

Федеральное агентство воздушного транспорта (Росавиация)
ФГБОУ ВО «Санкт-Петербургский государственный
университет гражданской авиации»

РАЗГОВОРНЫЙ АНГЛИЙСКИЙ ЯЗЫК



Методические указания и контрольные задания
Для студентов ЗФ

Профиль **ОрАД**

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РАЗГОВОРНЫЙ АНГЛИЙСКИЙ ЯЗЫК: Методические указания и
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Предназначены для студентов 5 курса ЗФ специализации ОрАД.

Составители А.В. Ожигова, ст. преп., И.М. Степенко, ст. преп.

Рецензент К.М. Суворина, канд. филол. наук, проф.

МЕТОДИЧЕСКИЕ УКАЗАНИЯ

1. Данное контрольное задание имеет 5 вариантов. Студент должен выполнить один из этих вариантов в соответствии с последней цифрой своего шифра.

Последняя цифра шифра студента	Номер варианта задания
1 и 2	1
3 и 4	2
5 и 6	3
7 и 8	4
9 и 10	5

2. Контрольное задание должно быть написано четко, аккуратно. Необходимо оставлять поля для замечаний и рекомендаций рецензента.

3. К зачету или экзамену допускаются студенты, выполнившие контрольное задание в соответствии с учебным графиком.

4. Для сдачи зачета или экзамена студент должен:

- а) прочитать и перевести текст;
- б) соотнести русский эквивалент слова с английским;
- в) выполнить лексические задания по тексту;
- г) ответить на вопросы по тексту;
- д) описать картинку по теме текста (приведены стандартные рекомендации описания картинки).

Стандартные рекомендации описания картинки

Recommendations:

We suggest you the following algorithm (outline) of your response to the question:

1. **Visualize information** (Who? What? Where? When? Why? How?)

2. **Draw conclusions based on:**

- the facts presented
- personal experience
- emotions caused

1. Study how you can **visualize information:**

Describe the setting of a picture (location, time of day, time of year, etc.):

This picture shows us.../Here is a picture of.../In this picture one (you) can see.../It must be.../It seems to be...

Look for the main idea of the picture (the centre of attention):

What happened? What are the problems? What are the passengers going to do?

What kind of the situation (airport, aircraft, vehicle, equipment, other things) is shown in the picture?

The centre of attention is/are.../ In the centre of the picture there is/are.../At the top/on the bottom of the picture.../ In the left corner/right-hand corner of the picture.../ In the foreground we can see.../ In the background.../Next to.../In front of.../Behind...

If there are people in the picture, describe them (their physical appearance, clothing, emotion). Mention other important objects.

The person is wearing.../ He's got short blond hair and blue eyes.../ He's got a friendly (round) face.../ They look (happy, sad, stressed out, anxious, terrified, excited) /They are extremely/definitely/quite/probably/obviously/incredibly, etc. (happy, sad...)

Describe what is going on / what people are doing / how the things are happening. Speak about possible reasons of the procedure, situation, event or incident. Justify your opinion. What was the reason? What kind of rule or mistake could cause this situation? Whose mistake was it?

I suppose there was/were.../I suspect.../I guess.../In my opinion it was.../Probably, it was.../Evidently.../Obviously.../I am sure that.../I believe that.../It seems to me that.../ If I'm not mistaken, this....

2. Study how you can **draw conclusions based on** the facts presented, on your own experience (emotions) connected with the picture: *To sum up.../On the whole.../All in all...*

Give as many details as possible. Justify your opinion. Use the following expressions:

- This photo shows... / In this photo we can see ...
- I think/ in my opinion the photo was taken at the moment when
- Without a shadow of a doubt I can say that.../ To the alert eye it will become apparent that ...
- The viewer's attention is focused on .../ In the centre of attention there is/are...
- I suppose/ Probably there was
- In the foreground/ in the right/ left corner of the photo we can see ...
- Next to.../ in front of.../ behind...
- The people in the photo seem to be V-ing / must be V-ing ...
- Evidently / obviously they are ...(anxious/ worried/ stressed out/ frightened/ excited/ desperate / scared out of their wits / upset/ furious/ annoyed/ tearful/
- The picture makes the viewer feel ... (sad/happy/anxious/)
- The problem illustrated here is ...
- To put it in a nutshell/ to cut a long story short ...

Варуанн 1

1. Read and translate the text.

Scheduled and non-scheduled flights

Airline passenger service can be divided into scheduled and non-scheduled flights. A scheduled flight leaves at the same time on the same day to the same destination. The schedule for the flight is published by the airline in its timetable. The passenger can make a reservation in advance for a scheduled flight with the reasonable expectation that the flight will leave at a certain time and go to a certain place regardless of the number of passengers who have tickets for the flight. Many scheduled flights often carry only a small number of passengers.

A non-scheduled flight, on the other hand, depends on the availability of passengers and aircraft. It is more or less the air version of taxi or rent-a-car service. It takes passengers where they want to go at a time that is convenient for them, as long as a plane is available. Non-scheduled flights may carry only a few passengers in a small plane or they may carry hundreds of people on a jumbo jet. These latter flights are often called charters. Charters are especially popular with groups on vacation since they usually cost less than scheduled flights on the same routes.

Scheduled airlines often provide non-scheduled services –particularly charter flights-during the tourist season. Occasionally, they also provide extra sections of scheduled flights at times when travel over a particular route is especially heavy-during a holiday weekend, for example.

On the flight itself, there is usually a distinction between first and economy, which was formally known as tourist class. The first class passenger has more space and receives more in-flight service. To the passenger, the chief difference between first class and economy may be the cost-first class fares are much higher than economy fares.

The airline industry is still very young. The first scheduled flight service across the Atlantic began in 1939. Today the airlines carry millions of passengers every year

on both local and long distance flights. The airlines are still growing rapidly and at the same occupying an increasingly important place in the economy of many nations. They employ thousands of people to handle the passengers and freight that they carry. Many of these people come into daily contact with traveling public to arrange their flights in accordance with their wishes and preferences. They include reservations and ticket agents, ground service personnel, flight attendants and other flight personnel, and many others.

2. Match words on the left with their equivalents on the right.

1) timetable	a) прокат машин
2) a reservation	b) доступный
3) expectation	c) бронирование
4) rent-a-car service	d) стоимость проезда
5) available	e) ожидание
6) charter flight	f) предпочтения
7) fare	g) расписание
8) preferences	h) чартерный рейс

3. Fill in the gaps with the appropriate words.

destination	in advance	carried	Convenient	vocation
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1. We were warned _____ about the start of check-in for the flight.
2. The Alliance of our companies _____ 2 million passengers last year.
3. A lot of passengers fly on business trips and on _____ to Europe.
4. Choosing tickets, we could not decide on our final _____.
5. Our airport provides a very _____ conference room for VIP passengers.

4. Answer the following questions.

1. What is the difference between scheduled and non-scheduled flights?
2. For what purpose are charter flights especially popular?
3. What are some of the types of jobs that are offered by the airline industry?
4. What is the difference between first class and economy class?
5. Why do people come into daily contact with travelling public?

5. Describe what you can see in the picture. (10-15 sentences) Use the words:
check-in counter, carry-on luggage, suit-case, travelers, information board, terminal, uniform, queue, destination, formalities.



Варуаһм 2

1. Read and translate the text.

Ground transportation to the airport

All airports that handle commercial flights are both similar to and different from each other. They are similar in that they must have certain minimum facilities: a runway, some sort of passenger area, and space for whatever technical services are necessary. There are still many airports served by only a few flights a week that have little more than these essentials. At the other end of the scale are huge international airports that cover hundreds of acres of ground and offer a large and often confusing variety of services. Almost all airports have one thing in common- they are at some distance from the city that they serve.

Getting to the airport usually takes anywhere from few minutes to an hour or more. How to get to or from the airport is a question that ticket and reservations agents are frequently asked. Ticket and reservations agents should also be able to direct passengers to the other principal airports that are served by his airline. The various manuals that the agent uses give at least a minimum of information about ground transportation to the airport and the time it will take to get to or from the airport. Many airlines have special bus service to carry the passengers and their baggage to the airport. These special services usually operate on a schedule between certain points in the city-hotels, airline terminals, ticket offices- and the airport. At some points, the passenger can check in for his flight and go direct to the departure gate when he arrives at the airport. At others, only the transportation is provided, and a passenger must go through the check-in and security procedures at the airport. Both the ticket and reservations agents must know the places where the passenger can get a special bus. They must also know the length of time it takes to travel from the city to the airport. A passenger who misses his flight because he has been misinformed about the departure time of a bus is a very dissatisfied customer. The airline is unhappy as well because if the passenger's seat is unfilled, the airline loses revenue.

Another problem at large airports involves transportation within the airport itself. At big airports, different airlines operate from different terminals, which are connected by buses and taxis. When a passenger must make a connection at a big airport, the agent must allow sufficient time to get from one building to another. The normal check-in time for international flights is an hour before the scheduled time of departure. For domestic flights, the check-in time varies according to the type of flight and local customs. The normal check-in time procedure involves a passenger service agent who checks the passenger's ticket and reservation status.

2. Match words on the left with their equivalents on the right.

1) essential	a) выход
2) reservations agent	b) клиент. Заказчик
3) ticket-office	c) таможня
4) gate	d) необходимость
5) customer	e) доход
6) revenue	f) время регистрации
7) check-in time	g) агент по бронированию
8) customs	h) билетная касса

3. Fill in the gaps with the appropriate words.

Facilities	Varies	departure	dissatisfied	Frequently
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1. The _____ hall is still under repair until spring.
2. The air company took into account all the wishes about the _____ in business class cabin.
3. The meeting room at Vnukovo airport is _____ occupied by business passengers.
4. We were informed that our delay time of our flight _____ up to 5 hours.

5. The Crew remained in the briefing room to sort out the complaints of _____ passengers.

4. Answer the following questions.

1. What are disadvantages of using public transportation in getting to and from the airport?
2. Why would both the passenger and airline be unhappy if a passenger were misinformed about the departure time of a bus?
3. What does the normal check-in procedure involve?
4. Why do the airlines lose revenue?
5. How are the terminals connected at big airports?

- 5. Describe what you can see in the picture. (10-15 sentences) Use the words:** airline terminal, arrival, transfer, baggage, ground transportation, to carry, scheduled flights, trolley, take off, comfortable



Варуанн 3

1. Read and translate the text.

Carry-on baggage

Airlines can charge for overweight baggage, but they do not always do so. To the passenger, the procedures do not seem to be very consistent. Sometimes carry-on baggage is weighted, at other times it is not. At times the passenger is charged for a suitcase that is only a kilogram overweight; at other times he is not. The agents at the check-in counter receive instructions from their airline regarding current policy on overweight baggage. Since the charges are high, the passenger is naturally anxious to avoid the extra cost.

Many passengers will travel on more than one airline to reach their destination. A passenger may, for example, travel to Frankfurt on one airline and transfer to another airline to go on to Vienna. The airlines make arrangements for interline baggage for such a passenger so that he will not have to transfer his baggage himself at each airport where he makes connection. Special interline tags are attached by the agent when the bag is checked. Our passenger who is going to Vienna, therefore, does not have to do anything with his bag when he changes planes at Frankfurt; he does not claim the bag until he arrives in Vienna. Occasionally, of course, an interline passenger may miss his connection and arrive at his destination without his baggage. In this case, the passenger service agent at his destination must do everything possible to locate the baggage and see that the passenger receives it as quickly as possible.

Another type of baggage is unaccompanied baggage, which does not travel on the same flight as the passenger. Sometimes a passenger may want to have baggage sent ahead or have to follow him. Unaccompanied baggage is a kind of air freight since there is usually a charge for it separate from the passenger's baggage allowance. However, it is the passenger's personal property and deserves the same careful treatment as any other kind of checked baggage.

Many people will want to take their pets –usually a dog or a cat with them. Airline regulations generally state that the pet must have certificates that show that it is in good health and had inoculation for rabies, a disease that animals can pass along to human beings. Other than that, regulations will vary as to whether the pet can be carried in the cabin or must travel in the baggage compartment. Most airlines provide special carrying cases for pets. The agents who handle baggage will be instructed about policies and regulations for pets on their particular airline. Both ticket and reservation agents, who may have to answer inquiries about pets, will also have this information available.

2. Match words on the left with their equivalents on the right.

1) carry-on baggage	a) багаж без сопровождения
2) check-in counter	b) груз
3) charge	c) стыковка
4) connection	d) собственность
5) unaccompanied baggage	e) оплата, платеж
6) freight	f) ручная кладь
7) property	g) стойка регистрации
8) regulation	h) ограничение, норматив

3. Fill in the gaps with the appropriate words.

overweight	Anxious	tag	Regulations	travelled
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1. We were unable to get our luggage as the baggage _____ was lost.
2. We _____ to Moscow with new agents last month.
3. The airport staff escorted us to the ticket office to pay for our _____ baggage.

4. Hijackings have been cut to zero or near zero in many countries with strictest _____.
5. An _____ passenger from Vienna could not remember his seat number.

4. Answer the following questions.

1. Why don't airline procedures for overweight baggage seem very consistent to most passengers?
2. What arrangements can be made for interline and unaccompanied baggage?
3. What is unaccompanied baggage? Is there a charge for it or not?
4. What are the usual regulations for carrying pets?
5. What do airlines provide for carrying pets?

5. Describe what you can see in the picture. (10-15 sentences) Use the words:
queue, certificate, check-in agent, terminal, holidays, passport control, baggage compartment, ticket, arrangements, aircraft, carrying case.



Варуанн 4

1. Read and translate the text.

Special agents and their duties

A reservations agent must deal with passengers, airport services and handle all kinds of situations. He must really know all the airline procedures from A to Z and be prepared for any kind of call. Most of the larger offices, however, will have a setup where certain agents handle specialized jobs. Some offices will have special agents who handle nothing but requests for offline space. They call other airlines to make the reservations that have been requested. Also, they call the passenger to tell him whether or not the space has been confirmed. If it is not confirmed, the offline agents must be able to suggest alternate flights.

Most large reservations offices also have special clerks who handle nothing but call from travel agencies. The agencies play an important part in airline sales since they make arrangements for a large number of travelers. Many people travelling for pleasure prefer to go to travel agencies, where they often feel they can get more personal service than they can from airline. Many corporations also use travel agencies to make arrangements for trips for their personnel. The services of a travel agency usually do not cost a passenger anything extra; the agencies receive a small percentage of the price of the tickets that they sell.

Other agents may handle the waiting list. Many passengers will ask to be put on a waiting list for a flight that is already fully booked. If there are cancellations on the flight, the passenger on the waiting list will get preference for the space that has become available. The agents who take care of the list will inform the passenger if he can get the space. They will also take care of any alternate space that he may be holding.

In many reservations offices, the passenger lists that are going out within the current twenty-four hour period are often separated from future flights. They are assigned to special agents who handle all the calls about these particular flights. In spite of the advances that have been made both in navigational aids and in airplanes

themselves, weather can still close down an airport from time to time, thereby causing cancellation of flights or considerable delays.

The reservations agent deals with travelling public during his entire working day. A few passengers may be unpleasant, but on the whole, airline customers are agreeable and cooperative. Being a reservations agent is particularly rewarding for the kind of person who enjoys working with other people and helping them to solve their problems.

2. Match words on the left with their equivalents on the right.

1) a setup	a) запрос
2) request	b) автономный режим
3) airline sales	с) настройка, оборудование, предназначенное для выполнения определенной функции
4) offline space	d) лист ожидания
5) waiting list	e) милый, приятный, любезный
6) cancellation	f) продажи авиакомпании
7) navigation aids	g) отмена
8) agreeable	h) навигационное оборудование, средства

3. Fill in the gaps with the appropriate words.

Deal	alternate flights	arrangements	Cancelled	delay
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1. Our flight was _____ due to bad weather.
2. Agents at check-in counter as well as others _____ with passengers with special problems both on departure and arrival.
3. Agents will receive requests for other types of travel _____ such as hotel reservation or car rental services.

4. Complaints usually cover failures in service – lost or damaged baggage, considerable _____ and missed connections.
5. We have no _____ to Moscow on this day. You will have to stay at the airport.

4. Answer the following questions.

1. How do offline agents deal with travel agencies?
2. Why do people prefer to go to travel agency?
3. Why do agents handle with the waiting list?
4. What are the reasons for considerable delays and cancellation of flights?
5. For what kind of person is the work of a reservations agent especially rewarding?

- 5. Describe what you can see in the picture. (10-15 sentences) Use the words:** formalities, alternate flight, friendly, baggage tag, to weight, terminal, check-in counter, uniform, trolley, documents



Варуанн 5

1. Read and translate the text.

Special categories of passengers

Most of airlines have special categories of passengers who receive special attention. These include such passengers as: celebrities and other important people. The term VIP is often used for these passengers and many airports have special facilities where they can wait for outgoing flights. Wheelchairs, ambulance, special seating arrangements can be provided for handicapped or ill passengers. Unaccompanied children usually receive help from a passenger service agent. Passengers who require special food can also notify the airline in advance, and all arrangements can be made for them to receive special food. Passengers with language problems must always undergo the departure and arrival formalities with an agent. When weather forces an airport to close, flights must be diverted to another airport. The airline must either provide hotel accommodation for passengers on diverted flights until the flight can proceed to its scheduled destination.

The list can be expanded to include such groups as first-time passengers who have never flown before and who may be nervous about air travel; the elderly; passengers on delayed flights who missed connections, and so on. The ground passenger service agents are responsible for taking care of all these passengers. They must provide courteous and efficient service at the airports. Obviously, a warm concern for other people is a necessary qualification for passenger service work. Still another type of departing passenger is the standby. This is a passenger who does not have a confirmed reservation on the departing flight and is travelling on a space-available basis. If a seat remains unsold when the plane is ready to leave, he can purchase a ticket for a flight at the last moment. He may be a passenger whose plans have changed or one who has missed a connection because of a delayed flight. He may be an airline employee travelling on a reduced-fare basis, or he may be travelling on a youth or military fare. When all the passengers with confirmed reservations have boarded the flight, the remaining seats, if any, can be sold to the standbys.

All airline employees whose jobs bring them in contact with the public share in responsibility for making departing and arriving procedures easier for passengers. The ticket and reservations agents must give them accurate information. The passenger service agents must speed up the check-in process at the airport. They must be ready to help with special problems and assist in overcoming confusion that seems to be a feature of many airports.

2. Match words on the left with their equivalents on the right.

1) attention	a) отправляющиеся рейсы
2) celebrity	b) вежливый, учтивый
3) outgoing flights	c) подтвержденное бронирование
4) handicapped person	d) сотрудник, служащий
5) courteous	e) точный
6) employee	f) знаменитость
7) confirmed reservation	g) внимание
8) accurate	h) человек с ограниченными возможностями

3. Fill in the gaps with the appropriate words.

ambulance	diverted	responsible for	standby	fares
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- _____ are higher and service is more frequent during the summer than the winter, the low season when there are fewer tourists.
- An airport _____ pulled up to the aircraft in 10 minutes.
- Due to poor weather conditions the pilots _____ to the nearest aerodrome.
- Every air company is responsible for passengers' bags or other containers.

5. A _____ is a passenger without a reservation, who is waiting at departure time to purchase an unsold seat on a flight.

4. Answer the following questions.

1. What are some of the special categories of airline passengers?
2. What kind of attention do VIP's receive from the airlines?
3. Who are some of the passengers who travel on standby basis?
4. What kind of service must the airlines provide when weather forces an airport to close?
5. What part do the various airline employees play in making departing and arriving procedures easier for passenger?

- 5. Describe what you can see in the picture. (10-15 sentences) Use the words:** service, luxurious, bussines trip, private aircraft, apron, meeting, crew, to arrange, confirmed resevation, arrival.



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Тип. Университета ГА. 196210. С.-Петербург, ул. Пилотов, дом 38.