

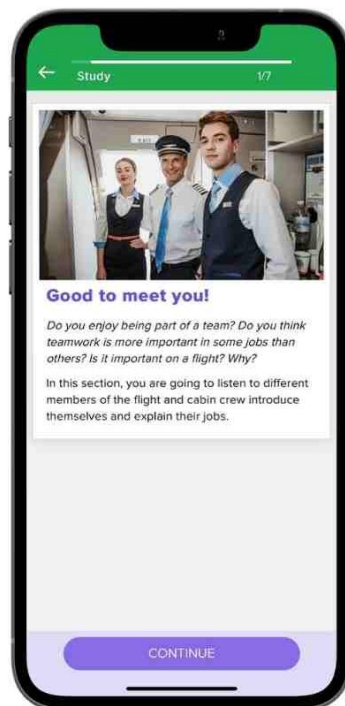
## Improve My English for Cabin Crew

### At A Glance

- **Level:** CEFR B1 – B2 | IELTS 4 – 6
- **Number of Lessons:** 34 digital lessons (Focus on listening & speaking, with 2 reading and 4 writing lessons)
- **Lesson Duration:** Approx. 45 mins
- **Key Content:** - A topic-based syllabus which equips cabin crew professionals with the key vocabulary required to operate effectively in everyday aviation contexts.
- **Demo Lesson:** “[Pre-flight briefing](#)”

**Improve My English for Cabin Crew** is a highly practical ESP course is designed for learners from B1–B2 level who need to improve their English ability to work as cabin crew. Each lesson prepares learners to communicate confidently in a typical flight situation with passengers and fellow airline staff.

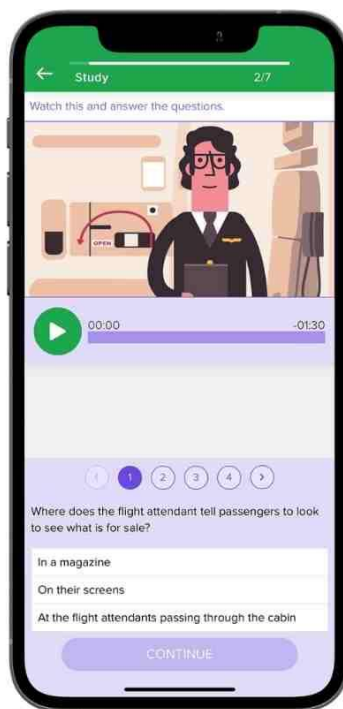
Those who are willing to study 2-3 hours a week will see a significant improvement in their ability to communicate in typical flight scenarios.



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**Improve My English for Cabin Crew** has a strong emphasis on functional skills and building the knowledge and use of flight-specific vocabulary. Learners can improve their oral skills through regular practice aimed at developing international intelligibility.

Exposure to a wide variety of English accents (both native and non-native) helps users develop confidence when dealing with colleagues from around the world, and record and playback activities provide valuable practice with appropriate language and responses in a variety of common flight scenarios.



**Lessons:**

<b>Lesson</b>	<b>Topic</b>	<b>Level</b>
1	Meeting colleagues	B1 / B2
2	Pre-flight briefing	B1 / B2
3	Features of an airplane	B1 / B2
4	First impressions	B1 / B2
5	Seating passengers	B1 / B2
6	Safety announcement	B1 / B2
7	Securing the cabin	B1 / B2
8	Incident report 1: baggage stowage	B1 / B2
9	In-flight announcements	B1 / B2
10	Making passengers comfortable	B1 / B2
11	Passengers with disabilities	B1 / B2
12	Incident report 2: overcrowding	B1 / B2
13	Offering drinks	B1 / B2
14	Food service	B1 / B2
15	In-flight sales	B1 / B2
16	Small talk with passengers	B1 / B2
17	Refusing requests	B1 / B2
18	Vulnerable passengers	B1 / B2
19	Unaccompanied minors	B1 / B2
20	Minor complaints	B1 / B2

21	More difficult complaints	B1 / B2
22	Disruptive passengers	B1 / B2
23	Air rage report	B1 / B2
24	In-flight accidents and injuries	B1 / B2
25	Medical problems	B1 / B2
26	Medical incident report	B1 / B2
27	Taking charge in emergencies	B1 / B2
28	Emergency landing	B1 / B2
29	Safety issue report	B1 / B2
30	Final announcements	B1 / B2
31	Delays and changes	B1 / B2
32	Arrival and disembarking	B1 / B2
33	Defect report	B1 / B2
34	Debriefing	B1 / B2

Please contact us for further details: [improvemyenglish@m2rglobal.com](mailto:improvemyenglish@m2rglobal.com)