



Unit 3

Meal and Drink

Service

民航空乘英语

Part
1

Warm Up

Part
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Announcements

Part
3

Dialogues
in Cabin

Part
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Reading
and
Writing

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**Dialogues
in Cabin**

Part

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**Reading
and
Writing**

Label the objects on the meal tray with the foods given.



- bread
- salad
- butter
- juice
- Knife
- snack
- main course
- pen
- fruit
- Spoon
- fork
- desert spoon
- water
- dessert

1. fruit

2. bread

3. salad



4. dessert

5. juice

6. butter

7. main course

bread salad butter juice Knife snack main course pen fruit
Spoon fork desert spoon water dessert

8. spoon

9. knife

10. fork



11. desert spoon



12. water

13. pen

14. snack

2

Read the menu from a flight and answer the following questions.



1. How many meals are served on the plane?
2. How many kinds of dishes are there for lunch?
3. How many choices do passengers have for the main course at lunch?
4. When do you think will this plane take off, in the morning, afternoon or evening? Why?

MENU

Breakfast
Orange juice, yoghurt, fresh fruit appetizer of seasonal fruit, croissant served with butter and jam, muffin, tea or coffee

Lunch

Starter
Asian beef salad (thinly sliced beef and cucumber salad tossed in a sweet Thai chilli sauce)

Main Course
Pan-fried parrot fish (with Cajun spices, served with tomato concassé, buttered broccoli, red peppers and herb mash potatoes)
Honey baked ginger chicken (accompanied with Taiwan cabbage, braised carrots and steamed rice)

Dessert
Blueberry cheesecake (with raspberry coulis and whipped cream)
Cheese and biscuits
Chocolates

Drink
Tea or coffee

3

Read the menu from a flight and answer the following questions.

Column A

infant meal

children's meal

vegetarian¹ meal

Hindu² meal

Moslem³ meal

Column B

It's a meal for children between the 2 and 12 years old.

It's prepared according to Islamic rules on Halal food⁴.

It's a meal for children less than 2 years old.

It's for people who do not eat meat.

It does not contain any beef.

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1 Listen to the announcements and fill in the blanks.

Ladies and gentlemen,

We will be serving lunch soon. Please put down your tray table in front of you. If you have special diet requirement, please tell the cabin attendants. We also offer you a choice of tea, coffee, beer, wine and other soft drinks¹. Hope you could enjoy these.

Thank you!

Good afternoon, ladies and gentlemen,

We will be serving you meals with tea, coffee and other soft drinks. Welcome to make your choice. Please put down the table in front of you. For the convenience of the passengers behind you, please return your seat back to the upright position during the meal service.

Thank you!

Good morning, ladies and gentlemen,

We will soon be serving breakfast. We are offering you a choice of continental breakfast and Chinese breakfast. We have also prepared Moslem and vegetarian breakfast. If you have any special diet requirements, please do not hesitate to contact us. We hope you a pleasant and comfortable flight.

Thank you!

Ladies and gentlemen,

We are sorry to inform³ you that we cannot serve you hot drinks on this flight because the water system is out of order⁴. However, we will be able to serve cold drinks. We apologize for the inconvenience caused again.

Thank you for your understanding.





Oral practice. Read the announcements and discuss with your partner about the following questions.



1. What will you say if you are ready to serve meals?
2. What should you remind passengers before you serve meals?
3. How can you express your apology when you are not able to serve hot drinks?



Listen to the announcement and learn the following words.

Vocabulary Band

estimated ['estimeɪt]

adj. 预计的, 估计的

illuminate [ɪ'lu:mɪneɪt]

adj. 被照亮的

light meal

便餐, 即食餐

available [ə'veɪləb(ə)l]

adj. 可获得的, 可购得的

nominal ['nɒmɪn(ə)l]

adj. 票面上的

pass around

轮查

charge [tʃɑ:dʒ]

n. 费用, 价钱



2 Oral practice. Listen to the long announcement and discuss the following questions with your partner.



- 1. How many main meals will be served by this flight?**
- 2. What kinds of beverages are available on this flight?**
- 3. Do you know what a special meal is? Give some examples you know.**

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I . Listen to the dialogues and fill in the blanks.



M: I was wondering if I could order something to drink.

CA: Yes, we have alcoholic beverages as well as coffee, tea, and soda.

M: How much do drinks cost?

CA: Our alcoholic beverages are five dollars each. All others are complimentary¹.

M: When will our meals be served?

CA: We will serve a snack with the beverages at first. Dinner will be served a few hours after departure.

M: What are our dinner choices?

CA: You will have a choice of chicken, fish, and beef. I will bring a menu by shortly².

M: I am a vegetarian and need a vegetarian meal.

CA: Vegetarian meals need to be requested at least two days before your flight. I might be able to find you extra³ servings of vegetables, however.

M: Thank you very much.

I . Listen to the dialogues and fill in the blanks.



CA: Excuse me, sir. We'll be serving lunch shortly. Would you like a drink before lunch?

M: I'd like a gin and tonic⁴ please.

CA: Sorry, sir. We don't have that on board. Would you like something else? We have whiskey⁵ and red wine.

M: All right. I'll have a glass of wine.

CA: Would you prefer dry or sweet⁶, sir?

M: Make it sweet, please.

CA: OK. Please wait a moment.

I . Listen to the dialogues and fill in the blanks.



CA: Excuse me, sir. What would you like for dinner?

M: We ordered the low-fat meals⁷. Do we get a choice of entrées⁸?

CA: Yes. Today we have broiled shrimp with rice pilaf⁹ and chicken teriyaki served with noodles¹⁰.

M: I'll have the chicken.

W: I'd like the shrimp.

M: What else comes with the meal?

CA: Vegetable salad and yogurt for dessert. Would you care for some wine with dinner?

W: Sure. We're celebrating. This is our second honeymoon. Let's live a little¹¹.

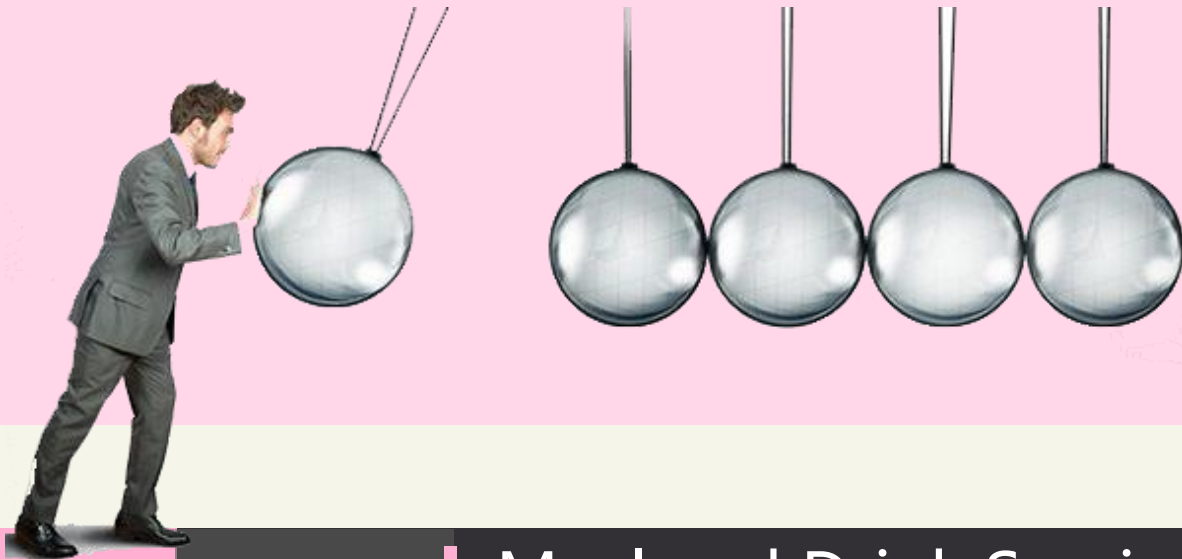
CA: Congratulations. White or red?

M: We'd both like white.

CA: Yes, sir. Here you go.

II. Oral practice. Read the dialogues and discuss with your partner about the following questions.

1. According to dialogue 1, when should the vegetarian meal be requested before the departure?
2. How will you explain to a passenger who asks for gin and tonic which has been run out of?
3. According to dialogue 3, what kind of food contains low-fat meals on this flight?



III. Work in pairs. Choose one of the following situations to make a dialogue with your partner according to the dialogues above.

Situation 1: A passenger is hungry and asks for something to eat and you list several kinds of the meals on board for him to choose.

Situation 2: You are serving meals. What the passenger orders is not available on board and you give him another choice.



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Meal Service

An airline service, especially an international one, is a huge organization with many complex functions. No matter which airline a passenger selects, he will get convenient routes, a safe aircraft, experienced pilots, and nourishing food. During the flying, the cabin attendants have to try their best to offer all kinds of services. Food and drink service is included especially in long-distance flights.

The meals are served depending on the flight schedules. The main meal mostly consists of salad, appetizer, soup, main course and the dessert.



The salad is a combination of raw vegetables and some may include meat or fish. It can be served cold or at room temperature. The commonly used salad dressings are Thousand Island dressing, Vinaigrette dressing, etc.

The appetizer is served before the main course. It can be snack foods such as canapés, caviar.





The soup is a savory food made from a combination of meat, vegetables, herbs, beans and hot water, like lentil soup and minestrone.

The main course refers to the primary meal and is usually a heavy substantive meal. Main courses on board may vary but would normally include a bottle of water, a bowl of yoghurt, bread, butter, ketchup, a rectangular dish with meat, vegetables and rice.

The dessert is a course that typically comes at the end of a meal, usually consisting of sweet food, such as cake, candies, cookies and ice cream.



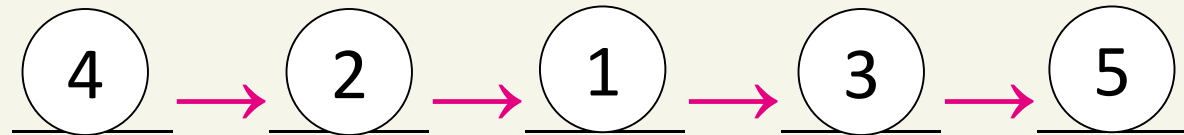
Learn the words in the box and then complete the sentences with them. Change the form if necessary.

herb	nourishing	appetizer
rectangular	dressing	experienced

1. The meal served by the cabin attendant is set on the rectangular tray table.
2. Herbal diet is a kind of meal that cooked with food and herbs.
3. Butter, salad dressing, cream and cheese are high-calorie food.
4. Caviar is a common appetizer in the western food.
5. As a cabin attendant, Li Cong is very experienced and she can handle every sudden situation.
6. It is very important to eat nourishing and healthy food. It has a good impact on our health.

2

Look at the pictures and rearrange them according to the order of serving.





3 Translate the sentences into Chinese.

1. No matter which airline a passenger selects, he will get convenient routes, a safe aircraft, experienced pilots, and nourishing food.

无论乘客选择哪种航空公司，他都会得到方便的航线，一架安全的飞机，有经验的飞行员和营养丰富的食品。

2. The main meal mostly consists of salad, appetizer, soup, main course and the dessert.

主餐主要包括沙拉、开胃菜、汤、主菜和甜点。

3. Soup is a savory food made from a combination of meat, vegetables, herbs, beans and hot water, like lentil soup and minestrone.

汤是由肉类、蔬菜、草药、豆类和热水混合煮成的味道可口的食物，如扁豆汤和蔬菜通心粉。

Pre-book Meals

Depending on seasonality¹ and availability², as well as flight and duration, different selections of special meals will be on offer. Special meals may contain nuts³, gluten⁴, seafood⁵, eggs or dairy⁶. The provision⁷ of in-flight meals is subject to availability.

Special meal orders should be made at least 24 hours before the airplane takes off, or it will not be available.

Changes to pre-booked meals may only be done more than 24 hours prior to flight departure time. Guests must pay the price difference if the price of the new meal booked is higher than the original meal paid.

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The boarding pass is the proof⁸ of purchasing the pre-booked meal and it must be presented to the cabin attendants onboard to redeem⁹ the pre-booked meal. No other forms of redemption¹⁰ will be entertained.

The airlines reserve the right to substitute¹¹ any components¹² of a pre-booked meal or change the recipe or specifications of a pre-booked meal. Airlines will endeavor¹³ to provide the value of any pre-booked meals that has been changed to similar meals.



Read the text again and decide whether the following statements are true (T) or false (F).

- T** 1. If you want to eat some crab on the flight, you should pre-book it at least 24 hours before the departure time of your flight.
- F** 2. If you want to change your dairy meal to gluten meal, you can do it within 24 hours before departure.
- F** 3. The pre-booked meals are all free.
- F** 4. You can redeem your pre-booked meal by your ticket.



2

Writing. Search on the internet. Select and write down how many kinds of special meals can be served in flight and choose two or three kinds for further explanation.



Thank You

