

ROLE PLAY: ON A FLIGHT

A2-B1 | Teens / Adults | Speaking + Functional Language | 35-45 minutes

1. USEFUL PHRASES

Passenger

Could I have some water?
Could I have a blanket, please?
Could you help me with ...?
There's a problem with my seat.
May I move to another seat?
I'm feeling unwell.
What should I do now?

Cabin crew

What can I get for you?
I'll bring it to you.
I'll see what I can do.
Let me check first.
Please keep your seat belt fastened.
Tell me if you need more help.
Please follow the crew's instructions.

2. MODEL CONVERSATIONS

A. ASKING FOR HELP

Passenger: Excuse me. **Could I have some water?**
My bottle is empty.

Crew member: Of course. Would you like a cup now or some water in your bottle?

Passenger: A cup now, please. **Could I have a blanket** as well? I'm a little cold.

Crew member: Certainly. **I'll bring it to you** with the water.

Passenger: Thank you. Do you know when the meal service starts?

Crew member: It should start shortly, once the crew is ready. Are you waiting for a special meal?

Passenger: Yes, I ordered a vegetarian meal when I booked.

Crew member: I'll check the meal list. What's your seat number?

Passenger: 18C. I wasn't sure whether I needed to remind someone.

Crew member: Thank you for letting me know. I'll check rather than assume it's been recorded.

Passenger: Thanks. The water and blanket would be lovely whenever you have a moment.

Crew member: Here they are. I'll come back once I've checked the meal details.

B. A PROBLEM WITH A SEAT

Passenger: Excuse me. **There's a problem with my seat.** The tray table won't stay level.

Crew member: I'm sorry about that. Has it been like this since you sat down?

Passenger: Yes. I didn't notice until I tried to put my cup on it.

Crew member: Please keep the cup in your hand while I check. **I'll see what I can do.**

Passenger: Thanks. **May I move to another seat** if it can't be fixed?

Crew member: Possibly. **Let me check first**; some empty-looking seats may be assigned to other passengers.

Passenger: Of course. I don't want to move without asking.

Crew member: There's an available seat two rows behind you. We can move you there once the aisle is clear.

Passenger: Would you help me with my bag when it's time?

Crew member: Yes. Wait here for now, and **please keep your seat belt fastened** while the sign is on.

Passenger: All right. Thank you for finding another option.

Crew member: You're welcome. I'll come back when it's appropriate to move.

Notice how the speakers give details, ask follow-up questions and respond to each other.

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3. ROLE-PLAY CARDS

Work in pairs. Read only your own role. Decide what to say; don't write a full script. Find a solution, then swap roles and change one detail.

ROLE PLAY 1: A MEAL REQUEST

Student A - Passenger

You requested a vegetarian meal when booking, but the offered tray appears to be the regular meal. Ask the crew to check the booking and ingredients. Explain your preference without assuming another tray is available.

Student B - Cabin crew

Apologise and check the meal list and available options. In this scenario, you need to confirm whether a vegetarian tray remains. Don't promise a meal before checking; explain what you know and return with a clear update.

ROLE PLAY 2: FEELING UNWELL

Student A - Passenger

You feel sick during the flight. Tell the cabin crew, ask for a sick bag and explain when it started. Say if you need more help; don't hide important details just to finish the role play.

Student B - Cabin crew

Respond promptly, bring a sick bag and ask simple questions to understand the situation. Follow the crew's procedures and involve appropriate assistance if needed. Practise supportive communication, not diagnosing the cause or recommending medicine.

ROLE PLAY 3: A BUMPY FLIGHT

Student A - Passenger

The plane is shaking, and you feel nervous. Ask the crew what you should do. You were about to get up for your bag, so check whether you need to stay seated.

Student B - Cabin crew

Explain that the crew is responding to turbulence. Ask the passenger to stay seated with their seat belt fastened while instructed and follow the crew's directions. Reassure calmly without guaranteeing that there is no risk.

After each role play: Say what you agreed and which phrase helped. Repeat with one new detail.

Teacher note: Prepare for 2-3 minutes and speak for 3-4 minutes. Encourage follow-up questions, not memorised scripts. Prices, times and service rules in this lesson are fictional.