

Passenger complaints

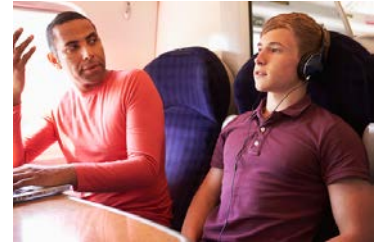
Look at the pictures. What might the passengers be complaining about?



1 _____



2 _____



3 _____

Match the passenger the complaints to the flight attendant responses.

- | | |
|--|---|
| 1. The food is terrible. | A. Would you like a blanket? |
| 2. I'm uncomfortable. | B. Let me get you a cup of tea. |
| 3. I'm bored. | C. I'm sorry to hear that. Would you like something else to eat? |
| 4. I'm thirsty. | D. Let me see if I can find you a better seat. |
| 5. I have to go to the bathroom. | E. I'm sorry to hear that. Tell me your problem and I'll try to help. |
| 6. I don't like the person next to me. | F. I'll see if I can turn the air off for you. |
| 7. It's too loud. | G. The bathrooms are located at the back of the plane. |
| 8. I can't sleep. | H. I'll see if I can turn the air on for you. |
| 9. I'm hot. | I. I'll see if I can find you something to eat. |
| 10. I'm cold. | J. Would you like me to get you a pillow? |
| 11. I'm not feeling well. | K. Let me know if there's anything I can do to help you relax. |
| 12. I'm hungry. | L. I'll get you a drink of water. |
| 13. I'm tired. | M. I'll see if I can turn the volume down for you. |
| 14. I'm anxious. | N. Let me see if I can find you a magazine or something to read. |
| 15. I'm frustrated. | O. Do you want me to see if I can find you a different seat? |

Choose the 3 complaints you think are the most common. Explain why.

1. _____
2. _____
3. _____

Answers

Pictures

1. I have a sore neck /I'm uncomfortable.
2. There isn't enough space between the seats./ I'm frustrated./ I'm uncomfortable./Lack of leg room.
3. It's too loud./ I don't like the person next to me.

1. C
2. D
3. N
4. L
5. G
6. O
7. M
8. A
9. H
10. F
11. B
12. I
13. J
14. K
15. E

1. The seats are uncomfortable and there is not enough legroom. Many people complain about a lack of space between seats.

2. The food is terrible and there are not enough options. People often don't like airline food.

3. The in-flight entertainment is not good enough and there are not enough options. People are fussy about airline entertainment.

Script

Airline passenger requests and complaints

Number 1

Excuse me! The food is terrible!

I'm sorry to hear that. Would you like something else to eat?

Number 2

Madam. I'm very uncomfortable.

Let me see if I can find you a more comfortable seat.

Number 3

Excuse me sir. Are you ok?

I'm so bored.

Let me see if I can find you a magazine, or something else to read.

Number 4

I'm thirsty. Could I have some water?

I'll get you a cup of water straight away.

Number 5

I have to go to the bathroom. Where are they?

The bathrooms are located in the back of the plane.

Number 6

Hallo! Madam! I really don't like the person sitting next to me. What can I do?

Do you want me to see if I can find you a different seat?

Oh, thank you! You're a life saver.

Number 7

The movie soundtrack in my headphones is too loud.

No problem. I'll show you how to turn the volume down.

Number 8

Excuse me miss. I have a problem. I've tried everything, but I can't sleep.

Would you like an extra blanket?

Oh yes! That would be nice.

Number 9

You don't look happy. What's the problem?

I'm so hot.

I'll see if I can turn the air-con on for you.

Number 10

I'm very cold.

I'll see if I can adjust the air-con for you.

Number 11

I'm not feeling well.

Let me get you a cup of tea.

You are so kind.

Number 12

Hey little girl. Is there anything you want?

I'm hungry. I want a sandwich and some orange juice.

Alright, no problem. I'll see if I can find you something to eat.

Number 13

And how are you doing here? Are you having a pleasant flight?

Excuse me mam. I'm very tired.

Would you like me to get you a pillow?

Thanks so much.

Number 14

I'm very anxious. I've never flown before.

Let me know, if there's anything I can do to help you relax.

Number 15

Hi there! How are you doing?

I'm frustrated. Everything is annoying me.

I'm so sorry to hear that! Tell me what your problem is, and I'll try to help you?