



# Flight Attendants at American Airlines Reach Contract Agreement

## Description

American Airlines and its flight attendants have reached a contract agreement, as announced by the Association of Professional Flight Attendants. This news comes after negotiations were held in Phoenix, indicating a close deal that needed finalizing. The agreement addresses concerns such as compensation, retro pay, and contractual improvements. Specific details of the agreement are yet to be disclosed, but the union will brief their members soon. The negotiation process involved significant raises, with a focus on addressing the erosion of wages due to inflation since the last pay increase in 2019. Both parties are pleased with the outcome, and the agreement is expected to bring immediate financial and quality-of-life improvements to the flight attendants. This positive development sets a new benchmark for future negotiations within the airline industry.

## Vocabulary List:

1. **Agreement** /ə'gri:mənt/ (noun): A mutual arrangement typically in written form between two or more parties.
2. **Negotiations** /niˌɡoʊʃi'eɪʃənz/ (noun): The process of discussing something in order to reach an agreement.
3. **Compensation** /ˌkɒmpən'seɪʃən/ (noun): Something typically money awarded to someone in recognition of loss suffering or injury.
4. **Improvements** /ɪm'pru:vmənts/ (noun): A change or addition that enhances the quality or value of something.
5. **Erosion** /ɪ'roʊʒən/ (noun): The gradual destruction or diminution of something particularly in reference to wages or benefits.
6. **Benchmark** /'bentʃ,mɑ:rk/ (noun): A standard or point of reference against which things may be compared or assessed.

## Vocabulary quizzes

### Multiple Choice ( Select the Correct answer for each question. )

1. What type of effort usually yields the best results?  
Option: A. Scattered  
Option: B. Diluted  
Option: C. Fragmented  
Option: D. Concentrated
2. Which term describes a significant interruption in the usual process?



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- Option: A. Stability  
Option: B. Continuity  
Option: C. Disruption  
Option: D. Accuracy
3. What term refers to acting in accordance with rules and regulations?  
Option: A. Defiance  
Option: B. Resistance  
Option: C. Compliance  
Option: D. Rebellion
4. What is the term for a period when a service is unavailable or disrupted?  
Option: A. Overload  
Option: B. Outage  
Option: C. Uptime  
Option: D. Continuity
5. Which field of computer science involves the development of intelligent machines?  
Option: A. Cybersecurity  
Option: B. Networking  
Option: C. Artificial Intelligence  
Option: D. Software Development
6. What is the term for something typically money awarded to someone in recognition of loss or suffering?  
Option: A. Penalty  
Option: B. Rebuke  
Option: C. Compensation  
Option: D. Punishment
7. Which type of support has the assistance or endorsement of the government?  
Option: A. Privately Funded  
Option: B. Community-Supported  
Option: C. Government-Sponsored  
Option: D. Locally Managed
8. Who are individuals known for starting and running their own businesses?  
Option: A. Employees  
Option: B. Investors  
Option: C. Entrepreneurs  
Option: D. Consultants
9. What is the gradual process of wearing away or deteriorating something?  
Option: A. Strengthening
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- Option: B. Solidification
- Option: C. Erosion
- Option: D. Preservation

10. Which term means to keep safe or defend from harm?

- Option: A. Expose
- Option: B. Protect
- Option: C. Neglect
- Option: D. Endanger

**Gap-Fill ( Fill in the blanks with the correct word from the vocabulary list. )**

11. The manager \_\_\_\_\_ to the customer for the inconvenience caused.
12. The \_\_\_\_\_ between the two parties lasted for several weeks before an agreement was reached.
13. The company's profits have \_\_\_\_\_ significantly over the past quarter.
14. The industry \_\_\_\_\_ for customer service excellence has been raised by the new market leader.
15. The company announced the \_\_\_\_\_ of a smaller startup to expand its market presence.
16. Any \_\_\_\_\_ of the company's code of conduct will result in disciplinary action.
17. Strict \_\_\_\_\_ of safety protocols is essential in hazardous work environments.
18. The project experienced unexpected \_\_\_\_\_ due to inclement weather conditions.
19. The sudden change in leadership led to a period of \_\_\_\_\_ within the organization.
20. The airline announced multiple flight \_\_\_\_\_ due to a strike by the pilots.

**Matching Sentences ( Match each definition to the correct word from the vocabulary list. )**

21. After the breakup she felt like a of her former self.



22. The company provided to the employees to make up for the previous errors in salary calculations.
23. The storm the power supply to the entire neighborhood.
24. The imposed strict guidelines on the financial institutions to prevent fraud.
25. The package was delivered with items missing and damaged.
26. The government launched several to promote renewable energy sources.
27. The scholarship program benefited many deserving from underprivileged backgrounds.
28. The earthquake caused utter in the city with buildings collapsed and people in panic.
29. The phone call was by the sudden loud noise in the background.
30. The rapid pace of is reshaping industries and transforming economies.

## Answer

**Multiple Choice:** 1. D. Concentrated 2. C. Disruption 3. C. Compliance 4. B. Outage 5. C. Artificial Intelligence 6. C. Compensation 7. C. Government-Sponsored 8. C. Entrepreneurs 9. C. Erosion 10. B. Protect

**Gap-Fill:** 11. apologized 12. negotiations 13. declined 14. benchmark 15. acquisition 16. violation 17. enforcement 18. delays 19. chaos 20. cancellations

**Matching sentence:** 1. fragment 2. retro pay 3. disrupted 4. regulators 5. improperly 6. initiatives 7. recipients 8. chaos 9. interrupted 10. technological advancements

## CATEGORY

1. Business - LEVEL1

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