

ROLE PLAY: ON A FLIGHT

B1-B2 | Teens / Adults | Speaking + Functional Language | 45-55 minutes

1. USEFUL PHRASES

Passenger

I requested a special meal when I booked.
Could you check whether it's been recorded?
I'd rather wait than guess.
Would it be possible to change seats?
There's a problem with ...
I don't want to disturb the other passenger.
Could you let me know what's possible?
I'm feeling unwell and need some help.

Cabin crew

Let me check the meal list.
I'll find out what's available.
I can't confirm that from the label alone.
Please wait while I check.
We need to follow the crew's instructions.
Some seats may not be available.
I'll come back with an update.
Tell me if you need further help.

2. MODEL CONVERSATIONS

A. CHECKING A SPECIAL MEAL

Passenger: Excuse me. **I requested a special meal when I booked. Could you check whether it's been recorded?**

Crew member: Of course. What type of meal did you request, and what's your seat number?

Passenger: A vegetarian meal, seat 18C. I wasn't sure whether this tray was the right one.

Crew member: **Let me check the meal list.** Please leave the tray unopened while I look.

Passenger: Certainly. The label doesn't say much, and **I'd rather wait than guess.**

Crew member: I understand. **I can't confirm that from the label alone**, so I'll check the meal information too.

Passenger: Thanks. If my request isn't on the list, is there another option?

Crew member: **I'll find out what's available** once I've checked. I don't want to promise something we don't have.

Passenger: Of course. Could I have some water while I wait?

Crew member: Of course. I'll bring that now and return with an update about the meal.

Passenger: Thank you. Please let me know even if there isn't a suitable alternative.

Crew member: I will. Then we can discuss the options we actually have.

B. A TRAY-TABLE PROBLEM

Passenger: Could you help with my tray table? It won't stay level, so I can't put my drink on it.

Crew member: I'm sorry. Please hold the drink while I check the table.

Passenger: Thanks. It's been like that since I sat down, but I only noticed when the water arrived.

Crew member: I see. It doesn't seem to be sitting correctly. **Please wait while I check** what we can do.

Passenger: **Would it be possible to change seats?** I can see a few empty ones behind me.

Crew member: Possibly, but **some seats may not be available.** I'll check before asking you to move.

Passenger: Of course. My bag is overhead; I don't want to block the aisle while you check.

Crew member: Thank you. There's an available seat two rows back, but we'll wait until it's appropriate to move.

Passenger: Could you help me with the bag then? It's rather heavy.

Crew member: Yes. Stay here for now and follow the crew's instructions. I'll return when you can move.

Passenger: All right. I'll keep the drink in my hand and wait for you.

Crew member: Thank you. I'll bring a replacement cup if you need one after moving.

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: CHECKING A SPECIAL MEAL

Student A - Passenger

You requested a vegetarian meal, but the tray label is unclear. You haven't opened it. Ask whether the request was recorded and what information can be checked. You'd rather wait for confirmation than assume the meal is suitable.

Student B - Cabin crew

Check the request, meal list and available information before answering. Don't guess from the tray's appearance. In this scenario, availability of alternatives isn't yet confirmed. Offer water while checking, explain what is known and return with an update even if no alternative is available.

ROLE PLAY 2: A SEAT PROBLEM

Student A - Passenger

Your tray table won't stay level. You have a drink and a heavy bag overhead. Ask for help and whether you can move to an empty-looking seat. Be ready to wait while the crew checks availability and whether moving is appropriate.

Student B - Cabin crew

Inspect the reported problem and check seating availability. An empty-looking seat may be assigned or unavailable. In this scenario, a suitable seat is available, but moving must wait until appropriate. Explain the plan, offer bag assistance and keep instructions clear.

ROLE PLAY 3: FEELING UNWELL

Student A - Passenger

You feel sick during the flight and have become more uncomfortable over the last few minutes. Tell the crew clearly, ask for a sick bag and explain when it started. Ask for more assistance if you need it instead of trying to sound reassuring.

Student B - Cabin crew

Respond promptly and listen to what has changed. Bring a sick bag and follow the crew's procedures for appropriate assistance. Practise calm questions and clear communication, not diagnosing or recommending medicines. Don't minimise symptoms or promise that everything is harmless.

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. Fictional flight scenarios. Follow the actual crew instructions; do not practise medical advice.