

Comforts and facilities

In air travel comfort and facilities can be divided into:

1. **Ground services**, which refer to what aircraft and passengers need while they are on the ground. Generally these services are not run by airline companies directly but by handling companies which deal with airport personnel and service management. They include:

- **cabin service** (cabin cleaning and replenishing complimentary items);



- **catering** (loading of fresh food and drinks and unloading of unused food);
- **ramp service** (guiding the aircraft into and out of the parking position, lavatory drainage, luggage handling, refuelling, defrosting, providing passenger stairs etc.);
- **passenger service** inside the airport terminal (airport procedures, shops, eating facilities, ground staff assistance, etc.).

2. **On board services** are operated by airline companies. Some of the comforts offered are related to the cabin and seat structure, others to the accommodation class on board and the length of the flight. Comforts and facilities concur to define the fare, in fact one of the reasons why low-cost (or no-frills) air companies can offer cheaper flights is the drastic reduction of these complimentary services.

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On the ground

What does VIP welcome service include?

Is there a fast track channel for security checks and immigration?

Is there the chance to have a special diet menu?

I'm celiac/vegetarian/allergic to...

I need some information about the baby facilities on board.

Excuse me, is the airport supplied with wheelchairs for passengers with reduced mobility?

Where can I find a tactile route planner?

I'd prefer/Can I have an aisle/front seat, please?

Excuse me please, which is the conveyor belt number for the flight from...?

On board

Can I have a blanket/a cup of coffee/a newspaper...

Excuse me please, can I use my notebook/tablet/mobile phone?

Can I recharge my tablet/notebook/mobile phone?

I would like to put my sweater on, it's in the trolley. Can you help me to open the overhead locker?

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On the ground

It includes porter and chauffeur driver service.

Yes, it's an optional priority offered to first class travellers.

Certainly, sir. I'll report your special need to the airline company immediately.

On board you can find young baby cradles and changing facilities.

You should apply for a wheelchair at the customer service desk; it's in the main lounge.

You'll find it in the lounge next to the...

I'm sorry there are no aisle/front seats available, we have some window/back seats left.

If you need ground assistance, the customer service desk is right in the centre of the lounge.

On board

Yes, sir. I'll be back in a minute.

Certainly sir, it is possible to use electronic devices on board, this flight is provided with free Wi-Fi connection.

You can use your mobile phone in "flight-safe mode" when the sign is off.

Certainly. Your seat is provided with an in-seat power to plug in electronic devices.

Sure, I can do it for you.



1 Translate these terms into Italian.

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|-------------------------------------|-------|----------------------------|-------|
| 1. on the ground | | 6. fast track channel | |
| 2. in-flight | | 7. tactile routes and maps | |
| 3. sky shopping | | 8. porter service | |
| 4. passengers with reduced mobility | | 9. cradles | |
| 5. handling companies | | 10. refuelling | |



2 Listen to this phone call, then answer the questions and complete with the missing information.

1. Why is Ms Randhali calling the Travel Agency?
2. How many tickets does Ms Randhali book?
3. Where do the managers have to go?
4. Why do they have to go there?
5. How much is the return fare?
6. Which is the carrier?
7. Which VIP service are the managers interested in?
8. How can Ms Randhali know about the confirmation of her booking?
9. Type of tickets and class:
10. Departure flight – date and times:
11. Return flight – date and times:
12. Airport VIP services opening time:
13. Total cost:
14. Passengers' names:



3 Listen, fill in the blanks, then decide where these conversations are taking place.

Conversation 1.

At the **1.**

Traveller: How much do you **2.** per hour?

Clerk: We have two tariffs: day and hourly tariff. It's €45 for 24 hour service, €2.50 **3.**

How long do you need to leave your baggage **4.**?

T: I don't know exactly, about **5.** hours, I would like to visit the city centre before my next **6.**

C: If you come back within six hours you can have a reduced tariff, for six hours it's **7.**

T: OK, I have **8.**, a trolley and a bag.

C: It isn't a problem, they aren't too big, I can count them as one. Here is your **9.** Keep it or you won't be able **10.** your baggage.

T: Oh, yes. Thank you.

Conversation 2.

At the **11.**

Traveller: Good afternoon, I have a reservation for an airport **12.** for my father.

Clerk: Yes, madam. Can you show me your tickets and tell me your **13.**, please?

T: Yes, certainly. **14.** my tickets. The reservation number is THY396LH238.

C: Thank you. Just a moment **15.** Yes, the wheelchair will be **16.** at the check in counter in **17.** Desk number 7. It is a separate desk for passengers with **18.** for check in **19.** You don't have to queue. You can leave your chair at the check-in desk, an **20.** will be there to help you.

T: Thank you so much and goodbye.

C: You are welcome. Goodbye.



4 Write a conversation between Ms Bevani and a flight assistant on board of an Alitalia flight from New York to Rome according to the clues, then act it out.



The woman would like to know about baby facilities on board because her baby is going to fall asleep. The assistant answers that cradles and changing facilities are available on board, the cradles can be used whenever she likes, the changing facilities are close to the toilets, but to use them she has to ask an assistant for help. The assistant takes the woman to the cradle area and offers her a blanket, some magazines and something to drink too. Ms Bevani would like to have a cup of coffee.