Airport Dialogues

Listen to the conversation carefully:

Situation: A passenger asks a gate agent about a delayed flight.

My flight is delayed

Passenger: Excuse me. I have a question about Flight 308 to New York.

Gate Agent: Of course. How can I help you?



Passenger: The screen says the flight is delayed. Is that correct?

Gate Agent: Yes, I'm afraid it is. The flight is delayed by two hours because of a technical problem.

Passenger: Oh, no! What time does it leave now?

Gate Agent: The new departure time is 12:00 p.m.

Passenger: Does that mean boarding starts at 11:30?



Gate Agent: That's correct. We'll make an announcement when boarding begins.

Passenger: I'm connecting to another flight. What should I do?

Gate Agent: I recommend speaking to the airline's customer service team about your connection.

Passenger: Can I leave the gate and get something to eat?



Gate Agent: Yes, you can. Just stay near this area and check the information screens regularly.

Passenger: Will the airline provide meal vouchers?

Gate Agent: The policy depends on the airline and the reason for the delay. Our customer service team can give you more information.

Passenger: All right. Thank you for explaining.

Gate Agent: You're welcome. We apologize for the inconvenience.



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