

## Reporting lost luggage



Luggage is an uncountable noun : I 've got a lot / a little luggage . I 've got two pieces of luggage.

When you have little luggage , you can say that you are "light "

Useful words and expressions :



Toiletries



Label



suitcase with wheels

**Match** what is said in the conversation with synonymous expressions after you **listen**



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| <p>1) Which flight were you on ?</p> <p>2) I'll take your details.</p> <p>3) I can issue you with a reference number .</p> <p>4) How long are you staying for ?</p> <p>5) What size is your suitcase ?</p> <p>6) A contact number ?</p> <p>7) Can you sign ?</p> <p>8) We're very sorry for the inconvenience .</p> <p>9) YOU can try the progress of your suitcase on line.</p> <p>10) You can give us a call</p> |  | <p>a) I need your signature.</p> <p>b) How big is your bag ?</p> <p>c) You can follow where your suitcase is on the internet.</p> <p>d) What was the number of your flight ?</p> <p>e) We regret the trouble you are in.</p> <p>f) You can telephone us .</p> <p>g) I can give you the number of your claim.</p> <p>h) What is the length of your stay ?</p> <p>i) Can I have some information about your suitcase ?</p> <p>j) A number where we can reach you ?</p> |
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