



ENGELS VOOR LUCHTVAARTDIENSTVERLENER

Boom

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Voorwoord

VliegWijs is de lesmethode voor toekomstige luchtvaartdienstverleners. Werken in de luchtvaart betekent werken in een dynamische, internationale en veeleisende omgeving. Elke dag is anders: passagiers komen en gaan, vluchten vertrekken en landen, en jij bent degene die zorgt dat dit alles soepel, veilig en met een glimlach verloopt.

Opbouw VliegWijs

De methode VliegWijs helpt je om stap voor stap te groeien in dit bijzondere beroep. Met dit boek Engels voor luchtvaartdienstverlener leer je professioneel te communiceren in de internationale luchtvaartwereld, onmisbaar op elke luchthaven en in elke cabine.

In dit boek vind je alle theorie en opdrachten. Bij dit boek hoort ook een licentie voor de digitale leeromgeving. Hier staat ook alle theorie en opdrachten aangevuld met beeld- en luisterfragmenten waar je via je computer, tablet of smartphone in kunt werken.

De digitale leeromgeving kun je bereiken via digitaal.boomonderwijs.nl.
Bekijk de video, activeer de weblink of download het document.

De serie VliegWijs bestaat naast Engels voor luchtvaartdienstverlener uit de volgende boeken:

- Service verlenen – over gastvrijheid, dienstverlening en het creëren van een uitstekende passagierservaring.
- Passage – over alle werkzaamheden op de grond, van inchecken en boarding tot veiligheidsprocedures.
- Cabine – over het werk aan boord, veiligheid, service en samenwerken in de lucht.

Bij alle boeken hoort ook een digitale leeromgeving.

Kwalificatiedossier en examens

De boeken zijn afgestemd op het kwalificatiedossier Dienstverlening in de luchtvaart Crebonr. 27040 en sluiten aan bij de laatste examens van ESS.

Hoe moet je de licentie activeren?

Voordat je de digitale leeromgeving kunt gebruiken, moet je je licentie activeren.

- Overleg met je docent welk type account je gebruikt.
- Ga naar www.boomberoepsonderwijs.nl/licentie.
- Bekijk de instructiefilm of lees het stappenplan.
- Volg de stappen.

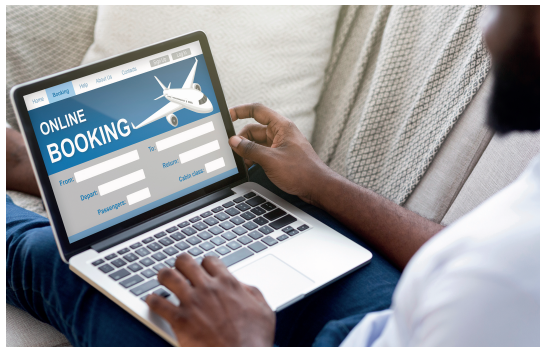
Booking a flight

1

1.1 Inleiding

In this chapter, you will learn all about planning and booking flights. You will discover how to search for flights, compare different options, and understand what makes one ticket different from another. You will also explore important travel vocabulary, like types of fares, luggage rules, and seat preferences.

The main goal is to learn English by practising all language skills. You will work on reading, listening, watching, vocabulary, grammar, writing, and speaking. At the same time, you will learn about different cultures and real-life situations related to airports, airlines, and travel, helping you to communicate more confidently in English.



Booking a flight.

Leerdoelen



In this chapter, you will learn to:

- talk about booking a flight in simple, clear English sentences
- formulate answers to content questions about booking times, prices, and travel periods
- recognize and use common words and expressions related to:
 - booking flights
 - ticket prices and timing
- take part in a conversation about booking a flight using simple English sentences
- recognize the difference between and correctly use:
 - the **present simple** for routines, facts, and fixed schedules
 - the **present continuous** for actions happening now or temporary situations
 - choose the correct tense in sentences related to travel and flying contexts.

Opdracht 1 Warm up

- a. Have you ever booked a flight yourself?
- b. What information do you need when you book a flight?

1.2 Reading

Many people believe there are simple tricks to get cheap flight tickets, such as always booking on a Tuesday. Airlines, prices and travel patterns have changed a lot in recent years, and these ideas may no longer be true. In the following text, you will read expert advice about when to book a flight and what really influences ticket prices.

Opdracht 2 Reading

This is the best time to book your flight to get cheaper tickets

It's not the day of the week that matters, but how far in advance you can book and other factors.

No matter how often you fly, saving money on an airfare is always welcome. While there are plenty of travel hacks that can help you reduce the cost, some — such as the idea of saving a bundle on airfare by booking on a Tuesday — are slightly misunderstood.

The truth is, booking on a Tuesday to get flights cheaper is not accurate. However, it is true that timing impacts the cost of a flight. CNBC Select spoke to Scott Keyes, founder and chief flight expert at flight deal subscription service Going (formerly Scott's Cheap Flights) to understand the origin of the Tuesday misconception and the best approach to booking flights at a cheaper price.

Why it doesn't matter what day of the week you book

If you're holding off on booking a flight because it's not Tuesday yet, you may want to reconsider this approach.

Booking on a specific date worked back when airlines used to load their fares weekly at a predetermined time, and customers could book a ticket soon after on a first-come, first-served basis, resulting in affordable fares.

However, airlines no longer operate that way.

Instead, Keyes advises people to view fares like the volatility of the stock market. Each year, the stock market has a date when it performs the best but that doesn't mean it always does well on that exact date.

The same thing applies to cheap flights. While you may find that airfares are slightly different on a given day, this does not mean you can predict when they'll drop in the future.

How can you score a cheap airfare?

Rather than targeting precise dates when hunting for cheap flights, you should look for what Keyes calls “the Goldilocks window” instead — a period of time when cheap fares are most likely to pop up for domestic and international flights.

“If it’s an off-peak season — not the middle of the summer, Christmas or New Year’s — then booking about one to three months in advance is typically when cheap flights have the highest likelihood of popping up,” he said. “When you’re talking about international travel, two to eight months in advance.”

If you’re travelling during peak season, Keyes suggests booking three to seven months in advance for domestic flights and four to 10 months for international.

He also emphasized that while there’s no guarantee you’ll get the best deal, the odds are more in your favour during these times.

Follow the 21-day rule for last-minute travel

If you’re not in a position to book a flight months in advance and still hope to score the cheapest option available, make sure to book sooner rather than later. Keyes suggests booking your ticket at least 21 days before departure (if possible), since airlines have policies that will raise the price of the airfare substantially for trips taking place after that deadline.

What is the most affordable day of the week to travel?

You may not get cheaper airfares by booking on a specific day, but when you plan on flying can affect the price of the ticket. Generally, Mondays and Fridays are more expensive than Tuesdays, Wednesdays and Thursdays. Keyes says this is mainly because business customers tend to avoid travelling in the middle of the week.

Early morning flights are also less popular since people usually prefer not to wake up early for their flight. Keyes says the other benefit of early flights is that they have what’s known as a completion factor — a flight’s on-time arrival — which tends to be about 25 percentage points higher than afternoon or evening flights. This is because for the first flight of the day the aircraft has been parked in the airport overnight, whereas other planes come in from other locations later on in the day.

Bottom line

When planning travel and thinking of ways to score the best deals for your travel plans, remember that no fixed date will ensure you the cheapest fare. However, the sooner you book, the better. Be mindful of your departure date and consider Keyes’ “Goldilocks window” method to avoid paying more than you have to for your next getaway.

Bron: <https://www.cnbc.com/select/best-time-to-book-flight-for-cheaper-tickets>.

Answer the following questions.

- a. What is the “Goldilocks window” mentioned in the article?
- b. What does the article say is the best time to book a domestic flight?
- c. How many months in advance should you book an international flight to get cheaper tickets?
- d. Does the day of the week you book your flight matter for getting cheaper prices?
- e. Which days are often the most expensive to fly on, and why?
- f. What advice does the article give for booking last-minute trips?

1.3 Vocabulary

In the previous text, several words are used to explain how flight prices work and why they change. Understanding this vocabulary will help you to understand the advice about booking flights and talking about travel costs.

Opdracht 3 Vocabulary 1

Read the text again and match the words with the correct definitions.

fares

A flight that takes place within the same country.

volatility

When prices or values change quickly and unpredictably.

domestic flight

The prices or costs of travel tickets, especially for planes, buses, or trains.

peak season

The busiest time of year when many people travel, such as summertime or other holidays.

affordable

Not too expensive; reasonably priced.

Opdracht 4 Vocabulary 2

in advance

Set and not likely to change.

fixed (date)

Before something happens; ahead of time.

substantially

A wrong or mistaken belief about something.

likelihood

The chance or probability that something will happen.

misconception

To a large extent or degree; greatly.



Opdracht 5 Vocabulary 3

Watch the following video and complete the gaps.

Before booking a flight, it is a good idea to do some _____ on the best price available. Fortunately, there are many _____ that provide this service. You will need to choose where you want to fly from and to, and a dates of your _____ and _____. The results will show you the best prices available from several _____. When you are ready to book the ticket, click “_____”. On the next page, check the box to accept the terms and conditions and click “_____”. You will need to select whether you are carrying any _____ and click “_____”. Decline the travel _____ and then click “Continue” again.

1.4 Grammar

In aviation and travel services, staff often talk about daily routines, fixed rules and situations that are happening at the moment. The present simple and present continuous help you describe these situations clearly, for example when explaining schedules, procedures or what is happening at the airport right now.

