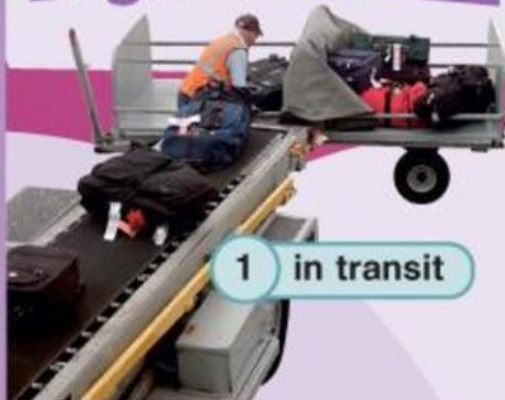


10

Where's my baggage?

WHAT TO DO ABOUT LOST BAGGAGE

Baggage Trouble?



1 in transit

Every year, thousands of tourists report **lost** or **damaged baggage**. It is a problem at every major airline. But don't worry! Our **baggage office** staff is **specially** trained to help find your lost **property**. Follow these easy steps to recover your **missing** luggage.

- Enter the airport baggage office and ask for a **claim form**. This form gives us your personal information and helps us look for your luggage.
- Often, a passenger's baggage is only

2 claim form



3 property

4 damaged baggage



5 notify



misplaced. Using a **tracking system**, we can quickly locate your luggage and return it to you.

- Other times, a traveler's baggage is lost **in transit**. Baggage that is lost in transit can be replaced. Speak to a baggage office employee to learn more.
- We will call to **notify** you of your **luggage status**. Found luggage can be picked up at the baggage office.

Thank you for your patience!

1 Name some items that people put in their baggage.

2 Imagine an airline loses your baggage. What do you do?

1 What is the passage mostly about?

- ☐ A how the airline finds lost luggage ☐ B what to do if your luggage is missing ☐ C why airlines often lose luggage ☐ D how to fill out a baggage claim form

2 According to the passage, what is a tracking system used for?

- ☐ A notifying travelers ☐ B finding misplaced luggage ☐ C filling out claim forms ☐ D replacing lost baggage

3 A passenger fills out a claim form. What can you infer about the passenger?

- ☐ A The passenger found luggage in the terminal. ☐ B The passenger worked in the baggage office before. ☐ C The passenger recovered his or her luggage. ☐ D The passenger's luggage is missing.

A passenger's luggage can be replaced if it is in .

1 Name some items that people put in their baggage.

People mostly put clothes into their baggage, but many people also pack gifts, food and drinks. Sometimes people carry sporting equipment, too.

2 Imagine an airline loses your baggage. What do you do?

Oh no! The airline has lost my baggage again. Now what? I guess I have to fill in a claim form and hope for the best. I never did get the last set back, but at least I've received the compensation for it. I hope someone somewhere in the world is making good use of my nice clothes.

Listening

6  Listen to a conversation between an airline employee and a traveler. Then mark the following statements as *True* or *False*.

- | | | |
|---|-------------------------------------|--------------------------------------|
| 1 The employee says the man's luggage is probably lost. | <input type="button" value="True"/> | <input type="button" value="False"/> |
| 2 The claim form contains contact information. | <input type="button" value="True"/> | <input type="button" value="False"/> |
| 3 The airline finds most of the luggage that is reported missing. | <input type="button" value="True"/> | <input type="button" value="False"/> |

Listening

7  Listen again. Fill in the blanks.

Employee: Good afternoon, sir. How may I help you?

Passenger: I can't 1) my luggage. The airline probably lost it.

Employee: Oh, I'm sorry to hear that. But the good news is that your luggage is probably not lost. It's probably just 2) .

Passenger: So 3) that I'll get my luggage back?

Employee: That's right.

Passenger: So, what do I need to do now?

Employee: Well, first you have to 4) claim form.

Passenger: A claim form? What's that for?

Employee: It gives us information that helps us locate your baggage.

Passenger: What happens when you locate my bags?

Employee: We'll use the information on your claim form to contact you.

Passenger: But ... 5) the airline never finds my luggage?

Employee: In that case, we'll replace your property. But don't worry ... we have a ninety percent recovery rate on missing baggage.

Passenger: That's good to hear. I hope you can 6) my luggage, though.

Speaking

8 Complete the conversation below based on Task 7, with the phrases given. Then, take roles and act it out.

USE LANGUAGE SUCH AS:

First, you have to fill out a claim form.

What happens when ...?

In that case, we'll ...

Student A: You are an employee at the baggage office. Listen to Student B's problem. Then tell him or her about:

- A claim form
- How to fix the problem

Student B: You are a passenger. Tell Student A about a problem with your luggage. Ask about:

- How to fix the problem

How may I help you?

But I'm sure we can solve the problem for you.

First you have to fill out a claim form.

In that case we'll speak again.

A: Good afternoon, sir.

B: My luggage is damaged. My suitcase is cracked and its wheels have been broken off.

A: I'm sorry to hear that.

B: How are you going to fix this problem for me?

A:

B: Okay. What happens when I get home and find some other things are damaged or missing?

A: It may be necessary for you to fill in an additional claim form.
But whatever happens, we will put it right.

B: That's good to hear. I hope you can fix my luggage though.

Writing

9 Use the dialogue in Task 8 to fill out the baggage claim form.



PASSENGER CLAIM FORM

Passenger's Name: Carl McCoy

Telephone Number: 020 6777 7777

Luggage Status:

Please Explain Your Problem: My has been
 while in transit. My suitcase is and
its wheels have been off.

Employee: Good afternoon, sir. How may I help you?

Passenger: I can't find my luggage. The airline probably lost it.

Employee: Oh, I'm sorry to hear that. But the good news is that your luggage is probably not lost. It's probably just delayed.

Passenger: So there's a chance that I'll get my luggage back?

Employee: That's right.

Passenger: So, what do I need to do now?

Employee: Well, first you have to fill out a claim form.

Passenger: A claim form? What's that for?

Employee: It gives us information that helps us locate your baggage.

Passenger: What happens when you locate my bags?