

Vocabulary Customer service

1 Complete the conversation using suitable words.

A: Good to see you again, Giorgio. When did you arrive?

G: Very late last night, Amelia, after a terrible flight. We left late, there was no food and absolutely no priority ¹b _____ d _____ even though we had paid an extra £30 to get on first!

A: Really? Who did you fly with?

G: One of those budget airlines. It was definitely a(n) ²N _____ f _____ l _____ flight!

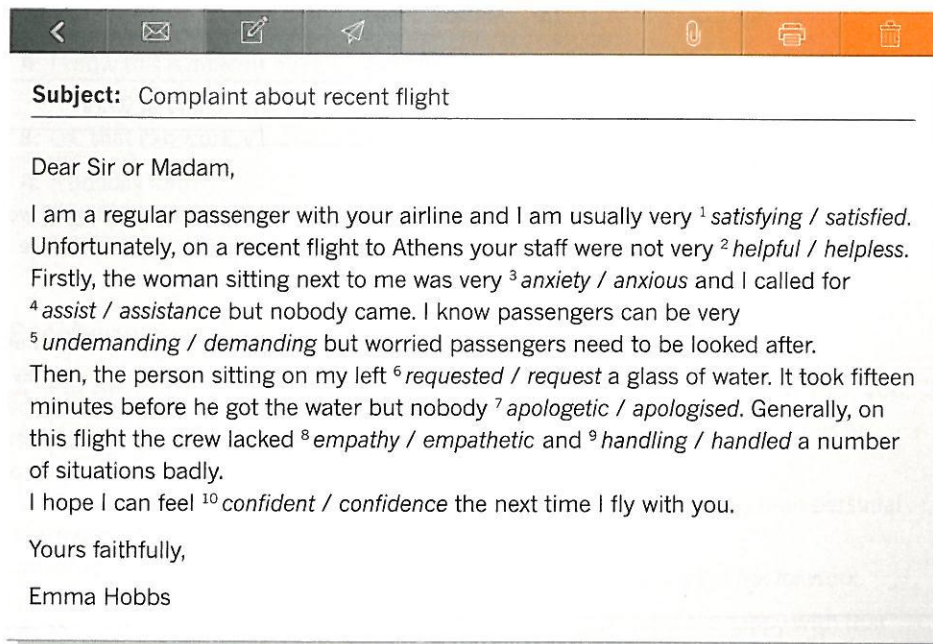
A: Oh, unlucky. I got an upgrade to business ³ _____ a _____ ! It was a real ⁴p _____ m _____ m service. There was great personal ⁵a _____ t _____ n. There were twelve passengers and three cabin crew!

G: Sounds amazing!

A: It was! We got such VIP ⁶tr _____ t _____ t, hot towels, cold drinks, beautiful food ...

G: Very different from my experience! Next time I should fly with you!

2 Choose the correct option in italics.



Subject: Complaint about recent flight

Dear Sir or Madam,

I am a regular passenger with your airline and I am usually very ¹ *satisfying / satisfied*. Unfortunately, on a recent flight to Athens your staff were not very ² *helpful / helpless*. Firstly, the woman sitting next to me was very ³ *anxiety / anxious* and I called for ⁴ *assist / assistance* but nobody came. I know passengers can be very ⁵ *undemanding / demanding* but worried passengers need to be looked after. Then, the person sitting on my left ⁶ *requested / request* a glass of water. It took fifteen minutes before he got the water but nobody ⁷ *apologetic / apologised*. Generally, on this flight the crew lacked ⁸ *empathy / empathetic* and ⁹ *handling / handled* a number of situations badly. I hope I can feel ¹⁰ *confident / confidence* the next time I fly with you.

Yours faithfully,
Emma Hobbs

3 Put the words in the correct order to complete the sentences.

1 was / take-off / the / probably / anxious / about / passenger

2 about / aren't / a / people / confident / lot / flying / of

3 nobody / passengers / to / offered / the / unfortunately / anxious / assistance

4 for / the / passengers / flight attendant / apologise / to / the / the / delay / didn't

5 service / passengers / was / the / neither / satisfied / with / of / the
