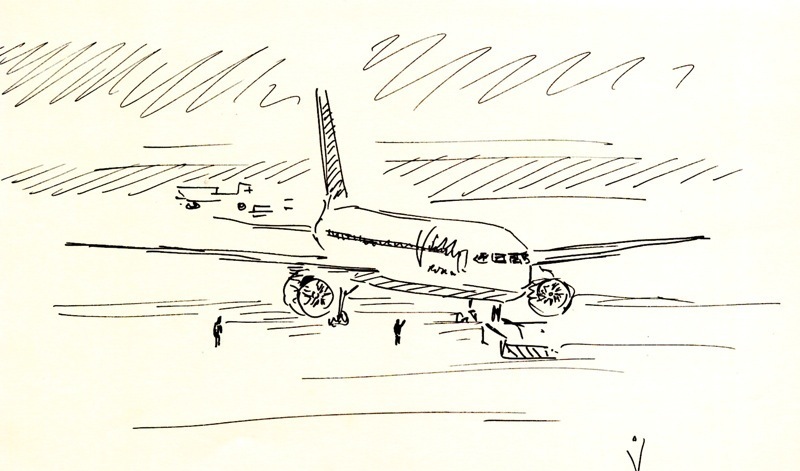
Федеральное агентство воздушного транспорта (Росавиация)

Федеральное государственное бюджетное образовательное учреждение высшего образования «Санкт-Петербургский государственный

университет гражданской авиации»



**разговорный**

**АНГЛИЙСКИЙ ЯЗЫК**

Методические указания и контрольные задания **№8**

Для студентов ЗФ

Направление подготовки

«Эксплуатация аэропортов и обеспечение полетов воздушных судов»

Профиль подготовки «Организация аэропортовой деятельности»

(**ОрАД**).

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Табл.1

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**МЕТОДИЧЕСКИЕ УКАЗАНИЯ**

1. В данных методических указаниях приведено 5 вариантов контрольных заданий. Номер варианта контрольного задания определяется студентом по **таблице 1** в соответствии с его личным шифром (номером зачетной книжки). Например шифр студента ОрАД – 0916.0536 - вариант контрольного задания **3**.

Таблица 1

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

1. Контрольное задание должно быть написано четко, аккуратно. Необходимо оставлять поля для замечаний и рекомендаций рецензента.
2. К зачету или экзамену допускаются студенты, выполнившие контрольное задание в соответствии с учебным графиком.
3. Для сдачи зачета или экзамена студент должен:
4. прочитать и перевести текст;
5. ответить на вопросы по тексту;
6. выполнить лексические задания по тексту;
7. соотнести термин с определением;
8. перевести предложения с русского языка на английский.

*Вариант 1*

**1. Read and translate the text.**

**Queuing**

Some years ago, executives at a Houston airport faced an inordinate number of complaints about the long waits at baggage claim. In response, the executives increased the number of baggage handlers working that shift. The plan worked: the average wait fell to eight minutes, well within industry benchmarks. But the complaints are still being delivered.

Puzzled, the airport executives undertook a more careful, on-site analysis. They found that it took passengers a minute to walk from their arrival gates to baggage claim and seven more minutes to get their bags. Roughly 88 percent of their time, in other words, was spent standing around waiting for their bags.

So the airport decided on a new approach: instead of reducing wait times, it moved the arrival gates away from baggage claim. Passengers now had to walk six times longer to get their bags. Complaints dropped to near zero.

Research on queuing has shown that, on average, people overestimate how long they’ve waited in a line by about 36 percent.

This is also why one finds mirrors next to elevators. The rationale behind the mirrors was similar to the one used at the Houston airport: give people something to occupy their time, and the wait will feel shorter. All else being equal, people who wait less than they anticipated leave happier than those who wait longer than expected. When a long wait ends on a happy note we tend to look back on it positively, even if we were miserable much of the time.

Perhaps the biggest influence on our feelings about lines, though, has to do with our perception of fairness. When it comes to lines, the universally acknowledged standard is first come first served. Any deviation is, to most, a mark of iniquity and can lead to violent queue rage.  A study of fans in line for U2 tickets found that people are just as upset by slips and skips that occur behind them, and thus don’t lengthen their wait, as they are by those in front of them. Surveys show that many people will wait twice as long for fast food, provided the establishment uses a first-come-first-served, single-queue ordering system as opposed to a multi-queue setup. In other words, when a person knows how long to wait, he is calmer. If you know you have to wait 30 minutes, the first 20 will be relaxed. If there is a delay, you will be in an excited state until the end of waiting.

**2. Answer the following questions.**

1. Which claims do passengers practically present when flight arrives?
2. What have the airport authorities done to reduce the waiting time?
3. Why did not the complaints stop?
4. How was the queuing problem solved?
5. What can passengers do when they are in long waits?

**3. Give synonyms to the following words from the text (what is another way of saying).**

To encounter, to make decision, an effect, a line, an expectation, a lift

**Give antonyms to the following words from the text (what is opposite meaning):**

To underestimate, to decrease, happy, shorter, departure, calm.

**4. Match a word on the left with their definitions on the right.**

|  |  |
| --- | --- |
| baggage handler | actual act of analyses (in a particular activity) |
| benchmark | a way of considering or doing something |
| on-site analysis | to imagine or expect that something will happen |
| approach | a level of quality that can be used as a standard when comparing other things |
| research | a person who takes passengers bags and cases and puts them onto or removes them from the aircraft |
| elevator | a Lift, a device that moves up and down carrying people or goods |
| to anticipate | detailed study of a subject |

**5. Translate the following sentences into English.**

1. Возле стойки регистрации часто собираются длинные очереди пассажиров.
2. Пока мы гуляли по зданию терминала, объявили наш рейс.
3. Пассажиры часто переоценивают время ожидания в очереди.
4. Путешествовать без багажа очень неудобно.
5. Как быстро движется очередь у стойки выдачи багажа?
6. Мы потеряли время, ожидая наш автобус в аэропорт.

*Вариант 2*

**1. Read and translate the text.**

**The importance of vacation**

On vacation you forget the hustle and bustle of everyday life and your job. You get a chance to relax and recover. Each country has its leave law, which sets the minimum paid for the vacation leave. In Russia there are twenty-eight working days. When working days are calculated, all non-working days and holidays are excluded. Employers are not entitled to shorten the minimum leave and you have a right to extend it.

Every day brings new fatigue to the people, and it adds to the existing fatigue. Days off which people have weekly can’t compensate for the overall fatigue. As a result, need for relaxation  increases. That is why either reduction of working hours or extension of the holiday season has a medical justification.

People need recovery and vacation leave, and just fatigue is not the only reason. The working people have to do the same work day by day and this monotony has negative influence on the human mind. It is considered that recovery of the human mind and body starts only after the first two weeks.

There are different vacation types which can be divided into active and passive. People can spend their vacation by doing such sports as skating, mountain climbing, riding, hiking, skiing. Active one can make your muscles strong and it’s a way to get rid of extra weight. Skiing, cycling or walking in the forest is not only good pleasure, but also a great training for the whole body.

Among the passive types there is a vacation at the seaside and relaxation in the health resorts. Passive one has almost no physical exertion and it is recommended for people who refer to the category of older persons. And also families with children prefer such a vacation variant.

The vacation has to give people a chance to fully recover from the previous activity during the year. It is especially pleasant for the people to spend their vacation where they are in harmony with themselves. A successful leave has a positive effect on the people over the course of a year.

**2. Answer the following questions.**

1. What helps people to escape hustle and bustle at work?
2. How are working days calculated?
3. Why do people need a day off?
4. How does monotony influence on human mind and body?
5. How does sport give a lot of power to people?

**3. Give synonyms to the following words from the text (what is another way of saying).**

To rest, holiday, tiredness, an effect, delight, enjoyable

**Give antonyms to the following words from the text (what is opposite meaning):**

To exсlude, working day, increasing, to combine, disbalance, to destroy.

**4. Match a word on the left with their definitions on the right.**

|  |  |
| --- | --- |
| to relax | most popular place where you can get some treatment and relax to recover your power |
| holiday | to add to something in order to make it bigger or longer |
| to extend | the cause of an event or situation |
| working hours | the power to have an effect on person or thing that is able to do this |
| reason | time when someone does not go to work but is free to do what he wants |
| influence | the amount of time someone spends at work during a day |
| health resort | to rest and allow yourself to become calm |

**5. Translate the following sentences into English.**

1. На каникулах люди всегда забывают о суете рабочих дней.
2. Работодатели сократили отпуск до одного раза в год.
3. Увеличение рабочих часов приведет к усталости и медицинским проблемам.
4. Активный отдых помогает избавиться от лишнего веса и поднимает настроение.
5. Как лучше распланировать свой день на курорте?
6. Прогуливаясь по морскому побережью известного санатория, мы встретили нашего коллегу.

*Вариант 3*

**1. Read and translate the text.**

**Air rage**

Aggressive behavior or air-rage can be a major problem on board. This problem, presents a threat at times to the cabin crew or other passengers, or even more seriously, to the safe operation of a flight. There are several reasons why the experience of flying itself may cause a passenger to behave in such a way. The feeling of being enclosed, the stress of the pre-flight check-in and security procedures, can be caused by a delay. Fear of flying or the side effects of any drugs or alcohol that the passenger may have consumed can lead to reasons for subsequent unreasonable behavior on board. A passenger may also have an underlying mental health problem. This problem  becomes worse when they are subjected to the stress of flying.

The consequences of antisocial or aggressive behavior during a flight can be serious. Apart from the actual harm unruly passengers may cause to themselves or others. The pilots might decide that a diversion is necessary in the interests of the safety of all on board. This will be costly for an airline. Unruly passengers can expect to be arrested once on the ground. Also, they may face serious legal repercussions. Increasingly, prison sentences, sometimes lengthy, are handed out to act as a deterrent.

The main precaution that an airline can take is to stop any passengers who exhibit signs of unruly behavior on the ground from boarding. Passengers who are drunk, for example, can often be identified and stopped at the gate. Many airlines serve less alcohol on board than they used to. Other airlines refused to serve with alcohol at all, particularly on short haul flights. But unruly behavior has many other causes which can often not be detected until it is too late. Cabin crew undergo training as to how to respond to unruly behavior on board in an effort to sort out the problem before it becomes too serious and a diversion becomes necessary. Cabin crew has to be insured that the passengers are updated about flight schedules periodically. Knowing the schedules can also help in making the passengers more comfortable. Ensuring that seat numbers are assigned and that the seating is done in a scheduled and orderly manner can help in avoiding long lines with carry-on baggage and fights for window or aisle seats.

**2. Answer the following questions.**

1. What are the reasons for air-rage on board?
2. How is it possible to avoid the feeling of being closed?
3. What are the consequences of antisocial behavior during a flight?
4. What is done to prohibit the aggressive passenger to get on board?
5. How is the cabin crew trained to respond to unruly passenger on board?
6. **Give synonyms to the following words (what is another way of saying).**

Unruly, danger, damage, jail, action, to deny

**Give antonyms to the following words (what is opposite meaning):**

Safe, to ignore, to be released, calm, to ignore, increasing.

**4. Match a word on the left with their definitions on the right.**

|  |  |
| --- | --- |
| aircraft | physical or other injury or damage |
| a threat | an action that is done to prevent something unpleasant or dangerous happening |
| stress | a state, where you are not in danger or at risk |
| harm | to experience something that is unpleasant or something that involves a change |
| safety | a suggestion that something not good or violent will happen |
| precaution | great worry caused by a difficult situation |
| to undergo | any vehicle, with or without an engine, that can fly |

**5. Translate the following sentences into English.**

* 1. Боязнь перелета заставляет людей нервничать и вызывает агрессию.
  2. Стресс из-за предполетной регистрации и паспортного контроля может быть следствием неуправляемого поведения на борту.
  3. Задержка рейса продлится на 3 часа дольше из-за процесса идентификации багажа.
  4. Полиция арестовывала агрессивного пассажира, когда объявили о задержке рейса.
  5. Какие авиакомпании отменили продажу алкоголя на борту?
  6. Кабинный экипаж только что прошел специальную подготовку, как справляться с агрессивным поведением на борту.

*Вариант 4*

**1. Read and translate the text.**

**Means of transport**

People began to travel ages ago and the very first travelers were explorers who went on trips to find wealth, fame or something else. Their journeys were very dangerous but still people keep on going to the unknown lands.

Nowadays it is not as dangerous and much more convenient. Do you want to go somewhere? Hundreds of companies are there to help you. They will take care about your tickets and make all the reservations needed. If you don't speak the language of the country you go to, the interpreters will help you. With modern services you can go around the world. You can choose the means of transport you like: plane, train, ship, bicycle or you can travel hiking.

Of course, travelling by air is the fastest and the most convenient way, but it is the most expensive too.

Travelling by train is slower than by plane, but it has its advantages. You can see much more interesting places of the country you are travelling through. Modern trains have very comfortable seats. There are also sleeping cars and dining cars which make even the longest journey enjoyable. Speed, comfort and safety are the main advantages of trains and planes. That is why many people prefer them to all other means.

Travelling by sea is very popular. Large ships and small river boats can visit foreign countries and different places of interest within their own country.

Some people prefer travelling by car and they think that it's very convenient. You needn't reserve tour tickets and carry heavy suitcases. You can stop wherever you wish, and spend at any place as much time as you like.

And finally, it is commonly known that travelling is a great thing! Nothing can give you so many positive emotions and memories as travelling to some remarkable country or city.

**2. Answer the following questions.**

1. How did people travel ages ago?
2. How do companies help people with their travel arrangements?
3. What is the fastest way of travelling?
4. What are the advantages of travelling by train?
5. What ways of travelling are the most attractive for people?

**3. Give synonyms to the following words (what is another way of saying).**

Journey, popularity, to select, well known, to book, major

**Give antonyms to the following words from the text (what is opposite meaning):**

Boring, safe, uncomfortable, outmoded, cheap, disadvantage.

**4. Match a word on the left with their definitions on the right.**

|  |  |
| --- | --- |
| explorer | a card, given to someone, usually to show that they have paid for an event, journey or activity |
| reservation | the earth and all the people, places, things on it |
| world | a condition giving a greater chance of success |
| advantage | a large container, often with wheels for carrying clothes and possessions while traveling |
| to prefer | to like to choose or want one thing rather than another |
| suitcase | an arrangement by which something such as a room in a hotel or ticket at a booking office is kept for you to use later |
| ticket | someone who travels to places where no one has ever been in order to find out what is there |

**5. Translate the following sentences into English.**

1. Первые путешественники открывали новые земли, сокровища и океаны.
2. Множество туристических компаний готовы помочь нам в выборе направлений.
3. Путешествие на самолете – самый быстрый способ добраться до пункта назначения.
4. Путешествуя на поезде, мы можем наслаждаться чудесными пейзажами за окном.
5. Почему люди предпочитают морские турне?
6. Когда мы ехали мимо чудесного озера, туристы попытались нас остановить.

*Вариант 5*

**1. Read and translate the text.**

**Travelling by plane**

No wonder that one of the latest means of travelling is travelling by plane. Nowadays people mostly travel by air. It combines both comfort and speed and you will reach the place of destination very quickly. No doubt, travelling by air is the most convenient means of travelling, but if you are airsick the flight may seem not so nice to you. Unfortunately sometimes the flights are delayed because of unfavourable weather conditions, and one more inconvenience is jet-lag.

Before boarding the plane you must check- in at the airport. Passengers are requested to arrive at the airport one hour before departure time on international flights and half an hour on domestic flights. You must register your tickets, weigh in and register the luggage.

The economy class limitation is 20 kg and first-class passengers are allowed 30 kg, but the excess luggage must be paid for. Passengers are permitted, to take only some personal belongings with them into the cabin. These items include handbags, brief-cases or attached cases, umbrellas, coats and souvenirs bought at the tax-free shops at the airport. Each passenger is given a boarding pass to be shown at the departure gate and again to the stewardess when boarding the plane.

Before the plane takes off the stewardess gives you all the information about the flight, the speed and altitude. She asks you to fasten the belts and not to smoke. She will take care of you during the flight and will help you to get comfortable in your seat. The captain will welcome you on board and tell you all about the flight and the interesting places you are flying over. During the flight you can take a nap or have a chat, you can read and relax or you can watch video or listen to the music.

When the plane is landing or taking off you have an opportunity to enjoy the wonderful scenery and landscapes. While travelling by plane you fly past various villages and cities at the sight of which realize how majestic and tremendous our planet is. Do not forget your personal belongings when leaving the plane.

Landing formalities and customs regulation are about the same in-all countries. While still onboard the plane the passenger is given an arrival card to fill in, he fills in (in block letters) his name in full, country of residence, permanent address, purpose and length of visit; and address in the country he is visiting. After the passenger has disembarked, officials will examine (check) his passport and visa (to see if they are in order).

**2. Answer the following questions.**

1. How does jet-leg influence on people?
2. What are passengers permitted to take on board?
3. What items do passengers carry in their handbags?
4. Why does the crew give you all information about the flight?
5. What kind of landing formalities should be arranged after the flight?

**3. Give synonyms to the following words for the text (what is another way of saying).**

At a fast speed, height, to verify, flight attendant, to allow, chance

**Give antonyms to the following words from the text (what is opposite meaning):**

Slowly, to exclude, arrival, tiny, to allow, to embark.

**4. Match a word to the left with their definitions on the right.**

|  |  |
| --- | --- |
| destination | a home, a place of living |
| a boarding pass | goods are cheaper than the usual price because you do not pay any tax on them |
| altitude | a place where someone is going |
| residence | an intention |
| declaration form | height above sea level |
| purpose | a card that a passenger must show in order to be allowed to get on an aircraft or a ship |
| duty-free | a statement giving official information |

**5. Translate the following sentences into English.**

1. В наши дни путешествие самолетом дает нам больший комфорт и экономит время.
2. Пролетая над городами и океанами, мы понимаем, насколько огромна и прекрасна наша планета.
3. Представитель авиакомпании предупредил нас, что мы заранее должны приехать в аэропорт.
4. Мы взяли наши сувениры и подарки в ручную кладь.
5. Сколько времени понадобится для покупок в дьюти-фри?
6. В то время как мы обсуждали наш полет, стюардесса попросила нас пристегнуть ремни.

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