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# Stranded Airline Passengers Endure Two Days Without Luggage

## Description

It was chaos for a family from Liverpool after they were stuck in freezing temperatures for two days. Jon Shipman and his family were on a flight from London to Houston, Texas, when their journey turned into a nightmare.

While flying on March 31, the passengers received an announcement about a medical emergency, and the plane landed in St. John's, Newfoundland, Canada. After landing, they were trapped on the plane for three hours. Then, a technical issue meant the flight could not continue.

The passengers had to stay in local hotels without their luggage. They only had the clothes they were wearing. The weather was very cold, reaching minus 10 degrees Celsius.

Jon Shipman expressed his anger, saying he felt "furious." Passengers waited for updates from airport staff but received little information. When they were finally told to return to the airport, they learned the flight to Houston was cancelled again.

After two days, the family finally flew to their destination. British Airways apologised and offered each passenger a \$669 voucher, but Shipman said this was not enough and felt their holiday was ruined. British Airways did not respond to comments.

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## Vocabulary List:

1. **chaos** //ˈkeɪɒs// (noun): complete confusion with no order or control
2. **freezing** //ˈfriːzɪŋ// (adjective): very cold; colder than water's freezing point
3. **emergency** //ɪˈmɜːdʒənsi// (noun): a sudden serious problem needing help quickly
4. **technical** //ˈtɛknɪkəl// (adjective): relating to machines or how things work
5. **voucher** //ˈvaʊtʃə// (noun): a paper or code used to buy things later
6. **furious** //ˈfjʊəriəs// (adjective): very angry and upset about something

## Comprehension Questions

### Multiple Choice



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1. What was the initial destination of Jon Shipman and his family?

- Option: St. John's
- Option: Houston
- Option: Newfoundland
- Option: London

2. What caused the flight to land in St. John's?

- Option: Technical issue
- Option: Weather conditions
- Option: Medical emergency
- Option: Mechanical failure

3. How long were the passengers stuck on the plane after landing?

- Option: One hour
- Option: Two hours
- Option: Three hours
- Option: Four hours

4. What was the lowest temperature reported during the incident?

- Option: Minus 5 degrees Celsius
- Option: Zero degrees Celsius
- Option: Minus 10 degrees Celsius
- Option: Plus 5 degrees Celsius

5. How much compensation did British Airways offer to each passenger?

- Option: \$500
- Option: \$669
- Option: \$800
- Option: \$1000

6. What did Jon Shipman feel about the airline's compensation?

- Option: Satisfied
- Option: Furious
- Option: Indifferent
- Option: Relieved

**True-False**



7. Jon Shipman and his family were stuck on the plane for two days.
8. The passengers received frequent updates from airport staff.
9. British Airways canceled the flight to Houston after two days.
10. The weather was described as warm during the incident.
11. The Shipman family had their luggage with them during their stay in hotels.
12. The family's holiday was not affected by the flight delays.

### Gap-Fill

13. Jon Shipman and his family were on a flight from London to \_\_\_\_\_.
14. The emergency caused the plane to land in \_\_\_\_\_.
15. The passengers had to stay in local hotels without their \_\_\_\_\_.
16. The weather reached minus \_\_\_\_\_ degrees Celsius.
17. Passengers waited for updates but received little \_\_\_\_\_.
18. After two days, the family finally flew to their \_\_\_\_\_.

### Answer

**Multiple Choice:** 1. Houston 2. Medical emergency 3. Three hours 4. Minus 10 degrees Celsius 5. \$669  
6. Furious

**True-False:** 7. False 8. False 9. True 10. False 11. False 12. False

**Gap-Fill:** 13. Houston 14. St. John's 15. luggage 16. 10 17. information 18. destination

### Vocabulary quizzes

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



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1. What is the primary focus of cybersecurity?
    - Option: Preventing physical theft
    - Option: Protecting computer systems and networks from damage
    - Option: Enhancing user experience
    - Option: Increasing internet speed
  2. Which term refers to weaknesses in a system that can be exploited by threats?
    - Option: Defenses
    - Option: Vulnerabilities
    - Option: Firewalls
    - Option: Protocols
  3. What is often required to stay ahead of new cybersecurity threats?
    - Option: Budget cuts
    - Option: Technical advancements
    - Option: Less training
    - Option: Fewer regulations
  4. Who are professionals that specialize in identifying and responding to cybersecurity issues?
    - Option: Novices
    - Option: Analysts
    - Option: Experts
    - Option: Amateurs
  5. What is the term for the actions taken to address a cybersecurity incident?
    - Option: Response
    - Option: Detection
    - Option: Prevention
    - Option: Analysis
  6. What can enhance the effectiveness of cybersecurity measures?
    - Option: Isolation
    - Option: Partnership
    - Option: Competition
    - Option: Confidentiality
  7. What do harmful activities targeting computer systems and networks refer to?
    - Option: Opportunities
    - Option: Creates
    - Option: Threats
    - Option: Rewards



8. What do organizations usually set to ensure cybersecurity projects are completed on time?

- Option: Timeline
- Option: Deadline
- Option: Schedule
- Option: Benchmark

9. What can result from a significant cybersecurity breach?

- Option: Order
- Option: Chaos
- Option: Stability
- Option: Growth

10. What situation does a major cybersecurity incident often trigger?

- Option: Normal operations
- Option: Emergency
- Option: Maintenance
- Option: Planning

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

11. The potential misuse of technology is a serious concern in the field of \_\_\_\_\_.

12. There is often a lot of hype surrounding new advancements in technology, particularly in \_\_\_\_\_.

13. Analysts play a crucial role in identifying potential \_\_\_\_\_ before they can be exploited.

14. The latest gadgets are often priced based on their quality and technological \_\_\_\_\_.

15. Keeping up with rapid technical \_\_\_\_\_ is essential for cybersecurity professionals.

16. Many brands offer discounts on gadgets to attract customers during sales \_\_\_\_\_.

17. Failure to address cybersecurity threats can lead to significant \_\_\_\_\_ for businesses.



18. Customers were furious when their data was compromised, leading to a major public \_\_\_\_\_.
19. Innovative gadgets are continuously being released, enhancing our daily \_\_\_\_\_.
20. In times of a ceasefire, focus on cybersecurity can often be \_\_\_\_\_ as resources are redirected.

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

21. Technology companies often celebrate the release of new devices with grand events.
22. Analysts play a vital role in interpreting data trends and providing insights.
23. Cyber attacks during holiday sales can create chaos for online retailers.
24. The system was freezing due to an overload of requests during the promotion.
25. A strong partnership between organizations can improve their cybersecurity stance.
26. Many brands are offering discounts to entice consumers during the holiday season.
27. The hype surrounding the new smartphone model drove its initial sales.
28. Having the right expertise in cybersecurity is crucial to protecting sensitive information.
29. Identifying vulnerabilities before they are exploited is a key aspect of cybersecurity.
30. Ignoring cybersecurity measures can lead to devastating consequences for companies.

**Answer**

- Multiple Choice:** 1. Protecting computer systems and networks from damage 2. Vulnerabilities 3. Technical advancements 4. Experts 5. Response 6. Partnership 7. Threats 8. Deadline 9. Chaos 10. Emergency
- Gap-Fill:** 11. cybersecurity 12. cybersecurity 13. vulnerabilities 14. advancements 15. advancements 16. events 17. consequences 18. backlash 19. lives 20. disrupted
- Matching sentence:** 1. release 2. analysts 3. chaos 4. freezing 5. partnership 6. discounts 7. hype 8. expertise 9. vulnerabilities 10. consequences



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