



Before listening work with a dictionary and find the meanings of the words below

- a flight -*
- a flight attendant -*
- a destination -*
- to apologise -*
- to mishear -*
- to take off -*
- sympathetic -*

Listen to the story about Georgina and say what misunderstanding she had with her travel agent.

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Listen again and say if the sentences are TRUE or FALSE

1. The woman next to Georgina was the first to mention Spain. \_\_\_\_\_
2. Georgina booked the holiday by phone. \_\_\_\_\_
3. She discovered her mistake after the plane took off. \_\_\_\_\_
4. The flight attendant was very kind and helpful. \_\_\_\_\_
5. The travel agent has given her a free holiday to Australia. \_\_\_\_\_