

Work with a partner. Cut the sentences, and put them into the best order. Use the cluster diagram for help.

For example, they can explain strange noises made by the aircraft.

They enjoy greeting passengers and making them feel comfortable.

They can give clear instructions to passengers, and they must be rather firm so that passengers obey them.

First of all, they are very friendly.

Friendly flight attendants are good at talking to them and helping them feel calm.

They have to push heavy carts of food and drinks up and down the aisles.

Second, good flight attendants are self-confident.

Third, good flight attendants are fairly strong.

Sometimes passengers are quite afraid of flying.

This characteristic is especially important in emergencies.

They also have to open and close the airplane's extremely heavy doors