

# SITUAÇÕES A BORDO (em inglês)

Apertem os cintos e uma boa viagem

- Material preparado para que o aluno consiga responder todas as perguntas possíveis em uma entrevista em inglês nas Companhias Aéreas.

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“O interessado sempre vai ao encontro do seu objetivo.”



1 – During take-off a passenger gets up from his seat. What do you say?

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2 – You are serving pre-set meal trays. You can't reach to serve a tray to a passenger seated by the window. What do you say to the passenger to the aisle seat?

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3 – You know there is a couple in honeymoon on board and The Company want to offer them a bottle of champagne. What do you say to the couple?

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4 – A passenger says: "How do I turn my light on?" What do you say?

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5 – You notice there's a tall passenger sitting by the emergency exit who doesn't feel comfortable. There's another seat available. What do you say?

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6 – You are selling duty-free goods. A passenger says: "I'd like some perfume for my wife, but I'm not sure what she'd like." What would you say and suggest?

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7 – A passenger wants to visit the cockpit. The pilot gives permission. What do you say to the passenger?

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8 – A nervous passenger asks: “How can it be safe to fly through all this cloud?” What do you say?

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9 – You are concerned because a passenger has been in the toilet for a very long time. You knock on the door. What do you say?

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10 – What would you do if you had to explain and help a passenger with limited English to fill in a landing card?

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11 – A distracted passenger has won a souvenir in a bingo. You have to go to his seat and tell him.

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12 – A child who is sick boards the plane, but she is crying. What do you say to comfort her?

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13 – A passenger wants to visit the cockpit but you don't know he won't allow the passenger to come in because he has a very heavy workload on this flight. What do you say?

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14 – A mother has fastened her seatbelt around herself and her baby. What do you say?

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15 – You know a passenger has a connecting flight. You want to check his destination and you have to give him directions on how to proceed after landing.

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16 – A passenger wants to read while the cabin lights are turned down.

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17 – A passenger feels in need of air.

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18 – A passenger can't hear anything through the headset.

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19 – A passenger can just hear music through the headset, but she/he wants to hear the film soundtrack.

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20 – A passenger invites you for a date.

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21 – A passenger asks how to put on the life jackets/ how to use the oxygen masks/ in case of an emergency.

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22 – During an emergency situation, the passengers are rushing down the aisles and getting in each other's way. What would you say and do?

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23 – During an emergency situation, a passenger is collecting his bags. Tell him not to bother with it.

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24 – A drunk passenger wants to visit the cockpit. Permission is denied, but he stands up and insists on going there, forcing his way towards the cabin.

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25 – You're serving meals. A tear in the carpet destabilizes the trolley. A bottle of coke falls on a passenger's lap.

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26 – A passenger seems to be having a heart attack. Ask for a doctor. The doctor asks for a medicine and you don't understand exactly what he needs. Ask for clarification.

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27 – Make an announcement. There will be an emergency landing.

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28 – There was a beginning of a fire in one of the lavatories. There is a passenger in it. Open the door, calm him down, check everything is ok with him. The fire is extinguished, but you have to make an announcement explaining to the other passengers what had happened, calming them down, and giving them directions in how to proceed next.

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29 – A passenger complains because it is the third time his special meal (vegetarian/kosher/diet) doesn't on board the plane.

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30 – A passenger complains that the man sitting next to her has had too much drink and keeps on bothering her.

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31 – A passenger complains the toilets are dirty.

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32 – A passenger complains his seat doesn't recline. The airplane is full.

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33 – A Chinese woman in the 9<sup>th</sup> month of pregnancy complained of feeling pain and movements of baby. After some minutes, she complained again. Then she cried: "Baby is coming out."

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34 – A bomb threat was informed to the Captain, who decides to return to the airport. Make an announcement explaining the situation to the passengers. You have to be extraordinary careful not to make them worried. You have also to inform them about the procedures to be followed as soon as the airplane lands.

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35 – When you were going to serve coffee to a passenger, a passenger seated next turned suddenly. The passenger got hot coffee on the left side of his body and got scalded. Apologize and give first aid.

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36 – As two children of 2 or 3 years old were quiet noisy, you told them to keep a little quiet. Then, their father complained strongly that your attitude was very rude.

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37 – It was a night flight and there was a noisy group of Australian passengers playing games. The passengers who are sitting near them didn't make complaint yet, but some of them looked apparently annoyed.

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38 – At boarding time, some passengers in a group sitting in the after cabin of "Y" class complained about the unfair location of their seats. Talk to them.

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39 – Before landing, passenger A reported excitedly that his purse left behind in the lavatory was stolen by passenger B. According to passenger A, he went into the lavatory with his purse in a pocket of the trousers and took it out in the lavatory. After a while, he found he left it there, so he went back but couldn't find it. He was very suspicious of customer B because he was waiting behind him and was onto the same lavatory as passenger A came out. However, the purse was not found anywhere including ? lavatory. Follow the correct procedures.

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40 – After take off, a passenger reports that he left his important papers in the departure lobby which he needs. Confirm with him the characteristics of the documents and the exact place he left them. After this, make a radio contact with the ground staff. The passenger looks very pale with shock. Try to comfort him and calm him down.

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41 – A passenger in Business class complains that there is a worm in his salad.  
Apologize, offer a new salad.

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42 – A honeymoon couple complains that they are separately assigned. The flight is full but we ask some customers to trade their seats, but in vain. Explain the situation and apologize to the couple. Suggest something else to try to please them.

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43 – You're selling duty-free goods. A passenger says: "I'd like some perfume for my wife, but I'm not sure about what she'd like. What would you say and suggest?"

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44 – A passenger wants to visit the cockpit. The pilot gives permission. What do you say to the passenger?

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45 – A nervous passenger asks: "How can it be safe to fly through all this cloud? What do you say?"

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46 – You are concerned because a passenger has been in the toilet for a very long time. You knock on the door. What do you say?

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47 – You had to explain and help a passenger with limited English to fill in a landing card.

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48 – A distracted passenger has won a souvenir in a bingo. You have to go to his seat and tell him.

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49 – A passenger wants to visit the cockpit, but you know he won't allow the passenger to come in because he has a very heavy workload on this flight. What do you say?

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50 – A mother has fastened her seatbelt around herself her baby. What do you say?

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51 – You know a passenger has a connecting flight. You want to check his destination and you have to give him directions on how to proceed after landing.

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52 - The flight is full of foreign passenger. The plane is in Guarulhos Airport and it is late because the police are checking their luggage. Make an announcement explaining the reason for the delay.

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53 - An old / fat / pregnant passenger is sitting at the emergency exit. Politely, tell him/her he/she can't sit there.

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54 – A passenger can't hear anything through the headset.

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55 – A passenger can just hear music through the headset, but he/she wants to hear the film soundtrack.

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56 – A passenger invites you for a date.

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57 – When you were going to serve coffee to a passenger, a passenger seated next turned suddenly. The passenger got hot coffee on the left side of his body and got ? . Apologize and give first aid.

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58 – A passenger complains that the man sitting next to her has had too much drink and keeps on bothering her.

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59 – There are passengers complaining that a drunk passenger is boarding the plane. They refuse to board with him. Tell the drunk passenger the he can't board the plane and tell him why.

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60 – The plane is taking off. Water starts to leak from the ceiling above the passenger in seat 28 k. Apologize, offer to wipe his wet clothes, offer him other empty seat.

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61 – It's a passenger's birthday. The company knows that and wants to offer him some cake and champagne. It's a surprise.

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62 – There's a passenger using the mobile in the lavatory.

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63 – A passenger is sitting in the first class but he has an economy seat.

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64 – Make an announcement about the films being shown.

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65 – A passenger complains it's very hot and stuffy.

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66 – A passenger asks: "What is the local time in Paris now?"

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67 – A passenger asks what he has to do adjust his watch to Miami time.

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68 – A passenger complains he has a strong pain in his chest. Call for a doctor.

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69 – Make an announcement apologizing for the delayed take-off.

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70 – There's a gay bothering a young man sitting next to him.

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71 – There's a old lady carrying a kitten / puppy / bird in her inside coat pocket and the pet starts to meow / bark.

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72 – There's a drunk passenger bothering the flight attendants, speaking loudly.

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73 – A passenger asks about the smoke coming out of the air conditioning.

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74 – A passenger wants to buy your apron and she insists on buying it.

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75 – You have to ask a passenger sitting in the aisle seat if he/she could change seats with another passenger because this man refuses to seat by the window.

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76 – There are two men kissing each other next to an old lady. The old lady complains. You have to talk to the lady and to the men.

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77 – A passenger won't stop complaining (about everything ? with service).

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78 – A passenger is complaining about another passenger (like the feet stink because they took off their shoes).

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79 – A passenger is drunk and wants more.

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80 – A passenger complains why the captain didn't do the speech in English.

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81 – A passenger asks you to open the door because she won't be able to travel. She's very nervous. The plane hasn't taken off yet.

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82 – It was a night flight and there was a noisy group of passengers playing games. The passengers who are sitting near them didn't make complaint yet, but some of them looked apparently annoyed.

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83 – You are landing at Miami International Airport. Make a farewell announcement.

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84 – A passenger asks how to put on the life jackets / how to use the oxygen masks / in case if an emergency.

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85 – During an emergency situation, a passenger is collecting his bags. Tell him not to bother with it.

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86 – A drunk passenger wants to visit the cockpit. Permission is denied, but he stands up and insists on going there foreign his way towards the cabin.

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87 – You are serving meals. A tear in the carpet destabilize the trolley. A bottle of coke falls down on a passenger's lap.

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88 – As two children of 2 or 3 years old were quiet noisy you told to them to keep a little quiet. Then, their father complained strongly that your attitude was very rude.

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89 – There was a beginning of a fire in one of the lavatories. There is a passenger in it. Open the door, calm him down, check if everything is ok with him. The fire is extinguished, but you have to make an announcement explaining to the other passengers what had happened, calming them down and giving them directions in how to proceed next.

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90 – Due to serve turbulence you have to interrupt the in flight service. Make an announcement in order to explain the situation and calm down the passengers.

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91 – There's a couple arguing on board and they start to fight.

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92 – You find a passenger at the door trying to unlock it. He asks you to open the door because he wants to leave the plane now. You're flying 8.000 feet. He's very nervous and refuses to go back to his seat.

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93 – There's a child disturbing the in flight service. You have to ask his parents to keep the child with them. You have to be very polite.

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94 – A passenger asks: “Will we be able to land in this storm?”

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95 – A passenger asks: “What is that roaring sound?”

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96 – Describe the sorts of things you would expect to find in a typical first aid kit.

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97 – Describe the galley.

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98 – For same reason, it is necessary for you ask a particular passenger to identify himself. Make a passenger identification announcement. (The name of the passenger is Sr. Pedro Sanz).

99 – Describe the symptoms of a passenger who is feeling air sick.

100 – Make a turbulence announcement.

101 – The airplane is refusing. Make an announcement to passengers.

102 – We are in São Paulo and same passenger stayed on the airplane. Make an announcement asking for attention about the number of their seats, because other passengers will embark.

103 – Make an announcement asking to turn-off the cell phone after closing the airplane's door.

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104 – Make an announcement remembering the passenger about their hand luggage before disembark.

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105 – Make announcement about the emergency procedures and about the use of electronic equipments during the flight. (After the fasten seat belt sign is off).

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106 – Make an announcement of welcome. The flight is JJ 3005 from Manaus to Rio de Janeiro and stop in Brasília.

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107 - You are fighting to Campo Grande Airport, but the weather is not good and the captain has to go to Goiania Airport. A passenger asks you about what is happening, where are we going, if will be necessary change of airplane and if he will arrive in Campo Grande today.

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Portal do Comissário de Boas Práticas