

M1: Morning, madam. May I see your passport, please?

F1: Yes, of course. Here you are.

M1: Mrs M McDonald, travelling alone.

F1: That's right.

M1: Fine. Do you have your e-booking confirmation?

F1: Yes, er, here it is.

M1: Mm hm, that's all fine. One moment, please (*typing*). Do you have any luggage, other than hand luggage?

F1: Yes, there's this case.

M1: On the scales, please.

F1: (*grunts*) There you are.

M1: OK, that's just inside the permitted weight allowance. Did you pack your bag yourself?

F1: Yes.

M1: And have you left it unattended at any time before or since arriving at the airport?

F1: Er, no, I don't think so.

M1: Have you seen the list of prohibited items for hand luggage?

F1: Yes, I've just got one small bottle of perfume. It's under 100 millilitres I'm sure.

M1: I see. You might have to show that at the security check.

F1: Oh.

M1: Now, would you prefer an aisle seat or a window seat?

F1: Aisle, please, and as near the front as possible.

M1: Mm hm (*typing*). I can give you K3, on the aisle.

F1: Oh, that's fine, thank you.

M1: (*printing*) There's your boarding pass. Watch the screens for the boarding gate once you're in the departure lounge.

F1: Right. Oh, er, is there any delay on the flight?

M1: No, it should be on time today.

F1: Thank you.

M1: Have a good flight. Next, please!