



Regulations and advice

VOCABULARY

advantage
 apply
 communication skills
 flight attendant
 land
 luggage
 overtime
 position
 previous experience
 qualifications
 take off
 working hours

10.1 Job requirements

Do you have to ...?
 Yes, you do.
 No, you don't.

10.2 Traveling by plane

You have to ...
 You don't have to ...

10.3 Company regulations

Reading practice
 Speaking practice
 Writing practice

10.4 Flight advice

It's a good idea (not) to ...
 It's better if you ...

10.5 Giving advice

I think he should ...
 I think he ought to ...

10.6 Culture file

Cultural misunderstandings

MODULE 10.1

SPEAKING

LISTENING

Job requirements

Look at the photo. Describe the situation.

1 **36** Listen to a radio program in which a flight attendant talks about his job. Find and correct the two mistakes in the information below.

Southern Airlines

We currently have openings for flight attendants at Southern Airlines.

To apply for a position, you have to:

- be physically fit
- have excellent communication skills
- have a college degree
- be at least 21 years old
- be available to work shifts, weekends, and holidays

It would also be an advantage if you:

- speak a foreign language
- have previous experience

2 **36** Listen to part of the interview again and fill in the blanks.

A _____ ¹ physically fit?

B Yes, you _____ ².

A _____ ³ a foreign language?

B No, you _____ ⁴.

SPEAKING

Work with a partner. Use the information in the job advertisement to ask and answer more questions about flight attendants.



READING

1 Match the sentences with the correct pictures.

- a You have to have a boarding pass to get on the plane.
- b You don't have to pay tax when you buy goods during the flight.
- c You can reserve a special sleeping seat in Business Class.
- d You can't use a cell phone during the flight.

2 Fill in the blanks. Use the words below.

have to don't have to can can't

- a You have to fasten your seat belt during take-off and landing.
- b You _____ make calls from your seat phone in Business Class.
- c You _____ use a computer during take-off and landing.
- d You _____ stow carry-on luggage safely.
- e You _____ walk around when the seatbelt sign is off.
- f You _____ pay for drinks on international flights – they're free.
- g You _____ smoke on international flights.
- h You _____ pay for newspapers or magazines – they're provided by the airline.

3 Work with a partner and check your answers.

SPEAKING

Work with a partner. Ask and answer *yes / no* questions about the sentences above, e.g.

- A Do you have to ... ?
- B Yes, you do. / No, you don't.
- A Can you ... ?
- B Yes, you can. / No, you can't.

READING

Match the jobs with the company regulations.

- | | |
|-----------------------|-----------------|
| a construction worker | b bank employee |
| c hospital doctor | d lawyer |
| e cook | f airline pilot |

- 1 You have to keep your beeper switched on at all times.
- 2 You have to wash your hands before handling food.
- 3 You can't discuss your clients' affairs with anyone else.
- 4 You have to wear a hard hat at all times.
- 5 You can't drink alcohol for 48 hours before you go on duty.
- 6 Before you cash large checks, you have to check the customer's account.



SPEAKING

- 1 You and your partner are the owners of a large company. Decide what kind of company it is (bank, car manufacturer, hotel chain, fast food chain, etc.). Then make a list of company regulations like those in the Reading section. Think about some of the following:

• working hours	• clothing / uniform	• smoking
• overtime	• extra duties	• foreign languages
• business trips	• international assignments	• vacations
• eating and drinking	• entertaining clients	• internet use
- 2 Work with another pair. Read them your company regulations, but don't tell them what kind of company you are. Can they guess what kind of company you are?

WRITING

Make a list of your own company or school regulations. Which regulations would you like to change and why? Are there any other regulations you would like to add?

LISTENING

Craig Nash is a software engineer with an American computer company in Palo Alto, California. Next week he is going on a long-haul flight from the US. It will be his first long-haul flight, and his colleague Melissa is giving him some advice.

- 1** Before you listen, match the words (1–5) with their definitions (a–e).
- | | |
|--------------|---|
| 1 avoid | a area in an airport where people and luggage are checked |
| 2 security | b a lot |
| 3 stretching | c to stay away from someone or something |
| 4 jet lag | d feeling of tiredness / confusion after a long flight |
| 5 plenty | e pulling arms and legs straight to make muscles contract |
- 2** **37** What advice does Melissa give? Listen again and check (✓) the correct answers.

	Do	Don't
a Eat rich, fatty foods before the flight.	<input type="checkbox"/>	<input type="checkbox"/>
b Drink alcohol before the flight.	<input type="checkbox"/>	<input type="checkbox"/>
c Take a bottle of water onto the plane.	<input type="checkbox"/>	<input type="checkbox"/>
d Eat a lot during the flight.	<input type="checkbox"/>	<input type="checkbox"/>
e Stay still and get as much sleep as possible.	<input type="checkbox"/>	<input type="checkbox"/>
f Adjust to the new time zone as soon as possible.	<input type="checkbox"/>	<input type="checkbox"/>
g Get down to business as soon as you arrive.	<input type="checkbox"/>	<input type="checkbox"/>

SPEAKING

- 1** Work with a partner. Take turns giving advice about flying. Use the ideas in Exercise 2 and these expressions:

<i>It's a good idea to ...</i>	<i>It's a good idea not to ...</i>
<i>It's better if you ...</i>	<i>It's best not to ...</i>
<i>You should ...</i>	<i>You shouldn't ...</i>
<i>Try and ...</i>	<i>Try not to ...</i>
<i>I'd ...</i>	<i>I wouldn't ...</i>

Example:

A *Do you have any tips for my flight?*

B *Well, it's a good idea to ...*

- 2** Try to think of some more advice to give to your partner about flying.

Think about:

- | | | |
|--------------------------|---------------------------|----------------------|
| • getting to the airport | • things to take with you | • things not to take |
| • where to sit | • sleeping | • what to wear. |



WRITING

The sales manager of a small plastics company has some problems. Work with a partner and write down a solution to each of his problems.

- a We're spending too much on office supplies.
I think he should use a cheaper supplier.
- b Our electricity bills are too high.

- c The motivation of the sales staff is low.

- d It's difficult to attract new customers.

- e I don't know if customers are satisfied with our products.

- f Only a few of the office staff can use our new software.

- g I don't have any good ideas for the annual office party.

SPEAKING

- 1 Now compare your answers with other students.

Useful language:

What do you think he should do about ... problem (a)?

I think he should ...

I think he ought to ...

I think it'd be a good idea to ...

- 2 Work in groups. Think of a problem you have at work or school. Tell the other students and ask their advice.

A *I don't like my new boss.*

B *I think you should ask for a transfer.*

C *I think you ought to look for a new job.*

READING

Read the situations below. In each situation the foreign business person makes a cultural mistake. What do you think the mistake is?

Brazil

Sophie Harper is a British businesswoman. She is having lunch with Felipe Marques, manager of a company in Brazil to make a deal. While they are eating, she takes some documents out of her briefcase and gives them to Mr Marques. She then starts explaining the contents in detail. Mr Marques doesn't seem very interested.



Saudi Arabia

Mark West works for a Canadian business magazine. He is in Saudi Arabia to do some research, and is invited to the home of a Saudi businessman for dinner. The house is beautifully furnished, and before dinner Mark walks around the living room admiring the furniture, carpets, and ornaments.



Indonesia

Ruth Klein works for an Australian travel company and wants to make an agreement with an Indonesian hotel chain. She has a meeting with a senior manager of the Gulf Hotel. She's going to wear her favorite outfit, a bright red pants suit.



Germany

Marty Pinkerman is an American businessman. He works for a pharmaceuticals company. He is in Frankfurt and meets Hans Schmidt, a senior manager of DPR Pharmaceuticals, for the first time. After the introductions, Marty begins calling the manager 'Hans'.



SPEAKING

- 1 Compare your answers with other students. Then check your answers with those on page 126.
- 2 Work in groups. What are some cultural mistakes made by visitors to your country? Identify three mistakes and offer advice on how to avoid making them. Then present your ideas to the class.