

Get ready to listen and speak

- Write the number of each item (a–f) next to the correct picture (1–6).

- a a passport b a boarding card c a visa
d a flight number e hand luggage
f a suitcase/bag



- Match each verb (a–e) with an expression (1–5).

- a pack 1 your boarding card
b queue 2 the plane
c go to 3 at the check-in desk
d show 4 the gate
e board 5 your bags



A Listening – At the check-in desk

- 1 Da-Ho is at London Heathrow airport. Before you listen to his conversation at the check-in desk, look at the questions and guess which words are missing.

- a Can I have your _____ ticket _____ and _____, please?
b Did you _____ your _____ yourself?
c How many bags are you _____ in?
d Are there any sharp items in your _____?
e Would you like an aisle seat or a _____ seat?

- 42 Listen again and answer these questions.

- a When does the flight leave? _____ at 1:20
b What Gate does Da-Ho need to go to? _____
c What time should he go to the gate? _____

Speaking strategy: Responding to requests

- 1 42 You can use these expressions when you give something to someone. Listen again to Da-Ho's conversation and tick ✓ the expressions you hear.

- a Here it is.
b Here they are.
c Here you are.
d Here you go. (informal)

Speak up!

- 2 43 Imagine you are checking in at London Heathrow airport. Listen to the check-in clerk and use the ideas below to answer each question. Use the expressions in Exercise 1 where possible.

Example:

You hear: a

Hello. Can I have your passport, please?

You say: Yes, here it is.

- a ✓
b ✓
c ✓
d 2
e ✓ 1 bag
f ✗
g Window

A) Listen and complete the information

Flight: _____

Departing time: _____

Destination: _____

Boarding gate: _____

Baggage: _____ pieces.

Seating: _____ seat. Extra legroom.

B) Listen and complete the dialogue

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.

SCRIPT ACTIVITY A

Check-in: Your ticket, please, sir.

Jeff: There you go.

Check-in: Flight UA755 to Denver, then you're going on to Aspen, on flight RM002?

Jeff: That's right.

Check-in: Do you have any baggage to check, Mr. Kramer?

Jeff: Yes, I do. Just two pieces.

Check-in: And did you pack them yourself, Mr. Kramer?

Jeff: Yes, I did.

Check-in: And have they been with you at all times?

Jeff: Yes, they have.

Check-in: Has anyone given you anything to take on the flight?

Jeff: No, they haven't.

Check-in: Are any of the articles on this list in your carry-on baggage?

Jeff: Um ... No.

Check-in: Would you like me to tag these bags through to Aspen? Then you won't have to pick them up in Denver.

Jeff: That would be great. Thanks.

Check-in: Do you have a seating preference, Mr. Kramer?

Jeff: An aisle seat. Extra legroom, if possible.

Check-in: Yes, I have a seat, next to the emergency exit.

So that's Flight UA755 to Denver, departing at 5:30 p.m., boarding at Gate Number 2. Report to the gate twenty

minutes before departure. Here's your boarding pass. Please report to the Transfer Desk in Denver for a seat assignment on your connecting flight.

Jeff: Thank you.

Check-in: You're welcome. Have a good flight.