# WORKING AT AN AIRPORT

Diana Noonan



PM

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# Working at an Airport

**Level** 29

**Running Words** 2498 **Text Types** Information Report (Informative) pages 2–25
Explanation (Informative) pages 26–30

**Curriculum Areas** Humanities – Geography; Technologies

## Think and Talk About …

Fact boxes in the book encourage each student to explore the statements further and to share the information with others.

## Oral Literacy Focus for Students

*Key issues from the text to encourage critical thinking and stimulate group discussions:*

1 Explain why airline staff wear uniforms.
2 Hold a debate: self check-in apps are more efficient than airline staff.
3 Justify the need for maintenance staff to still be working on a plane just prior to take-off.
4 Recommend ways to locate your luggage if it has been loaded onto the wrong plane.
5 Design a new airport for your local town or city. Present the plan in a 3D format.

## Written Literacy Focus for Students

*Key issue from the text to present in visual and written form to an audience:*

1 Research the topic 'The Job of an Air-Traffic Controller'.
2 Prepare questions for a video conference with an air-traffic controller.
3 Edit and revise the questions, then organise the video conference with the assistance of an adult
4 Conduct the video conference and record the responses
5 Critically evaluate your questions and interviewing skills.

## Links with other PM Guided Reading Books and Cards

| | | | |
|---|---|---|---|
| Level 29 | Book | Information Report/Exposition | *Cars: Past, Present and Future* |
| Level 29 | Book | Information Report/Explanation | *Mapping the World* |

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## Contents

Airports Are Complex Places ..... 2
Airport Visitors and Workers ..... 4
Terminal Staff ..... 6
Looking After the Aircraft ..... 10
Cargo and Luggage ..... 14
Safety and Security ..... 17
Customs and Immigration ..... 22
Important Jobs ..... 24
The Luggage Handler ..... 26
Glossary ..... 31
Index ..... 32

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# Airports Are Complex Places

An airport resembles a small city. Cities are divided into different suburbs, and airports are divided into different sections. The **runway** section is where aeroplanes land and take off. The **terminal** section consists of a number of linked buildings, where airport workers help passengers and other visitors to the airport.

Joining these two sections is the **tarmac**, where planes are stationary during the loading and unloading of cargo and passengers. Airports serving large cities often have two different airports: an international airport for travellers flying overseas, and a domestic airport for travellers flying within their country.



JFK Airport in New York City has eight different terminals.

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**THINK AND TALK ABOUT ...**

Heathrow Airport, outside London, is one of the busiest airports in the world. On some days, there can be more than 200 000 passengers passing through it.

## THE LAYOUT OF A TYPICAL AIRPORT

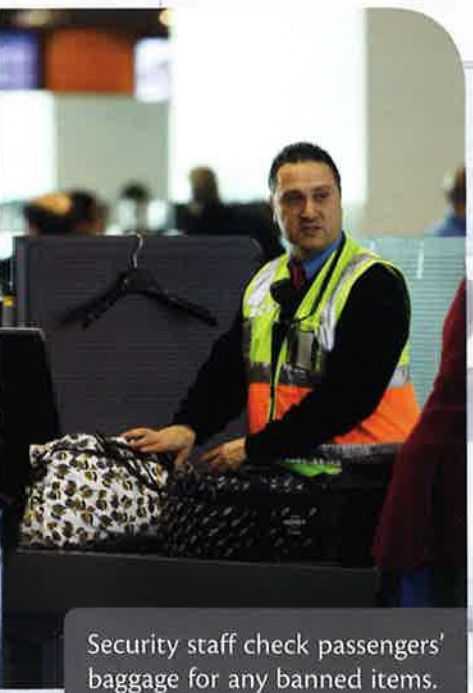


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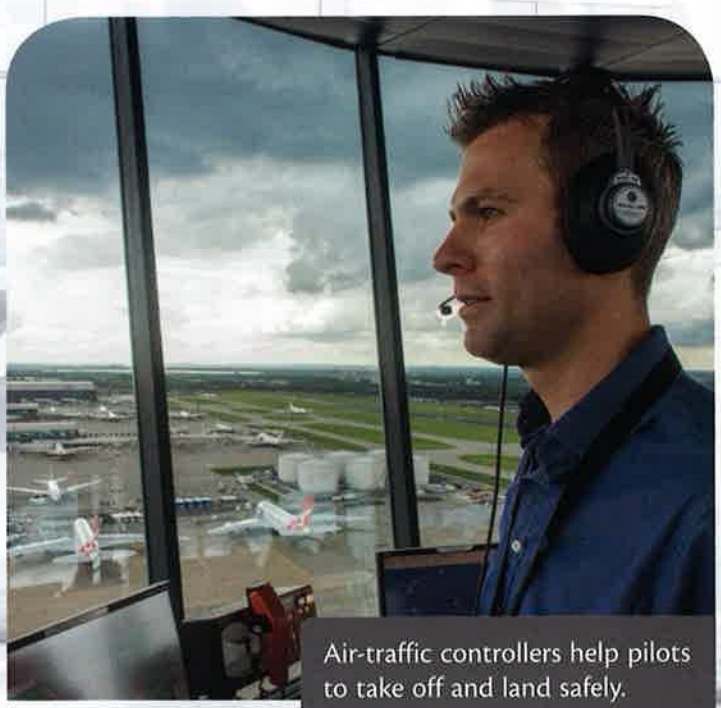
# Airport Visitors and Workers

Airports are busy places where large numbers of passengers disembark from their aircrafts. Some leave the airport at the conclusion of their flight, while others wait **in transit** for connecting flights. Airport users also include visitors who spend time in the airport terminal while they wait to greet or farewell passengers.

An airport has numerous workers who carry out a range of different occupations that help the airport run smoothly and efficiently. Some of them work for the airport itself, while others are employed by the different **airlines** that use the airport.



Security staff check passengers' baggage for any banned items.



Air-traffic controllers help pilots to take off and land safely.



The cabin service crew cleans the aircraft after a flight.

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The ground crew directs the plane after it lands.

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# Terminal Staff

It is the responsibility of the terminal staff to offer assistance to anyone in the airport, and to help maintain a high standard of security.

## The Check-in Desk

Check-in staff manage the tickets and luggage for each passenger. They insert the passenger's details into the airline's computer, and require the passenger to guarantee they have packed their own luggage. Each passenger is also asked to double-check whether their bags contain any dangerous items. Once staff are satisfied the luggage is safe to handle, it is weighed, has labels attached to it, and is placed on a **conveyor belt**, which transports it to the luggage handlers in the sorting room. The passenger is issued with a boarding pass, a document which gives them official permission to board the plane. Information on the boarding pass includes the passenger's seat number, the departure **gate** they need to go to, their boarding time, and the departure time of their plane.

At most airports, passengers have the opportunity to check in electronically at specially designed kiosks, with support from staff if they experience any problems. In international airports, check-in staff are often **multilingual**, so they are able to assist people who cannot speak the local language.




**THINK AND TALK ABOUT ...**

Airline passengers usually have weight restrictions for their luggage.

A member of the check-in staff places a label on some luggage.

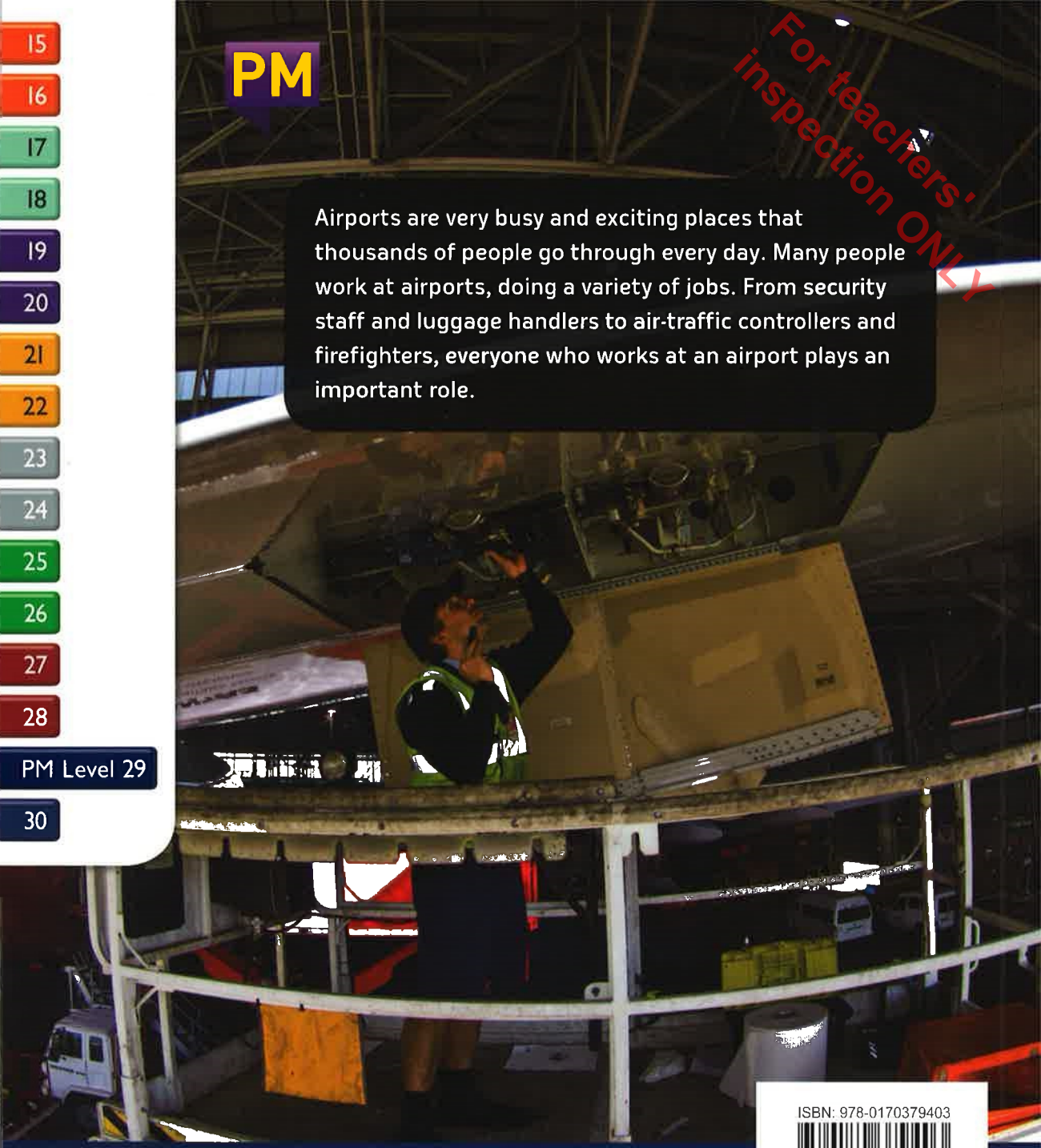
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18
19
20
21
22
23
24
25
26
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28
PM Level 29
30

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Airports are very busy and exciting places that thousands of people go through every day. Many people work at airports, doing a variety of jobs. From security staff and luggage handlers to air-traffic controllers and firefighters, everyone who works at an airport plays an important role.



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