UNIT 4: PROBLEMS AT THE AIRPORT

I. LISTENING

Task 1: Listen to a conversation between a traveler and a receptionist at a hotel. Choose the best answer to the question.

New word: Frustrating (adj) /frʌˈstreɪtɪŋ/: *gây mệt mỏi, khó chịu*

1. What is the traveler's problem?
   A. She didn't label her cases.
   B. Her luggage is lost.
   C. The ground staff gave her no suggestions.
2. What does the receptionist offer to do?
   A. give the reference number for the bags
   B. buy few things for the passenger.
   C. contact the airport for an update.
3. What does the traveler think about her situation?
   A. It's refreshing.
   B. It's very tiring.
   C. It's convenient.
4. What DOESN'T the receptionist tell the woman to do?
   A. wait for her luggage.
   B. ask her tour rep for help.
   C. buy things at the local shops as soon as possible
5. What does the traveler decide to do in the end?
   A. to go out and relax.
   B. buy things at the shops.
   C. wait at the hotel for her luggage.

Task 2: Listen to a conversation between a tourist and an officer. Answer the questions with NO MORE THAN FIVE WORDS.

1. Where does the woman want to go?
2. In which room did the woman probably leave her bag?
3. How much money was there in her wallet?
4. To whom does the man suggest the woman report the loss?
5. What will the woman probably have to complete at the police station?

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II. READING

Task 1: Read the passage and answer the questions with NO MORE THAN TWO WORDS.

Tips for Avoiding Problems at the Airport

You should check-in online to avoid standing in a long line. Modern life has made checking in for your flight a whole lot easier. Thanks to the Internet and smart phones, you can now check in up to 24 hours beforehand and have all of your travel documents ready before you even get to the airport. Online check in typically involves logging in to the airline website and entering your reservation number and printing out your boarding documents. Or if you have a smart phone, many airlines have apps that allow you to check in on the go, without even the need for a printer. Simply hit a few buttons to check in and an electronic version of your boarding pass appears on your screen. If you heed our advice to travel light, then you can avoid the check-in process altogether and go straight through airport security and to your gate.

This bit of advice is the singular most important piece that a traveler can heed - leave for the airport early. Even if you're the most seasoned traveler, other people's actions have too much impact on your time to leave. The best way to avoid being delayed as a result of others' lack of consideration or incompetence as travelers is to give you plenty of time. Most airports have a variety of ways to spend your time while waiting, from shops, restaurants and bars to complimentary Wi-Fi and charging stations for your laptop. Leave early and avoid the stress of dealing with long lines and slow airline employees.

1. What is the best way for air travelers to avoid waiting at the check-in desk?
2. After logging into the airline website, what information do travelers need to type?
3. While checking-in online, what kind of boarding pass can travelers have?
4. What trouble can travelers avoid if they leave for the airport early?
5. Where can travelers go to recharge their laptops while waiting?

Task 2: Read the passage and complete the sentences with NO MORE THAN FOUR WORDS.

Lost baggage

If the airline loses your bags, make sure you get a written claim for damages. This may require a different form than the original "missing luggage" form. This can be done at the airport or by mail.

The maximum an airline pays on lost bags and their contents is currently limited to $3,500 per passenger on U.S. domestic flights, and a varying rate per passenger for checked baggage on international flights based on the Warsaw Convention or the Montreal Convention. In the United

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States, if you paid a checked baggage fee for your lost bag, the airline must refund your fee. Check your carrier's website for specifics.

You may need to produce receipts to prove the value of items you had in your suitcase. If you have them, include copies in any documentation you send to the airline. (Keep in mind that you will be reimbursed for the depreciated value of your items - so the airline won't give you the full $1,000 you paid for that suit you purchased two years ago.) You can purchase "excess valuation" protection from your airline if your checked baggage is worth more than these limits (but before doing so, make sure the items aren't already covered by your homeowner's or travel insurance policy). Some credit card companies and travel agencies also offer optional or automatic supplemental baggage coverage.

The airlines typically have a long list of items for which they will not be held responsible. These include jewelry, money, heirlooms and other valuables. These sorts of items should always be left at home or packed in your carry-on bag.

1. If your luggage is lost at the airport, the document you need is a _____.
2. On _____, passengers can get up to $3,500 for lost bags and their contents.
3. You can get a refund for your _____ from the airline when it is lost.
4. The airline requires _____ of the items in your lost baggage to prove their value.
5. The airline is not responsible for valuables like heirlooms, money, and _____.

III. WRITING

Choose the best option A, B or C

1. David Clark /return/ to /Paris /from /London/ flight /AF929/ land /10 /minute/ ago.

A. David Clark returns to Paris from London on the flight AF929 which land 10 minutes ago.

B. David Clark is returning to Paris from London in the flight AF929 landed 10 minutes ago.

C. David Clark returned to Paris from London on the flight AF929 which landed 10 minutes ago.

2. After /land,/ he /walk/ baggage /carousel /pick up /his /luggage.

A. After landed, he walked to the baggage carousel to pick up his luggage.

B. After landing, he walked to the baggage carousel to pick up his luggage.

C. After having landing, he walked to the baggage carousel to picked up his luggage.

3. flight /AF 680/ cancel/ due /weather /conditions, /so /all /passengers/ be /transfer/ another / flight.

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A. The flight AF 680 has been cancelled due to weather conditions, so all passengers will be transferred to another flight.

B. The flight AF 680 was cancelled due to weather conditions, so all passengers will be transferred on another flight.

C. The flight AF 680 has cancelled due to weather conditions, so all passengers will be transferred in another flight.

4. My /check /luggage /include/ regular /grey /plastic/ suitcase /and / black /one / with / wheels /and / handles.

A. My checked luggage includes a plastic regular grey suitcase and a black one with wheels and handles.

B. My checked luggage is including a grey regular plastic suitcase and a black one with wheels and handles.

C. My checked luggage includes a regular grey plastic suitcase and a black one with wheels and handles.

5. There /be/ some /common /causes /flight /delays, /one /be/ relating / mechanical /problems.

A. There are some common causes to flight delays, one is relating to mechanical problems.

B. There is some common causes of flight delays, one is relating to mechanical problems.

C. There will be some common causes on flight delays, one is relating to mechanical problems.

6. Your /flight /cancel /due /snow. /Would like / you/ take /seat / earlier /flight?

A. Your flight has cancelled due to the snow. Would you like to take the seat on an earlier flight?

B. Your flight has been cancelled due to the snow. Would you like to take a seat on an earlier flight?

C. Your flight was cancelled due to the snow. Would you like taking a seat on an earlier flight?

7. I /would like /report /my /luggage /status. / It /has /be / damage/ seriously.

A. I would like reporting my luggage status. It has been damaged seriously.

B. I would like to report my luggage status. It has damaged seriously.

C. I would like to report my luggage status. It has been damaged seriously.

8. my /suitcase, /there /be / small /square /blue /watch /black /leather /string.

A. In my suitcase, there is a small square blue watch with black leather string.

B. On my suitcase, there is a blue small square watch with black leather string.

C. At my suitcase, there is a square small blue watch with leather black string.

9. Could /you /please /describe /your /luggage /me? /And /then /I /can /find /your /luggage.

A. Could you please describe your luggage to me? And then I can found your luggage.

B. Could you please describe your luggage for me? And then I can find your luggage.

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C. Could you please describing your luggage with me? And then I can find your luggage.

10. Mr. Wallis /feel /tired /because /he /have to / wait /two /hours /airport / flight /depart.

A. Mr. Wallis felt tired because he had been waited two hours on the airport for the flight to depart.

B. Mr. Wallis felt tired because he had to wait two hours at the airport for the flight to depart.

C. Mr. Wallis felt tiring because he had to wait two hours in the airport for the flight to depart.

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