

BRITISH AIRWAYS
Community Learning Centre
Primary Resource Pack



WELCOME TO THE BRITISH AIRWAYS PRIMARY RESOURCE PACK.

Welcome to the British Airways Primary Resource Pack. Enclosed in this pack are some ideas for lessons and resources that can be used in the classroom. The pack includes word searches, quizzes, classroom exercises and other activities. Photocopies can be made of all the resources. Children may enjoy writing their own names on their passports and destinations on their tickets.

If you have any feedback, please email: community.learning-centre@ba.com



For further information visit ba.com/communitylearningcentre



CONTENTS

Page	Activity	Description
4	An Aircraft Experience	A lesson plan to simulate an aircraft experience in the classroom
7	Cabin Announcements	Welcome, safety and landing announcements used on board aircraft
8	Mock Boarding Passes	Boarding card that can be completed by pupils with name, destinations and flight departure time
9	Mock Passport	Pupils can draw their picture in the passport
11	Jobs in the Airline Industry	A lesson plan to give awareness of different jobs within the airline industry
16	Graphics	Pictures of British Airways Cabin Crew and Boeing 747
18	Word Search	A word search using key words in the airline industry
19	Quick Quiz	10 questions about British Airways
20	European Quiz	10 questions about famous sights in Europe
21	Quiz Answers	Answers to the Quick Quiz and European Quiz
22	BA Fact Sheet	Interesting facts about British Airways
23	Dot-to-Dot of an Aircraft	A picture of a Boeing 747 aircraft to complete and colour in
24	The Flight Crew	A picture to colour in



AN AIRCRAFT EXPERIENCE

AIM:

To give pupils an awareness of the role of Cabin Crew

OBJECTIVES:

Experience a simulated aircraft environment

Gain an understanding of the role of Cabin Crew

Explore how to manage passengers

CURRICULUM LINKS:

Journeys, Numeracy, Personal, Social and Health Education

RESOURCES INCLUDED:

Boarding Cards

Passports

Cabin Announcements

FOR THE MEAL SERVICE:

Trays

Food – biscuit and drinks

KEY WORDS:

Cabin Crew

Boarding

Aircraft

Passport

Boarding Cards



SESSION : AN AIRCRAFT EXPERINECE

Classroom to be set up to simulate an aircraft environment. Chairs to be arranged in rows. Below is a diagram with some suggestions. Each row and seat to be numbered. This can be done with post-it notes.

1A	1B	1C	Row 1	1D	1E	1F
2A	2B	2C	Row 2	2D	2E	2F
3A	3B	3C	Row 3	3D	3E	3F

The Aisle

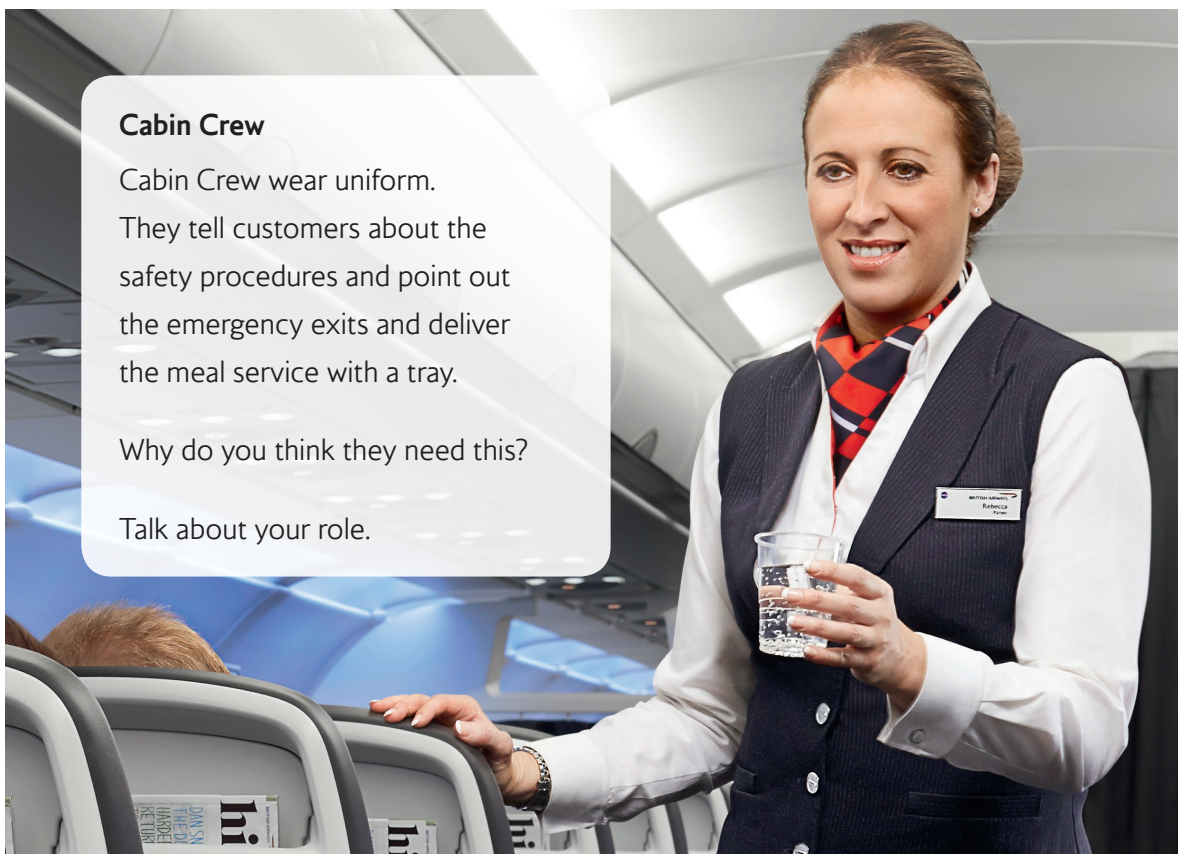
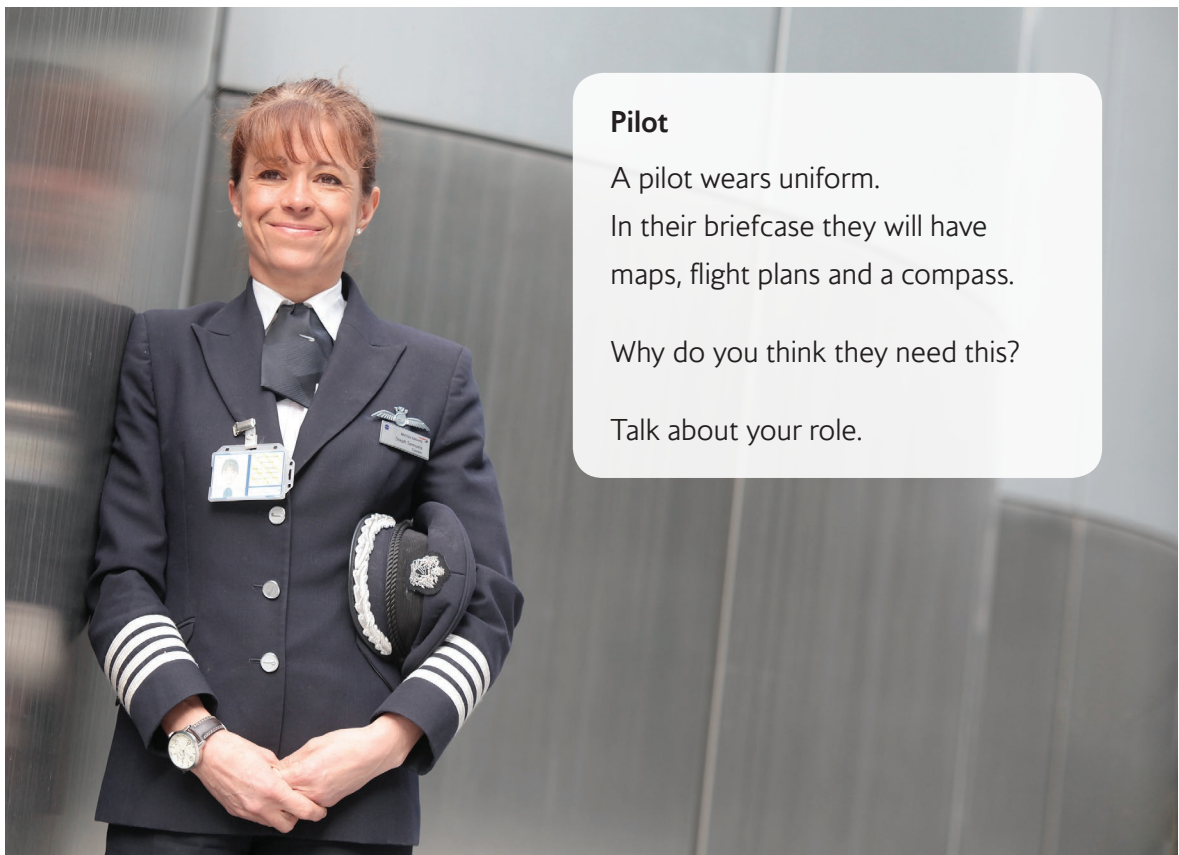
- Pupils are given boarding cards and passports. The pupil's name and seat number should be written on the boarding card prior to the activity
- Pupils board the aircraft from the classroom door. Teacher/facilitator demonstrates excellent customer service and role model as the Cabin Crew member
- Pupils find their seat as allocated on the boarding card
- When all passengers have boarded a student volunteer stands at the front and gives the welcome announcement
- Ask open questions about being on a plane. Who flies the aircraft? What do you call the person who looks after the passengers? Where do you want to fly to?
- Ask for some volunteers to be part of the Cabin Crew and they are to do the meal service. Give the pupils the tray and brief them on the role of Cabin Crew.
- Pupils to give food and drink to chosen passengers on board.
Ask the Cabin Crew to display excellent customer service eg. greeting passengers with a smile etc.



GUESS WHO? ROLE PLAY INFORMATION

The teacher or a pupil should dress up as one of the following.

The rest of the class guess what their job is.



CABIN ANNOUNCEMENTS

WELCOME

Good Morning/Afternoon/Evening Ladies and Gentlemen. It is a pleasure to have you on board this flight to [destination]. We are delighted that you have chosen to fly with British Airways. We are expecting a smooth flight of [x] hours. Please fasten your seatbelt ready for our departure and make yourself comfortable. If there is anything we can assist you with, please do not hesitate to ask.

SAFETY


Ladies and Gentlemen, we are now going to take you through our safety procedures and equipment. Please watch and listen carefully. The safety card shows details of escape routes, oxygen masks and life jackets. Emergency exits are on both sides of the aircraft and are being pointed out to you now. Please make sure your seat belt is securely fastened. If the cabin air system fails, oxygen will be provided. Masks like this will appear automatically. Pull the mask towards you. Place it over your mouth and nose and breath normally. Your life jacket is under your seat. To use it, pull it over your head. Pass the tapes around your waist and tie them. To inflate, pull the red toggle as shown. The air can be topped up by using this mouthpiece. Thank you for listening. Should you have any questions, please ask one of the crew.


LANDING


Ladies and gentlemen, British Airways welcomes you to [destination] where the local time is [time]. For your safety, please keep your seatbelts fastened until the aircraft comes to a complete stop. Please be careful when opening overhead lockers in case an item falls out causing injury. We do hope that you have enjoyed your flight with us today and look forward to seeing you on another flight soon. Have a safe and pleasant onward journey and thank you for choosing to fly with British Airways.



MOCK BOARDING PASSES

BRITISH AIRWAYS		oneworld	BRITISH AIRWAYS		oneworld
BOARDING PASS			PASSENGER NAME		
PASSENGER NAME			TO		
TO			FROM		
FROM			GATE		
GATE	GATE CLOSES		SEAT NUMBER		GATE CLOSES
			SEAT NUMBER		

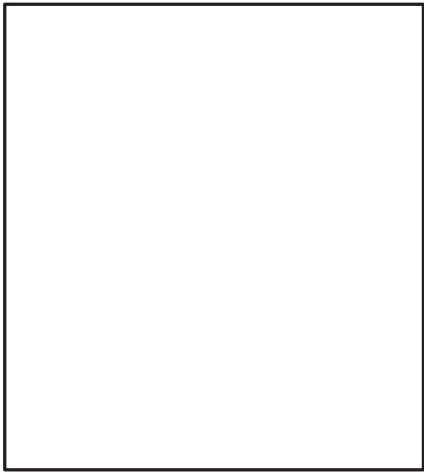
BRITISH AIRWAYS		oneworld	BRITISH AIRWAYS		oneworld
BOARDING PASS			PASSENGER NAME		
PASSENGER NAME			TO		
TO			FROM		
FROM			GATE		
GATE	GATE CLOSES		SEAT NUMBER		GATE CLOSES
			SEAT NUMBER		

BRITISH AIRWAYS		oneworld	BRITISH AIRWAYS		oneworld
BOARDING PASS			PASSENGER NAME		
PASSENGER NAME			TO		
TO			FROM		
FROM			GATE		
GATE	GATE CLOSES		SEAT NUMBER		GATE CLOSES
			SEAT NUMBER		



MOCK PASSPORT

United Kingdom of Great Britain and Northern Ireland



Surname :

First Name :

Date of Birth :

MOCK PASSPORT

EUROPEAN UNION
UNITED KINGDOM OF
GREAT BRITAIN
AND NORTHERN IRELAND



PASSPORT



JOBS IN THE AIRLINE INDUSTRY

AIM:

To give pupils an awareness of different jobs within the airline industry

OBJECTIVES:

To explore the six main roles at the airport

RESOURCES INCLUDED:

Six job title cards

18 role descriptions

KEY WORDS:

Pilot

Cabin Crew

Customer Service Agent

Engineer

Baggage Services

Turnaround Manager

This activity focuses on six job roles within the airline industry. Pupils need to match the job description to the job card – there are three job descriptions for each job.

The job descriptions are on Pages 12 – 14

The job roles are on Pages 15



I look after the passengers
on the aircraft.

I serve meals, drinks and
duty free goods and make
sure that the passengers
have a comfortable journey.

I am trained to deal with any
problems in the cabin and to
help people in emergencies.

I look after the
passengers at the airport.

I greet the passengers
and check in their baggage.

I give them their boarding
pass for their seats.

I work at the
Customer Service Desk
in the airport answering
any questions the
passengers have about
flights and help with any
other problems they
may have.



I check that the aircraft is loaded properly and has enough fuel.

I talk to the engineer and turnaround manager to check that the aircraft is safe to fly.

I meet the aircraft on arrival and help all of the passengers to get off.

I fly the aeroplane.

Before take-off I look at weather reports and flight plan with my co-pilot.

I speak to the pilot and I make sure that the tyres are checked and safe for landing and take-off.

I mend anything on the aircraft that is broken.

I make sure that the aircraft is safe and secure and on time before it takes off.

I make sure all of the baggage and fuel are on board before closing the doors of the aircraft.

I load and unload baggage and cargo from the aircraft hold.

I take baggage from the terminal and make sure that the right bags get on the right aircraft.

I unload the aircraft quickly and get the baggage to the terminal as fast as possible so the passengers do not have to wait too long for their luggage.

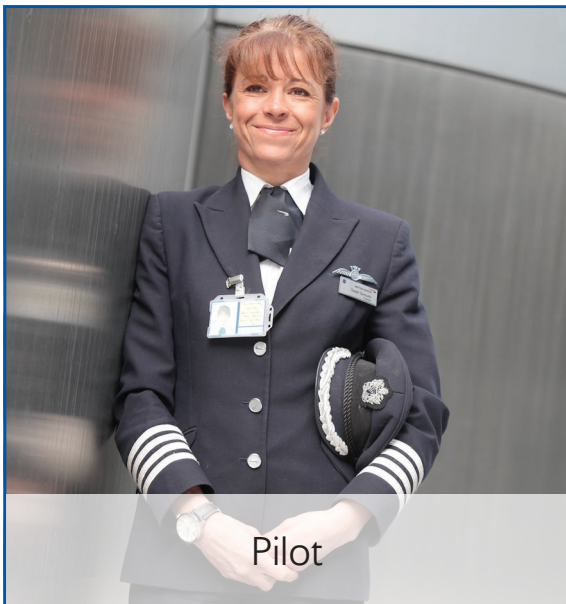
I make sure that the electrics inside the aircraft are carefully checked.



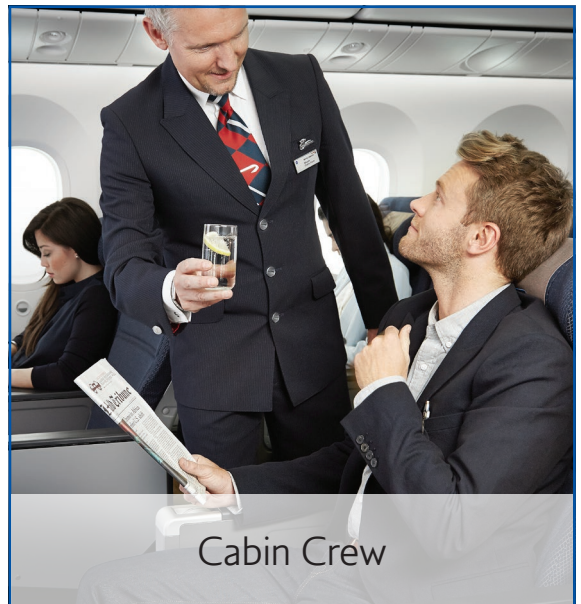
Engineer



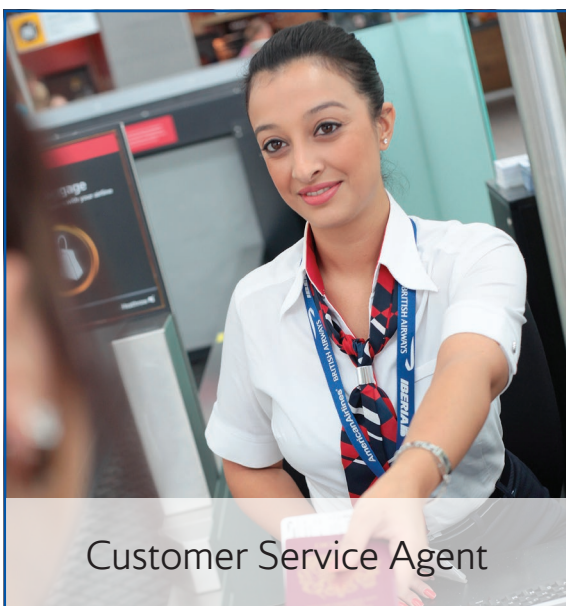
Baggage Handler



Pilot



Cabin Crew



Customer Service Agent



Turnaround Manager





BRITISH AIRWAYS
Rachelle Carter
Cabin Crew



WORD SEARCH

u	q	g	a	t	w	i	c	k	x	l	e
b	o	e	i	n	g	b	a	r	u	n	t
g	m	x	f	c	r	z	b	v	g	t	r
p	n	u	p	i	h	v	i	i	o	r	o
k	e	i	t	a	j	e	n	o	o	a	p
l	z	i	d	y	s	e	c	b	l	v	s
k	s	t	w	r	e	s	r	k	z	e	s
h	i	m	e	r	a	t	e	e	i	l	a
h	e	a	t	h	r	o	w	n	w	n	p
m	r	b	i	c	c	c	b	f	g	y	g
t	u	r	n	a	r	o	u	n	d	e	s
p	n	x	d	p	s	u	b	r	i	a	r
i	b	j	s	t	m	r	o	f	i	n	u
l	p	t	f	a	r	c	r	i	a	e	u
o	h	o	m	i	t	r	o	p	r	i	a
t	r	t	e	n	b	a	g	g	a	g	e

FIND THE FOLLOWING WORDS:

Airbus

Boeing

Engineer

Passport

Aircraft

British

Fuel

Pilot

Airport

Cabin Crew

Gatwick

Travel

Baggage

Captain

Heathrow

Turnaround

Boarding

Checkin

Passenger

Uniform



QUICK QUIZ (Answers on Page 21)

- 1. Why has British Airways chosen the colours red, white and blue for its logos, uniform and aircraft?**
- 2. Where is most of the fuel stored on a jet aircraft?**
- 3. How many wheels are there on the undercarriage of a Boeing 787 Dreamliner?**
- 4. What British Airways aircraft has an upper deck?**
 - a. Airbus A380
 - b. Boeing 787
 - c. Boeing 777
- 5. How many pilots are there on most British Airways flights?**
- 6. Where does waste from the aircraft toilets go?**
- 7. How long does it take to fly to New York from London on a B747?**
 - a. 7 hours 35 minutes
 - b. 8 hours 20 minutes
 - c. 10 hours 15 minutes
- 8. Which route has the greatest flying distance?**
 - a. London to New York
 - b. London to Delhi
 - c. London to Hong Kong
- 9. How many British Airways flights departed from London Heathrow Terminal 5 in 2014?**
 - a. 53,000
 - b. 208,000
 - c. 910,000
- 10. How many passengers can the Airbus A380 carry?**



EUROPEAN QUIZ (Answers on Page 21)

Step aboard your flight for a tour around Europe. See if you can follow the clues.

Where are you?

1. Your first stop is the capital of France. You may see the Eiffel Tower and Arc de Triomphe.

2. Travel East to a city where Dutch is spoken. You can buy some lovely tulips and gaze at windmills.

3. David Beckham used to play football for this city where they dance Flamenco and eat paella.

4. Fly to busy city and explore the ruins of an ancient amphitheatre before enjoying a plate of spaghetti or pizza.

5. Now to another city in the same country. The streets are canals and you can take a romantic trip on a gondola.

6. We are now off to where 'East meets West', to a city called Istanbul. You can have a go at belly dancing and eat some delicious kebabs. What country are you in?

7. Fly North to the capital of Russia. Here you will find Red Square and the Kremlin.

8. Stopping off in Germany to a city which used to be split into two by a wall!

9. Travel to a country next to Germany where both French and German are spoken. This city is famous for its tasty chocolate.

10. Last stop, still in the same country but a different city. You fly here to go skiing in the Alps. An anagram of AVEGEN.



QUIZ ANSWERS

QUICK QUIZ

1. These are the colours that appear on the Union Jack flag of Great Britain
2. In tanks in the wings
3. Ten - two at the nose to steer the aircraft on the ground and 16 in the main undercarriage
4. Airbus A380
5. Two - a captain and a co-pilot both of whom are fully qualified pilots
6. It goes into a tank underneath the passenger cabin. It is emptied every time the aircraft lands
7. 7 hours and 35 minutes
8. London to Hong Kong
It is 2993 miles to New York, 3638 miles to Delhi and 5204 miles to Hong Kong
9. 208,000
10. 469 Passengers

EUROPEAN QUIZ

1. Paris
2. Amsterdam
3. Madrid
4. Rome
5. Venice
6. Turkey
7. Moscow
8. Berlin
9. Switzerland
10. Geneva



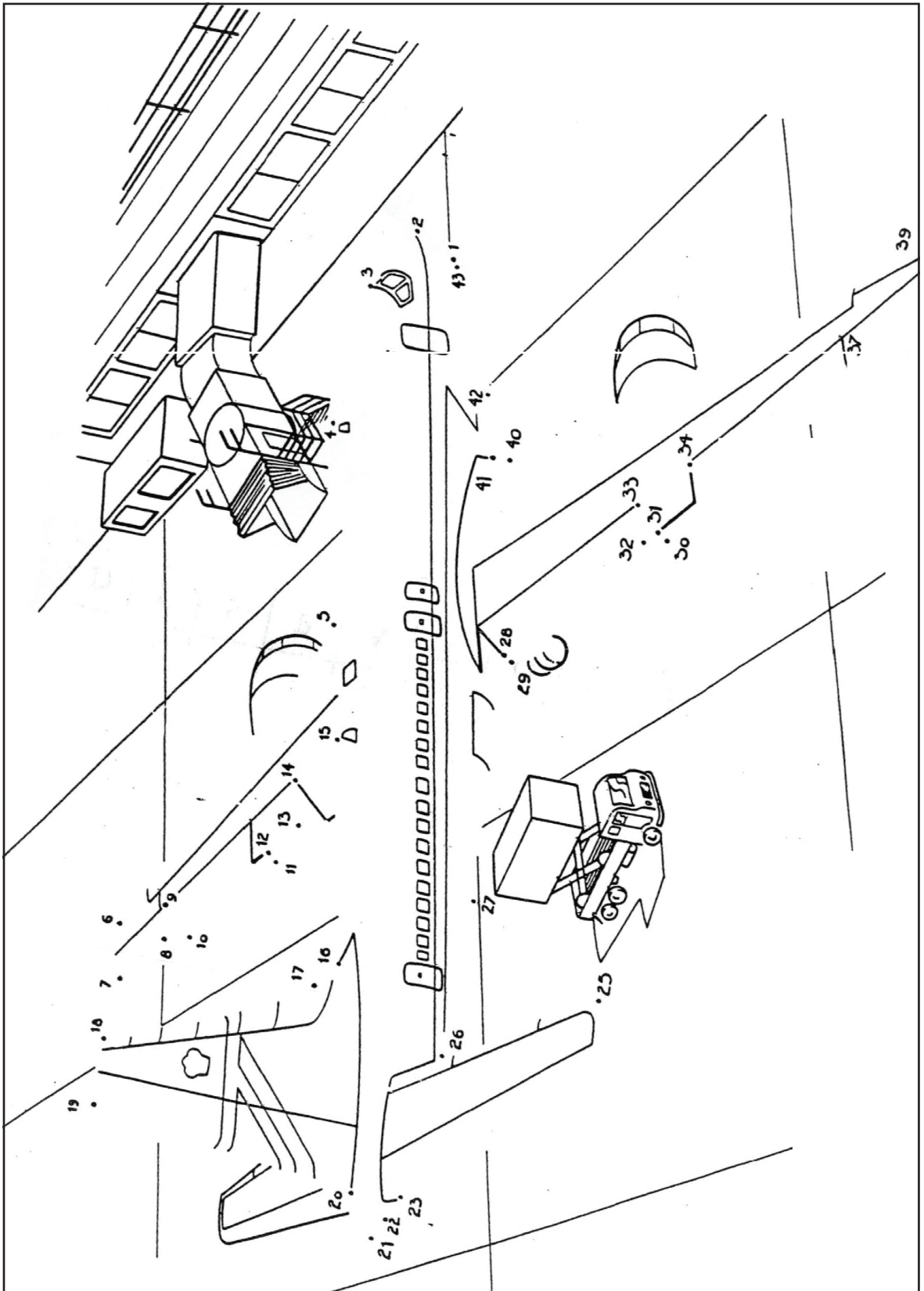
FACTSHEET*

- British Airways has 36 million customers flying with us on average each year
- In 2015 British Airways flies to over 300 destinations around the world
- British Airways is a member of the **oneworld**[®] alliance - the founding members were American Airlines, Canadian Airlines, Cathay Pacific, Qantas and British Airways
- BA currently has a fleet of over 250 Boeing and Airbus aircraft
- A British Airways A380 can carry up to 469 passengers
- A British Airways 777 can carry up to 337 passengers
- A British Airways 787 can carry up to 214 passengers
- On our longhaul services we have four classes of travel plus Club World London City
- BA employs just under 40,000 people
- Sydney is the furthest destination that we fly to from London
- Waterside at Harmondsworth is BA's head office; Harmondsworth Moor, where it is located, is the largest public park to be built in the London area for over 100 years. The Moor holds the UK Wildlife Trust's prestigious Biodiversity Benchmark Award for the biodiversity improvement works carried out by the parkland's Ranger team

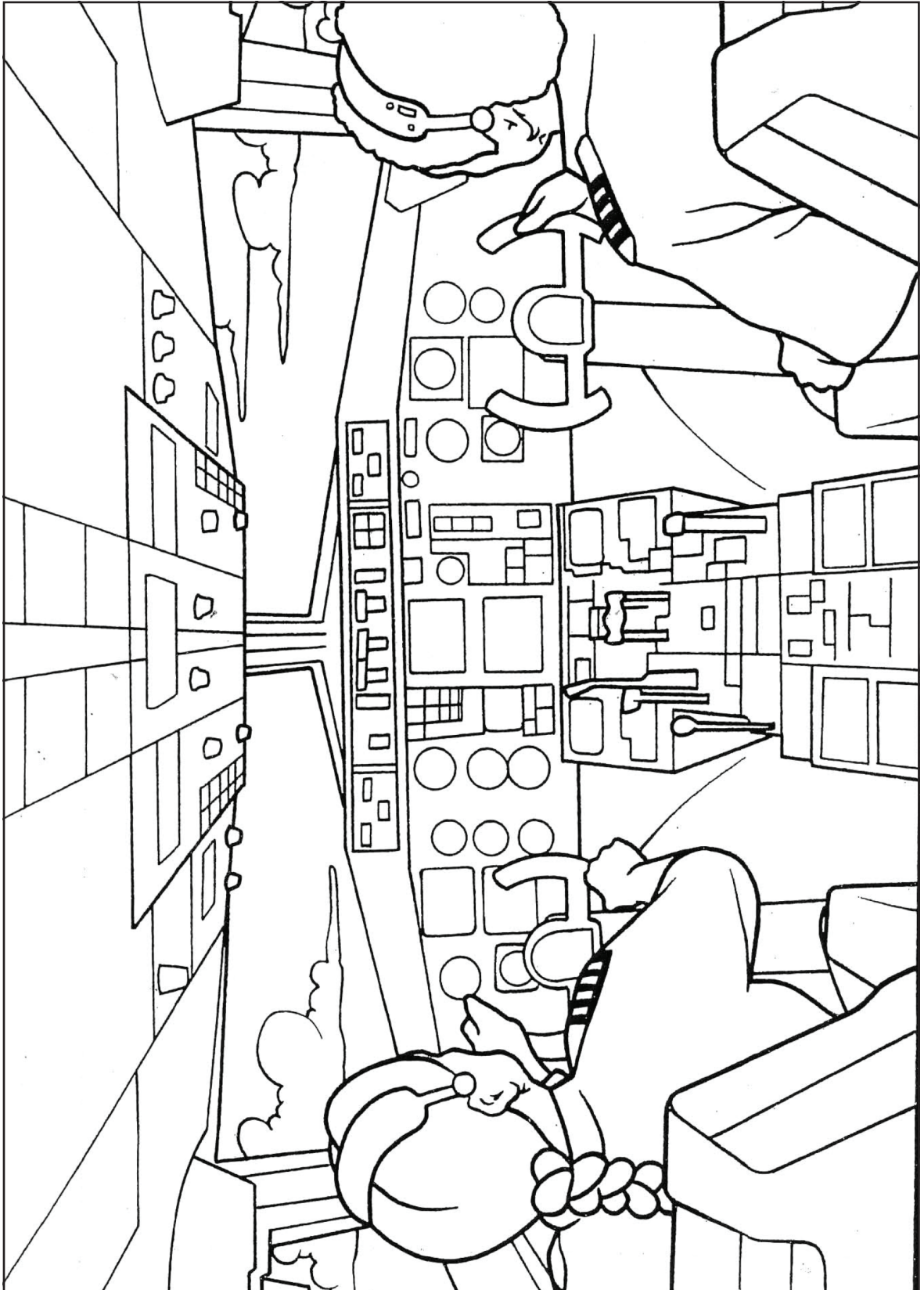
*Correct at time of production (June 2015)



DOT-TO-DOT OF AN AIRCRAFT



THE FLIGHT CREW



BRITISH AIRWAYS



British Airways Community Learning Centre
Primary Resource Pack

BWT3112