

THE INTERVIEW 

a You are going to listen to an interview with Hayley Levine, a flight attendant with *First Choice Airways*. Before you listen, read the glossary and look at how the words are pronounced to help you understand what she says.

Glossary

immediate care /i'mi:diət keə/ first aid, simple medical treatment given to passengers

sick bag /'sɪk bæɡ/ a paper bag kept in the seat pocket in case somebody needs to be sick on a flight

gruelling /'gru:əlɪŋ/ very difficult and tiring

emergency exit /i'mɜ:dʒənsi 'eksɪt/ the way out of a plane or building, etc. in a dangerous situation

aircraft /'eɪkrɑ:ft/ a general word for a vehicle which can fly and carries goods or passengers, e.g. plane, helicopter



b **2.16** Listen to part 1. Answer the questions with a partner.

- 1 Why did Hayley apply for a job as a flight attendant?
- 2 What did she learn in her first week of training?
- 3 What did she learn in the next four weeks?
- 4 What kind of person makes a good flight attendant?
- 5 What are the good and bad sides of the job?
- 6 What tips does she give for the problem of jet lag?

c **2.17** Listen to part 2. Answer the questions with a partner.

What does she say about...?

- 1 how to help passengers who are afraid of flying
- 2 how she can tell if a passenger is scared of flying
- 3 a passenger who had a panic attack
- 4 evacuating an aircraft
- 5 how she feels when she flies

d **2.18** Listen and complete the phrases. What do you think they mean?

COMMON PHRASES

- 1 (if something happens) ...you need to be trained to _____ with it, quickly, efficiently.
- 2 ...just someone who's a _____ really.
- 3 Yeah, it's good. I wouldn't _____ for the world. (idiom)
- 4 You do suffer a lot, but, you know, it's part of the job. You just sort of _____ with it. *pv*
- 5 Poor guy, I felt really _____ him.
- 6 I feel really safe up there, really safe, _____ I wouldn't do it.

e Listen to the interview again with the tapescript on page 123. Does Hayley make her job sound attractive to you?

IN THE STREET 

a **2.19** Listen to four people talking about air travel. Match the speakers to what they most dislike about air travel. Are any of the speakers afraid of flying?



- not enough space to stretch your legs
- bad weather conditions
- what you are given to eat
- not being able to control what happens to them

b Listen again. Who ...?

- 1 enjoys not being able to use their phone
- 2 had a problem at an airport in the USA
- 3 only talks about general frustrations
- 4 had a problem with excess baggage

c **2.20** Listen and complete the phrases. What do you think they mean?

COMMON PHRASES

- 1 But it wasn't _____ on the plane.
- 2 Yeah, one _____ they lost my baggage. (NAME, informal)
- 3 Air travel, _____-wise, is very frustrating. (informal)
- 4 _____ major, no.

d Listen to the interviews again with the tapescript on page 123. Then answer the same questions with a partner.

It was only a small mistake, but it changed my life.



I had been working at JB Simpson's for ten years. It was a small ¹ _____ company which exported garden furniture. I was ² _____ happy with my job – I got on ³ _____ with the owner, Arthur Simpson but not with his wife, Linda. She was a loud, ⁴ _____ woman, who ⁵ _____ used to turn up at the office and start criticizing us for no reason. Everyone disliked her.

One afternoon Mrs Simpson came in while I was finishing writing a report. She looked at me and said, 'If I were you, I wouldn't wear that colour. It doesn't suit you at all.' I was wearing a ⁶ _____ pink shirt that I was ⁷ _____ fond of, and her comment really annoyed me. I typed a ⁸ _____ email to Alan Simmonds in Sales. 'Watch out! The old witch is on the warpath!' and pressed 'send'. A couple of minutes later I was surprised to receive an email from Mr Simpson asking me to come to his office ⁹ _____. When I opened the door, I saw his wife glaring at the computer screen, and I realized, to my horror, what I had done. I had clicked on Simpson instead of Simmonds. ¹⁰ _____ I was packing my things. I had been sacked!

- a Read the story. What was the 'small mistake'? What happened?
- b Using adverbs and adjectives helps to make a story come alive and makes it more enjoyable to read. Complete the story with an adjective or adverb from the list below.

aggressive an hour later extremely family-run frequently immediately new reasonably quick well

- c You may want to write some dialogue as part of your story. Rewrite the following with the correct punctuation. Use the dialogue in the story to help you.

sit down mr simpson said coldly i want to talk to you about an email you sent

'Sit _____

- d You are going to write a story beginning with the sentence *It was three o'clock in the morning when the phone rang*. Look at the time expressions in **Useful language** and correct one word in each.

Useful language

Time expressions

- ¹ In that moment , the door opened.
² As soon than I saw him, I knew something was wrong.
³ Ten minutes after , I went back to sleep.
⁴ A morning in September I got to work early.
 We got to the station ⁵ just on time to catch the train.

PLAN the content.

- 1 Invent a plot and write what happened simply, in about 50 words.
- 2 Then think about how you could improve your story by adding more details, e.g. with adjectives and adverbs.
- 3 Think about what tenses you need for each part of the story, e.g. how to set the scene, what significant events happened before the story starts.

WRITE 120–180 words, organized in two or three paragraphs. Use a variety of narrative tenses and adverbs and adjectives to make your story more vivid.

CHECK your short story for mistakes (**grammar** , **punctuation** , and **spelling**).