



Centro Nacional de Estudios Aeronáuticos

ESCUELA DE INSTRUCCIÓN Y PERFECCIONAMIENTO AERONÁUTICO
HABILITADA POR FUERZA AÉREA ARGENTINA
PRIMERA ESCUELA PARA LA CAPACITACIÓN OFICIAL DE TRIPULANTES DE
CABINA DE PASAJEROS
DISPOSICION 180/97/58/99

CURSOS Y CARRERAS DE NIVEL TERCARIO
TITULOS OFICIALES CON VALIDEZ NACIONAL

INGLES TECNICO AERONAUTICO

INDICE

Controls
Instrument Panel
Principal Systems of the Airplane
Abbreviations

FLYING MANEUVERS

Special Terms
Airplanes and How They Fly

COMMERCIAL AIRCRAFT

Cockpit And Cabin
Configuration

THE FLIGHT

Special Terms
Boarding And Takeoff
Pre-Departure
Passenger Reception
After Takeoff
Mid-Flight And Arrival
Mid-Flight
Pre-Arrival
After Arrival

PASSENGER TRAVEL

Special Terms

THE HANGAR

WEATHER

EMERGENCY MEASURES

ANNOUNCEMENT

THE PLANE

SPECIAL TERMS

Aircraft: Any type of machine that can be used for flight in the air

Plane: An aircraft with wings and one or more engines. The word airplane is seldom used. The word plane is used in informal conversation, and the word aircraft is used in formal and informal speech and also in writing.

Engine: The source of power that makes an aircraft fly. It is never called a motor. The engine burns gasoline or a similar fuel. To burn the fuel, the engine also requires a great amount of air.

Nacelle: the house of the engine.

Air Intake: A hole or opening that points forward and takes in air for the engine.

Propeller: two or more blades fixed to a central bar that is turned at high speed by air engine.

Fuselage: The central body of the aircraft. Consists of the flight deck, and the cabin.

Empennage : the tail of the aircraft

Stabilizer: horizontal and vertical fixed control surfaces on the tail

Stable: steady, in a condition to hold an attitude without effort by the pilot

Landing gear: The wheel of the aircraft, consists of main gear and nose gear.

Main Gear: The wheels under the wings of the aircraft, plus the parts that fasten them to the wings or fuselage. Very small aircraft have wheels that are fixed in place, but larger, faster planes have gear that can be lifted into the fuselage or wings when the plane is flying. The motors that raise the wheels are also considered to be part of the gear.

Nose Gear : The wheel under the nose of the aircraft and the parts that fasten this nose wheel to the fuselage.

Navigation Lights: Small lights at the end of each wing, on the tail, and sometimes on the fuselage. The navigation lights assure that the plane can be seen by other aircraft at night. The light on the left wing is red. The one on the right wing is green. The others are white.

Controls:

Is a group of devices to control the operation of a system, the devices which control a plane's attitude in flight. The devices the pilot uses with his hands and feet to move the rudder, elevators- and ailerons of the aircraft. In some kind of airplanes, the controls consist of a stick which is connected to the ailerons and the elevators, and the pedals, which are connected to the rudder. Sometimes the word controls refers to other device that the pilot uses to fly the plane, such as those he uses to control the engine.

Elevators: The elevators are fastened to the horizontal stabilizers with hinges (See the illustration). They can therefore swing up or down. When the plane is flying, the elevators are used to make the nose of the plane point upward or downward, or to keep it level. The elevators are also used when the plane turns. Movable horizontal control surface on the tail, used to control climb or descent.

Rudder: The rudder is hinged to the vertical stabilizer. (See the illustration) The rudder makes the nose of the aircraft turn toward the right or left. Many people therefore think the rudder makes the aircraft turn, just as the rudder of a boat makes the boat turn. However, the rudder alone does not make the aircraft turn.

Ailerons The ailerons are hinged at the back edge of the wings. (See the illustration) They are used to keep the wings level and are also used when the plane turns.

Flaps: a short way of saying wing flaps, which increase drag* and lift. For landing.

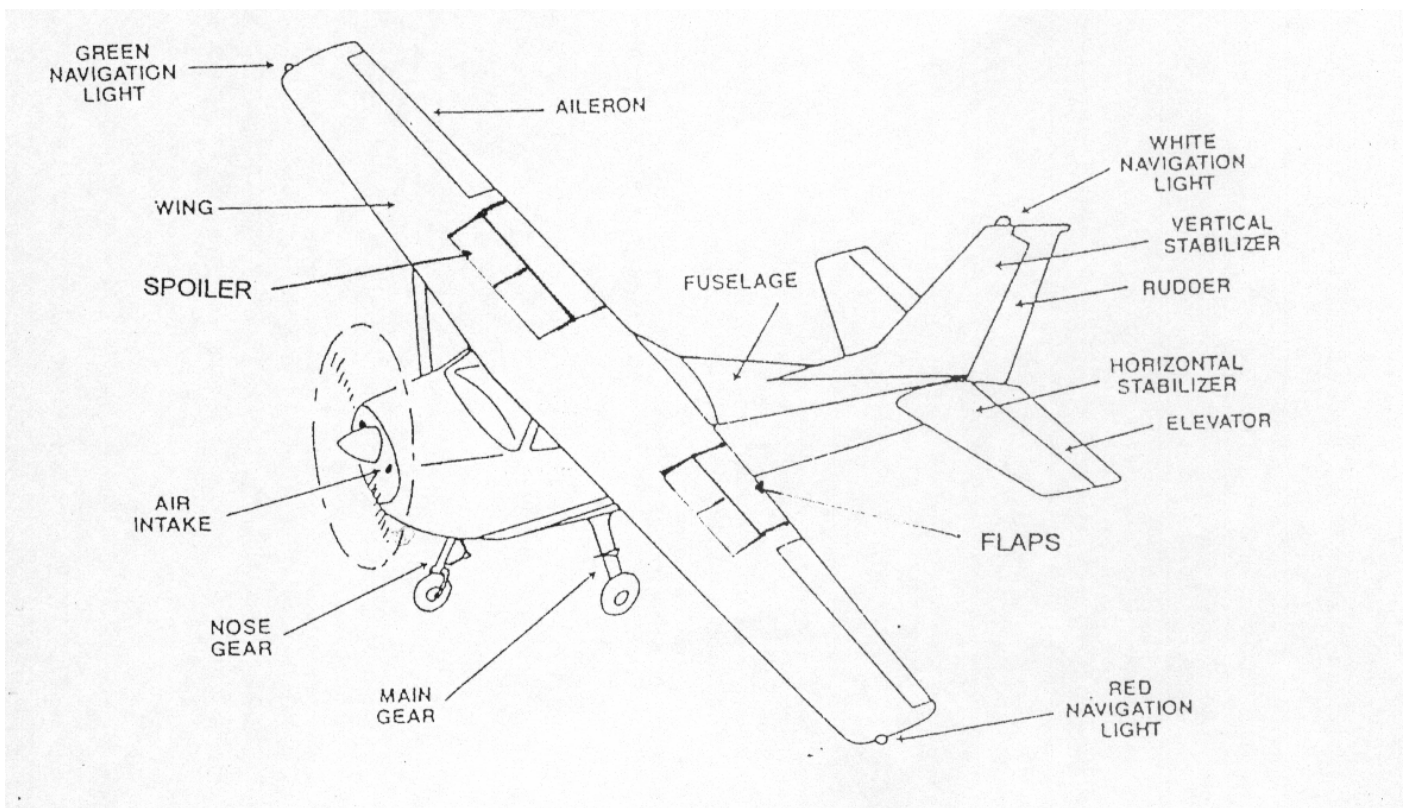
* The force of the air against the movement of the aircraft

Spoiler: a device used to destroy lift*.

* A lifting force such as an upward pressure of air on the wings of an aircraft

Flight deck: Where the pilot and the rest of the flight crew work

Galley : A ship's kitchen



Instrument Panel

An automobile has a simple set of *instruments* to show how fast the automobile is going, how far it has gone, the amount of fuel in its tank, the engine temperature, and so on. These instruments are on the *instrument panel* of the automobile. An aircraft has a much more complicated panel that shows the plane's altitude, airspeed (its rate of speed through the air), *rate* of climb or descent, direction, and many other facts about the aircraft and its engines. In bad weather, when the pilot cannot see the ground, he must use these and other instruments on the instrument panel to know where he is and where he is going.

panel: a short way of saying instrument panel

Radar: (Radio and detection ranging) An electronic device that uses reflected radio waves to detect and measure the location of other planes. It can also detect the location of the ground and measure the plane's altitude above the earth. Radar serves as "eyes" when human eyes cannot see because of darkness, clouds, or fog.

Radio: An electronic device used for speaking to other planes or to personnel on the ground. All Air Force planes have radios, since they are necessary for communication with control towers and other stations on the ground.

artificial horizon: an instrument in an airplane showing its attitude, that is, the position of the airplane's wings and fuselage in relation to the earth, also frequently called an attitude indicator.

attitude indicator: same as artificial horizon

horizon: a short way of saying artificial horizon

ADI : Attitude Director Indicator

auto-pilot: a device for automatically maintaining desired attitudes in flight

compass: an abbreviation for the magnetic compass, which points to the earth's magnetic north

directional gyro: a flight instrument stabilized by a gyroscope which shows the direction of flight

heading indicator: the same as **directional gyro**

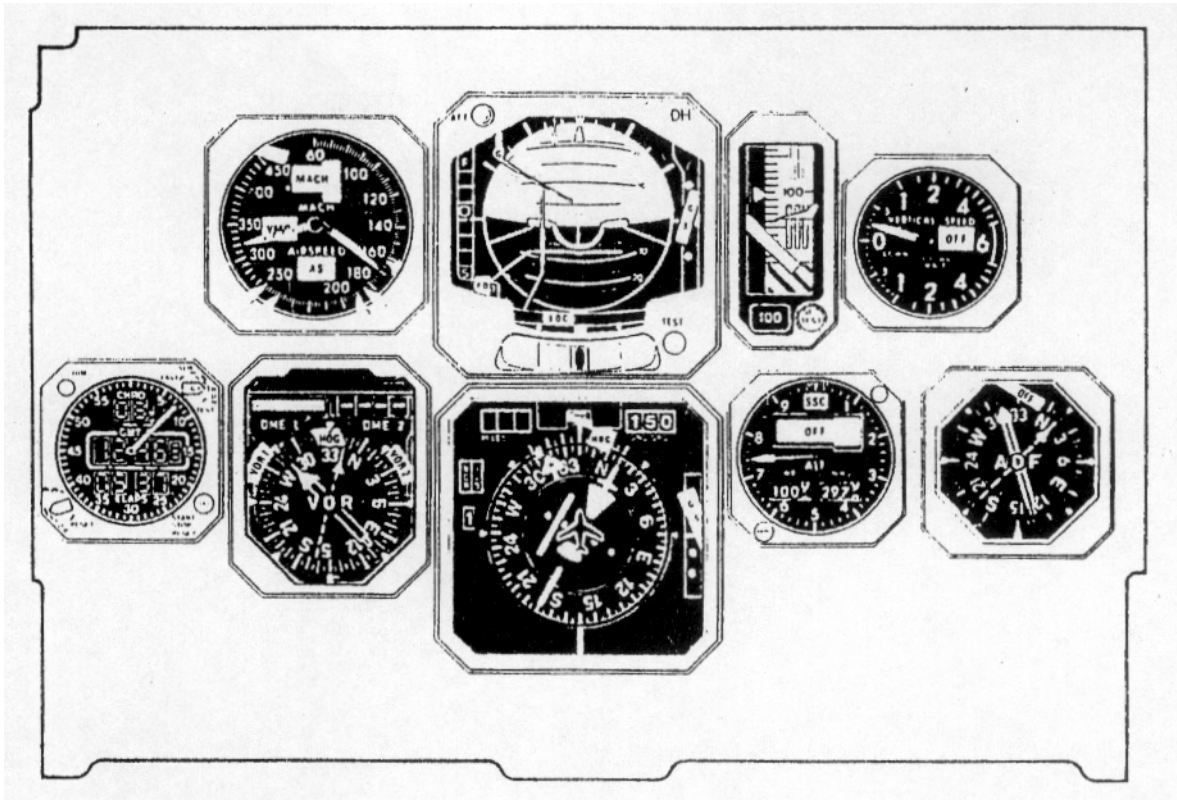
post lights: small lights which project from the panel for instrument illumination

airspeed: a short way of saying airspeed indicator, which measures speed through the air

altimeter: an instrument in the airplane for measuring altitude

DME: Distance Measuring Equipment.

This is the captain's main control panel. Starting in the bottom left hand corner, on the left there is a clock. Next to the clock is the DME and above the DME you find the Air Speed Indicator. On the right of the Air Speed indicator is the Attitude Director Indicator (ADI). Below the ADI there is the Horizontal Situation Indicator (HSI). On the bottom row, on the right, is the Automatic Direction Finder (ADF). Between the ADF and the HSI is an altimeter, and above it is a radio altimeter. On the right of the radio altimeter, above the ADF, is a vertical speed indicator (rate of climb or descent).



Principal Systems of The airplane

All the airplane has different systems, such as, Fuel System, Electrical System or Hydraulic System

A Fuel system provides the fuel to the engines It consists of Fuel tanks, pumps, lines or pipes and liquidometers.

A Electrical System provides de AC (Alternating Current) and DC (Direct Current) to the airplane. A devices uses either AC or DC, not both, one kind of current can be changed to the other with special equipment, The principal component are.

APU: Auxiliary Power Unit.

Battery: A device which stores electrical energy

Generator An engine-driven device for producing DC,

Alternator: An engine-driven device for producing AC

A Hydraulic system performs work by the use of the fluid under pressure Consists of a reservoir, where the hydraulic fluid is, a **pump**, a device for moving fluid and the actuating cylinder (device which extends or retracts when pressure is applied). They may move flaps, landing gears, controls, doors, etc.

ABBREVIATIONS

These are different abbreviations you must know

ARO	Air Rules Office	FZFG	Freezing Fog,
CAT	Clear AirTurbulence	GND	Ground.
ACFT	Aircraft	G P	Glide Path,
AD	Airdrome	GS	Ground Speed,
AFS	Aeronautic Fixed Service.	HF	High Frequency,
AFIS	Airdrome Flight Information Service.	IAS	Indicated Air Speed,
AGN	Again.	IFR	Instrument Flight Rules
AIS	Aeronautic Information Service.	ILS	Instrument Landing System.
ALR	Alert Message.	IMC	Instrument Meteorology Conditions
ALT	Altitude.	L	Left
ALTV	Alternative.	MSG	Message.
AP	Airport.	MSL	Mean Sea Level

CENTRO NACIONAL DE ESTUDIOS AERONAUTICOS

APCH	Approaching,	NAV	Navigation,
ATC	Aerial Transit Control,	NIL	Nothing to Transmit
ATZ	Airdrome Transit Zone	NM	Nautical Mile
AWY	Airway,	R	Right
RLW	Below.	RWY	Runway.
BCST	Broadcasting.	RVR	Runway Visual Range
EST	Estimated Time	TWR	Control Tower,
EAT	Estimated Approaching Time,	VFR	Visual Flight Rules,
ETA	Estimated Time of Arrival,	VMC	Visual Meteorology Conditions,
ETD	Estimated Time of Departure,	VIS	Visibility
FCST	Forecast	VLF	Very Low Frequency.
FLT	Flight	VHF	Very High Frequency
FNA	Final Approach.	VIP	Very Important People
FREQ	Frequency,	UHF	Ultra High Frequency
FT	Feet .		

FLYING MANEUVERS

Special Terms

To Check: To inspect or examine. A checklist is a printed list of things to inspect. It also specifies the order in which they should be inspected.

Preflight Inspection: Examination of an aircraft before flying it. The preflight inspection is often called the preflight check or simply the preflight. The term *preflight* can sometimes be used as a verb as in the sentence, "Did you preflight the plane yet?" or "I'll go and preflight it now."

Flight: The word flight is used in several ways. In this Unit, we will use it in only two ways. First, in flight means "while flying," or just "flying." If a plane is even one inch above the ground, it is in flight. The second use of the term in this unit is a flight. A flight is a trip by plane, starting from the exact time the aircraft begins to fly and lasting until its wheels touch the ground again. (The term flight also occurs in many combinations and with many other meanings that will not be discussed here.)

To Take Off. To leave the ground and begin to fly. The takeoff is the beginning of a flight

To Retract the Gear: To raise the wheels (the gear) up into the plane. You retract the gear a few seconds after the takeoff and lower them again before the landing. The full name for the gear is the landing gear.

The Climb: The second part of a flight is the climb. It begins immediately after the takeoff. During the climb, the plane goes up to the height at which it will cruise.

The Cruise The main part -and the longest part of the flight, when the aircraft is flying straight and level, usually to go somewhere. From the end of the climb until the plane begins to go down (descend) again, the plane is cruising. The speed at which it flies is called its cruising speed.

The Descent: The part of the flight in which the plane comes down from the cruise to end the flight. It is also sometimes called the letdown.

The Approach: The part of the flight in which the plane comes near the airport to end the flight

To Land: To bring the aircraft back to the ground. Planes almost always take off and land on a runway. The landing includes the final approach and the touchdown; that is, it includes the final descent until the plane's wheels touch the runway

Knot The unit of speed for aircraft and ships. A knot is one nautical mile per hour. One knot equals 1.15 statute miles per hour, or 1.85 kilometers per hour

Traffic Any plane or planes flying near an airport. The term is also used to refer to any other plane you can see while you are in flight, or which might cross your path in the air.

To Bank To roll the plane sideways a little; to raise one wing and lower the other. When you bank, the wings are not level; the plane is in a bank. You must bank when you turn a plane. The ailerons make the plane bank.

Trim: adjust the controls for hands-off fly.

Stall loss of control in an aircraft caused by trying to climb too steeply too slowly

Airplanes and How They Fly

One of the first things that cabin attendants have to learn is how and why airplanes fly. Both in training school and then later in actual flight, they will become familiar with the theory of flight and the types of aircraft that the airline uses. A basic understanding of the principles of flying is necessary because passengers frequently ask questions about this subject, and they expect the cabin attendants to be able to answer them.

Certain laws of nature are utilized in flight. The first requirement is the appropriate flying shape, or airfoil, which is commonly called the wing. The aircraft is supported by the earth's atmosphere. What we think of as air is really a mixture of gases that have mass and weight but no shape.

The forces that act on the airplane in flight are weight, lift, thrust, and drag. Weight refers to the force of gravity that acts on the plane and everything in it. In order to fly, the plane must create a force stronger than the force of its own weight. This is called lift. The lift is produced by the movement of the air around the wing as the plane moves through it. When the wing moves through the air quickly, a low pressure area vacuum is created on top of the wing, and a high pressure or normal area is created under the wing. It is like a cushion of air on which the plane rests and stays aloft during flight. An airplane propelled by the thrust of its jet engines can be thought of as flying on this cushion of air. Drag is the total resistance of the air to the aircraft passing through it. It may occur when the wing moves through the air to create lift, or it may occur when the landing gear is lowered.

The pilot has controls that enable him to operate the plane as it moves through the air. He can cause it to ascend, descend, or remain level. He can also make turns in the air. This is called banking. The controls utilize the forces of the air by making slight adjustments or changes in the wings or the tail. When the flaps—the hinged sections of the wing—are raised or lowered by the pilot, they can cause the aircraft to increase lift, decrease landing speed, and so forth. Similarly, changes in the tail of the aircraft cause the plane to turn to the right or the left.

Weather and atmospheric factors also affect flight. A headwind, or wind blowing against the nose of the plane, will decrease speed. A tailwind will have the opposite effect. Altitude also affects flight. There is a huge river of wind that circles the globe generally from west to east at anywhere from 25,000 to 50,000 feet above the surface of the earth. This is called the jet stream. As much as two hundred miles an hour may be added to the speed of a plane flying west to east within the jet stream.

Many planes are identified by manufacturing company and model number in a kind of code that identifies the size, type of plane, passenger capacity, and other information. For example, the Boeing 707 is a medium-sized jet aircraft. It can carry up to 177 passengers and has four engines. Its cruising speed is 575 miles per hour, and the maximum operating range is 5,680 miles. It flies at an altitude of 25,000 to 40,000 feet and has two galley complexes, one each for first-class and economy passengers. There are also two smaller or auxiliary galleys. There is a lounge for first-class passengers in the forward section of the aircraft.

COMMERCIAL AIRCRAFT

COCKPIT AND CABIN

Cabin: The passenger section of the aircraft. It is divided into two sections, the First class and the economy.

Cockpit: The space in the fuselage of a fighter plane where the pilot sits. Sometimes the flight deck is called the cockpit, but the cockpit of a fighter plane is never referred to as the flight deck.

Flight Deck: The area in which the pilot and copilot sit. In some large aircraft, the navigator and other members of the aircrew also sit on the flight deck.

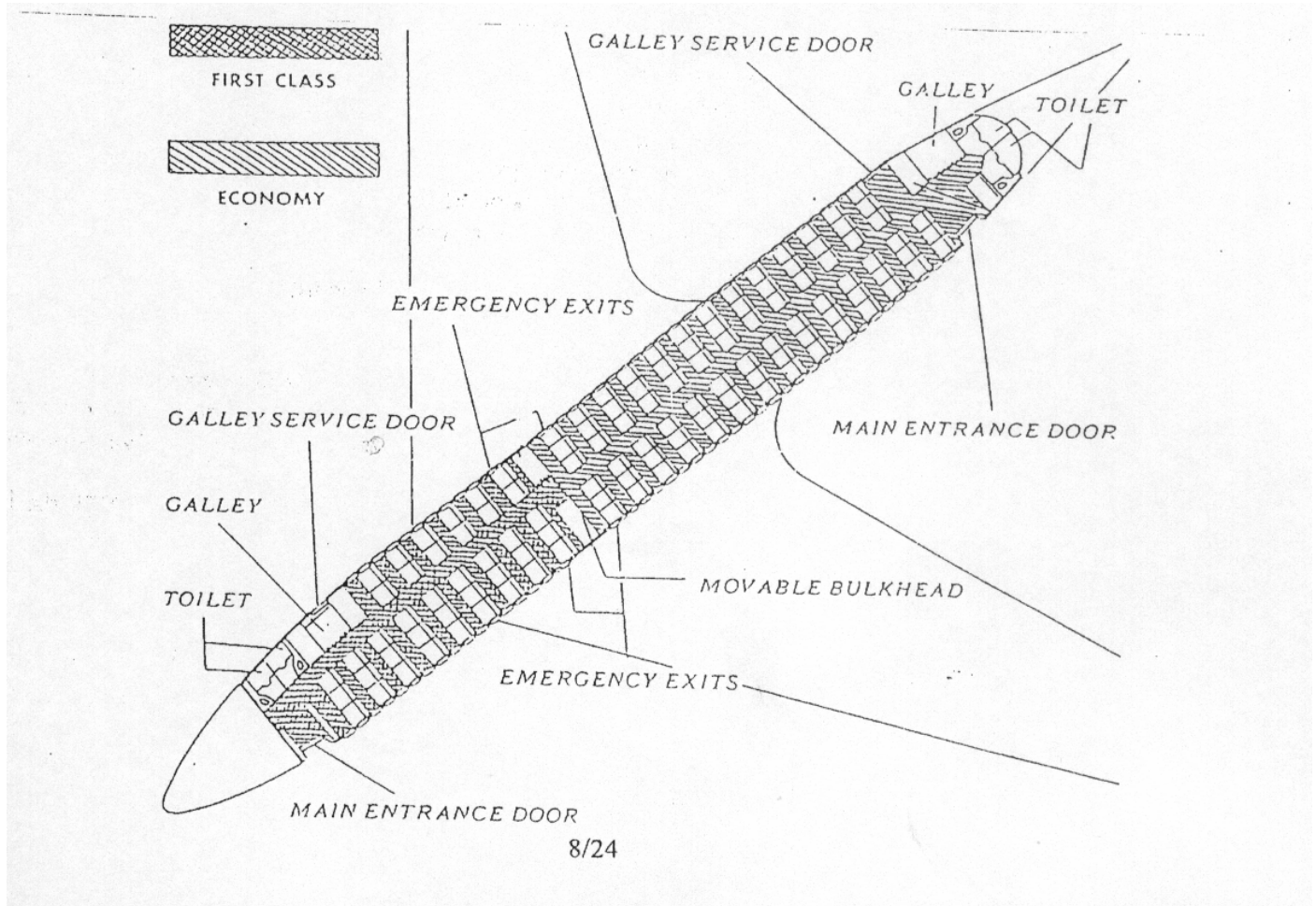
Bulkhead: The partition between two sections. It is movable. It also separates the flight deck from the cabin and the galley from the rest of the cabin.

Aircrew: All personnel on the aircraft who are responsible for accomplishing the mission. They are also sometimes called crew members.

Aircraft Commander: The man who is in charge of the aircraft, the flight, and the people on it.

Copilot or Second pilot: A man trained as a pilot who assists in flying. He sits in the right seat.

Navigator: The crew member who calculates the position of the aircraft, its direction and speed , and advises the pilot on such matters.



Configuration

The pattern of seats, cargo partitions, and other items that specified for a particular airplane, flight, or type of service is called the configuration. There is usually a seating chart with the names the passengers for the convenience of the flight service crew, as well as for record-keeping. The seats have both numbers and letters. In many planes, the letters begin with "A" on the left side of the cabin with the highest letter on the right side of the cabin nearest the window. Incidentally, airline vernacular uses the terms port and starboard to indicate left and right, respectively

Like many other expression airline terminology, they are terms that have been used on ships hundreds of years. For convenience, the seats may be referred to as board or outboard, this designates their position relative to aisle or window. Inboard refers to the engines closest to the fuselage or the seats closest to the aisle, outboard refers to the engines farthest from, the fuselage or the seats closest to the windows. In first class, some airlines mark each seat with the name of the passenger for whom it has been reserved. The abbreviation for passengers is PAX, and first class and economy class are designated by FICL and EY respectively.

The stewardess-in-training has ample opportunity to become familiar with the aircraft even before her first flight. An important point of training for most airlines is the aircraft mock-up, which is a replica of the interior of an airplane, complete with galleys, seats, and other equipment.

Another aspect of the aircraft and its equipment that the flight service crew must be thoroughly familiar with is the emergency equipment. This is a very complex network of equipment to be used only in specific kinds of emergencies. The introduction to and familiarization with emergency procedures is probably the most important part or stewardess training

THE FLIGHT

Special Terms

Announcement Handbook A book containing the announcements that are read to passengers at specified times. The handbook is kept aboard the aircraft. The announcements are usually routine in nature and deal with greetings, notices of meal and cocktail service, and so forth. They also deal with emergency procedures or other special instructions. On international air lines, the announcements are in English and the other languages appropriate to the flight and the airline.

Bassinet A special cradle carried aboard the aircraft. It can be attached to the cabin wall with special fittings,

Customer Service Representatives: The airline agents who assist the passengers on the ground at the airport. They do everything from checking them in for the flight to helping them clear customs after arrival. They are also called airport passenger service agents or simply passenger service agents.

Demonstrator Life Jackets. Life jackets used for showing the passengers how to put on and inflate their own life jackets. On American flag-carriers, this is done at the beginning of each flight over water, as required by the FAA

Stowaway: A person who boards the aircraft illegally and attempts to hide somewhere on board for the purpose of getting a free ride to his destination. Flight service personnel check the aircraft for stowaways at the beginning of each flight

Boarding and takeoff

The rewards of being a stewardess are plentiful, especially because of the opportunity to travel. But ultimately the decision to choose this career should be based on the responsibilities of flight. This is the heart of the job.

Typical flight service duties can be grouped into several categories, listed here in chronological order

- A. Pre-Departure
- B. Passenger Reception
- C. After Takeoff
- D. Mid-Flight
- E. Pre-Arrival
- F. After Arrival.

A Pre-Departure

At base city airports, the flight service crew reports to a Briefing Office or Supervisor's Office to receive any information they may need to know about the flight. The in-flight chief purser (the chief stewardess) holds a short briefing to assign specific duties and explain plans for the flight.

In some cases, one stewardess will go to the passenger departure area and introduce herself to the passengers. She answers any questions they may have concerning the flight, such as meal service times and departure and arrival times. When the departure is announced, she leads them to the plane.

The cabin attendants also report to another briefing, this one held by the captain. At this meeting, such matters as weather conditions and the flight plan are discussed.

The Customer Service Office keeps a special purser's log and seat chart that must be checked for special information. This may include such things as passengers who should be shown extra courtesy; passengers who require special attention for reasons of health, infants on board; passengers with special diets; passengers with language problems; and so forth. There is also information on celebrities or special persons or groups on the flight. The purser gives the captain this information at his briefing so that he can take any special action that he wishes.

The stewardesses, except for the one in the departure lounge, board the plane as early as possible and do the following:

CENTRO NACIONAL DE ESTUDIOS AERONAUTICOS

1. Check the cabin--including the galleys and lavatories--to see that everything is clean, that supplies and equipment are in place, and that the coffee-makers and ovens are functioning properly
2. Check the demonstrator life jackets and oxygen masks
3. Begin preparation of the first cocktail or meal service
4. Secure equipment for the takeoff
5. Set up bassinets if there are going to be infants air board the flight
6. Place magazines, route maps, newspapers, and timetables in the magazine racks in each section

B--Passenger Reception

Five minutes before boarding, the stewardesses check the boarding music for the correct volume. This music is played over the plane's loudspeaker system until five minutes before takeoff but not during the flight. If there is any reason to delay passenger boarding, the purser notifies the passenger service agent in the departure area.

A stewardess stands at each cabin door to welcome the passengers aboard. They check each passenger's ticket envelope or boarding pass, which shows the passenger's name, the flight number, the date, and the assigned seat number. Other crew members show the passengers to their seats. On flights where there is a meal to be served right after takeoff, the people who are working as galley attendants may stay in the galley with the curtain closed as long as they are not needed in the cabin.

The customer service representative informs the chief stewardess of the number of passengers who have checked in. They also check the cabin, galleys, lounge, and lavatories for stowaways. The stewardesses meanwhile check to see that all the documents necessary for the flight are on the plane

The ground personnel close the cabin door from the outside, and a cabin attendant locks it from the inside. Then the cabin attendants check to see that the cabin is secure; that is, that there is no loose equipment, that the flight service crew are in their assigned positions, and that the passengers are sitting in their assigned seats. After this check, one of the flight attendants goes into the cockpit and tells the flight engineer that the cabin check is complete. She also informs him of the number of passengers. It is necessary for the passengers to sit in their assigned seats for takeoff. This ensures proper weight and balance for the aircraft. If the passengers are not seated in the correct pattern, spread evenly through the cabin, or if they are clustered in the rear of the plane, the flight service crew notifies the cockpit at once.

The chief stewardess makes the welcome announcement right after the cabin doors are closed. On an international flight, the announcement is usually made in two or more languages, one of which will almost certainly be English. The announcements are all printed in the flight service handbook, and the stewardess should of course know which one to choose.

A typical welcome announcement might go like this. Good (morning/afternoon/evening) ladies and gentlemen. I am your (Flight Service Director/Purser) and my name is (). We'd like to welcome you aboard Pan Am's flight () to (). At this time, please check to see that your seat belt is fastened, your seat is upright, and your tray table is closed. Your cabin baggage should be under the seat in front of you (747 :or in the overhead compartment). No smoking will be permitted until the captain turns off the "No Smoking" sign, and at no time is smoking permitted in the lavatories.

Our flight time to () will be ();we will arrive at()local time. If you'd like to set your watch, it's now () in (first destination). Captain () will give you a report on our flight plan just as soon as his duties permit. It may interest you to know that our cabin attendants on this flight come from () and that we can speak with you in (). It's nice to have you aboard Pan Am (this morning/this afternoon/this evening) and we hope you have a pleasant flight.

Before takeoff, the stewardesses give the life jacket and oxygen mask demonstration when it is required. On American-flag aircraft, it is required for all over-water flights, and most international airlines follow this procedure. Usually one stewardess in the first-class cabin and two others in the economy section will give demonstrations so that all the passengers can see

The following are typical life jacket and oxygen mask announcements that are made while the demonstrations are being given.

A life jacket is provided for each passenger and is located under your seat, you may reach down to note its location but please do not remove the jacket unless you are instructed to do so by your crew Your cabin attendant will now demonstrate how to wear the

CENTRO NACIONAL DE ESTUDIOS AERONAUTICOS

life jacket. Hold the vest in front of you with the top up. Place your arms through the two loops at the sides, then slip the vest over your head. Lean forward in your seat, take hold of the straps under your arms and give them a sharp downward pull to extend the back flap. Pull the yellow tabs to tighten the straps around your waist.

Inflate your life jacket after you have left the aircraft never before. Inflation is automatic when you pull down on either one of these red handles. Your life jacket may also be inflated by blowing through these tubes.

Our cabin altitude is controlled for your comfort but should it change, an oxygen mask will be automatically released from the unit above your seat. Pull down sharply on the mask, place it over your nose and mouth and Secure it with the strap as your cabin attendant is now demonstrating. Continue to breathe normally until you are advised that the masks are no longer needed We ask that you do not smoke while oxygen is in use

In addition, the stewardess will make an announcement concerning exits, rafts, and landing gear. Pan Am stewardesses, for instance, will make one of the following announcements, depending on the aircraft,

for 747:

A safety instruction folder has been placed in the scat pocket in front of you .We ask that you review the information contained in it. On our 747, the emergency exits are the 10 doors on both sides of the airplane. Instructions for opening the exits are on the doors. Please familiarize yourself with the exit nearest you.

(If Pax are carried in the UDL add: For our passengers on the Upper Deck, please note that your emergency exit will be down the staircase and out the first available exit, In the event the staircase is blocked, an additional door with an evacuation slide is located in the cockpit)

Life rafts are located in the ceiling compartments above all doors. Shortly after takeoff and again before landing, those of you seated in the center of the cabin will hear a sound and feel a slight vibration. This is the landing gear being locked into position and is perfectly normal

for 707:

A safety instruction folder has been placed in the scat pocket in front of you. We ask that you review the information contained in it, On our 707, the emergency exits are the 2 entry doors at both ends of the airplane, the 2 galley doors, and the 4 window exits directly over the wings (For 321-C add this particular 707 has 2 more exits just behind the wings)

Please familiarize yourself with the exit nearest you

Life rafts we located in the ceiling in the forward, center, and rear positions of the cabin. Shortly after takeoff and again before landing, those of you seated in the center of the cabin will hear a sound and feel a slight vibration. This is the landing gear being locked into position and is perfectly normal

for 727:

A safety instruction folder has been placed in the seat pocket in front of you. We ask that you review the information contained in it. On our 727, the emergency exits are the forward entry door, the galley door just forward of the wings, and the window exits directly over the wings The door at the rear of the aircraft may be used as an emergency exit, but cannot be opened in flight

Instructions for opening these exits are outlined on each door and window. Please familiarize yourself with the exit nearest you.

Life rafts are located in the ceiling in the forward and center portions of the cabin. Shortly after takeoff and again before landing, those of you seated in the center of the cabin will hear a sound and feel a slight vibration. This is the landing gear being locked into position and is perfectly normal.

Just before takeoff, the stewardesses check to see that all seat belts are fastened and that no one is smoking, They also check to see that the seat tables are closed. They then distribute newspapers and magazines.If there is any delay, either at the ramp or on the runway, they advise the passengers in simple language as to the reason for the delay .Finally, the stewardesses take the positions that are assigned to them for the takeoff

C--After Takeoff

CENTRO NACIONAL DE ESTUDIOS AERONAUTICOS

When the plane is in the air, the flight service crew checks with the captain to find out if there are any flight conditions that might delay or affect the meal service. They also make many other announcements that are appropriate, such as estimated flight time, notification of drink or meal service, or announcements about in-flight movies.

Above all, they see to the comfort of the passengers. In a sense, a stewardess is like a hostess in her own home who checks to make sure that her guests are comfortable. They may give passengers with babies special help, or they may check on the comfort of elderly or handicapped passengers. They offer pillows and blankets to the passengers, and help them to adjust their seats.

Mid-flight and arrival

Special Terms

Call Button: The button that the passenger presses in order to call the stewardess to his seat if he needs something. The button is located overhead on some aircraft and in a panel on the armrest in others. A light above the seat goes on when the button is pressed.

Crew Change Point: The place at which the cabin and cockpit crews on a flight are replaced by different crews. The original crews proceed to a hotel for food and rest for at least twelve hours in most cases before they resume flying. Meanwhile, the original flight continues with the new crews on board.

ETA: The abbreviation for estimated time of arrival.

ETD: The abbreviation for estimated time of departure.

Interphone: Phone on the plane by which the cabin crew can talk with the cockpit crew.

Purser's Log: Record of the flight in which all pertinent information about the service is recorded, including the purser's evaluation of the quality of service.

Spray Announcement. In some countries, spraying the cabin against insects is required when the plane lands and before the door is opened. If so, there is a brief standard announcement to let the passengers know what is happening.

D Mid-Flight

The cabin attendants check the special information log and the seating chart for passengers who require special attention. Such passengers might include mothers with young children or those who need special diets. Most airlines also have certain categories of passengers who require extra courtesy and attention, and the stewardesses should check to see if any of these passengers are on board the flight.

The crew also tries to identify passengers who have never traveled by air before. They try to make the flight more enjoyable for these passengers by providing them with information about the route, time changes, the aircraft, and anything else that might make them more relaxed and comfortable.

The stewardesses also attempt to identify passengers who have language difficulties. If there is a stewardess on the flight who can speak the language of such a passenger, she tries to determine the needs of the passenger and answer any questions. These passengers should always be kept informed of what is going on. Sometimes, if none of the stewardesses can speak a passenger's language, it is possible to get help from another passenger.

The cabin attendants learn to be sensitive to the special needs of certain groups of passengers. This often involves questions about food or drink service. If, for example, there were a group of Moslem pilgrims on the flight, it would be safe to assume that they would not drink alcoholic beverages. The stewardess would inquire discreetly to make sure of this and then be prepared to offer them only fruit juices and soft drinks.

The stewardesses make frequent cabin checks throughout the flight. They do this approximately every fifteen minutes, walking the length of the cabin slowly and offering any services that may be needed by the passengers. While they are making the cabin checks, they watch for signs of anxiety on the part of the passengers. If there is a sudden noise, a steep bank, sudden turbulence, or anything else out of the ordinary, it is not to be ignored. If it is not important, the cabin attendants should walk the length of the aisle as if performing some routine duty, and they should smile at the same time. The passengers take their cue from this relaxed manner, so that they can relax too. If the incident is serious or unexplained, the flight service crew will check with the captain immediately to get an explanation that they can pass on to the passengers.

CENTRO NACIONAL DE ESTUDIOS AERONAUTICOS

The flight service crew members should always deal with the passengers and with each other in a professional and dignified manner. It is necessary to avoid excessive familiarity with the passengers. The cabin crew must also pay careful attention to their personal appearance during the flight. The airlines consider good grooming to be representative of the flight attendant's good will and personal pride.

When the cabin crew is making its periodic checks, the passengers will often have questions about service, schedules, routes, and weather. The cabin attendants try to answer these questions pleasantly, and they should avoid airline jargon with which the passengers may not be familiar. In addition to making the regular cabin checks, the attendants should answer call buttons promptly and courteously.

The cabin attendants are also responsible for the neatness and cleanliness of the passenger cabins. They keep the cabin, the lavatories, and the galleys clean at all times. If there are lounges on the plane, they must be kept neat and clear of briefcases, purses, galley equipment, and so on. Cabin attendants report any item of equipment that is not working properly to the flight engineer.

The cabin crew is also responsible for keeping the passengers up to date on information about the flight such as time changes and weather conditions. This is usually done by means of announcements over the loudspeaker system on the aircraft.

The stewardesses control the cabin temperature. They should keep in mind that the inactive passengers need more heat than the working crew members.

Looking after the flight crew is another responsibility of the cabin attendants. They check the cockpit to determine what may be needed there. They can check either by going into the cockpit or on the aircraft interphone. The captain tells the cabin crew at his briefing which method to use.

Before the plane arrives at its destination, or at intermediate stops, the cabin attendants distribute and explain any passenger documentation and entry forms that must be filled out. This should be done early enough to allow time for the passengers to fill out the forms at their convenience.

E Pre-Arrival

The cabin service crew has a number of tasks to perform in the last few minutes before arrival. Many of these might be called cleaning-up chores. For example, they return all equipment-including headsets if there has been an in-flight movie-to the appropriate storage areas. They also clean the galleys and the auxiliary galley areas and turn off all switches in the galleys.

They have to gather up pillows, blankets, and magazines. They must also make sure that the cabin lounge, and lavatories are clean and neat. The stewardesses also collect service items such as razors, playing cards, and game kits that have been given out to the passengers.

On a final cabin check, the stewardesses will check to see that seat belts are fastened and that the seats are in the upright position. The seat tables must be closed, and the passengers are cautioned not to smoke while the plane is landing and while it is on the runway. When appropriate, they also check to see that all the passengers and crew members have filled out all necessary documents.

There are also several announcements to be made before arrival. The first notifies the passengers that the flight will be landing in a few minutes. At the same time, local time and weather conditions are announced. If the plane is making a transit stop-that is, if it will continue on to another destination-the length of time the plane will be on the ground is announced. The passengers are also advised to take their personal effects with them and to have their travel documents ready.

If they are landing at an airport where local health regulations require that the plane be sprayed against insects, there will also be a spray announcement so that the passengers will know what is happening. Announcements are also made when the seat belt and no-smoking signs are turned on.

Finally, there are forms to be completed. One of these will probably be an inventory for liquor and cigarettes. If they are arriving at a crew change point, the purser's log must be completed before landing. The purser's log is a record of the service on the flight. On most airlines it must be signed by the captain.

F--After Arrival

Once the plane is on the ground, the stewardesses are responsible for turning on the cabin music. While the plane is still on the runway, one of the stewardesses will-on behalf of the airline-thank the passengers for traveling on the flight.

The stewardesses station themselves to bid the passengers farewell .One of them is usually stationed at the foot of the ramp in order to help anyone who needs assistance A passenger with a baby or an incapacitated passenger might need help in deplaning, for example. The flight service crew is also responsible for notifying the ground passenger agents about anyone on the flight who might need special assistance or who should receive special attention

One final check of the cabin is made to be sure that the passengers have not left behind any personal effects .If any are found, they are turned over to the ground passenger agents.

Crew: The people who work on the aircraft when it is in flight-the pilot, copilot, navigator, and so on, as well as the flight attendants who serve in the passenger compartment. The larger the plane, the larger the crew will be.

Kilograms/Pounds: Weight allowances for baggage are usually given in kilograms For a first-class passenger the allowance is thirty kilograms; for an economy passenger it is twenty kilograms There are 2.2 pounds in a kilogram; therefore, the allowances in pounds are sixty-six for first class and fortyfour for economy. The abbreviation for kilogram is K The abbreviation for pound is Lb.

Overweight. More baggage than is allowed according to the weight allowance permitted by the passenger's ticket. Airlines can-and sometimes do-charge for overweight baggage

Currency Money--that is, money in actual use, which would include bills, coins, and (usually) travelers' checks, but not personal checks, letters of credit, and so on. Many countries control the amount of currency that can be brought in or taken out of the country.

Customs Taxes on articles or merchandise brought into a country. The tax itself is called a duty. Most arriving international passengers must make a customs declaration and have their baggage inspected .Many international airports have shops where duty-free merchandise may be bought.

Domestic vs. International: A domestic passenger is traveling entirely within one country. An international passenger is traveling between two or more different countries

Transfer Counter An airline counter for passengers who are making a connecting flight on a different airline from the one on which they arrived It is sometimes called an interline counter.

Transit A transit passenger is one who is stopping at an airport that is not his destination For the international transit passenger stopping at an airport in a foreign country, there arc usually special areas so that he will not have to go through passport and Customs fomalities. These areas are usually called transit lounges.

THE HANGAR

The hangar is a garage for an airplane .Some buildings on the line (flight line) provide for the repair of aircraft, radios, for the issue of personnel flight clothing and equipment, an for the issue of fuel and oil. The one large enough to hold several aircraft during inspection and repair is the hangar

There we may find :

Drill: tool or machine for making holes

Rivets: metal pins for fastening metal plates, its end being hammered flat after fixing so that they spread and hold firmly.

Ribs curved rods used for strengthening a framework.

Skin outer surface built over a framework or solid inside. Aircraft wings with metal or cloth sins

Fillets what covers something, the covering.

Longerons: is an important part of the structure of the airplane. With the fibs are strongest parts of the fuselage and wings

Jack: a device for lifting off the ground anything of heavy weight, such as a car.

Overhaul examine thoroughly and repair if necessary. Thorough examination an repair if is necessary,

Inspection Checks: official examination Visit to judge the quality of the machine

WEATHER

IFR: Instrument Flight Rules. When the weather is bad and the aircrew cannot see the ground, they must fly by the rules of instrument flight. In other words, they must use the instruments on the panel to determine where to fly the plane. For example, IFR conditions are weather conditions that require a pilot to use Instrument Flight Rules, and an IFR day is a day with bad weather

VFR: Visual Flight Rules These rules are used when flying in clear weather, when the pilot can easily see other traffic and the ground Visual Flight Rules and Instrument Flight Rules are determined by the government .

Meteorologist: A scientist who studies and predicts the weather. Meteorology is the science of the weather. In the Air Force, the term is also used for the office that provides information about the weather, as in the sentence, "Ask meteorology if it will be VFR tomorrow "

WIND

calm
headwind
tailwind
crosswind
drift
gusts
strong wind
light wind
turbulence
clear air turbulence
severe/moderate turbulence
windshear
down/up draught

SURFACES

wet
damp
flooded
icy patches
standing water
pools of water
snow ruts
snow banks
snow drifts
black ice

PRECIPITATION

rain
drizzle
scattered showers
heavy rain
light rain
sleet
snow
hail
hailstones
slush
freezing rain
icing
frost
a rainbow

CLOUDS

broken
overcast
CB's
(in and out of) the tops
ceiling
cirrus
a bank of clouds
storm cells
a build-up

VISIBILITY

CAVOK
VMC conditions
mist
(thick/dense) fog
fog patches
haze
dispersing
closing in
fog-bound

STORMS

sandstorm
tornado
hurricane
typhoon
water spout
thunder
lightning
a flash of lightning
to be struck by lightning
CB's

EMERGENCY MEASURES

The hostess should tell the passengers the Emergency Measures

1) Exits locations:

CENTRO NACIONAL DE ESTUDIOS AERONAUTICOS

Almost all the airplanes have 7 (seven) exits

1 (one) at the front, 2 (two) at the rear, 2 (two) on each side of the plane. To open door exits .Sequence to open emergency windows.

2) You must tell the passengers how to use the oxygen mask. Show them where it is located and tell them:

a- In case of loss of pressure the masks drop down

b- Extinguish your cigarette

c- Place it over your nose and mouth. d- Breathe normally,

e- Parents should first place a mask over their face before assisting children

3) Passengers should fasten their seat-belt during the landing and take-off and in case of turbulence, and also whenever the light is on

4) In case of emergency landing tell the passengers to put their head between their knees and remain seated.

5) In case of emergency taking-off and landing, all the passengers should be seated and with their seat in an upright position- the seat-belt fastened and without smoking

Some Points To Remember:

1) You should ask the Captain of the plane if there is any change on or everything goes according to plans.

2) You shouldn't make any announcement when the passengers are sleeping that is between 10.00 PM and 7.00 AM

3) You should tell them the cities they are going to pass by

4) You should tell the time and the weather in the destination

The weather:

What's the weather like in (Paris)?

Hot / Cold

Warm / Cool

ANNOUNCEMENTS

DELAYS

Well, Ladies and Gentlemen, I'm sorry about the delay. However, We Should be taking on any moment now .So sit back and I hope you'll enjoy the flight. Our route this afternoon, by the way, will take us over Stuttgart and then Brussels, and our flight time will be one hour and forty minutes

Lufthansa regrets to announce the delay of the flight LH 068 to London Heathrow .Will passengers On this flight please remain in the departure lounge until further notice

TAKING OFF (WELCOME):

Good morning/afternoon/evening, Ladies and Gentlemen

Captain Ben Johnson and his crew welcome you on board. This is our flight number 226 non stop to Miami. We are taking off in about five minutes. Our estimated flight time is 9 hours, our estimated speed will be 800 miles an hour and our flying altitude will be 32 000 feet.

CENTRO NACIONAL DE ESTUDIOS AERONAUTICOS

Please keep your seats in an Upright position and fasten your seat belts The non-smoking sign will be on for a while. Enjoy your flight and thank you for flying South American Thank you

LANDING (FAREWELL)

Ladies and Gentlemen:

Welcome to Washington city. The local time is 10.00 and the weather in Washington is cloudy with a temperature of 25 degrees centigrade. Please, remain seated with your seat belt fastened until the sign is turned off. We remind YOU to remove all Your personal belongings from the aircraft and not to smoke until you are inside the terminal building, where you can get your baggage Good bye and thank you for having flown with us, We request transit passengers to remain on board and not to smoke. Thank you.

EQUIPMENT DEMONSTRATION:

a) Demonstration of the use of the oxygen mask:

Ladies and Gentlemen:

This aircraft is equipped with an automatic oxygen system, In case of a sudden loss of pressure, an oxygen mask will drop in front of you. As soon as these masks are visible, extinguish your cigarette, reach for the nearest mask, place it over your nose and mouth and breathe normally. Passengers should first place a mask over their face before assisting children thank you.

b)-Emergency exits:

Ladies and Gentlemen:

There are two exits with escape slides in the forward section of the cabin one exit at the rear and four over wing exits in the center area of the aircraft All exits are clearly marked Please, look around for your nearest exit and also observe the safety instructions card. Thank you

c) Demonstration of the use of the life vest

Ladies and Gentlemen:

According to regulations for flight over water, we must demonstrate you the use of the life vest .They are located under your seats .Put the vest over your head with the wide band on your back. Pull the yellow tabs adjusting them to the waist. To inflate the vest, give a straight down jerk to red knobs It may be also inflated by blowing the mouth tubes. Do not inflate the vest inside the aircraft

The life vest must be placed on the child by passing the arms loops between legs. Thank you.