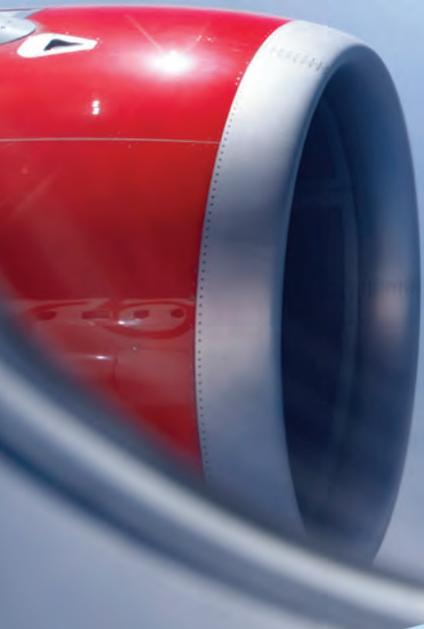


**CAREER  
PATHS**



# Flight Attendant

Virginia Evans  
Jenny Dooley  
Lori Coocen



Express Publishing

**CAREER  
PATHS**

# Flight Attendant



Book

1

Virginia Evans

Jenny Dooley

Lori Coocen



**Express Publishing**



## Scope and Sequence

Unit	Topic	Reading context	Vocabulary	Function
1	The Flight Crew	Advertisement	captain, chief purser, copilot, first officer, flight attendant, flight crew, flight officer, pilot, purser, senior crew member, service manager	Introductions
2	Airline Employees	Manual Excerpt	airline, baggage handler, flight dispatcher, gate agent, ground crew, lineman, passenger service agent, ramp agent, station agent, ticket agent	Asking when something will happen
3	People in the Airport	Brochure	air traffic controller, cargo forwarder, cargo handler, customs agent, food service, ground controller, mechanic, passenger, screener, security personnel	Clarifying information
4	Parts of the Airport	Webpage	air traffic control, concourse, control tower, customs, gate, restricted, runway, security checkpoint, taxiway, terminal	Asking for information
5	Airport Security	Poster	crew lane, detect, explosive detection, identification, metal detector, pat down, prohibited, scan, scanner, x-ray machine	Offering an apology
6	Parts of an Aircraft	Textbook Excerpt	aircraft, cabin door, fuselage, landing gear, nose, tire, turbine engine, turboprop engine, wheel, wing	Asking for additional information
7	Parts of the Cabin 1	Webpage	aisle, business class, cabin, center, coach, first class, row, seat, travel class, window	Offering assistance
8	Parts of the Cabin 2	Journal Entry	cockpit, compartment, emergency exit, exit row, flight deck, galley, jumpseat, lavatory, overhead, storage bin	Starting a conversation
9	Physical Demands	Blog	confined space, engine noise, exposure, fatigue, illness, lift, physically demanding, size restriction, strenuous	Disagreeing with an opinion
10	Appearance	Guidelines	appearance, body piercing, bracelet, earring, facial hair, grooming, jewelry, makeup, necklace, ring, tattoo, tie bar	Making suggestions
11	Uniforms	Airline Regulations	blouse, dress shirt, ID badge, image, jacket, regulation, skirt, slacks, stockings, tie, uniform, wings	Describing common errors
12	Types of Flights	Brochure	charter, connection, direct flight, domestic, flight, intercontinental, international, layover, long-haul, non-stop, short-haul	Describing plans or schedules
13	Types of Aircraft	Textbook Passage	air taxi, cabin class, commuterliner, feederliner, narrow-body airliner, regional airliner, regional jet, turbofan, turboprop, wide-body airliner	Ending a conversation
14	Radio Communications	Training Manual	affirmative, callsign, mayday, negative, phonetic alphabet, plain English, roger, over, standby, unable	Prompting a response
15	Delays and Cancellations	Article	air traffic, cancellation, congestion, de-ice, delay, lightning, mechanical failure, snow, storm, unsafe	Providing reassurance

# Table of Contents

<b>Unit 1 – The Flight Crew</b> .....	4
<b>Unit 2 – Airline Employees</b> .....	6
<b>Unit 3 – People in the Airport</b> .....	8
<b>Unit 4 – Parts of the Airport</b> .....	10
<b>Unit 5 – Airport Security</b> .....	12
<b>Unit 6 – Parts of an Aircraft</b> .....	14
<b>Unit 7 – Parts of the Cabin 1</b> .....	16
<b>Unit 8 – Parts of the Cabin 2</b> .....	18
<b>Unit 9 – Physical Demands</b> .....	20
<b>Unit 10 – Appearance</b> .....	22
<b>Unit 11 – Uniforms</b> .....	24
<b>Unit 12 – Types of Flights</b> .....	26
<b>Unit 13 – Types of Aircraft</b> .....	28
<b>Unit 14 – Radio Communications</b> .....	30
<b>Unit 15 – Delays and Cancellations</b> .....	32
<b>Glossary</b> .....	34

**CAREER  
PATHS**

# Flight Attendant



Book  
**2**

Virginia Evans  
Jenny Dooley  
Lori Coocen



**Express Publishing**



## Scope and Sequence

Unit	Topic	Reading context	Vocabulary	Function
1	The Stages of Flight	Webpage	approach, arrival, boarding, climbing, cruising, descent, disembark, landing, post-flight, preflight, takeoff, taxiing	Discussing plans
2	Preflight Briefing	Manual Excerpt	anticipate, brief, crew change, flight origination, flight time, non-routine operations, review, taxi time, turbulence, weather conditions	Describing conditions
3	Preflight Duties 1	Boarding Policy	baggage, boarding pass, capable, carry-on item, check, confirm, gate check, luggage, personal item, seat assignment, stow	Offering assistance
4	Preflight Duties 2	Checklist	arm, cabin ready notification, condition, emergency equipment, notify, passenger head count, predeparture service, prior to, push back, safety check, seal, secure, smoke detector	Talking about completion
5	Preflight Announcements	Script	aboard, allow, beneath, deliver, depart, electronic device, estimated time of departure (ETD), flight number, full, locate, PA system, place, proceed, smoking, until, welcome	Giving polite instructions
6	The Safety Demonstration	Briefing Card	aft, briefing card, cabin pressure, fasten, forward, life jacket, loss, mask, safety demonstration, seatbelt, strap, tighten, water landing, window exit	Getting people's attention
7	En Route Duties 1	Manual Excerpt	after-takeoff briefing, altitude, approved, cell phone, en route, illuminate, in-flight, in-flight entertainment, prohibit, rewards program, seatbelt sign, seated	Giving a reminder
8	En Route Duties 2	Menu	beverage, cart, cash, catering, complimentary, correct change, credit card, liquor, payment, snack, soft drink, voucher	Asking about options
9	Approach 1	Script	armrest, buckle, collect, discard, lock, lower, pass, recline, seatback, trash, tray table, turn off, upright	Adding an instruction
10	Approach 2	Manual Excerpt	account for, announce, connecting flight, destination, estimated time of arrival (ETA), headset, holding, money, reassure, secure	Assigning tasks
11	Arrival	Newsletter	assistance, call button, caution, complete, disarm, injury, land, local time, park, remain, remind, shift	Stressing a point
12	Post-flight Duties	Complaint Form	air vent, blanket, clean, drawer, litter, lost-and-found, organize, pillow, replace, seatback pocket, stock, store, toilet paper	Making an apology
13	Between Flights	Blog	accommodations, continuous duty overnight (CDO), crash pad, crew meal, deplane, ground time, hotel, leg, per diem, remain overnight, sit time, time away from base	Asking for advice
14	Passengers 1	Article	angry, demanding, disrespectful, empathy, impatient, irritable, polite, short-tempered, stressed, take it out on, unruly, vent	Giving praise
15	Passengers 2	Manual Excerpt	assist, disabled, elderly, escort, family, infant, medical needs, pax, preboard, special needs, unaccompanied minors, wheelchair	Making a suggestion

# Table of Contents

<b>Unit 1 – The Stages of Flight</b> .....	4
<b>Unit 2 – Preflight Briefing</b> .....	6
<b>Unit 3 –Preflight Duties 1</b> .....	8
<b>Unit 4 – Preflight Duties 2</b> .....	10
<b>Unit 5 – Preflight Announcements</b> .....	12
<b>Unit 6 –The Safety Demonstration</b> .....	14
<b>Unit 7 – En Route Duties 1</b> .....	16
<b>Unit 8 – En Route Duties 2</b> .....	18
<b>Unit 9 – Approach 1</b> .....	20
<b>Unit 10 – Approach 2</b> .....	22
<b>Unit 11 – Arrival</b> .....	24
<b>Unit 12 – Post-flight Duties</b> .....	26
<b>Unit 13 – Between Flights</b> .....	28
<b>Unit 14 – Passengers 1</b> .....	30
<b>Unit 15 – Passengers 2</b> .....	32
<b>Glossary</b> .....	34

**CAREER  
PATHS**

# Flight Attendant



Book  
**3**

Virginia Evans  
Jenny Dooley  
Lori Coocen



**Express Publishing**



## Scope and Sequence

Unit	Topic	Reading context	Vocabulary	Function
1	Interviews	Job posting	application, call back, competitive, demeanor, diploma, friendly, group interview, interview, leadership, multitask, physically fit, prioritize, résumé, teamwork, work experience	Giving examples
2	Training	Pamphlet	24 hour clock, aircraft type, cabin controls, code, COMAT, equipment, HAZMAT, location, log, manual, MEL, oxygen system, recurrent training, safety, training flight	Talking about priorities
3	Relocations and Bases	Airline policy	assignment, base, commuter, deadhead, domicile, ferry, hub, jumpseater, move, non-rev, rank, relocate, transfer request	Discussing about assignments
4	Reserve Duty	Memo	cover, duty rig, duty-free period, guaranteed, mandatory, on call, on short notice, out sick, packed, prepared, ready reserve, travel bag, warning	Describing urgency
5	Schedules	FAQ page	back-to-back, block time, block-in, block-out, crew scheduling, drop, line, line holder, monthly guarantee, pairings, pick up, reassignment, rotation, sequence, thirty-in-seven, trip	Asking for advice
6	Bidding	Webpage	basis, bid award, bid line, bid packet, bid period, bid sheet, bidding, determine, junior, request, seniority, trip trade	Delivering bad news
7	Customer Service Tips	Article publication	challenging, communication, composure, courteous, customer service, deep breath, defuse, effective, escalate, flexible, judgment, misunderstanding, patient, professional, reach out, upset	Asking for a favor
8	Crew Resource Management (CRM)	Training manual excerpt	address, agreement, analysis, assertiveness, concern, crew resource management (CRM), decision making, opening, problem solving, recommend, situational awareness, solution, state	Giving a strong opinion
9	The Sterile Cockpit	Report	aborted takeoff, accident, distraction, eliminate, emergency, exception, incident, limit, missed approach, non-essential, seal, sterile cockpit, urgent	Making a recommendation
10	Flight Emergencies 1	Manual excerpt	bird strike, ditch, emergency locator transmitter, engine failure, evacuate, event, flotation device, guide, inflate, life jacket, orderly, raft, water landing	Giving a reminder
11	Flight Emergencies 2	Manual excerpt	brace position, command, crash landing, decompression, emergency lights, fire, forced landing, inclement, megaphone, precautionary landing, slide, smoke, turbulent	Giving advice
12	Medical Emergencies	Pamphlet	airway obstruction, allergic reaction, automatic external defibrillator (AED), biohazard kit, cardiac arrest, choke, CPR, EpiPen, heart attack, Heimlich maneuver, medical emergency, stroke	Expressing concern
13	First Aid	Guide	apply, bandage, blister, burn, contusion, cut, first-aid kit, fracture, laceration, latex glove, pressure, scrape, splint, sprain, treat, wound	Describing condition
14	Aircraft Security 1	Article	abusive, aggressive, arrest, assault, authorities, custody, divert, drunk, follow, intimidate, intoxicated, jetway, notify, refuse, security	Providing reassurance
15	Aircraft Security 2	Article	air marshal, alert, assume, force, handcuff, heightened, in possession of, restrain, self-defense, suspect, suspicious, terrorism, weapon, ziptie	Expressing enthusiasm

# Table of Contents

<b>Unit 1 – Interviews</b> .....	4
<b>Unit 2 – Training</b> .....	6
<b>Unit 3 – Relocations and Bases</b> .....	8
<b>Unit 4 – Reserve Duty</b> .....	10
<b>Unit 5 – Schedules</b> .....	12
<b>Unit 6 – Bidding</b> .....	14
<b>Unit 7 – Customer Service Tips</b> .....	16
<b>Unit 8 – Crew Resource Management (CRM)</b> .....	18
<b>Unit 9 – The Sterile Cockpit</b> .....	20
<b>Unit 10 – Flight Emergencies 1</b> .....	22
<b>Unit 11 – Flight Emergencies 2</b> .....	24
<b>Unit 12 – Medical Emergencies</b> .....	26
<b>Unit 13 – First Aid</b> .....	28
<b>Unit 14 – Aircraft Security 1</b> .....	30
<b>Unit 15 – Aircraft Security 2</b> .....	32
<b>Glossary</b> .....	34

# 10 Appearance

Evansong  
Airlines

## Flight Attendant Guidelines



Personal **grooming** is important. A neat, clean **appearance** is required for all flight attendants.

### Jewelry guidelines:

Females:

- only one set of **earrings** worn at a time
- only one **bracelet** per wrist
- only one **necklace** made of gold, silver, or pearls
- only two **rings** per hand

Males:

- a **tie bar** is required with the uniform tie
- the only other jewelry permitted is a wedding ring

Visible **tattoos** or **body piercings** are not permitted (aside from ear piercings for females).

Female **makeup** needs to be flattering. It needs to compliment skin tone and hair color.

Male flight attendants are permitted to have **facial hair**. It has to be neatly trimmed at all times.

## Get ready!

1 Before you read the passage, talk about these questions.

- 1 Why do flight attendants need to follow a dress code?
- 2 What are some appearance rules for flight attendants?

## Reading

2 Read the guidelines. Then, choose the correct answers.

- 1 What is the page mostly about?  
A why flight attendants must not have tattoos or piercings  
B the difference between male and female flight attendants  
C the appearance rules flight attendants must obey  
D how female flight attendants need to apply makeup
- 2 Which of the following is NOT part of the dress code?  
A nose piercings for women  
B makeup for women  
C a tie bar for men  
D trimmed facial hair for men
- 3 What can you infer about the airline?  
A The airline is planning to hire more flight attendants.  
B The airline likes its workers to show their individuality.  
C The airline disapproves of flight attendants who wear jewelry.  
D The airline wants to make a good impression on its passengers.

## Vocabulary

3 Read the sentence pairs. Choose which word or phrase best fits each blank.

1 **facial hair / grooming**

- A The flight attendant was asked to trim his \_\_\_\_\_ neatly.  
B Flight attendants are required to pay attention to personal \_\_\_\_\_.

2 **earrings / makeup**

- A After applying lipstick, the flight attendant was done with her \_\_\_\_\_.  
B The flight attendant put on a pair of pearl \_\_\_\_\_.

3 **bracelet / tattoo**

- A The flight attendant fastened the \_\_\_\_\_ around her wrist.  
B The flight attendant was careful to cover his \_\_\_\_\_ before going to work.



**4** Read the sentences and choose the correct words or phrases.

- 1 The woman dresses well so she has a professional **appearance/makeup**.
- 2 Male flight attendants are permitted to wear a wedding **earring/ring**.
- 3 The flight attendant decided not to get a **body piercing/facial hair**.
- 4 Kevin used a **bracelet/tie bar** to secure his tie.
- 5 The woman lost her **tattoo/necklace** on the airplane.

**5** Listen and read the guidelines again. What kind of makeup can be worn by female flight attendants?

## Listening

**6** Listen to a conversation between a flight attendant and a supervisor. Mark the following statements as true (T) or false (F).

- 1 \_\_\_ The woman has not obeyed the rules regarding appearance.
- 2 \_\_\_ Wearing excessive jewelry while in uniform is forbidden.
- 3 \_\_\_ Overall, the woman's job performance and appearance are lacking.

**7** Listen again and complete the announcement.

**Flight Attendant:** Good morning, Mr. Hale. You wanted to **1** \_\_\_\_\_ me?

**Supervisor:** Yes. It's been brought to my attention that you haven't been following **2** \_\_\_\_\_.

**Flight Attendant:** I'm sorry. I didn't know I was **3** \_\_\_\_\_. What did I do?

**Supervisor:** You're wearing too much jewelry **4** \_\_\_\_\_. I suggest you read the jewelry guidelines again.

**Flight Attendant:** Okay, I'll do that. And I'll make sure I'm within regulations **5** \_\_\_\_\_.

**Supervisor:** Great. Aside from that, your appearance and **6** \_\_\_\_\_ are excellent.

**Flight Attendant:** Thank you.

## Speaking

**8** With a partner, act out the roles below based on Task 7. Then, switch roles.

**USE LANGUAGE SUCH AS:**

*You wanted to ...?*  
*I suggest ...*  
*Aside from that, ...*

**Student A:** You are a supervisor. Talk to Student B about:

- the reason for the meeting
- the rules broken
- the appearance guidelines

**Student B:** You are a flight attendant. Talk to Student A about the appearance regulations.

## Writing

**9** Use the guidelines and the announcement from Task 8 to fill out the workplace notice.



Evensong Airlines

## Workplace Notice for Flight Attendants

Issue: \_\_\_\_\_

\_\_\_\_\_

Rules: \_\_\_\_\_

\_\_\_\_\_

Penalty: \_\_\_\_\_

\_\_\_\_\_



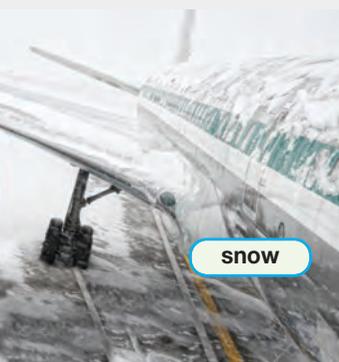
lightning

storm

## Delays and Cancellations

Delays and cancellations are both part of working in the airline industry. Common sources of **delays** and **cancellations** are:

de-ice



snow

### Weather

Winter weather such as **snow** is **unsafe**. It may cause ice to form on an aircraft's wings. Delays occur when the wings need to be **de-iced**. Severe weather, such as **lightning storms**, are also dangerous. Flights are sometimes canceled due to lightning.

### Mechanical failures

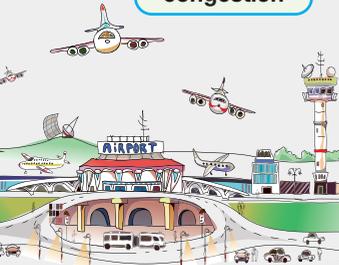
If there is a mechanical failure, a flight will be canceled. Airlines try to get passengers on other flights.

### Congestion

Sometimes flights are delayed because there is too much **air traffic**. A flight has to wait to take off or land.

Some passengers become upset by delays and cancellations. It is important to remain calm and professional.

congestion



## Get ready!

1 Before you read the passage, talk about these questions.

- 1 Why is it important for a flight attendant to know about weather?
- 2 What are some typical causes for flights to be delayed or canceled?

## Reading

2 Read the article. Then, choose the correct answers.

- 1 What is the article mainly about?
  - A air traffic control job listings
  - B causes of delays or cancellations
  - C why lightning is unsafe
  - D which airlines have the most delays
- 2 Which of the following is NOT listed as a weather related cause of delay?
 

A lightning	C congestion
B storms	D snow
- 3 Why do flights get delayed on the runway?
 

A mechanical failures	C icy conditions
B upset passengers	D excessive traffic

## Vocabulary

3 Match the words or phrases (1-7) with the definitions (A-G).

- |              |                          |
|--------------|--------------------------|
| 1 ___ unsafe | 5 ___ mechanical failure |
| 2 ___ delay  | 6 ___ cancellation       |
| 3 ___ de-ice | 7 ___ air traffic        |
| 4 ___ storm  |                          |

- A when a flight that is slow or late to take off
- B to remove frozen water from something
- C a planned flight that will no longer occur
- D when some part of the machinery is broken or not working properly
- E dangerous or not secure
- F a forceful weather occurrence that can include wind and precipitation
- G the number and movement of aircrafts in the sky



**4** Read the sentences and choose the correct words or phrases.

- 1 The **snow/storm** is piling up on the plane's wings.
- 2 It is dangerous to fly when there is **air traffic/lightning**.
- 3 There are too many flights leaving so it is causing **mechanical failure/congestion**.

**5** Listen and read the article again. What happens when there's ice on the aircraft?

### Listening

**6** Listen to an announcement made by a flight attendant. Mark the following statements as true (T) or false (F).

- 1 \_\_\_ Cold weather caused lightning to occur.
- 2 \_\_\_ The aircraft needs to be de-iced.
- 3 \_\_\_ Passengers are guaranteed not to miss connecting flights.

**7** Listen again and complete the announcement.

**Flight Attendant:** Good evening, 1 \_\_\_\_\_. I'm sorry to inform you that our flight has been delayed. Due to the 2 \_\_\_\_\_, the plane needs to be de-iced. A 3 \_\_\_\_\_ - \_\_\_\_\_ will arrive shortly. Once they're finished, we'll be on our way to London. We realize the delay may cause some passengers to miss their 4 \_\_\_\_\_ at Heathrow. Please don't worry. When we arrive, please see the 5 \_\_\_\_\_. He or she will assist you with getting on 6 \_\_\_\_\_.

### Speaking

**8** With a partner, take turns acting out the role below based on Task 7.

**USE LANGUAGE SUCH AS:**

*I'm sorry to inform you ...*  
*We realize the delay ...*  
*Please don't worry.*

**Student A/B:** You are a flight attendant. Talk to your partner about:

- the flight being delayed
- the cause of the delay
- what to do if a connecting flight is missed

### Writing

**9** Use the article and the announcement in Task 8 to write notes about the delay.

Departures 	
ARRIVING FROM	STATUS
MOSCOW	CANCELED
PARIS	CANCELED
NEW YORK	CANCELED
FRANKFURT	DELAYED
BRUSSELS	DELAYED
SYDNEY	DELAYED

### Reason for Delay Form

1. What caused the delay?  
\_\_\_\_\_.
2. What needs to be done?  
\_\_\_\_\_.
3. How long until departure?  
\_\_\_\_\_.
4. How is the air traffic?  
\_\_\_\_\_.

# Glossary

**affirmative** [N-UNCOUNT-U14] **Affirmative** is a radio proword meaning “yes”.

**air taxi** [N-COUNT-U13] An **air taxi** is a charter passenger aircraft which operates on an on-demand basis.

**air traffic** [N-UNCOUNT-U15] **Air traffic** refers to the number and movement of aircraft in the sky.

**air traffic control** [N-UNCOUNT-U4] **Air traffic control** is a system of equipment and staff who control and monitor air traffic.

**air traffic controller** [N-COUNT-U3] An **air traffic controller** monitors air space traffic to make sure planes fly a safe distance from each other.

**aircraft** [N-UNCOUNT-U6] **Aircraft** refers to any machine that is able to fly.

**airline** [N-COUNT-U2] An **airline** is a company that operates commercial air transportation.

**aisle** [N-COUNT-U7] An **aisle** is the passage that runs through the center of an aircraft to allow passengers to get to their seats.

**appearance** [N-COUNT-U10] An **appearance** is the way someone or something looks.

**baggage handler** [N-COUNT-U2] A **baggage handler** transfers passengers’ luggage from the airport to the plane.

**blouse** [N-COUNT-U11] A **blouse** is a shirt worn by females.

**body piercing** [N-COUNT-U10] A **body piercing** is a hole in a part of someone’s body that is used for the purpose of inserting jewelry.

**bracelet** [N-COUNT-U10] A **bracelet** is a piece of jewelry that is worn around the wrist.

**business class** [N-COUNT-U7] The **business class** cabin on an aircraft is less expensive and offers lesser accommodation than first-class, but is superior to coach class.

**cabin** [N-COUNT-U7] A **cabin** is the part of an aircraft where passengers sit.

**cabin class** [N-UNCOUNT-U13] **Cabin class** is a smaller aircraft that has twin engines and is often used for charter purposes.

**cabin door** [N-COUNT-U6] The **cabin door** is the entrance or exit door that passengers and crew use to get on or off the plane.

**callsign** [N-COUNT-U14] A **callsign** is a sequence of numbers and letters that identifies an aircraft.

**cancellation** [N-COUNT-U15] A **cancellation** means that a planned flight will no longer occur.

**captain** [N-COUNT-U1] A **captain** is a person on an aircraft who has the most responsibility for its operation and safety during a flight.

**cargo forwarder** [N-COUNT-U3] A **cargo forwarder** organizes the shipment of goods by plane to their final destination.

**cargo handler** [N-COUNT-U3] A **cargo handler** loads goods onto and off planes.

**center** [N-COUNT-U7] The **center** is the middle of a space or area.

**charter** [N-COUNT-U12] A **charter** is an aircraft that is hired for the use of a select group of individuals.

**chief purser** [N-COUNT-U1] A **chief purser** is a senior flight attendant who oversees all flight attendants and pursers on board an aircraft.

**coach** [N-COUNT-U7] The **coach** cabin on an aircraft is the least expensive and does not offer the same quality luxuries as first-class or business-class.

**cockpit** [N-COUNT-U8] A **cockpit** is the front portion of an aircraft that houses the controls. It is where the pilots sit in order to operate an aircraft during a flight.

**commuterliner** [N-COUNT-U13] A **commuterliner** is a small commercial aircraft that holds no more than nineteen passengers and is used for short-haul flights.



## Flight Attendant

**Career Paths: Flight Attendant** is a new educational resource for cabin crew professionals who want to improve their English communication in a work environment. Incorporating career-specific vocabulary and contexts, each unit offers step-by-step instruction that immerses students in the four key language components: reading, listening, speaking, and writing. **Career Paths: Flight Attendant** addresses topics including responsibilities, parts of the cabin, preflight procedures, food service, and emergency response.

The series is organized into three levels of difficulty and offers over 400 vocabulary terms and phrases. Every unit includes a test of reading comprehension, vocabulary, and listening skills, and leads students through written and oral production.

**Included Features:**

- A variety of realistic reading passages
- Career-specific dialogues
- 45 reading and listening comprehension checks
- Over 400 vocabulary terms and phrases
- Guided speaking and writing exercises
- Complete glossary of terms and phrases

The **Teacher's Guide** contains detailed lesson plans, a full answer key and audio scripts.

The **audio CDs** contain all recorded material.



**Express Publishing**

ISBN 978-1-4715-1969-7

