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Reading Comprehension: Airport Staff & Operational Areas

An international airport operates like a self-contained city, relying on hundreds of specialized professionals across distinct operational zones to keep thousands of flights moving safely every day. Airport operations are fundamentally divided into two major spheres: **Landside** (publicly accessible areas before security) and **Airside** (restricted zones beyond security controls, including airfields and aircraft cabins).

On the **Landside**, the passenger journey begins under the guidance of **Customer Service Agents** and **Information Desk Clerks**, who assist travelers with terminal navigation, flight schedules, and general inquiries. If passengers misplace personal belongings before going through security, they can visit the **Lost and Found** office, where ground staff log, store, and reunite travelers with missing items. At the **Check-in Counters**, **Passenger Service Agents** verify travel visas, check passports, issue boarding passes, and weigh checked luggage. Nearby, **Baggage Handling Staff** take charge of suitcases once they leave the counter belt, transferring them into automated sorting systems. Controlling access to the airfield are **Aviation Security Officers**, who operate X-ray machines, body scanners, and metal detectors to ensure no prohibited items enter the secure zone.

Once past security into the **Airside** zone, travelers encounter **Duty-Free Retail Assistants**, **Lounge Hosts**, and **Food & Beverage Staff** who manage passenger comfort in the departure lounges. At the **Boarding Gates**, **Gate Agents** manage line priorities, check boarding passes a final time, make terminal announcements, and coordinate passenger embarkation through jet bridges or shuttle buses. Onboard the aircraft, the cabin crew—led by flight attendants and the **steward**—takes over to ensure passenger safety, demonstrate emergency procedures, and serve meals during the flight.

Outside on the ramp and apron—often referred to as the airfield—the **Ground Crew** (or Ramp Agents) performs essential physical operations. **Marshallers** guide taxied aircraft safely to their parking stands using visual signals, while **Baggage Handlers** unload and load cargo bays. **Refueling Technicians** pump jet fuel, **Aircraft Cleaners** sanitize cabins between flights, and **Aviation Maintenance Engineers** perform critical mechanical inspections. High above the airfield in the **Control Tower**, **Air Traffic Controllers (ATCs)** manage all air traffic, issuing precise landing and takeoff clearances to pilots. Finally, upon landing at an international destination, arriving passengers must pass through **Customs**, where official officers inspect declared goods, check restricted merchandise, and enforce import regulations before travelers exit into the arrivals hall.

Multiple Choice Questions

Instructions: Read the text above carefully and choose the correct option (**A**, **B**, or **C**) for each question.

1. Where should a passenger go if they lose their jacket or passport in the public terminal before security?

A) To the Customs checkpoint

B) To the Lost and Found office

C) To the Air Traffic Control tower

2. What is one of the main responsibilities of a flight steward onboard the aircraft?

A) Guiding taxied aircraft on the runway using visual signals

B) Ensuring passenger safety, demonstrating emergency procedures, and serving meals

C) Inspecting imported goods and collecting duty taxes

3. What happens at the Customs office after an international flight lands?

A) Officers inspect declared items, restricted goods, and enforce import regulations.

B) Passengers check in their heavy luggage and receive boarding passes.

C) Ground crew refuels the aircraft and inspects the engines.

4. Which staff members operate on the Landside to assist passengers before they pass through security?

A) Air Traffic Controllers and Refueling Technicians

B) Customer Service Agents, Check-in Agents, and Lost and Found staff

C) Flight stewards and cabin crew members

5. Which professional is located in the Control Tower to direct landings and takeoffs?

A) Aviation Security Officer

B) Air Traffic Controller

C) Gate Agent

Answer Key

1. **B** — *(To the Lost and Found office)*
2. **B** — *(Ensuring passenger safety, demonstrating emergency procedures, and serving meals)*
3. **A** — *(Officers inspect declared items, restricted goods, and enforce import regulations.)*
4. **B** — *(Customer Service Agents, Check-in Agents, and Lost and Found staff)*
5. **B** — *(Air Traffic Controller)*