

AVIATION ENGLISH



In the Aviation industry we have identified three groups of staff that need English Communication Skills:

Flight attendants
Ground crew including back office and sales staff
Flight engineers

In all cases your staff need
CLARITY, PRECISION and CONFIDENCE
in speaking English



Here at ENI we can help you address these important issues.



Aviation English



Clarity in conversational English is essential for your Airline's SAFETY and Customer Relations.

Poor spoken English, whether in flight announcements or in conversation with passengers, can risk your airline's safety record and reputation with international clients.

Many of your staff can understand and speak some English, but how easy is it to understand them?

In-flight announcements - greeting passengers - on board sales - safety issues - filling out immigration forms - emergency exit seats - desk and telephone sales - meetings and commercial dealings with international companies

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- Flight engineers

In all cases your staff need CLARITY, PRECISION and CONFIDENCE.

We will run 3-day workshop sessions for up to 20 staff, at your premises, with a New Zealand specialist tutor.

The courses will be specific to each of the groups above and will focus on:

- Clarity - intonation and connectivity (natural fluency, rather than disjointed speech).
- Conversation skills - question and answer, maintaining conversations beyond one-word questions and answers
- Collocations - words that often go together. Up to 70% of talk is made up of relatively fixed expressions called collocations, such as "have a nice day", "hi, how are you doing?" In aviation English - "excuse me sir, I need you to return to your seat." "thank you for traveling with XX Airlines." Understanding these expressions mean staff can speak confidently in English.

All of the above will be taught so that your staff can continue to learn and practise after the course has finished.

Introducing Dr. Rod Lewis



Dr. Rod Lewis, M.A.(Hons.), Ph.D.(Cant.), Dip.Tchg., RSA CTEFLA, is an experienced English tutor from New Zealand.

A registered teacher, he has taught English in Jakarta to aviation staff including flight attendants, flight engineers and airline office staff.

He specializes in speech clarity, accent training and all aspects of conversational English, and he has a special interest in English for Specific Purposes (ESP) especially when clear speech is important for a student's occupation.



His teaching methods are highly motivational and practical and are designed to meet the mutual needs of both employees and employers.

On the job training



Group work.



Concentration



Flight engineers' class.



Flight attendants.

CONTACT



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