

RUNWAY GATEWAY

MASTER ENGLISH. LEAD THE WORLD.

✈️ **CAPTAIN LEVEL** ✈️

LEAD WITH CONFIDENCE.
COMMUNICATE LIKE A **CAPTAIN.**



Master **advanced English** for global leadership



Handle **high-level communication** with clarity



Inspire, negotiate, and **lead across cultures**

A STRUCTURED TRAVEL & GLOBAL COMMUNICATION SYSTEM



COPYRIGHT NOTICE

© 2026 SkyLine Language Center

All rights reserved.

No part of this publication may be reproduced, distributed, transmitted, stored, or used in any form or by any means, electronic or mechanical, including photocopying, recording, or any information storage and retrieval system, without prior written permission from the publisher.



PUBLICATION DETAILS

First Edition — 2026

Designed and developed by
SkyLine Language Center



PROGRAM NOTE

RUNWAY – GATEWAY is part of the SkyLine structured English system, guiding learners from basic travel communication to confident global interaction across three levels:



CREW

Build the Basics



PILOT

Travel Confidently



CAPTAIN

Lead & Connect



PROGRAM OVERVIEW



WHO THIS BOOK IS FOR

Designed for learners who:



- Have **advanced English** communication skills and want to use them **confidently** while traveling abroad.



Want to **speak naturally** and handle real situations in airports, hotels, restaurants, shopping, and everyday travel.



Must **buy tickets, ask for help, order food**, and solve travel issues independently.



Are ready to travel the world confidently using **practical English**.



LEARNING OBJECTIVES

Upon completion, students should be able to:



Introduce themselves and start conversations naturally.



Ask for **information** and **directions** clearly and effectively.



Handle **airport, hotel, restaurant**, and **shopping** situations with confidence.



Order food and **shop** using appropriate language.



Request assistance, resolve problems, and manage common travel challenges.



INSTRUCTIONAL USE

This program may be delivered through:



Interactive travel lessons



Practical **role-playing** exercises



Engaging **multimedia aids** (audio, video, charts)



Fun and supportive **learning environments** for beginners

RUNWAY GATEWAY — Captain Level

Table of Contents

✈ **Lesson 01 — Advanced Travel Communication & Professional Presence (3-5)**

→ Communicate with confidence and authority in global environments

✈ **Lesson 02 — Negotiating Travel Arrangements & Solutions (5-8)**

→ Handle negotiations, requests, and adjustments effectively

✈ **Lesson 03 — Explaining Complex Situations with Clarity (9-11)**

→ Present detailed explanations using structure and logic

✈ **Lesson 04 — Handling Complaints & Conflict Professionally (12-14)**

→ Manage dissatisfaction and resolve issues diplomatically

✈ **Lesson 05 — Giving Persuasive Recommendations & Influencing Decisions (15-17)**

→ Support ideas with strong reasoning and influence outcomes

✈ **Lesson 06 — Managing Group Decisions & Leadership Communication (18-20)**

→ Lead discussions, balance opinions, and guide decisions

✈ **Lesson 07 — Handling Cultural Differences & Sensitivity (21-23)**

→ Communicate respectfully across cultures and avoid misunderstandings

✈ Lesson 08 — Advanced Social & Professional Networking (24-26)

→ Build connections and create opportunities while traveling

✈ Lesson 09 — Handling Unexpected Situations with Confidence (27-29)

→ Stay calm under pressure and solve problems effectively

✈ Lesson 10 — Confident Travel Storytelling & Reflection (30-32)

→ Share experiences, reflect, and speak fluently with impact

Lesson 01: Handling Complex Travel Situations with Confidence

✈️ PRE-FLIGHT

Objective:

Develop the ability to handle complex, unexpected travel situations using clear, confident, and advanced English.

✈️ Warm-up Questions:

1. How do you usually react when things don't go as planned?
2. Have you ever had to solve a serious travel problem?
3. What makes someone sound confident in stressful situations?

✈️ BOARDING — KEY VOCABULARY

Disruption — Unexpected problem affecting plans

Alternative — Another option

Compensation — Something given for inconvenience

Reschedule — Change the time or plan

Inconvenience — Trouble or difficulty

Policy — Official rules

Arrangement — Organized plan

Escalate — Take a problem to a higher level

Flexible — Able to adapt

Resolution — Final solution

✈ TAKE-OFF — CABIN EXCHANGE

Airline Staff: Good afternoon. Unfortunately, your flight has been canceled due to operational issues.

Mia: I see. Could you clarify what alternatives are available?

Airline Staff: We can either reschedule your flight for tomorrow or offer a refund.

Victor: Is there any possibility of arranging a same-day alternative, perhaps through another airline?

Airline Staff: Let me check what options we have.

Rico: Yeah, because waiting until tomorrow really throws off our whole plan.

Mia: We have a scheduled meeting, so a delay would be quite inconvenient.

Airline Staff: I understand. I'll try to find a solution for you.

Victor: We would appreciate that. Also, could you inform us about any compensation policy?

Airline Staff: Of course. I'll provide full details shortly.

✈ CLIMB — SPEAKING UPGRADE

The flight is canceled → The flight has been canceled → Unfortunately, the flight has been canceled due to unforeseen circumstances

We need another option → We need an alternative → We would like to explore alternative options

This is a problem → This is inconvenient → This creates a significant inconvenience for us

✈ CRUISE — CONTROLLED PRACTICE

Task 1:

1. What is the problem?
2. What options are offered?
3. What do they request?

Task 2:

1. This situation is _____
2. We would like to _____
3. Is there any possibility of _____

✈ LANDING — SIMULATION

Scenario:

Your flight has been canceled.

Assignment:

Record a 60–90 second conversation including negotiation and final decision.

Lesson 02: Negotiating Travel Arrangements & Outcomes

✈ PRE-FLIGHT

Objective:

Develop the ability to negotiate travel arrangements effectively, request better options, and reach favorable outcomes.

✈ Warm-up Questions:

1. Have you ever negotiated a better deal while traveling?
2. How do you ask for something without sounding rude?
3. What makes a negotiation successful?

✈ BOARDING — KEY VOCABULARY

Negotiate — Try to reach an agreement

Request — Ask formally

Upgrade — Better option

Availability — What is possible now

Option — Choice

Condition — Requirement

Agreement — Final decision

Preference — What you want

Flexible — Open to change

Priority — Most important

✈ TAKE-OFF — CABIN EXCHANGE

Hotel Manager: Unfortunately, the room you booked is no longer available.

Mia: I understand. Could you explain what alternatives you can offer?

Hotel Manager: We can provide a smaller room for tonight.

Victor: Given the situation, would it be possible to arrange an upgrade instead?

Hotel Manager: Let me check availability.

Rico: Yeah, because we booked that room for a reason.

Mia: We would prefer a solution that matches our original booking.

Hotel Manager: I see your point. We may be able to offer a better room tomorrow.

Victor: That could work, provided that tonight's arrangement is comfortable.

Mia: Additionally, could you confirm if any compensation applies in this case?

Hotel Manager: Yes, we can offer a partial refund.

Rico: Alright, now that sounds fair.

✈ CLIMB — SPEAKING UPGRADE

We want a better room → We would like a better room → We would prefer an upgraded room

That is not good → That is not ideal → That does not fully meet our expectations

Give us another option → Could you offer another option? → Could you provide a more suitable alternative?

✈ CRUISE — CONTROLLED PRACTICE

Task 1:

1. What is the problem?
2. What solution do they request?
3. What agreement is reached?

Task 2:

1. We would prefer _____
2. Could you provide _____
3. That would be acceptable if _____

✈ LANDING — SIMULATION

Scenario:

Your booking is not available.

Assignment:

Record a 60–90 second negotiation including problem, request, negotiation, and agreement.

Lesson 03: Explaining Complex Situations with Clarity

✈️ PRE-FLIGHT

Objective:

Develop the ability to explain complex situations clearly, including causes, effects, and logical structure.

✈️ Warm-up Questions:

1. How do you explain a complicated situation to someone?
2. Is it important to give details or keep things simple?
3. What makes an explanation clear?

✈️ BOARDING — KEY VOCABULARY

Cause — Reason something happens

Effect — Result of something

Delay — When something is late

Miscommunication — Wrong understanding

Issue — Problem

Process — Steps to complete something

Clarify — Make something clear

Outcome — Final result

Factor — Something that influences

Sequence — Order of events

✈ TAKE-OFF — CABIN EXCHANGE

Mia: We experienced a delay because of a scheduling issue.

Victor: To clarify, the delay was caused by a miscommunication between the airline and the airport staff.

Rico: Yeah, basically things didn't line up properly.

Mia: As a result, our departure was pushed back by two hours.

Victor: This created a chain reaction, affecting our connecting flight.

Rico: And we ended up missing it completely.

Mia: Fortunately, the airline arranged an alternative flight later in the evening.

Victor: Overall, the situation was inconvenient, but it was eventually resolved.

✈ CLIMB — SPEAKING UPGRADE

There was a delay → There was a delay because of an issue → The delay occurred due to a scheduling issue

This caused a problem → This resulted in a problem → This resulted in a missed connection

We missed the flight → We ended up missing the flight → We ended up missing the flight as a result

✈ CRUISE — CONTROLLED PRACTICE

Task 1:

1. What caused the delay?
2. What was the effect?
3. How was the situation resolved?

Task 2:

1. The issue occurred because _____
2. As a result, _____
3. The outcome was _____

✈ LANDING — SIMULATION

Scenario:

Explain a travel problem clearly.

Assignment:

Record a 60–90 second explanation including cause, sequence, result, and outcome.

Lesson 04: Handling Complaints & Conflict Professionally

✈️ PRE-FLIGHT

Objective:

Develop the ability to handle complaints, express dissatisfaction professionally, and resolve conflicts effectively.

✈️ Warm-up Questions:

1. How do you usually react when you are dissatisfied with a service?
2. Is it better to be direct or polite in complaints?
3. What makes a complaint effective?

✈️ BOARDING — KEY VOCABULARY

Complaint — Expression of dissatisfaction

Dissatisfied — Not happy

Resolve — Fix a problem

Escalate — Take to higher authority

Compensation — Something given in return

Service — Assistance provided

Expectation — What you expect

Unacceptable — Not acceptable

Professional — Formal and polite

Outcome — Final result

✈ TAKE-OFF — CABIN EXCHANGE

Mia: Excuse me, I'd like to address an issue regarding our booking.

Customer Service Agent: Of course. Could you explain the situation?

Mia: Unfortunately, the service we received did not meet our expectations.

Victor: To be more specific, the room conditions were below the standard we were promised.

Rico: Yeah, honestly, it just wasn't what we paid for.

Customer Service Agent: I'm very sorry to hear that. Let me see how we can resolve this.

Mia: We would appreciate a solution that reflects the inconvenience caused.

Victor: Additionally, we would like to understand what compensation options are available.

Customer Service Agent: We can offer a refund or an upgrade for your next stay.

Rico: Alright, that sounds fair.

✈ CLIMB — SPEAKING UPGRADE

This is bad → This is not acceptable → This situation is unacceptable

I am not happy → I am dissatisfied → I am quite dissatisfied with the service

Fix this → Please resolve this → We would appreciate it if this could be resolved promptly

✈ CRUISE — CONTROLLED PRACTICE

Task 1:

1. What is the complaint?
2. How do they express dissatisfaction?
3. What solution is offered?

Task 2:

1. I am dissatisfied with _____
2. This situation is _____
3. We would appreciate _____

✈ LANDING — SIMULATION

Scenario:

You received poor service during your trip.

Assignment:

Record a 60–90 second conversation including complaint, explanation, request, and resolution.

Lesson 05: Giving Persuasive Recommendations & Influencing Decisions

✈️ PRE-FLIGHT

Objective:

Develop the ability to give persuasive recommendations, support opinions with strong reasoning, and influence decisions effectively.

✈️ Warm-up Questions:

1. How do you convince someone to choose something?
2. Do you usually give reasons when recommending something?
3. What makes a recommendation convincing?

✈️ BOARDING — KEY VOCABULARY

Recommend — Suggest strongly

Persuade — Make someone agree

Advantage — Positive point

Disadvantage — Negative point

Option — Choice

Benefit — Good result

Consider — Think about

Decision — Choice made

Factor — Important element

Reliable — Can be trusted

✈ TAKE-OFF — CABIN EXCHANGE

Mia: We need to decide where to stay. There are several options available.

Victor: In my opinion, the hotel near the city center would be the most suitable choice.

Rico: Why that one?

Victor: Primarily because of its location. It allows easy access to major attractions and transportation.

Mia: That makes sense. It would save us time as well.

Victor: Additionally, the reviews suggest that the service is highly reliable.

Rico: Yeah, I checked too. People seem really happy with it.

Mia: What about the price?

Victor: It is slightly more expensive, but the overall benefits outweigh the cost.

Rico: Alright, I'm convinced. Let's go with that one.

✈ CLIMB — SPEAKING UPGRADE

You should choose this → I recommend this option → I strongly recommend this option

It is good → It has advantages → One of the main advantages is its location

It is better → It is a better option → It is a more suitable option considering our needs

✈ CRUISE — CONTROLLED PRACTICE

Task 1:

1. What does Victor recommend?
2. What reasons does he give?
3. What is the final decision?

Task 2:

1. I recommend _____ because _____
2. One advantage is _____
3. It would be better to _____

✈ LANDING — SIMULATION

Scenario:

You need to recommend a travel option.

Assignment:

Record a 60–90 second discussion including recommendation, reasons, comparison, and decision.

Lesson 06: Managing Group Decisions & Leadership Communication

✈️ PRE-FLIGHT

Objective:

Develop the ability to lead discussions, manage different opinions, and guide a group toward a clear decision.

✈️ Warm-up Questions:

1. Are you comfortable leading group decisions?
2. How do you handle different opinions?
3. What makes a good leader in discussions?

✈️ BOARDING — KEY VOCABULARY

Leadership — Guiding others

Discussion — Talking about ideas

Decision-making — Choosing together

Agreement — When people accept a decision

Disagreement — Different opinions

Suggestion — Idea or proposal

Compromise — Middle solution

Direction — Clear path forward

Outcome — Final result

Consensus — General agreement

✈ TAKE-OFF — CABIN EXCHANGE

Mia: We need to decide how to spend our last day. There are several options.

Rico: I'd say we just relax at the beach.

Victor: That's a good suggestion. However, we should consider all available options before deciding.

Mia: We could visit the museum or explore the old town as well.

Rico: Yeah, but I feel like we've been doing a lot already.

Victor: I understand your point. Perhaps we can find a balance.

Mia: Maybe we can spend the morning exploring and relax in the afternoon.

Victor: That seems like a reasonable compromise.

Rico: Alright, I'm good with that.

Victor: Excellent. Let's proceed with that plan.

➔ CLIMB — SPEAKING UPGRADE

Let's decide → We need to decide → We need to reach a decision

That's a good idea → That's a valid point → That's a valid point, however...

Let's do this → Let's go with this option → Let's proceed with this approach

➔ CRUISE — CONTROLLED PRACTICE

Task 1:

1. What are the options?
2. What disagreement appears?
3. What is the final decision?

Task 2:

1. We need to decide _____
2. That's a valid point, however _____
3. Let's proceed with _____

➔ LANDING — SIMULATION

Scenario:

You are leading a group travel decision.

Assignment:

Record a 60–90 second group discussion including options, opinions, compromise, and final decision.

Lesson 07: Handling Cultural Differences & Sensitivity

✈️ PRE-FLIGHT

Objective:

Develop the ability to communicate respectfully across cultures, recognize differences, and adapt behavior appropriately.

✈️ Warm-up Questions:

1. Have you experienced cultural differences while traveling?
2. What behaviors can be considered rude in different cultures?
3. Why is cultural awareness important?

✈️ BOARDING — KEY VOCABULARY

Culture — Way of life of a group

Custom — Traditional behavior

Respect — Showing consideration

Offensive — Rude or inappropriate

Misunderstanding — Wrong interpretation

Gesture — Body movement with meaning

Appropriate — Suitable behavior

Awareness — Understanding

Adapt — Change behavior

Sensitivity — Careful understanding

✈ TAKE-OFF — CABIN EXCHANGE

Mia: I noticed that people here greet each other very differently.

Victor: Yes, cultural norms vary significantly from one place to another.

Rico: Yeah, I almost made a mistake earlier without realizing it.

Mia: What happened?

Rico: I tried to shake hands, but they preferred a different greeting.

Victor: That's a good example of how misunderstandings can happen.

Mia: It's important to observe and adapt.

Victor: Exactly. Being aware of local customs helps avoid unintentionally offending others.

Rico: Yeah, better to watch first and act smart.

✈ CLIMB — SPEAKING UPGRADE

It is different → It is quite different → It varies depending on the culture

That is rude → That may be considered rude → That could be considered offensive in some cultures

We should change → We should adapt → We should adapt our behavior accordingly

✈ **CRUISE — CONTROLLED PRACTICE**

Task 1:

1. What situation did Rico experience?
2. Why did the misunderstanding happen?
3. What is the solution?

Task 2:

1. It is important to _____
2. This could be considered _____
3. We should adapt _____

✈ **LANDING — SIMULATION**

Scenario:

You notice a cultural difference while traveling.

Assignment:

Record a 60–90 second explanation including situation, difference, and appropriate response.

Lesson 08: Advanced Social & Professional Networking

✈️ PRE-FLIGHT

Objective:

Develop the ability to build professional relationships, maintain engaging conversations, and create networking opportunities while traveling.

✈️ Warm-up Questions:

1. Do you find it easy to start conversations with new people?
2. Why is networking important while traveling?
3. What makes a conversation memorable?

✈️ BOARDING — KEY VOCABULARY

Network — Build connections

Connection — Relationship with someone

Opportunity — Chance for growth

Engage — Involve actively

Approach — Way of speaking

Professional — Formal and appropriate

Impression — How people see you

Confidence — Belief in yourself

Interaction — Communication between people

Follow-up — Continue communication later

✈ TAKE-OFF — CABIN EXCHANGE

Mia: I met someone interesting at the conference today.

Victor: That's great. Did you manage to establish a professional connection?

Rico: Yeah, she was cool. We talked for a while.

Mia: I introduced myself and asked about her work.

Victor: That's a strong approach. Asking questions helps keep the conversation engaging.

Rico: I just kept it natural, you know. Didn't overthink it.

Mia: We exchanged contact details at the end.

Victor: Excellent. Following up afterward is essential to maintain the connection.

Rico: Yeah, I'll probably message her later.

➔ CLIMB — SPEAKING UPGRADE

I met someone → I connected with someone → I established a professional connection

We talked → We had a conversation → We had an engaging conversation

I will message → I will follow up → I will follow up to maintain the connection

➔ CRUISE — CONTROLLED PRACTICE

Task 1:

1. How did Mia start the conversation?
2. What strategy did Victor suggest?
3. What is the next step after meeting someone?

Task 2:

1. I connected with _____
2. It is important to _____
3. I will follow up _____

➔ LANDING — SIMULATION

Scenario:

You meet someone while traveling (event, hotel, tour).

Assignment:

Record a 60–90 second conversation including introduction, questions, engagement, and follow-up.

Lesson 09: Handling Unexpected Situations with Confidence

✈️ PRE-FLIGHT

Objective:

Develop the ability to respond to unexpected situations confidently, explain problems clearly, and find solutions effectively.

✈️ Warm-up Questions:

1. How do you usually react in unexpected situations?
2. Is it easy to stay calm under pressure?
3. What helps you solve problems quickly?

✈️ BOARDING — KEY VOCABULARY

Unexpected — Not planned

Emergency — Serious situation

Handle — Deal with

React — Respond

Calm — Not stressed

Solution — Way to fix a problem

Immediate — Right now

Assist — Help

Resolve — Solve

Situation — What is happening

✈TAKE-OFF — CABIN EXCHANGE

Mia: Excuse me, we have a problem with our reservation.

Hotel Staff: I'm sorry to hear that. Could you explain the situation?

Mia: It appears that our booking has not been confirmed.

Victor: To clarify, we made the reservation in advance and received confirmation earlier.

Rico: Yeah, we already paid for it too.

Hotel Staff: I understand. Let me check the system immediately.

Mia: We would appreciate a quick solution, as this situation is quite urgent.

Victor: If possible, we would like this issue to be resolved without delay.

Hotel Staff: I apologize for the inconvenience. We will arrange a room for you shortly.

Rico: Alright, thanks for handling it fast.

✈ CLIMB — SPEAKING UPGRADE

There is a problem → There seems to be an issue → It appears that there is an issue

Fix it now → Please resolve it → We would appreciate an immediate resolution

Help us → Please assist us → We would appreciate your assistance

✈ CRUISE — CONTROLLED PRACTICE

Task 1:

1. What is the problem?
2. How do they explain it?
3. What solution is offered?

Task 2:

1. It appears that _____
2. We would appreciate _____
3. This situation is _____

✈ LANDING — SIMULATION

Scenario:

You face an unexpected travel problem.

Assignment:

Record a 60–90 second interaction including problem, explanation, urgency, and solution.

Lesson 10: Confident Travel Storytelling & Reflection

✈️ PRE-FLIGHT

Objective:

Develop the ability to tell detailed travel stories, reflect on experiences, and express thoughts clearly and confidently.

✈️ Warm-up Questions:

1. Do you enjoy telling stories about your experiences?
2. What makes a story interesting?
3. How can you keep people engaged while speaking?

✈️ BOARDING — KEY VOCABULARY

Experience — Something you lived through

Journey — Travel experience

Memorable — Easy to remember

Unexpected — Not planned

Highlight — Best part

Challenge — Difficult situation

Reflect — Think deeply about something

Lesson — Something learned

Impression — Feeling or opinion

Storytelling — Telling a story

✈ TAKE-OFF — CABIN EXCHANGE

Mia: One of the most memorable experiences I had was during our last trip.

Victor: I'm interested to hear more. What made it so memorable?

Mia: We encountered an unexpected situation, but it turned into a positive experience.

Rico: Yeah, that moment was crazy, but also kind of fun.

Mia: At first, we were stressed because of the delay.

Victor: However, the way we handled the situation made a significant difference.

Mia: Exactly. It taught me the importance of staying calm and adaptable.

Rico: And honestly, it turned into one of the highlights of the trip.

Victor: That's a great example of how challenges can lead to valuable experiences.

✈ CLIMB — SPEAKING UPGRADE

It was good → It was memorable → It was one of the most memorable experiences

It was difficult → It was challenging → It was quite a challenging situation

I learned something → I learned a lesson → It taught me an important lesson

✈️ CRUISE — CONTROLLED PRACTICE

Task 1:

1. What was the experience?
2. What challenge did they face?
3. What lesson did they learn?

Task 2:

1. One of the most memorable _____
2. It was challenging because _____
3. It taught me _____

✈️ LANDING — SIMULATION

Scenario:

Tell a travel story with a lesson.

Assignment:

Record a 90–120 second story including introduction, situation, challenge, outcome, and lesson learned.

YOU HAVE COMPLETED **CAPTAIN LEVEL**.



CONGRATULATIONS!

You have successfully completed the
RUNWAY - GATEWAY CAPTAIN LEVEL



Communicate with **confidence** and lead conversations in any situation.



Speak **naturally, clearly**, and with authority.



Handle **complex travel situations** and **solve problems** like a pro.



Give **detailed information**, make requests, and **negotiate** effectively.



Lead, inspire, and communicate across cultures with ease.



FINAL MESSAGE

Great captains don't just speak English.
They lead with clarity, connect with the world,
and inspire wherever they go.

RUNWAY – GATEWAY

RANKING SYSTEM

Advance from mastering basic travel English to
confident global communication skills



- ✓ Master **basic English** for travel
- ✓ Handle **everyday travel** situations
- ✓ **Ask questions**, buy tickets, order food
- ✓ Build confidence using **practical English**



- ✓ **Speak fluently** and clearly in various settings
- ✓ Give **detailed information** and explanations
- ✓ Manage **travel challenges** easily
- ✓ Confidently **interact** in diverse scenarios



- ✓ Communicate **effectively** around the world
- ✓ Handle **international travel challenges** smoothly
- ✓ Engage in diverse **global interactions** with confidence

Achieve travel English mastery by progressing
through these levels and becoming a
CONFIDENT GLOBAL COMMUNICATOR.

