

# CABIN CREW / FLIGHT ATTENDANT

## CABIN CREW ENGLISH PROFICIENCY TEST

### **SAFETY AND EMERGENCY PROCEDURES**

In the event of an emergency, cabin crew members are trained to assist passengers in a calm and professional manner. During takeoff and landing, all passengers must ensure their seatbacks are upright and tray tables are stowed. In the unlikely event of a loss of cabin pressure, oxygen masks will automatically drop from the overhead panel. Passengers are advised to pull the mask firmly toward them, place it over their nose and mouth and secure it with the elastic band. Cabin crew will prioritize assisting passengers with disabilities and children. Remember, always secure your own mask before helping others. Cabin crew ensure that all safety protocols are followed during flights.

Passengers are encouraged to remain seated with their seatbelts fastened when the fasten-seatbelt sign is on. In case of unexpected turbulence, secure all loose items and avoid standing. Cabin crew will provide guidance during any emergency and assist passengers as necessary. Passengers should listen to all announcements carefully and comply with crew instructions.

### **SERVICE STANDARDS AND PASSENGER COMFORT**

Baltic Airlines prides itself on providing exceptional service to passengers. Cabin crew are expected to be courteous, approachable and attentive. Passengers may have a variety of needs, ranging from dietary requirements to assistance with baggage. Crew members should listen carefully to passengers' requests and respond promptly. Maintaining a clean and organized cabin environment is also a priority. In case of long-haul flights, cabin crew are responsible for offering refreshments regularly, adjusting the cabin temperature for comfort and ensuring passengers have access to amenities such as blankets and pillows.

During boarding, cabin crew welcome passengers and help them locate their seats. Once everyone is seated, the crew performs a safety demonstration. During the flight, they serve refreshments and assist with passenger needs. Before landing, cabin crew ensure the cabin is secure and remind passengers to fasten their seatbelts. Cabin crew members are responsible for passenger safety and comfort. They assist passengers with special needs, handle emergencies and ensure compliance with regulations. They also monitor the cabin environment to address concerns such as temperature or noise levels.

### **COMMUNICATION WITH PASSENGERS**

Effective communication is a vital skill for cabin crew. Whether making announcements or addressing individual concerns, clarity and professionalism are key. For instance, when informing passengers about delays, it is important to provide accurate information and offer reassurance. Announcements should be clear, concise and free from jargon. In one-on-one interactions, active listening helps cabin crew understand the passengers' needs. For passengers with limited English proficiency, gestures, visuals and simple language can enhance communication. Remember, maintaining a friendly and empathetic tone builds trust and ensures a positive travel experience for all. Maintaining politeness and attentiveness is a core value for cabin crew.

### **HANDLING CONFLICT AND DIFFICULT SITUATIONS**

Baltic Airlines has a zero-tolerance policy for unruly passenger behavior. If a passenger becomes disruptive, the cabin crew is trained to de-escalate the situation calmly. In severe cases, authorities may be notified upon landing. Cabin crew are also trained to identify signs of intoxication and respond accordingly.

Cabin crew may occasionally encounter challenging situations, such as handling complaints or mediating conflicts between passengers. In these cases, it is important to remain calm and neutral. For example, if a passenger complains about a noisy neighbor, offer to relocate them to a quieter area of the cabin if possible. If a conflict arises, listen to both parties and avoid taking sides. Acknowledge concerns, apologize for any inconvenience, and seek a solution that satisfies everyone involved. Always inform the senior crew member or cabin manager if the situation escalates. Following standard operating procedures ensures safety and consistency.

## CULTURAL AWARENESS AND DIVERSITY

Cabin crew members work in a multicultural environment and must respect the diverse backgrounds of passengers and colleagues. Being aware of cultural sensitivities can prevent misunderstandings. For example, certain dietary restrictions may be based on religion, such as halal or kosher meals. Similarly, cultural norms may influence how passengers prefer to be addressed or approached. Cabin crew should avoid making assumptions and instead ask polite questions to understand specific preferences. A friendly smile and willingness to adapt to cultural differences demonstrate respect and professionalism. Crew members respect passengers' cultural and personal preferences to create a welcoming environment.

Baltic Airlines cabin crew are trained to deliver exceptional service while ensuring safety. They follow strict protocols for emergencies, provide excellent customer care and adapt to passengers' unique needs. Effective communication and teamwork are essential for maintaining professionalism during flights.

## TASK 1

*Answer the questions using no more than ten words from the text.*

1. What are passengers required to do during takeoff and landing?
2. When do oxygen masks drop, and how should passengers use them?
3. Who do cabin crew assist first during an emergency?
4. Why is it important to secure your own oxygen mask before helping others?
5. What qualities are expected of Baltic Airlines cabin crew?
6. List two examples of how cabin crew assist passengers during long-haul flights.
7. Why is maintaining a clean cabin environment important?
8. How should cabin crew respond to passengers' requests?
9. What is the most important aspect of announcements to passengers?
10. How can cabin crew effectively communicate with passengers who have limited English proficiency?
11. Why is active listening important in one-on-one interactions?
12. How does an empathetic tone benefit passengers?
13. How should cabin crew respond to passenger complaints?
14. What is the recommended approach for mediating conflicts between passengers?
15. When should a senior crew member be informed?
16. Why is it important to follow standard operating procedures in these situations?
17. How can cultural awareness prevent misunderstandings?
18. Provide two examples of how cultural differences might affect service.
19. Why is it important not to make assumptions about passengers?

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20. How can cabin crew show respect for cultural differences?

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## TASK 2

Use words from the text to complete the sentences.

21. Passengers are encouraged to remain \_\_\_\_\_ with their seatbelts fastened.  
22. In case of turbulence, \_\_\_\_\_ all loose items.  
23. Cabin crew will provide \_\_\_\_\_ during any emergency.  
24. Passengers should \_\_\_\_\_ to all announcements carefully.

## TASK 3

Decide if the following statements are True or False based on the text.

	T	F
25. Cabin crew can notify authorities if a passenger is disruptive.	<input type="checkbox"/>	<input type="checkbox"/>
26. Cabin crew are not trained to de-escalate situations.	<input type="checkbox"/>	<input type="checkbox"/>
27. Baltic Airlines tolerates minor unruly behavior from passengers.	<input type="checkbox"/>	<input type="checkbox"/>
28. Crew members can identify signs of intoxication.	<input type="checkbox"/>	<input type="checkbox"/>

## TASK 4

Match the headline with the correct example.

29. Helping a passenger secure their oxygen mask. \_\_\_\_  
30. Listening to a passenger's complaint about meal preferences and offering an alternative. \_\_\_\_  
31. Explaining safety procedures during the flight. \_\_\_\_  
32. Ensuring passengers feel respected regardless of their background. \_\_\_\_

- A. Safety And Emergency Procedures
- B. Service Standards And Passenger Comfort
- C. Communication With Passengers
- D. Handling Conflict And Difficult Situations
- E. Cultural Awareness And Diversity

## TASK 5

Arrange the events in the correct order.

- 33.
- ☐ Cabin crew perform a safety demonstration.
  - ☐ Passengers are reminded to fasten their seatbelts.
  - ☐ Cabin crew serve refreshments.
  - ☐ Cabin crew welcome passengers and help them locate their seats.

## TASK 6

Match the words with their synonyms or definitions.

34. Responsible \_\_\_\_  
35. Assist \_\_\_\_  
36. Compliance \_\_\_\_  
37. Monitor \_\_\_\_

- A. Help
- B. Ensure rules are followed
- C. Accountable
- D. Observe

## TASK 7

*Complete the summary using words from the text.*

- 38. Cabin crew at Baltic Airlines focus on \_\_\_\_\_ and safety.
- 39. They adapt to passengers' \_\_\_\_\_ needs.
- 40. \_\_\_\_\_ and teamwork are key to professionalism.
- 41. Strict \_\_\_\_\_ are followed in emergencies.

## TASK 8

*Imagine you are a senior cabin crew member, and you need to write a brief (150 words) memo to your team about handling passenger conflicts.*

Include advice on:

- ✓ Staying calm
- ✓ Listening to both sides
- ✓ Informing senior crew if needed
- ✓ Following standard operating procedures



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## TASK 9

*During a recent flight, you encountered a situation where a passenger was unhappy because their dietary preferences were not respected. Write a short report (150-200 words) to your supervisor about the incident.*

Include:

- ✓ A brief description of the problem
- ✓ How you resolved it
- ✓ Suggestions for avoiding similar issues in the future



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