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APPENDICES

APPENDIX A

Lesson Plan
Module 1 (convergent _Synchronous)

Time: 6 periods   **Subject:** English for Ground and In-flight Attendants
Class: Selective English course (lower intermediate - intermediate level)
Language Focus: Integrated skills   **Topic:** Flight History
Content: History of the flight including types of aircraft, talking about types of aircraft
Objectives: To comprehend the context from reading and listening and can make request, ask for &
give information, and describe types of aircraft
Prior knowledge: Students have learned how to locate information by reading and listening, and find
the main idea.
Behavioral objectives: Students will be able to:
  • Describe types of aircraft
  • Differentiate types of aircraft
  • Ask and give information about types of aircraft
Materials: Web-based courseware, textbook
Evaluation: Students will be assessed on the following:
  • Compare & contrast types of aircraft

Actual class procedures for Module 1

Module 1: Flight History

Task	Convergent	Tools	Divergent	Tools
Pre-task Warm-Up	Matching pictures with the descriptions	Live Webboard /chat room	Differentiate types of aircraft according to their engine, wings, body, empennage.	Live Webboard /chat room
Exercise Reading exercise Listening exercise Speaking activity	Matching Matching, fill in the blank True /false, complete the chart Pair-work		Matching Short answers Short answers Pair-work	
During-task	Work in groups of 5. Use the information from the Websites to compare and contrast the Boeing and the Airbus in these aspects: body, capacity, type of engine, altitude, size, speed, purpose of use.		Work in groups of 5. If you have to assign an airplane to Japan, which type of aircraft will you select among B747-400, B737, A330 and DC10? The numbers of passengers are 180. Give reasons to support your idea.	
Post-task	Feedback is given via live Webboard. Links http://www.thaitechnics.om/pro pcller/prop_type.html http://www.popav.com/TypeAir craft/ http://www.jetphotos.net/showp hotos.php http://www.airbus.com http://www.airliners.net http://www.aviation-history.com/		Feedback is given via Webboard. http:www.thaitechnics.com/ propeller/prop_type.html Links http://www.thaitechnics.om/ propcller/prop_tvpe.html http://www.popav.com/Type Aircraft/ http://www.jetphotos.net/sho wphotos.php http://www.airbus.com http://www.airliners.net http://www.aviation-history.com/	

Lesson Plan
Module 2 (Convergent _Synchronous)

Time: 6 periods   **Subject**: English for Ground and In-flight Attendants
Class: Selective English course (lower intermediate - intermediate level)
Language Focus: Integrated skills   **Topic**: Flight Crews
Content: Job descriptions including duties and responsibilities.
Objectives: To comprehend the context from reading and listening and can ask for & give information about job duties, and describe responsibilities of the flight crews
Prior knowledge: Students have learned how to locate information by reading and listening, and describe job duties.
Behavioral objectives: Students will be able to:
- Describe airline jobs
- Inform the duties and responsibilities of each position
- Ask for and give information in job interview

Materials: Web-based courseware, textbook
Evaluation: Students will be assessed on the following:
- Describe the duties and responsibilities of a flight crew

Actual class procedures for Module 2

Module 2: Flight Crew

Task	Convergent	Tools	Divergent	Tools
Pre-task Warm-Up Exercise Reading exercise Listening/ Speaking exercise	Tell what the positions and duties of the people in the pictures Matching Matching, fill in the blank True/false, complete the chart Pair-work	Live Webboard /chat room	Answer these questions: Why is appearance important? Why do airlines continuously evaluate their flight crew? Matching Short answers Pair-work	Live Webboard /chat room
During - task Post-task	Group-work From the airline web sites, compare the requirements for 'passenger service personnel.' Are there any differences among airlines? Links: http://www.fabjob.com/flightattendant .asp http://www.avjobs.com/acreersreqvur ements/american_desc.asp http://www.jobmenkev.com/airline/ http://www.nwaflightattendants.com/a irline_employment_opportunities.htm Feedback is given via live Webboard		Group-work In groups. Study the requirements from the airline websites. If you are an interviewer, what criteria you'll use to select an applicant for 'passenger service personnel'. Links: http://www.fabjob.com/flightattendant.asp http://www.avjobs.com/acreersreqvurements/ american_desc.asp http://www.jobmenkev.com/airline/ http://www.nwaflightattendants.com/airline_e mployment_opportunities.htm Feedback is given via Webboard	

Lesson Plan
Module 3 (Convergent _Asynchronous)

Module 3: Ground Services

Time: 6 periods   **Subject:** English for Ground and In-flight Attendants

Class: Selective English course (lower intermediate - intermediate level)

Language Focus: Integrated skills   **Topic:** Ground Services

Content: Ground staff's duties and responsibilities including making reservations.

Objectives: To comprehend the context from reading and listening and can ask for & give information about flight schedules, describe responsibilities of the ground staff and make reservations.

Prior knowledge: Students have learned how to locate information by reading and listening, and describe job duties.

Behavioral objectives: Students will be able to:
- Describe jobs of the ground staff
- Make reservations
- Deal with problems concerning tasks of the ground staff

Materials: Web-based courseware, textbook

Evaluation: Students will be assessed on the following:
- Use expressions concerning making reservations
- Deal with problems about reservations

Actual class procedures for Module 3

Task	Convergent	Tools	Divergent	Tools
Pre-task Warm-Up	Say what these people are doing.	Webboard / e-mail	Tell why people travel?	Webboard / e-mail
Exercise Reading exercise	Matching Matching, fill in the blank True /false, complete the chart		Matching Short answers Short answers	
Listening /Speaking exercise **During-task**	Pair-work Group work: Use the information from the airline websites or you can search more online to describe in what situation the airlines allow ticket cancellation and in what situations the airlines do not allow the cancellation without penalty. Links: http://www.members.aol. com/pacificcvi/pages/grond serv.html http://www.bgsfc.bc/services /index.html Feedback is given via live Webboard		Pair-work Group-work Use the information from the airline websites or you can search more online to describe what the airlines do if a passenger loses his/her ticket. Links: http://www.members.aol. com/pacificcvi/pages/grond serv.html http://www.bgsfc.bc/services /index.html Feedback is given via Webboard	
Post-task				

Lesson Plan

Module 4 (Convergent _Asynchronous)

Time: 6 periods   **Subject**: English for Ground and In-flight Attendants
Class: Selective English course (lower intermediate - intermediate level)
Language Focus: Integrated skills   **Topic**: In-flight Services
Content: In-flight services provided by airlines
Objectives: To comprehend the context from reading and listening and can ask for & give information concerning in-flight services
Prior knowledge: Students 'have learned how to locate information by reading and listening, and ask for & give information/ make request & offer/ apologize.
Behavioral objectives: Students will be able to:
• Describe in-flight services
• Deal with problems concerning in-flight services
Materials: Web-based courseware, textbook
Evaluation: Students will be assessed on the following:
• Describe the in-flight services

Actual class procedures for Module 4

Module 4: In-flight Services

Task	Convergent	Tools	Divergent	Tools
Pre-task Warm-Up Exercise Reading Listening/	Look at the pictures and tell what these flight attendants are doing. Matching Matching, fill in the blank True /false, complete the sentence	Webboard / e-mail	Why does Japan Airline offer hot towels to the passengers? Why does Thai Airways offer cold towels to the passengers? Why do airlines offer different services? Matching Short answers	Webboard / e-mail
Speaking exercise	Pair-work		Pair-work	
During-task	Group-work *Compare types of in-flight services among airlines (find at least 3).* Links: http://www.jal.co.jp/en/inflight/inter/ http://www.usairways.com/travel/inflight/index.htm http://www.delta.com/travel/before/inflight_services/index.jsp http://www.united.com/page/middlepage/0,1454,1056,000html http://www.continental.com/travel/inflight/default.asp?SID=464B780D1D74A75B2		Group-work Using information from airlines websites, plan the procedures for serving meals to 400 passengers within 30 minutes, using 6 cabin crews. Links: http://www.jal.co.jp/en/inflight/inter/ http://www.usairways.com/travel/inflight/index.htm http://www.delta.com/travel/before/inflight_services/index.jsp http://www.united.com/page/middlepage/0,1454,1056,000html http://www.continental.com/travel/inflight/default.asp?SID=464B780D1D74A75B2	
Post-task	Feedback is given via live Webboard		Feedback is given via Webboard.	

APPENDIX B

List of Experts for the Lesson Plans

The experts for the task-based lesson plans are
1. Assoc. Prof. Deborah Healey Ph.D.
English Language Institute, Oregon State University
USA

2. Asst. Prof. Supanee Chinnawongs Ph.D.
English Language Institute, Chulalongkorn University
Thailand

3. Asst. Prof. Jacqueline Benevento, Ed.D.
Secondary Education, Rowan University
Glassboro, New Jersey
USA

APPENDIX C

List of Experts for the Web Courseware

1. Mr. Dan Crouch
Web Services Manager
Office of Enrollment Management
Oregon State University, USA

2. Assoc. Prof. Dr. Deborah Healey
English Language Institute
Oregon State University, USA

3. Mr. Jeff Magoto
Director Yamada Language School
University of Oregon, USA

The Web courseware was also uploaded to LISTSERV@CUNYVM.CUNY. EDUTESLCA-L@CUNYVM.CUNY.EDU which is a Listserv Server organized by The City University of NY for the members of TESLCA-L all over the world to give comments.

APPENDIX D

แกะตรงนี้

▽

มหาวิทยาลัยเกษตรศาสตร์ วิทยาเขตบางเขน
ข้อสอบกลางภาค ประจำภาคต้น ปีการศึกษา 2548

ชื่อ .... รหัสวิชา 355254

เลขประจำตัว .... ชื่อวิชา English for Ground and In-flight

Attendants

คณะ .... สอบวันอังคารที่ 26 กรกฎาคม 2548

เวลา 14.30-16.30 น.

อาจารย์ผู้สอน ผศ. ณัฐกานต์ สุขชื่น จำนวนข้อสอบ 10 หน้า

<u>คำสั่ง</u>

1. ข้อสอบมี 10 หน้า แบ่งเป็น 2 ส่วน

ส่วนที่ 1: กระดาษคำตอบ รวม 3 หน้า

ส่วนที่ 2: เป็นตัวข้อสอบ รวม 7 หน้า ประกอบด้วย Part I: Listening Part II:

Speaking , Part III: Reading Part IV: Writing

2. **นิสิตจะต้องเขียนคำตอบลงในกระดาษคำตอบเท่านั้น**

3. ก่อนลงมือทำข้อสอบ ให้แยกส่วนที่ 1 และส่วนที่ 2 ออกจากกัน ทั้งนี้เพื่อสะดวกใน

การทำข้อสอบ (แกะด้านบนตรงกลาง ห้ามแกะตรงมุม เพราะจะทำให้กระดาษหลุดออก

จากๆกัน)

4. การส่งกระดาษคำตอบ ให้ส่งพร้อมตัวข้อสอบกับอาจารย์ผู้คุมสอบ

ห้ามนำส่วนใดส่วนหนึ่งออกจากห้องสอบ มิฉะนั้นมีความผิด

MIDTERM EXAM

<u>LISTENING</u> **(14 points)**

Instructions: **Fill in the blanks with the information from listening. NO MORE THAN 3 WORDS are needed for each blank. Write only the answers on your answer sheet.** **(6 points)**

1. _____ 4.

_____

2. _____ 5.

_____

3. _____ 6. _____

Dialogue 1

Instructions: **Listen to the dialogue (between the airline staff and a passenger). Choose the best answers (A), (B), (C) or (D) to each question. Then, on your answer sheet, mark your answers.** **(8 points)**

	A	B	C	D
1				
2				
3				
4				
5				
6				
7				
8				

<u>SPEAKING</u> **(5 points)**

Instructions: **Choose the most appropriate expression used by airline personnel.**

Mark ✗ on the letter A, B, C, or D on your answer sheet. (5 points)

	A	B	C	D
1				
2				
3				
4				
5				

READING (16 points)

Instructions: **Choose the best answer (A), (B), (C) or (D) to each question. Then on your answer sheet, mark X on the letter A, B, C, or D on your answer sheet.**

Passage 1   *(7 points)*

Questions 1-7

	A	B	C	D
1				
2				
3				
4				
5				
6				
7				

PASSAGE 2   (4 points)

Questions 8 –11

Instructions: **Select the words from the box below o complete the following summary according to the information from the passage. Write only A, B, C, or D etc. on your answer sheet.**   *(4 points)*

8. _____   9. _____

10. _____   11.

_____

QUESTION 12-16

Instructions: Look at the pictures and complete their descriptions by selecting words in the box below. Write only the LETTERS on your answer sheet. (5 points)

12. _____   13. _____14. _____

15. _____   16. _____

WRITING (10 points)

*1. Instructions: Write a job description of at least 80 words from the following:
reservation staff, passenger service agent, pilot, flight crew, check-in
staff. Select only ONE job.   (5 points)*

*2. Instructions: Describe these aircraft in at least 80 words. Select ONE of the
following: balloon, glider, propeller plane, jumbo jet, concord,
Boeing 747, ornithopter.   (5 points)*

END OF THE TEST

Test Part I

LISTENING (14 points)

Directions: The tape will be played twice. You can take notes while listening.

Instructions: Listen to the announcement and complete the following statements. Write your answers on the answer sheet only.

Announcement 1

Instructions: Fill in the blanks with the information from listening. NO MORE THAN 3WORDS are needed for each blank. Write only the answers on your answer sheet.

(6 points)

This is the announcement for boarding for Lufthansa flight number (1) _____. The passengers in (2)_____ class are requested to board the aircraft according to their (3)_____.

The passengers are requested to proceed to the gate numbers (4) _____ Passengers holding numbers (5)_____ board at the front door. Those who hold numbers (6) _____ board at the back door.

Dialogue 1

Instructions: Listen to the dialogue (between the airline staff and a passenger).

Choose the best answers (A), (B), (C) or (D) to each question. Then, on your answer sheet, mark your answers. (8 points)

1. a. baggage retrieval   b. issuing ticket

    c. dealing with complaints   d. closing cabin door

2. a. the airport office   b. the head office

    c. counter in the hotel   d. passenger cabin

3. a. Yes   b. Sometimes

    c. Not at all   d. Once a month

4. a. do the check-in   b. check the document

    c. assist the ground staff   d. say good bye to the passengers

5. a. contact the airport authority   b. contact the ground staff

    c. contact airline representative   d. contact the reservation office

6. a. say goodbye to the passengers   b. count the passengers

    c. lead the passengers to baggage claim area

d. close the cabin door

7.   a. Nothing   b. speaking ability

       c. swimming ability   d. personality

8.   a. To interview   b. To select an employee

       c. To make a judgment   d. to collect information

SPEAKING   *(5 points)*

Instructions: Choose the most appropriate expression used by airline personnel.

Write only the letter A, B, C, or D on your answer sheet.

1. Passenger: I'd like to book a ticket to Tokyo.

    Staff: _____

       A. How long do you want to stay there?

       B. How many people traveling with you?

       C. Would you like me to arrange a package tour for you?

       D. Do you want to have the ticket now?

2. Passenger: What's the time difference between Bangkok and Tokyo?

    CA: _____

       A. Let me check for a moment sir/ madam.

       B. It's about two and a half hours.

       C. I think it is not many hours sir/ madam.

       D. I'm sorry sir/madam. I don't know.

3. Passenger: What do you think about traveling all the time?

    CA: _____

       A. It's none of your business sir.

       B. I think it's fun sir.

       C. I enjoy traveling sir.

       D. Telling you the truth. I don't like it.

4. Passenger: Can I visit the cockpit during the flight?

    CA: _____

       A. Of course, when the seat belt sign is not on.

       B. Of course if you like.

       C. Yes, go ahead.

       D. I'm sorry. No one is allowed.

5. Tell passenger to fill out the form to declare their purchased things.

       A. Passengers who have something to declare, please fill out this form.

       B. Don't forget to fill out the form that I am giving you.

       C. If anyone wants the form to declare at the customs, please tell me.

       d. Please show me your hand if you want the form for your purchased items.

<u>READING</u> (16 points)

Passage 1   Read the passage and then answer the questions 1-9. Write your answers in the answer sheet only.

With the introduction of small airplanes in the 1920s, new jobs became necessary to make the "flying *business*" functional and reliable. When U.S. mail contracts were awarded in 1925, a few passengers were allowed to ride along on the mail routes, but they were expected to *fend* for themselves. Pilots were too busy with the early challenges of flying--dealing with weather problems and mapping out routes--to deal with passengers' needs. Both pilots and passengers had one *overriding* concern--to get from point A to point B with no serious accidents.

Little, if any, attention was given to service aboard the early airplanes, which were *flimsy* and *cramped*. But the big airships were a different story. Airship crews were hired and trained to serve passengers in the dirigibles' *swanky* dining rooms and private sleeping compartments. Thousands of travelers enjoyed the quiet and *spacious* luxury of airship travel between 1910 and 1937. Because economic survival was paramount, many young airline companies tried daring ideas to *entice* customers to fly their unreliable, noisy and often dangerous airplanes.   In Europe, Britain's The Daimler Airway employed cabin boys in 1922.   Little is known about the Daimler stewards, other than that they were small in *stature* and weight, and that their duty was to offer passengers general assistance and reassurance. The cabin boys at Daimler did not serve refreshments.

The early experiments of providing safety and service to some of the world's first airplane customers established an important part of the future airline industry. The pioneering cabin boys and their employers launched a career that millions of airline passenger would come to consider essential. Today, more than 300,000 men and women work as flight attendants, including the more than 25,000 at United Airlines who carry millions of customers to domestic and global destinations.

Questions 1 –7

Instructions: *Choose the one best answer (A), (B), (C) or (D) to each question. Then, on your answer sheet, mark your answer. Answer all questions following a passage on the basis of what is stated or implied in that passage.   (7 points)*

1. The main idea of this passage is that_____

    A. Travelling by air in the old days is dangerous.

    B. The first airplanes are used for delivering mail.

    C. The early pilots have very high responsibility.

    D. The duty of flight attendants is very important.

2. Which of the following best describes the pilot's duty in 1920s?

A. Busy with giving passengers' service.

B. Concern with safe journey.

C. Try to make the flight enjoyable.

D. Try to get from A to B on time.

3. From the second paragraph, it is implied that ____

A. the airliners did not start the in-flight services until in 1937.

B. in-flight services were offered in all airplanes.

C. in-flight services were done with difficulty.

D. passengers enjoyed the luxury airship travel.

4. The second paragraph implies that the early airplanes were_____

A. small and badly protected

B. rough and bumpy

C. thin and bumpy

D. unpressurized and bumpy

5. Which of the following is NOT true according to paragraph 3?

A. Early flight attendants were small.

B. The Daimler Airways had boy cabin attendants.

C. The in-flight services included food and beverages.

D. The early flight journey was dangerous and risky.

6. The concept of the early experiments on providing safety and service came the idea of having

_____ nowadays.

A. In-flight services

B. Well-trained pilots

C. Passenger airplanes

D. Flight attendants

7. The first airline mentioned in this passage is _____

A. United Airline

B. The Daimler Airway

C. US mail flight

D. Small airplane

Passage 2   Read the following passage and do the questions (11 – 20) which are based
                on Reading Passage 2.   (4 points)

Working with the aircraft manufacturer and experts in rehabilitation medicine,
United has developed several features to accommodate people with limited mobility, including:

Selected seats with movable armrests, so customers using wheelchairs can more easily
transfer from an aisle into their seats. A specially designed onboard wheelchair is for use in flight.
The wheelchair is used to move about the cabin and go to and from the lavatory. The passenger sits
in a regular aircraft seat during flight. On some aircraft, a lavatory with an extra-wide door and low
threshold, heavy-duty assist bars and other design features make it more convenient for customers
with disabilities. Reservations personnel will be happy to provide you with additional information.
United will keep working to make air travel more convenient, comfortable, and pleasant-in the air and
on the ground-for all of our passengers.

If something goes wrong, let us know. If one of our airport Complaint Resolution Officials (CRO)
cannot assist you, please contact us via e-mail by clicking on the "Contact United's link at united.
com, or by calling toll free 877-228-1327. You may also write to: United

Customer Relations
P.O. Box 66100
Chicago IL 60666

Questions 8 –11 *(4 points)*

Instructions: Select the words from the box below to complete the following summary according to
the information from the passage. Write only A, B, C, or D etc on your answer sheet.

The mentioned airline works together with the (8) _____ to design special
service features for passengers. For more information, passengers can contact (9)
_____ .

In case there are any inconveniences, passengers can make their complaint directly to the
airline either by sending (10) _____ or (11) _____ or call 877-2281327.

a. telephone	b. Complaint Resolution Officials
c. convenient	d. movable armrests
e. write letter	f. experts
g. reservations	h. flight attendant
i. e-mail	j. the airline office
k. resume	l. message

<u>**Questions 12 -20**</u> **(8 points)**

Instructions: Select the words from the box below to complete the following summary according to

the information from the passage. Write only A, B, C, or D etc on your answer sheet.

12-14

In the early days of airlines, (12)_____ was usually carried in the baggage compartment of the (13)_____. In some cases, freight was even (14)_____ in the passenger compartment. The freight services can be either by air or sea.

a. passengers	b. plane	c. carried	d. freight	d. reserved
e. there	f. fly	g. stay	h. pets	

15-16

Passenger's baggage will be (15)___ _____ and loaded to

the compartment under the (16) passenger's_____.

a. seats	b. carried	c. cabin	d. retrieved	f. weighed
g. airline				

<u>WRITING</u> (10 points)

1. *Instructions: Write a job description of about 80 words from the following: reservation staff, passenger service agent, pilot, flight crew, check-in staff. Select only ONE job.*
     (5 points)
2. Instructions: Describe these aircraft in at least 80 words each. Select ONE of the following:
     balloon, glider, propeller plane, jumbo jet, concord, Boeing 747, ornithopter.
     (5 points)

END OF THE TEST

$$\bigtriangledown$$

แกะตรงนี้

แถวที่ ....
ลำดับที่ ....

มหาวิทยาลัยเกษตรศาสตร์ วิทยาเขตบางเขน
ข้อสอบไล่ ประจำภาคต้น ปีการศึกษา 2548

ชื่อ ....

เลขประจำตัว ....

คณะ ....

อาจารย์ผู้สอน ผศ. ณัฐกานต์ สุขชื่น

รหัสวิชา 355254

ชื่อวิชา English for Ground and In-flight Attendants

สอบวันพฤหัสที่ 29 กันยายน 2548

เวลา 14.30-16.30 น.

จำนวนข้อสอบ 12 หน้า

คำสั่ง

1. ข้อสอบมี 10 หน้า แบ่งเป็น 2 ส่วน

    ส่วนที่ 1: กระดาษคำตอบ รวม 4 หน้า

    ส่วนที่ 2: เป็นตัวข้อสอบ รวม 8 หน้า ประกอบด้วย Part I: Listening Part II:

Speaking , Part III: Reading   Part IV: Writing

2. นิสิตจะต้องเขียนคำตอบลงในกระดาษคำตอบเท่านั้น

3. ก่อนลงมือทำข้อสอบ ให้แยกส่วนที่ 1 และส่วนที่ 2 ออกจากกัน ทั้งนี้เพื่อสะดวกในการทำข้อสอบ

(แกะด้านบนตรงกลาง ห้ามแกะตรงมุม เพราะจะทำให้กระดาษหลุดออกจากกัน)

4. การส่งกระดาษคำตอบ ให้ส่งพร้อมตัวข้อสอบกับอาจารย์ผู้คุมสอบ

    ห้ามนำส่วนใดส่วนหนึ่งออกจากห้องสอบ มิฉะนั้นมีความผิด

> **ส่อเจตนาทุจริต พักการศึกษา 1 ภาคการศึกษา**
> **ทุจริต พักการศึกษา 1 ปีการศึกษา / ส่อทุจริต หรือทุจริต ครั้งที่ 2 ให้ออก**

ANSWER SHEET TEST II

LISTENING (14 POINTS)

Directions: The tape will be played twice. You can take notes while listening.

Instructions: *Listen to the announcement and complete the following statements.*
Write your answers on the answer sheet only. *(5 points)*

Announcement 2

This is the landing announcement. The destination is (1) _____ Passengers are requested to remain in their seats and keep their seat belt fastened. They can unfasten their seatbelts when they see (2) _____. If a passenger needs help, he or she can contact the flight attendants for any assistance. Transit passengers are requested to (3) _____with them before leaving the aircraft. If passengers want to cancel their travel to the domestic flight, they have to call Japan Airlines office at least (4)_____ hours before the departure time. Or they can read more information on the ticket cover or they can (5) _____ office.

Dialogue 1
Instructions: *Choose the best answers (A), (B), (C) or (D) to each question. Then, on your answer sheet, mark your answers.* *(5 points)*

	A	B	C	D
1				
2				
3				
4				
5				

Dialogue 2

Instructions: *Choose the best answers (A), (B), (C) or (D) to each question. Then, on your answer sheet, mark your answers.* *(4 points)*

	A	B	C	D
1				
2				
3				
4				

READING (16 points)

Instructions: **Choose the best answer (A), (B), (C) or (D) to each question. Then on your answer sheet, mark ✗ on the letter A, B, C, or D on your answer sheet.** (5 points)

Passage 1

Questions 1-5

	A	B	C	D
1				
2				
3				
4				
5				

PASSAGE 2   (6 points)

Instructions: **Choose the best answer (A), (B), (C) or (D) to each question. Then on your answer sheet, mark ✗ on the letter A, B, C, or D on your answer sheet.** (3 points)

Passage 2

Questions 6 - 8

	A	B	C	D
6				
7				
8				

Questions 9 –11

Instructions: **Select the words from the box below to complete the following summary according to the information from the passage. Write only A, B, C, or D etc. on your answer sheet.** (3 points)

9. _____   10. _____

11. _____

QUESTION 12-16

Instructions: Look at the pictures and complete their descriptions by selecting words in the box below. Write only the LETTERS on your answer sheet.   *(5 points)*

12. _____   13. _____

14. _____   15. _____

16. _____

SPEAKING   **(5 points)**

Instructions: Choose the most appropriate expression used by airline personnel.

    Mark X on the letter A, B, C, or D on your answer sheet. (6 points)

	A	B	C	D
1				
2				
3				
4				
5				

WRITING (10 points)

1. Instructions: Write a welcome announcement of at least 80 words. (5 points)
Cues: TG 251 to Sydney /   flight time 7.30 hours/   Captain's name is Narongchai

2. Instructions: Describe the in-flight services provided by any airlines in at least 80 words.   *(5 points)*

END OF THE TEST

TEST II

LISTENING TEST (14 points)

Directions: The tape will be played twice. You can take notes while listening.
Instructions: Listen to the announcement and complete the following statements.
    Write your answers on the answer sheet only.

Announcement 2

Instructions: Fill in the blanks with the information from listening. NO MORE

    THAN 3 words are needed for each blank.   (5 points)

    This is the landing announcement.   The destination is (1) _____

Passengers are requested to remain in their seats and keep seat belt fastened. They can

unfasten their seatbelts when they see (2)_____

If a passenger needs help, he or she can contact the fight attendants for any assistance.

Transit passengers are requested to (3)_____ with

them before leaving the aircraft. If passengers want to cancel their travel to the

domestic flight, they have to call Japan Airlines office at least (4)_____

hours before the departure time. Or they can read more information on the ticket cover

or they can (5)_____ office.

Dialogue 1
Instructions: Listen to the dialogue (between the airline staff and a passenger).
    Choose the best answer (A), (B), (C) or (D) to each question. Then,
    on your answer sheet, mark your answers.   (5 points)

Dialogue 1

1.   a. health authority   b. ground staff

      c. airport authority   d. passport control staff

2.   a. travel documents   b. accommodation

      c. travel checks   d. school address

3.   a. airline office   b. reservation office

      c. an airport of departure   d. an airport of arrival

4.   a. He plans to stay for 6 months   b. He has not made up his mind

      c. He plans to stay for a school term d. He intends to study in Britain for ever

5.   a. checks   b. maintenance fee

      c. passport & visa   d. a letter of acceptance

READING (16 points)

Passage 1

Instructions: **Read the passage and then answer the questions 1-10.   Then, on your answer sheet, mark ×on A, B, C, or D.**   *(5 points)*

Each airline designates certain cities as flight crew bases (domiciles). Flight Attendants are often asked to relocate to a domicile city, usually the least popular one, because domicile choices are based on seniority. The longer one works for an airline, the more choices one has. Some flight Attendants, however, do not live in the domicile city they were assigned to while still operating as if they do. They continue to live where they did before being hired and fly to their assigned city to report for work. Since Flight Attendants fly for free or at significantly reduced rates, travel costs are not their problems. One must live within the route system of the carrier for this arrangement to work. These Flight Attendants usually work a four-day-on, six-day-off type schedule which decreases the time needed for commuting to and from their crew base.

The main obstacles to this arrangement are weather, busy travel periods and reserve-status employment. When inclement weather threatens delays and shutdowns at airports, these Flight Attendants may have to fly to their crew bases several hours or even a day early to avoid missing a flight they are scheduled to work. This arriving early strategy is also used for busy travel periods; such as Thanksgiving and Christmas.

Questions 1 –5
Instructions: *Choose the one best answer (A), (B), (C) or (D) to each question.*
                    Then, on your answer sheet, mark ×on your answer.   (5 points)

1. Which of the following would be the best topic of the passage?

    A. Flight attendants

    B. Domiciles

    C. Flight crew duties

    D. Flight schedule

2. It can be inferred from the passage that each airline personnel_____.

    A. does not work everyday

    B. has to travel one day in advance when they have to work

    C. has to arrive several hours at the base before the schedule

    D. always flies to his/her base to avoid missing a flight

3. It can be inferred from the passage that some airline personnel_____.

    A. continue changing their bases all the times

    B. do not stay at the base assigned by the airline

    C. like to fly to their work from other cities

    D. need to commute to and from their crew base

4. Which is **NOT TRUE** according to the story?   Airline personnel _____

    A. select their base wherever they want

B. work four days a week

C. commute a lot to and from their crew base

D. do not pay for their flights

5. Most of the flight attendants do not mind traveling to and from their bases because   they

_____.

A. don't work everyday

B. can choose their base

C. live where they did

D. avoid busy periods

Passage 2   (6 points)

Instructions: Read the passage and then answer the questions 11-20.   Then, on your answer sheet, mark your answer.

It can be denied that there are similarities between the nature of catering for air, rail and sea travelers and more conventional catering. In fact, rail catering is carried out on a train with little regard for the fact that the restaurant or buffet is traveling at speeds up to 125 miles per hour (200 km/h) and the menu, the style of services, and table lay-up is typical of the traditional restaurant.

Although concessions are made to the restrictions of space and equipment available, as we have seen, the actual preparation of the tool is in many respects identical to that in any hotel kitchen. Whether or not this will continue into the 1980s is a matter for some speculation, however. It has even been suggested that British Rail might be prepared for franchise the catering operations on its trains to independent operators. Apart from the obvious difficulties with regards to design and equipping of rolling stock, the major stumbling block to this concept is that it would seem highly unlikely that franchisees could make rail catering any more profitable than BR can.

The airlines too are facing great difficulties in the early 1980s. In 1982 two airlines, Laker and Brannif, went out of business and all the major airlines, including Pan Am and British Airways were reducing their workforce. This, however, is unlikely to affect the in-flight catering facilities, partly because the cost of providing meals is relatively a very small part of the airline's operational costs, and partly because the operators use the catering facility they provide as a market tool in order to promote the food service system is uniquely adapted to cope with the provision of meals in particularly difficult and demanding surroundings.

Questions 11 −16

Instructions: *Choose the one best answer (A), (B), (C) or (D) to each question.*
         Then, on your answer sheet, mark your answer.   (6 points)

6. Catering for air, rail and sea are _____ .

    A. denied by most passengers

    B. faster than the restaurant

    C. different from each other

    D. more comfortable

7. The food services on the train are _____ .

    A. similar to that on the plane

    B. similar to the hotel

    C. more conventional

    D. fast and reliable

8. Which is **NOT** the difficulty in rail catering?

    A. space available

    B. design of rolling stock

    C. preparation of food

    D. traveling speed

Questions 9 –11   (3 points)

Instructions: Select the words from the box below to complete the following outline according

         to the information from the passage. Write only the letter on your answer sheet.

                                    (3 points)

    In order to solve the problem of great difficulties, some of the airlines (9) _____ .

The air catering is not affected because of its (10) _____ in the operation.   One of the

reasons is that the airlines want to (11) _____ though the provision of service is difficult.

a. policy	b. independent operation
c. reduce employees	d. difficulties
e. promote the services	f. make profit
g. low cost	h. increase

12 - 14

> In most modem jets, the (12)_____ in first class is usually two seats
> on each side of the aisle; in (13)_____ there are usually three seats side
> by (14)_____. The first class seats are usually farther apart
> so that the passenger has more room for his legs.

a. side	b. seating plan	c. the cockpit	d. economy
e. movable armrest	f. farther	g. more expensive	h. body i. aisles

15-16.

The pilot has controls that enable him to operate the plane as it moves through the air. He can cause it to (15)_____, descend, or remain level. He can also make turns in the air. This is called banking. The controls utilize the(16)____ of the air by making slight adjustments or changes in the wings or the tail. When the flaps__ the highest sections of the wing_ are raised or lowered by the pilot, they can cause the aircraft to increase lift.

a. operate	b. land	c. ascend
d. break system	e. move	f. forces

SPEAKING (5 points)

Instructions: Choose the most appropriate expression used by airline personnel. Mark X on the letter A, B, C, or D on your answer sheet.

1. Reply a passenger the reason of the delayed taking –off.

   A. It's quite normal that there is a delay like this. Please sit there and wait for a while.

   B. I'm quite sure that the pilot is working on the problem. You don't want to have accident, do you?

   C. I'm informed that it is a slightly technical problem. It won't take more than another 15 minutes.

   D. I'm sorry. It's the airline policy not to tell passengers everything.

2. Inform passengers how to use an oxygen mask.

   A. Put the mask on your nose and mouth and wait for further instructions.

   B. Put the mask on your nose and mouth and breathe normally.

   C. Hold the mask over your head and fasten with strap.

D. Put the mask on and breathe normally until your are told to stop using it.

3. Passenger: Why can't we board the plane? We have waited for more than 20 minutes.

   Staff: _____

   A. I'm sorry but there is some serious technical problem. The mechanic is working.

   B. I'm sorry but we have to ensure the safety system of the airplane.

   C. I'm sorry but it won't be too long. The mechanic wants to ensure the safety system.

   D. Don't be angry. You can board the airplane soon.

4. Passenger: What can I do? I have to connect a domestic flight in Bangkok?

   CA: _____

   A. At the airport, please contact the airline office.

   B. At the airport, look at the domestic terminal and follow the sign.

   C. Please contact the ground staff for any help you might need.

   D. Don't worry. We'll take care of you.

5. Passenger: I ordered vegetarian food on board. Why don't you give me vegetarian food?

   CA: _____

   A. It must be something wrong. I'm very sorry.

   B. I don't know but I don't have the record.

   C. Really! I'm sorry. I can't do anything now.

   D. I'll see what I can do. What about bread and butter?

WRITING (10 points)

1. Instructions: Write a welcome announcement of at least 80 words. (5 points)
Cues: TG 251 to Sydney /   flight time 7.30 hours/   Captain's name is Narongchai

*2. Instructions: Describe the in-flight services provided by any airlines in at least
                100) words.   (5 points)*

END OF THE TEST

✳✳✳✳✳

TEST PART 1

Direct Speaking   (10 points)

Situation1

A passenger calls the reservations office. He/she wants to get the information about flights to Singapore. How can you give information? Here is the flight timetable:

M, Wed, Fri	Dept	Arrv
TG061	0630	0940
TG063	0745	1055
TG065	1130	1400
TG075	1720	2100
TG081	2210	0120

Ask the passenger what flight he/she decides to make reservations on?

Situation 2

A passenger wants to know what type of aircraft is assigned to Japan? (tell Boeing 747-400)

The passenger wants to know the descriptions of this type of aircraft and how the layout of the seats in the cabin is so that he/she will make a request for seat by the aisle.

Situation 3

A passenger wants to know the job descriptions of a flight attendant. He/she wants to apply for this position. Tell the job descriptions and give advice for a job interview and how to apply for a job.

Situation 4

A passenger calls the reservation office. He or she wants to make a reservation. What information so you need for a reservation?

Situation 5

If you are in a job interview, describe your characteristics which you think might be beneficial. Don't forget the characteristics of the positions you apply for.

TEST PART 2

Direct Speaking   (10 points)

Situation1

In case that a passenger (a man) wants to know your cell phone number, what will you say?

Situation 2

If there is no order for vegetarian food, but a group of passengers claimed that they had made the request. What will you say?

Situation 3

If you know that the plane is heading into a very strong wind, the plane starts to be very bumpy. Passengers are frightened and ask questions. What will you tell them? Don't make them frighten.

Situation 4

The flight is full today. There are about 400 passengers with 10 flight attendants. How can you serve food and drinks within a very short time? Tell how you plan to work.

Situations 5

A passenger is drunk and making a very loud noise. What will you talk to him to calm him down? Passengers sitting nearby are annoyed.

APPENDIX E

List of Experts for the Tests

The experts for the test are

1. Asst. Prof. Supanee Chinnawongs Ph.D
English Language Institute, Chulalongkorn University
Thailand

2. Dr. Somsak Boonsathorn
Director, English Testing Center, School of Language and Communication
National Institute of Development Administration, Bangkok, Thailand

3. Asst. Prof. Nongnuch Sriussadaporn Ph.D.
Dean, Faculty of Humanities, Kasetsart University

APPENDIX F

Item Facility and Discrimination Index of the Tests

Item	Listening Test I			Listening Test II	
	IF	ID		IF	ID
1	0.3	0.43		0.7	0.56
2	0.4	0.77		0.3	0.5
3	0.4	0.66		0.3	0.56
4	0.5	0.49		0.4	0.63
5	0.5	0.8		0.5	0.56
6	0.4	0.8		0.4	0.20
7	0.4	0.6		0.6	0.5
8	0.4	0.4		0.3	0.31
9	0.3	0.54		0.6	0.69
10	0.4	0.71		0.5	0.8
11	0.2	0.43		0.7	0.63
12	0.4	0.37		0.6	0.75
13	0.4	0.77		0.6	0.5
14	0.3	0.43		0.6	0.63
	K-R20 = 0.80			K-R20 = 0.76	

Item	Speaking Test I			Speaking Test II	
	IF	ID		IF	ID
1	0.6	0.66		0.7	0.57
2	0.2	0.40		0.6	0.8
3	0.6	0.66		0.5	0.71
4	0.76	0.46		0.7	0.29
5	0.76	0.46		0.5	0.71
	K-R20 =0.89			K-R20 =0.80	

| Item	Reading Test I			Reading Test II	
	IF	ID		IF	ID
1	0.30	0.40		0.4	0.71
2	0.40	0.40		0.6	0.29
3	0.50	0.40		0.4	0.4
4	0.4	0.2		0.6	0.29
5	0.8	0.47		0.4	0.3
6	0.6	0.47		0.6	0.29
7	0.3	0.33		0.6	0.57
8	0.3	0.47		0.4	0.57
9	0.5	0.2		0.6	0.71
10	0.8	0.27		0.2	0.43
11	0.8	0.4		0.4	0.29
12	0.5	0.8		0.8	0.43
13	0.7	0.53		0.6	0.43
14	0.8	0.2		0.4	0.43
15	0.7	0.4		0.7	0.29
16	0.7	0.4		0.6	0.57
	K-R20 = 0.867			K-R20 = 0.85	

Speaking Subtest   Reliability for speaking $\alpha = 0.8163$
Writing Subtest   Reliability $\alpha = 0.85, 0.7273$

Consistency between raters
1st rater $\alpha = 0.8163$ 2nd rater $\alpha = 0.9517$ 3 rd rater $\alpha = 0.8528$

APPENDIX G

Courseware

Content

Module 1, Module 2, Module 3, Module 4

Module

convergent

divergent
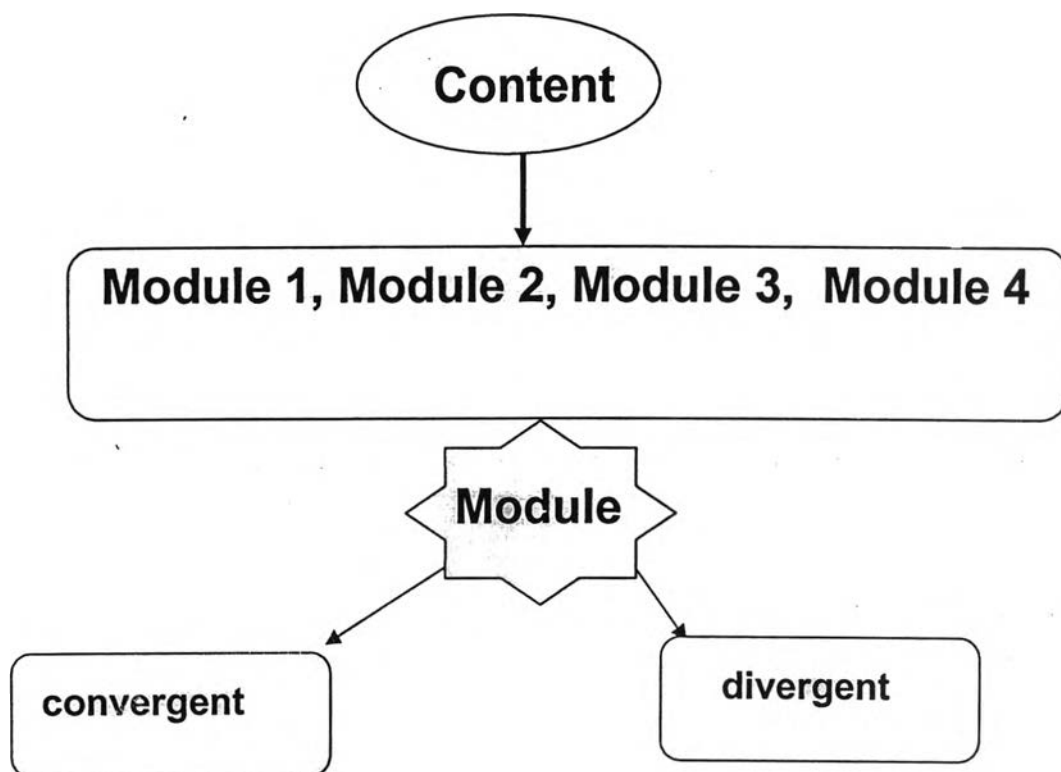
Access

User name	
Password	
⊙ Instructor students staff	
⊙ outsider	
Submit / Clear	
Forgot password / help	

Reading exercise

English for Ground and In-flight Attendants

Content | Module 1 | Module 2 | Module 3 | Module 4

AVIATION HISTORY

When the first man tried to fly in the sky imitating birds our remarkable aviation history began. For thousands of years men tried to develop this dream from the wings fastened with wax by Daedalus to various mechanical mechanisms called ornithopters. Aviation history began in the 15th century when Leonardo Da Vinci constructed a glider with two wings moved by a man's arms and legs . No one thought that man could construct any machine that could fly until 1782 when the French brothers "Montgolfier" constructed the first balloon carrying men and animals up in the sky. It was the first time that a human being had been lifted off the ground. Balloons were the only means of human flight for almost 100 years. Sir George Cayley (1773-1857) engraved his concept of the fuselage on the silver disks which later on became the designs of the modern airplanes. He is the father of modern aviation history and is the first true aeronautical engineer.

Before the 1930s, most passenger aircraft were biplanes, with two pairs of wings and a wooden or metal framework covered with fabric or, sometimes, plywood. Such aircraft were restricted to low speeds and low altitudes. Many had open cockpits, situated behind or in front of an enclosed but unpressurised cabin that carried a maximum of ten people. The passengers usually sat in wicker chairs that were not bolted to the floor, and the journey could be bumpy when flying through turbulence. Warm clothing and

Exercise for Convergent Group

English for Ground and In-flight Attendants

Content | Module 1 | Module 2 | Module 3 | Module 4

Match column A and column B

A

1. turbulence
2. deviation
3. jetliners
4. bumpy
5. wicker
6. cockpit
7. altitude
8. cabin
9. biplane
10. aircraft

B

a. usually used to define any type of vehicle, with or without an engine, which can fly in the air

b. strong uneven movement within air or water

c. made of very thin pieces of wood twisted together

d. height above sea level

e. uncomfortable and rough flight

f. the small enclosed space where the pilots sit

g. going in different directions

h. a space in a vehicle

i. an early type of aircraft with two sets of wings

j. powerful aircraft which can carry many passengers

Reset

The index page
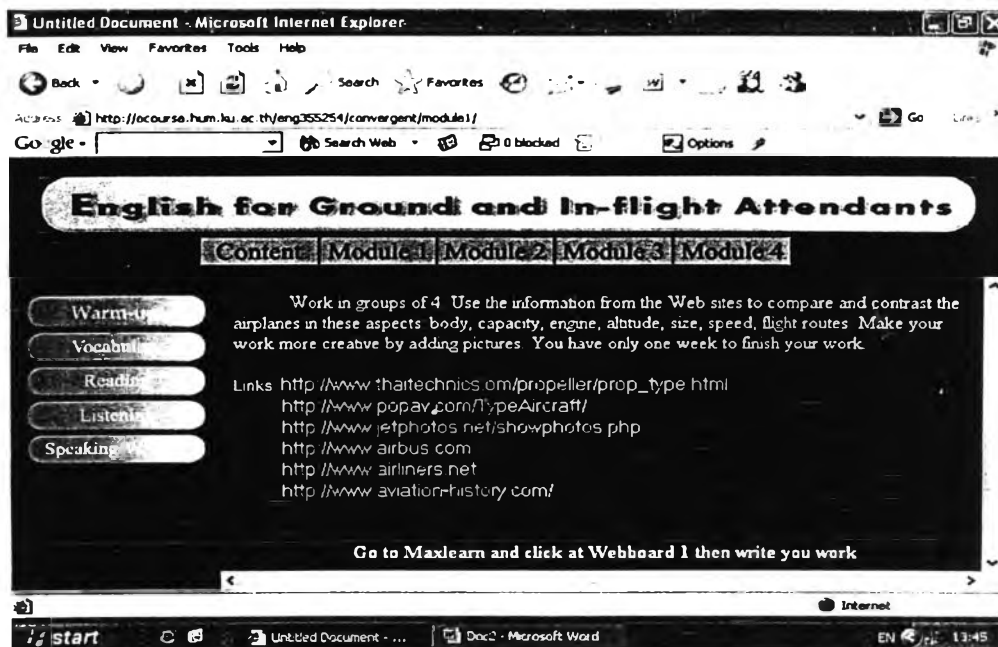

Screen shows the last page with task

Human Interaction

ยินดีต้อนรับ ณัฐกานต์ สุขชื่น เข้าสู่ ChatRoom

Enter the ChatRoom

New contribution/ตั้งกระทู้ใหม่:

Subject/หัวข้อ:

Contribution/ข้อความ:

Send

BIOGRAPHY

Assistant Professor Nattakarn Sukchuen was born on the 27 of May in 1953 in Bangkok. She started her secondary education at Our Lady of Fatima School and finished her pre-university education at St. Francis Xavier Convent. She got her Bachelor's and Master's degrees from the Faculty of Education, Chulalongkorn University in 1975 and 1982 respectively After her first degree, she started her teaching career at the Demonstration School, Kasetsart University and later moved to Yannawate Wittyakom School under the General Department of Education, Ministry of Education. Due to the aim to pursue her study and advance in her teaching career, she transferred her position to the Department of Foreign Languages, Faculty of Humanities, Kasetsart University.

Her publication is the textbook 'English for Ground and In-flight Attendants" which is currently used for teaching English for specific purposes at Kasetsart University and a courseware prepared for distance education under the project of the Ministry of University Affairs. She also did some classroom research including a survey research on the problems of the implementation of the video conferencing at Kasetsart University in 2003.

In the year 2004 she got a Junior Research Scholarship from the Fulbright Foundation to conduct her research study at Oregon State University for a period of six months. She spent her time there to widen both her academic and research experience.

At present, she is an assistant professor in English at the Department of Foreign Languages, Faculty of Humanities, Kasetsart University where she teaches English to both undergraduate and graduate students. Occasionally, she has been invited to be a guest teacher to teach students at other campuses of Kasetsart University.