

AT THE AIRPORT

Vocabulary



Airport



Aeroplane / airplane



Baggage / luggage



Suitcase



Taxi



Hand luggage / carry-on bag



Boarding card



Baggage carousel



Passport



(Luggage) trolley



Window seat



Aisle seat



Check-in desk attendant



Flight information screen

More words

- **Terminal** – a place where vehicles, passengers, or goods begin or end a journey.
- **Flight time / departure time** – your “flight time” is the time that the plane leaves.
- **Check-in desk** – a place where you can show your ticket and give the airline your bags so they can put them on the plane.
- **Baggage allowance** – the maximum weight for your bags (it's usually 20 kilos).
- **Excess baggage charge** – an amount of money you have to pay if your bags are heavier than the baggage allowance.
- **Luggage belt / baggage conveyor belt** – a moving rubber belt that takes your bag from the check-in desk to the plane, or from the plane to the baggage reclaim area.
- **Departure lounge** – a large room in an airport where you can sit before getting on the plane.
- **Security check-in area** – the area in an airport where you show your passport.
- **Boarding gate** – the area where you show your boarding pass and get on the plane.
- **Board** – if you “board” a plane, you get on it.
- **Arrival time** – the time your plane arrives at its destination.
- **Land** – if a plane “lands”, it comes to the ground in a controlled manner.
- **Take off** – if a plane “takes off”, it leaves the ground in a controlled manner.
- **Delayed** – if your plane is “delayed”, it leaves later than planned.
- **Cancelled** – if your plane is “cancelled”, it doesn't leave and you have to get on another flight.

Useful expressions

What you say

- Where's the check-in desk, please?
- Which terminal does the plane leave from?
- Do you know which gate the plane is leaving from?
- Where's boarding gate 34, please?
- Can I have a window seat, please?
- Where's the security check-in area?

What you hear

- Can I see your passport, please?
- Did you pack the bags yourself?
- Your plane is delayed forty-five minutes.
- Would you like a window seat or an aisle seat?
- Here's your boarding card.
- You'll be boarding at gate number 34.

Dialogue: At the airport

Mr Fleet is at the airport check-in desk, hoping to board his plane very shortly. He's talking to the check-in desk attendant.

Mr Fleet: Hi.
Attendant: Good morning. May I see your ticket and (1) _____, please?

Mr Fleet: Certainly. Here you are.
Attendant: Would you like a window seat or an (2) _____ seat?

Mr Fleet: A window seat, please.
Attendant: Could you place your bag on the luggage belt, please?

Mr Fleet: Sure!
Attendant: Did you pack it yourself?
Mr Fleet: Yes.

Attendant: Has anyone interfered with your bag, or asked you to take anything on board the (3) _____?

Mr Fleet: No.
Attendant: Do you have any firearms, hazardous materials or liquids in your bag?

Mr Fleet: No.
Attendant: Oh, I'm afraid your bag has exceeded the maximum baggage allowance, so you'll have to pay the excess (4) _____.

Mr Fleet: Oh, right.
Attendant: If you just go over to that counter over there, you can pay the amount. Then, just come back here with the receipt and I'll put your (5) _____ straight through.

Mr Fleet: OK. Thanks.
[Ten minutes later, he comes back and hands her the receipt.] Here you are.

Attendant: Thank you. Here's your boarding (6) _____. Your flight leaves at 13:34. Boarding will commence at 12:45. The boarding gate hasn't been announced yet, but it should appear on the flight information (7) _____ in about half an hour. The security check-in area is just over there. Have a nice flight!

Mr Fleet: Thanks.



HAVE A NICE FLIGHT!

ON THE PLANE

Vocabulary



Airline



Tray



Pilot



Runway



Cockpit



Flight attendants



Safety belt / seat belt



Life jacket



Seat



Emergency exit



Oxygen mask



Control tower



Passenger



Sick bag



Airline food



Overhead locker



(Food) trolley



aisle

Useful expressions

What you ask/say

- Could you help me put this bag in the overhead locker, please?
- Can I pay in euros?
- I'll have a black coffee, please.

What you hear

- Can I see your boarding card, please?
- Please make sure your seat belts are fully-fastened.
- What would you like to drink?

Audio: On the plane

Here are some typical announcements that you can hear on the plane. Listen once and complete the text with the correct words.

Welcome

Ladies and gentlemen, welcome onboard Gallop Airlines (1) _____ 4B7 from London Gatwick to Paris. Please fasten your (2) _____ and secure all baggage underneath your seat or in the overhead lockers. And make sure your (3) _____ and table trays are in the upright position. Please turn off all personal electronic devices, including laptops and mobile phones. We'd also like to remind you that (4) _____ is prohibited for the duration of the flight. Thank you for choosing Gallop Airlines. Enjoy your flight.

During the flight

Ladies and gentlemen, the captain has turned off the Fasten Seat Belt sign, and you may now move around the (5) _____. However we recommend you keep your seat belt fastened in case of any unexpected turbulence.

The captain speaks

Good afternoon. This is your captain speaking. I'd just like to welcome everyone on Gallop Airlines

Flight 4B7.

We're currently cruising at an (6) _____ of 33,000 feet and an airspeed of 400 miles per hour. The time is 1:25 pm. With the tailwind on our side, we're expecting to (7) _____ in Paris approximately fifteen minutes ahead of schedule. The weather in Paris is clear and sunny, with a high of 25 degrees for this afternoon. The cabin crew will be coming around in about twenty minutes to offer you a light snack and drink. I'll talk to you again before we reach our (8) _____, but until then, sit back, relax and enjoy the rest of the flight.

Landing

Good afternoon ladies and gentlemen and welcome to Paris. We've just landed at Charles de Gaulle Airport where the local time is fifteen minutes past three in the afternoon. The (9) _____ outside is 25 degrees Celsius. For your safety please remain seated with your seatbelt fastened until the (10) _____ has come to a complete stop and the seat belt sign has been switched off! Before leaving, please ensure that you have all of your personal belongings with you. On behalf of Gallop Airlines and the entire (11) _____, we'd like to thank you for joining us and we look forward to seeing you on board again in the near future. Have a nice day!

VIDEO

YouTube

Watch this video of an unusual flight attendant. Search YouTube for "world's coolest flight attendant".

GOING THROUGH CUSTOMS

Useful words



Customs officer



Passport



ID card



Suitcase



Backpack



Hand luggage



Firearm



Metal detector



Body scanner



Packet of cigarettes



Carton of cigarettes



Bottle of spirits

Extra words

- **Luggage** – all the bags that you take with you when you travel abroad.
- **Exotic species** – a plant, animal or insect that is taken from its native habitat into another country.
- **Smuggle** – to take goods illegally into a country.
- **Tax / duty** – money you pay to the government for certain goods: cigarettes, alcohol, etc.
- **Duty-free shop** – a shop in an airport where you can buy goods at a cheaper price because you do not have to pay tax on them.
- **Duty-free allowance** – the amount of goods you're allowed to take into a country without having to pay tax.
- **VAT – Value Added Tax** – a tax that is added to the price of goods or services.
- **Declare** – if you have something to declare, you have goods that you must pay tax on.
- **Green channel** – you walk through this area in an airport if you have nothing to declare.
- **Red channel** – you walk through this area in an airport if you have something to declare.
- **Banned goods** – goods that you can't bring into a country: drugs, guns, explosives...
- **Restricted goods** – goods that have controls over the quantity you can bring in, etc: some food products, some animal products, some plants, some souvenirs made from endangered species...

Dialogue: The customs officer

In this dialogue, Peter, who has flown in from New York City, is going through customs. [Complete the dialogue with the correct words.]



Customs: Hi, could you put your bag on the table, please?
Peter: Yes, sure.
Customs: Would you mind (1) _____ it for me, please?
Peter: Yes, of course.
Customs: Did you (2) _____ it yourself?
Peter: Yes, I did.
Customs: Where have you (3) _____ in from?
Peter: New York City.
Customs: Is this your first time in the UK?
Peter: Yes.
Customs: Is there anyone else (4) _____ with you?
Peter: No.
Customs: Can I (5) _____ your passport, please?
Peter: Yes, erm, here you are.

Customs: OK, and what's the purpose of your visit?
Peter: I'm (6) _____ some friends and relatives.
Customs: And how long do you plan to (7) _____?
Peter: 15 days.
Customs: Where will you be staying?
Peter: At my uncle's house.
Customs: Have you got anything to (8) _____?
Peter: No, I don't think so. I mean, I've got this bottle of whisky, but I got it in the duty-free shop.
Customs: That's all right. That's within your duty free allowance. OK, you can go now. Enjoy your stay.
Peter: Thanks.