

Customer Service & Communication Words

1. **Welcome:** A polite greeting when passengers board the aircraft.
 2. **Boarding pass:** A document or digital pass that allows a passenger to enter the aircraft.
 3. **Passenger:** A person traveling on the aircraft who is not part of the crew.
 4. **Seatbelt:** A safety belt used to secure passengers in their seats.
 5. **Safety instructions:** Guidelines provided to ensure passenger safety during the flight.
 6. **Emergency exit:** Special doors used for evacuation in case of emergencies.
 7. **Life jacket:** A flotation device provided under the seat for water landings.
 8. **Oxygen mask:** A mask that provides oxygen in case of a drop in cabin pressure.
 9. **Tray table:** A foldable table attached to the back of the seat in front of the passenger.
 10. **Overhead compartment:** Storage bins above the passenger seats for luggage.
 11. **Cabin pressure:** Controlled air pressure inside the airplane to ensure comfort and safety.
 12. **Turbulence:** Sudden, irregular movement of the aircraft caused by atmospheric changes.
 13. **First aid kit:** A set of medical supplies for treating minor injuries.
 14. **Comfort:** The state of being physically relaxed and satisfied during the flight.
 15. **Assistance:** Help provided to passengers, such as guidance or service.
 16. **Crew:** The staff working on the airplane, including cabin crew and pilots.
 17. **Duty-free:** Products sold onboard or at airports without taxes.
 18. **Refreshments:** Drinks or snacks served during the flight.
 19. **Special meals:** Pre-ordered meals catering to dietary restrictions or preferences.
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General Aviation Terms

1. **Take-off:** The phase when the airplane leaves the ground and begins flying.
2. **Landing:** The phase when the airplane descends and touches the ground.
3. **Taxiing:** The movement of the airplane on the ground before take-off or after landing.
4. **Flight deck:** The cockpit where pilots control the airplane.
5. **Altitude:** The height of the airplane above the ground or sea level.
6. **Cabin crew:** Employees responsible for passenger safety and service on the plane.
7. **Aisle:** The walkway between rows of seats.
8. **Galley:** The kitchen area on the airplane where food and beverages are prepared.
9. **Lavatory:** The restroom on the airplane.
10. **In-flight entertainment (IFE):** Movies, music, or games available to passengers during the flight.
11. **Seatback pocket:** The pocket attached to the back of the seat for storing small items.
12. **Deplane:** To exit the aircraft after landing.

Customer Service & Communication

1. **Priority boarding:** Special boarding privileges for certain passengers (e.g., families, first-class, or frequent flyers).
 2. **Connection flight:** A second flight passengers take to reach their destination.
 3. **Unaccompanied minor:** A child traveling alone who requires special care.
 4. **Restricted items:** Items that are not allowed onboard for safety or security reasons.
 5. **Pre-boarding:** The process of allowing certain passengers to board the plane before others.
 6. **Baggage claim:** The area where passengers pick up their checked luggage after landing.
 7. **Delayed flight:** A flight that departs later than its scheduled time.
 8. **Cancelled flight:** A flight that is not operating as scheduled.
 9. **Overbooked flight:** When more tickets are sold than available seats.
 10. **Cabin luggage:** Small bags passengers carry onto the plane (also called carry-on luggage).
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Safety & Emergency

11. **Brace position:** A body position passengers take to protect themselves during an emergency landing.
 12. **Evacuation:** The process of quickly leaving the aircraft in an emergency.
 13. **Inflatable raft:** A boat-like device for water evacuations, often attached to emergency slides.
 14. **Fire extinguisher:** A device used to put out fires onboard.
 15. **Smoke detector:** A safety device in lavatories to detect smoke.
 16. **Emergency procedures:** Specific actions taken by crew members during a crisis.
 17. **Exit row:** Seats located near emergency exits, typically requiring passengers to assist in emergencies.
 18. **Hypoxia:** A medical condition caused by a lack of oxygen at high altitudes.
 19. **Decompression:** A drop in cabin pressure that can occur during a flight.
 20. **Mayday:** A distress signal used in aviation emergencies.
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Flight Operations

21. **Pushback:** The process of moving the aircraft backward from the gate using a tug vehicle.
 22. **Ground staff:** Airline employees working on the ground (e.g., at check-in counters or baggage handling).
 23. **Runway:** A paved strip used by airplanes for take-off and landing.
 24. **Air traffic control (ATC):** The organization responsible for managing and directing aircraft in the air and on the ground.
 25. **Cruising altitude:** The steady altitude at which a plane flies for most of the journey.
 26. **No-fly zone:** Airspace where aircraft are prohibited from flying.
 27. **Standby passenger:** A traveler without a confirmed ticket, waiting for an available seat.
 28. **Holding pattern:** A circular path an aircraft flies while waiting to land.
 29. **Jet lag:** Fatigue caused by traveling across different time zones.
 30. **Pre-flight check:** A safety and equipment check performed by crew members before departure.
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Service and Comfort

31. **Amenity kit:** A small pack with items like a toothbrush, eye mask, or socks, given to passengers in premium classes.
32. **Reclining seat:** A seat that can tilt back for comfort.
33. **Seat pitch:** The distance between a point on one seat and the same point on the seat in front of it.
34. **Headrest:** The adjustable part of a seat that supports the passenger's head.
35. **Inflight menu:** The list of food and drinks available on the flight.
36. **Blanket service:** Blankets provided to passengers for comfort during the flight.
37. **Hot towel:** A heated towel provided for personal use, usually in premium cabins.
38. **Upgrade:** Moving a passenger to a higher class of service (e.g., from economy to business class).
39. **Lounge access:** The privilege of using an airline's waiting area with added facilities.
40. **Rebooking:** Arranging a new flight for passengers due to delays or cancellations.

- **On:** For surfaces, days, and dates.
- **At:** For points in time, specific places, and events.
- **In:** For large locations, time periods, and enclosed spaces.
- **About:** For discussing topics.
- **For:** Purpose, duration, and someone/something.
- **With:** Doing something together or using something.
- **By:** Means of doing something, location, or time.
- **To:** Direction, place, or time.
- **Of:** Possession, origin, and relationships.
- **From:** Origin, source, or starting point.
- **During:** Time period or event