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| 1 | Peak travel happens | a) | a change to a better seat or level of service. |
| 2 | When you check in , | b) | a room in a hotel/airport where people can sit and relax. |
| 3 | Frequent-flyer points are | c) | a card you must show in order to get on a plane. |
| 4 | An upgrade is | d) | all the people who work at an airport, but not the pilots or cabin crew. |
| 5 | A lounge is | e) | awarded by airlines to reward customer loyalty. |
| 6 | A boarding pass is | f) | at times when the largest number of people are travelling. |
| 7 | Ground staff are | g) | you go to desk at a hotel/airport to say you have arrived. |