups. One group argues in favor of giving priority to distress messages over urgency messages, while the other group argues the opposite. Students have to use information from the text to support their arguments.
- Discuss real-world examples where adherence to ICAO standard procedures during emergency communications has been crucial. Explore incidents where effective communication played a vital role in resolving emergency situations.
- Students are divided into small groups and each group has to discuss a specific aspect of the ICAO standard procedures mentioned in the text and present their findings, emphasizing the importance of these procedures in emergency situations.

UNIT 16

AIR CRASH INVESTIGATION

READING COMPREHENSION

Exercise 16.1

Read the text:

The safety of flights is the main requirements and tasks in aviation. Everybody of us, of course, is, was or will be a passenger. There is no need to mention that safety is the main thing in the air. Many factors can be the problems to the aircraft. They are: snow, heavy rain, fog, mist, thunderstorms, showers and so on. We can say that meteorological conditions influence upon the aircraft. The intensive air traffic growth can be reason No2.

ICAO takes efforts on development the recommendations based on the analysis of aircraft crashes and accidents in the international civil aviation. The main direction is the common influence of a man – aircraft and the environment.

According to the world statistics and as ICAO data report, the $\frac{3}{4}$ of all aviation crashes are happening about 3 kilometres from the runway.

Take-off and landing are the most dangerous legs of a flight, because shortage of time or altitude to understand and analyse the arising problems connected with mechanical, meteorological or human factors.

According to international protocol, air crash investigations are handled by the country in which a crash occurs.

In the United States, the National Transportation Safety Board (NTSB) is the government agency that investigates all major aviation accidents. Its purpose is to explain accidents and provide safety recommendations. Since it was formed in 1967, the NTSB has completed more than 132,000 aviation accident investigations, with most taking weeks or even months to complete.

In the UK, airplane crashes come under the domain of The Air Accidents Investigation Branch (AAIB), which is responsible for the investigation of civil aircraft accidents and serious incidents within the UK. They are also often called upon to assist in military incidents as well as aviation accidents overseas, especially where British registered planes are involved. Their aim is to respond quickly to air accidents and serious incidents and lead and manage the accident investigation team. On their website, the AAIB stress that the aim of an investigation is ‘to improve aviation safety by determining the causes of air accidents and serious incidents and making safety recommendations intended to prevent recurrence – it is not to apportion blame or liability.’

The National Bureau of Air Accidents Investigation of Ukraine (NBAAI) is the national civil aviation incident investigation authority of Ukraine, a "specialist expert organization" consisting of 40 experts and subordinated to the Cabinet of Ministers of Ukraine. The bureau was established on March 21, 2012 by the special Cabinet Decree.

Exercise 16.2

Answer the following questions:

- 1 What is the main focus and priority in aviation according to the text?
- 2 How do meteorological conditions impact aircraft safety?
- 3 What is the significant role of ICAO in aviation safety, and what does it primarily focus on?
- 4 According to world statistics, where do the majority of aviation crashes occur, and why is this area considered high-risk?
- 5 Why are take-off and landing considered the most dangerous phases of a flight?
- 6 In the United States, which government agency is responsible for investigating major aviation accidents, and what is its purpose?
- 7 What is the role of the Air Accidents Investigation Branch (AAIB) in the UK when it comes to airplane crashes?
- 8 What is the main goal of air crash investigations, as emphasized by the AAIB, and how does it differ from assigning blame or liability?
- 9 When was the National Bureau of Air Accidents Investigation of Ukraine (NBAAI) established, and what is its role in civil aviation incident investigations?
- 10 Have you read about any aircraft crashes and accidents?
- 11 What films have you seen about aircraft crashes?
- 12 What do you know about the statistics analysis of aircraft accidents?

Exercise 16.3

Look at these news reports about accidents. Match each headline with part of an article below:

- a) *Plane Crash Kills Five, Injures One*
- b) *Pilot Error, Air Traffic Controller Distraction Resulted in Plane Crash*
- c) *Lawsuits Pending in Buffalo Plane Crash*
- d) *San Francisco Plane Crash – Airport Also Under Investigation*
- e) *US Airways Plane Grounded After Hole Discovered in Fuselage*
- f) *Horrific Plane Crash Kills Three*
- g) *Fiery Small Plane Crash*
- h) *Plane Crashes near Houses, Pilot Survives*

1 ____

The Asiana Airlines Boeing 777 that crashed Saturday morning while landing at San Francisco International Airport has left two people dead and 182 people sent to hospitals, 50 of whom are in critical condition. Reports from various sources say it is “incredible” and “lucky” there are so many survivors.

2 ____

The single-engine propeller plane, a Socata TB10, known as "Tobago", hit the ground in a fiery crash just after it took off from nearby Brookhaven Calabro Airport, according to Federal Aviation Administration (FAA) spokeswoman Kathleen Bergen. Witnesses tried to douse flames with fire extinguishers and garden hoses.

3 ____

At least three people have died and 50 more were injured in a horrific plane crash in Reno on Friday. The airplane crash occurred at an air race, and took the life of the 74-year-old pilot and at least two race spectators. Many of the injured suffered life-threatening injuries in the airplane accident, in which the plane plunged into the spectator stands.

4 ____

A pilot doing a pre-flight inspection to his commercial aircraft discovered a small hole in the exterior fuselage of the plane, CNN reported late yesterday. The US Airways 737-400 was loading for a flight when the pilot noticed the breach in the plane's fuselage, and alerted authorities.

5 ____

People continue to speculate as to what caused a plane crash Wednesday near Long Beach Airport, killing five. According to a report from KTLA, the Beech craft King Air plane had taken off from the airport, circled, and was trying to land, when the plane slammed into the ground, erupting into a fireball.

6 ____

It has been two years since the tragic plane crash of Continental Connection Flight 3407 near Buffalo, New York. The airplane crash, officially blamed on pilot error, killed all 49 people on board the plane and one person on the ground. Although some lawsuits filed by the families of plane crash victims have been settled, many more are currently pending.

7 ____

A horrific plane crash into a quiet Roy neighborhood Sunday critically injured the pilot and set two homes on fire—however, luckily, no one on the ground was injured. The December 6 issue of the Salt Lake Tribune described the ensuing fire caused by the crash and the horrifying injuries to the pilot.

8 ____

A series of errors and a distracted air traffic controller led to a tragic plane crash in New York City that took the lives of nine people when a private plane and a tourist helicopter collided in August 2009. The National Transportation Safety Board, which investigated the plane accident, said both pilots made errors and the air traffic controller was involved in a personal phone call.

VOCABULARY PRACTICE

Exercise 16.4

Rearrange the letters in the words from the unit to match definitions:

icacetnd	something bad that happen that is not expected or intended and that often damages something or injures someone;
mia	to attempt or intend to reach a certain goal;
elitatud	he height of a thing above a reference level especially above sea level or above earth's surface;
tutyuhroia	the power to give orders or make decisions;

uasce	something or someone that produces an effect, result or condition;
rsahe	to break violently or noisily, to smash;
egamna	to have charge of direct or administer;
tsmi	a phenomena caused by small water droplets suspended in air;
wosehr	a brief fall of precipitation, such as rain, hail or sleet;
nemterrequi	something demanded or imposed as an obligation.

Exercise 16.5

Match the terms from the text with their definitions:

- | | |
|-----------------------------|---|
| 1 Meteorological conditions | a. The organization responsible for investigating civil aircraft accidents and serious incidents in the UK. |
| 2 ICAO | b. The dangerous phases of a flight, often associated with a shortage of time or altitude to address arising problems. |
| 3 Air crash investigations | c. The factors such as snow, heavy rain, fog, etc., that can pose problems to aircraft. |
| 4 Take-off and landing | d. The international organization focusing on the common influence of humans, aircraft, and the environment in civil aviation |
| 5 NTSB | e. The national incident investigation authority of Ukraine, consisting of specialist experts. |
| 6 AAIB | f. The government agency in the United States responsible for investigating major aviation accidents. |
| 7 Aviation safety | g. The percentage of aviation crashes happening about 3 kilometers from the runway according to world statistics. |
| 8 NBAAI | h. The aim of investigations, emphasizing improvement of aviation safety by determining causes and making safety recommendations. |

GRAMMAR IN USE

Exercise 16.6

Choose the right variant to make a logical sentence according to the text:

Disaster	attempted	standardized	clearance
fatalities	dense	survivors	error
collided			runway

The Tenerife _____, which occurred on March 27, 1977, remains the accident with the highest number of airliner passenger _____. 583 people died when a KLM Boeing 747 _____ to take off without clearance, and _____ with a taxiing Pan Am 747 at Los Rodeos airport on the Canary Island of Tenerife,

Spain. There were no _____ from the KLM aircraft; 61 of the 396 passengers and crew on the Pan Am aircraft survived. Pilot _____ was the primary cause as the KLM captain initiated take off although he did not have ATC _____. Another cause was _____ fog, meaning the KLM flight crew was unable to see the Pan Am aircraft on the _____ until immediately prior to the collision. The accident had a lasting influence on the industry, particularly in the area of communication. An increased emphasis was placed on using _____ phraseology in air traffic control (ATC) communication by both controllers and pilots alike.

SPEAKING AND DISCUSSION

Exercise 16.7

Discuss the following questions:

- 1 Discuss the various factors mentioned in the text that can pose challenges to aviation safety, such as weather conditions and air traffic growth.
- 2 Explore how meteorological conditions, like snow, fog, and thunderstorms, influence aircraft operations. How can these conditions be mitigated for safer flights?
- 3 Analyze the statistic that $\frac{3}{4}$ of aviation crashes occur about 3 kilometers from the runway. What factors might contribute to this trend, and how can it be addressed?
- 4 Discuss why take-off and landing are considered the most dangerous legs of a flight. What challenges arise during these phases, and how can they be minimized?
- 5 Explore the reasons behind the international protocol of handling air crash investigations in the country where the incident occurs. What are the advantages and challenges of this approach?
- 6 Discuss the AAIB's stress on improving aviation safety and avoiding blame or liability during investigations. Why is this approach crucial for enhancing safety in the aviation industry?
- 7 Explore the role and significance of the NBUAI in Ukraine. How does having specialized incident investigation authorities contribute to the overall safety of civil aviation?
- 8 Discuss the importance of international cooperation and information sharing in improving aviation safety. How can countries collaborate to enhance safety standards globally?

UNIT 17

AIRPLANE PILOTS FALL ASLEEP INSTEAD OF LANDING

LISTENING COMPREHENSION

Exercise 17.1

Listen to the text and fill in the gaps

Two pilots fell asleep at one of the (1) _____ of their flight. They were flying a Boeing 737 from Khartoum, Sudan to Addis Ababa in Ethiopia. The plane was at (2) _____ of 37,000 feet and was due to begin its descent to Addis Ababa's airport. Air traffic controllers were shocked when their (3) _____ the plane had overshot its destination. The pilots (4) _____ the autopilot disconnected and the alarm sounded. They did (5) _____ the skies above the airport and landed the plane. None of the crew or (6) _____ were hurt.

The airline made a statement (7) _____. It said: "We have received a report which indicates the Ethiopian flight...temporarily lost communication with (8) _____. The flight later landed safely." It said the pilots "have been removed from (9) _____ investigation". It added: "Appropriate corrective action will be taken based (10) _____ of the investigation. Safety...will continue to be our first priority." An aviation analyst said the incident might have been (11) _____. He said this was "one of the most (12) _____ air safety".

Exercise 17.2

Read the headline. Guess if 1-10 below are true (T) or false (F)

- | | |
|---|-------|
| 1 Two pilots fell asleep seconds before their plane landed. | T / F |
| 2 The pilots were flying a Boeing 737 from Sudan to Ethiopia. | T / F |
| 3 Air traffic controllers guided the plane to land safely. | T / F |
| 4 Several crew members were hurt during the eventual landing | T / F |
| 5 The airline said the plane lost communication with air traffic controllers. | T / F |
| 6 The two pilots are now under investigation. | T / F |
| 7 The airline said pilot training was its first priority. | T / F |
| 8 An expert said pilot fatigue was a big threat to air safety. | T / F |

VOCABULARY PRACTICE

Exercise 17.3

Match the following synonyms from the article

- | | |
|---------------|------------------|
| 1 fell asleep | a. reinstated |
| 2 crucial | b. height |
| 3 altitude | c. injured |
| 4 destination | d. shows |
| 5 hurt | e. important |
| 6 indicates | f. prime concern |

- | | |
|------------|------------------|
| 7 restored | g. awaiting |
| 8 pending | h. nodded off |
| 9 priority | i. constitute |
| 10 pose | j. landing place |

Exercise 17.4

Match the following phrases from the article (sometimes more than one combination is possible):

- | | |
|---|----------------------------|
| 1 during one of the most crucial | a. of pilot fatigue |
| 2 The airliner was at its cruising | b. on board were hurt |
| 3 the autopilot disconnected and the alarm | c. priority |
| 4 They quickly did a loop of the | d. altitude of 37,000 feet |
| 5 None of the concerned crew or passengers | e. of the investigation |
| 6 pending further | f. skies above the airport |
| 7 action will be taken based on the outcome | g. significant threats |
| 8. continue to be our first | h. investigation |
| 9 might have been the result | i. parts of their flight |
| 10 pose one of the most | j. sounded |

Exercise 17.5

Rearrange the letters:

- | | |
|--|-------|
| 1 one of the most <u>rualicc</u> parts | _____ |
| 2 at its cruising <u>etailudt</u> of 37,000 feet | _____ |
| 3 due to begin its <u>secdtne</u> | _____ |
| 4 the plane had overshot its <u>toeaitnsdin</u> | _____ |
| 5 the <u>iatptloou</u> disconnected | _____ |
| 6 crew or <u>spgeraesns</u> on board | _____ |
| 7 the Ethiopian flight <u>ltriaormepy</u> lost communication | _____ |
| 8 spending further <u>nvotaigintsei</u> | _____ |
| 9 continue to be our first <u>iiyortpr</u> | _____ |
| 10 An <u>oiaaitny</u> analyst | _____ |
| 11 the result of pilot <u>atuegfi</u> | _____ |
| 12 one of the most <u>aigtcnisnf</u> threats | _____ |

Exercise 17.6

Match the words with their definitions:

- | | |
|-------------|---|
| 1. crucial | a. A shape produced by a curve that bends round and crosses itself. |
| 2. altitude | b. The height of an object or point in relation to sea level or ground level. |
| 3. descent | c. The place to which someone or something is going or being sent. |

- | | |
|-----------------|--|
| 4. destination | d. Being really, really important in the success or failure of something. |
| 5. autopilot | e. A group of people who work on and operate a ship, aircraft, etc. |
| 6. loop | f. An act of moving downwards. |
| 7. crew | g. A device for keeping an aircraft on a set course without the use of people. |
| 8. incident | h. Awaiting decision or settlement. |
| 9. indicate | i. For a limited period of time; not permanently. |
| 10. temporarily | j. The fact or condition of being regarded or treated as more important than others. |
| 11. pending | k. A case of something happening; an event or occurrence. |
| 12. appropriate | l. Point out; show. |
| 13. priority | m. Extreme tiredness resulting from mental or physical exertion or illness. |
| 14. fatigue | n. Suitable or proper in the circumstances. |

Exercise 17.7

Look in your dictionary / computer to find collocates, other meanings, information, synonyms ... for the words 'pilots' and 'asleep'

pilots	asleep

SPEAKING AND DISCUSSION

Exercise 17.8

Work in pairs! Rank these with your partner. Put the things that send you to sleep the quickest at the top.

- University lectures _____
- Reading English books _____
- Exercise _____
- Sitting on a train _____
- Overeating _____
- Boredom _____
- Screen time _____
- Relaxing music _____

Exercise 17.9

Discuss with your partner! How bad is it for these people to fall asleep? What would you do? Complete this table

	How Bad	What You Would Do
Pilot		
English teacher		
Security guard		
Bank clerk		
Air traffic controller		
Surgeon		

Exercise 17.10

Discuss the following questions:

- 1 What did you think when you read the headline?
- 2 What images are in your mind when you hear the word 'pilot'?
- 3 What do you think of pilots?
- 4 How difficult is the job of a pilot?
- 5 What do you think of flying?
- 6 How would you feel if your pilots fell asleep?
- 7 How safe is flying?
- 8 How can airlines make sure pilots do not fall asleep?
- 9 How important is sleep?
- 10 What do you do to keep awake when you are really tired?
- 11 How often are you fatigued?
- 12 What other threats are there to air safety?
- 13 What questions would you like to ask the pilots?

MODULE TEST 4

1. What does the term "black box" refer to in aviation?
 - a. A dark-colored storage container
 - b. Flight Data Recorder (FDR) and Cockpit Voice Recorder (CVR)
 - c. Aircraft communication device
 - d. A metaphorical concept in aviation psychology
2. What information does the Flight Data Recorder (FDR) primarily record during a flight?
 - a. Conversations in the cockpit
 - b. Altitude, airspeed, heading, and other flight parameters
 - c. Ambient sounds and alarms
 - d. Human factors and decision-making processes
3. Why are Flight Data Recorders and Cockpit Voice Recorders often painted in bright colors?
 - a. To match the aircraft's color scheme
 - b. For aesthetic purposes
 - c. To make them more visible and easier to locate in the event of a crash
 - d. To differentiate them from other aviation equipment
4. What is the metaphorical use of the term "black box" in psychology and behavioral sciences?
 - a. Describing a hidden compartment in the mind
 - b. Referring to an unexplored area of the brain
 - c. Representing a locked state of cognitive processes
 - d. Describing the mind as a mysterious entity due to unobservable mental processes
5. What role does the Cockpit Voice Recorder (CVR) play in aviation?
 - a. Recording flight parameters
 - b. Storing data for accident investigation
 - c. Capturing audio from the cockpit, including communications and sounds
 - d. Analyzing human behavior during a flight
6. What do black boxes contribute to accident investigation in aviation?
 - a. Enhancing in-flight communication
 - b. Reconstructing the sequence of events leading to the accident
 - c. Capturing real-time video footage
 - d. Aiding in aircraft navigation

7. Which organization sets international aviation regulations regarding the installation of FDRs and CVRs in commercial aircraft?
 - a. Federal Aviation Administration (FAA)
 - b. International Civil Aviation Organization (ICAO)
 - c. Aviation Safety and Investigation Board (ASIB)
 - d. Aircraft Safety Standards Council (ASSC)
8. What do investigators use the information from black boxes for during accident investigation?
 - a. Marketing aviation safety
 - b. Reconstructing events, identifying technical issues, understanding crew actions, and formulating recommendations
 - c. Promoting aircraft design innovations
 - d. Evaluating airline performance
9. How long does the Cockpit Voice Recorder (CVR) typically store cockpit audio?
 - a. 24 hours
 - b. 48 hours
 - c. 2 hours
 - d. 1 hour
10. Why are international aviation regulations related to black boxes important?
 - a. To control air traffic
 - b. To standardize aircraft color schemes
 - c. To ensure data survivability in the event of a crash and mandate their installation
 - d. To regulate aircraft engine performance
11. Despite being called "black boxes," why are Flight Data Recorder (FDR) and Cockpit Voice Recorder (CVR) often painted in bright colors?
 - a. To match the aircraft's color scheme
 - b. For aesthetic purposes
 - c. To make them more visible and easier to locate in the event of a crash
 - d. To differentiate them from other aviation equipment
12. How frequently does the Flight Data Recorder (FDR) collect data during a flight, according to the passage?
 - a. Once per minute
 - b. Once per second
 - c. Multiple times per second
 - d. Every 10 minutes

13. In summary, what is the main purpose of black boxes in aviation, as mentioned in the passage?
- a Enhancing passenger comfort
 - b Providing visual indicators in the cockpit
 - c Serving as critical tools for accident investigation to improve safety
 - d Promoting air traffic growth
14. What does the term "Mayday" signify in aviation emergency communication?
- a. Routine communication
 - b. Urgency communication
 - c. Distress communication
 - d. Radio silence command
15. Where did the term "Mayday" originate from?
- a. English
 - b. Spanish
 - c. French
 - d. German
16. When was the term "Mayday" officially adopted internationally?
- a. 1910
 - b. 1927
 - c. 1945
 - d. 1960
17. What does the emergency call "PAN-PAN" indicate?
- a. Routine message
 - b. Urgency message
 - c. Distress message
 - d. Radio silence
18. What does "panne" mean in French, and how is it related to aviation?
- a. Breakdown, mechanical failure
 - b. Routine maintenance
 - c. Normal operation
 - d. Communication protocol
19. What is the priority of urgency messages compared to other transmissions, according to aviation protocols?
- a. Equal priority
 - b. Lower priority
 - c. Higher priority
 - d. No priority

20. In a distress situation, when is the international distress call used in radiotelephony?
- a. Routine communication
 - b. Urgency communication
 - c. When the aircraft is in grave and imminent danger
 - d. During normal flight operations
21. What happens when the word "Mayday" is transmitted in radiotelephony?
- a. Routine communication is initiated
 - b. Radio silence is commanded, and the communication has the highest priority
 - c. Urgency communication is signaled
 - d. Distress communication is initiated
22. How are distress and urgency messages prioritized compared to other transmissions?
- a. Lower priority
 - b. Equal priority
 - c. Higher priority
 - d. No priority
23. What organization has developed standard procedures for emergency communication in aviation?
- a. Federal Aviation Administration (FAA)
 - b. International Civil Aviation Organization (ICAO)
 - c. International Air Transport Association (IATA)
 - d. Aviation Safety and Investigation Board (ASIB)
24. When is the term "PAN-PAN" used in aviation radiotelephony?
- a. Routine communication
 - b. Distress situation
 - c. Urgent assistance is required
 - d. Both b and c
25. What does a transmission containing the word "DISTRESS" signify in radiotelephony?
- a. Routine communication
 - b. Urgent assistance required
 - c. Radio silence
 - d. Distress situation

26. What is the condition described by the term "Urgency" in aviation?
- a. Routine situation
 - b. Grave and imminent danger requiring immediate assistance
 - c. Radio silence
 - d. Distress situation
27. What must a pilot or crew do when encountering an emergency or distress situation?
- a. Maintain routine communication
 - b. Contact ATC or relevant agency, state difficulty, and express intentions
 - c. Ignore the situation until assistance arrives
 - d. Use radio procedures only during preflight
28. Which phrase commands radio silence and has the highest priority in distress communication?
- a. PAN-PAN
 - b. Routine communication
 - c. MAYDAY
 - d. Urgency
29. What is the primary focus and priority in aviation, according to the passage?
- a. Flight efficiency
 - b. Passenger comfort
 - c. Safety of flights
 - d. Air traffic growth
30. What are some factors that can pose problems to aircraft, as mentioned in the passage?
- a. Snow, heavy rain, fog, mist, thunderstorms, and showers
 - b. Intensive air traffic growth
 - c. Meteorological conditions
 - d. All of the above
31. According to ICAO, what is the main direction of their efforts in enhancing aviation safety?
- a. Aircraft design improvements
 - b. Environmental conservation
 - c. Analysis of aircraft crashes and accidents
 - d. Air traffic control advancements

32. Where do the majority of aviation crashes occur, based on world statistics and ICAO data?
- a. At cruising altitude
 - b. During take-off and landing, about 3 kilometers from the runway
 - c. In densely populated urban areas
 - d. Over the ocean
33. Why are take-off and landing considered the most dangerous legs of a flight?
- a. Limited fuel availability
 - b. Shortage of time or altitude to address arising problems
 - c. Lack of communication systems
 - d. Unpredictable weather conditions
34. In the United States, which government agency is responsible for investigating major aviation accidents?
- a. International Civil Aviation Organization (ICAO)
 - b. National Transportation Safety Board (NTSB)
 - c. Air Accidents Investigation Branch (AAIB)
 - d. National Bureau of Air Accidents Investigation of Ukraine (NBAAI)
35. What is the primary purpose of the National Transportation Safety Board (NTSB) in the United States?
- a. Apportioning blame or liability
 - b. Investigating major aviation accidents and providing safety recommendations
 - c. Ensuring passenger comfort
 - d. Managing air traffic growth
36. What is the primary aim of The Air Accidents Investigation Branch (AAIB) in the UK?
- a. Apportioning blame or liability
 - b. Quickly responding to air accidents and serious incidents
 - c. Leading and managing the accident investigation team
 - d. Increasing air traffic growth
37. How does the National Bureau of Air Accidents Investigation of Ukraine (NBAAI) contribute to aviation safety?
- a. By handling air crash investigations globally
 - b. By establishing international aviation regulations
 - c. By providing safety recommendations to airlines
 - d. By investigating civil aviation incidents in Ukraine

38. What is the main goal of aviation safety investigations, as emphasized by the AAIB in the UK?
- To improve aviation safety and determine the causes of accidents
 - To apportion blame and liability
 - To encourage air traffic growth
 - To enhance passenger comfort
39. What percentage of aviation crashes, according to ICAO data, occurs about 3 kilometers from the runway?
- 25%
 - 50%
 - 75%
 - 90%
40. According to international protocol, which country handles air crash investigations?
- The country of the airline's headquarters
 - The country where the aircraft was manufactured
 - The country in which the crash occurs
 - The country with the highest aviation safety standards
41. When was the National Bureau of Air Accidents Investigation of Ukraine (NBAAI) established?
- 1967
 - 2012
 - 1990
 - 1985
42. What are the dangerous phases of a flight, often associated with a shortage of time or altitude to address arising problems?
- take off and landing
 - taking off
 - landing
 - descending
43. What is the phenomenon caused by small water droplets suspended in the air?
- hail
 - mist
 - fog
 - haze
44. What is the extreme tiredness resulting from mental or physical exertion or illness?
- saved
 - tiredness
 - energetic
 - fatigue

45. Which word refers to an unforeseen event or incident that results in damage to an aircraft, injuries to people, or other adverse consequences?
- a incident
 - b emergency
 - c accident
 - d urgency
46. Which term refers to a sudden and violent impact, typically involving an aircraft?
- a crash
 - b colliding
 - c strike
 - d investigation
47. What do you understand by “aviation safety”?
- a It refers to the activities, technology, and industry associated with the design, development, production, operation, and maintenance of aircraft, which are vehicles capable of atmospheric flight.
 - b It is a set of principles, procedures, and measures designed to prevent accidents and incidents within the aviation industry.
 - c Measures, protocols, and considerations implemented to ensure the safe operation of an aircraft during all phases of a flight.
 - d Advanced screening technologies for checked baggage to detect explosives and other prohibited items.
48. What do the atmospheric conditions and weather elements that can impact aviation operations refer to?
- a. Meteorological conditions
 - b. Atmospheric pressure
 - c. Visibility
 - d. Precipitation
49. What does the term "danger" refer to?
- a A state of safety
 - b A state of joy
 - c A state of being exposed to harm, risk, or adverse consequences
 - d A state of relaxation
50. What is the primary goal of air crash investigation?
- a Assigning blame
 - b Enhancing aviation safety
 - c Speeding up flight operations
 - d Promoting air travel

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