

1 Read the article and tick (✓) A, B, or C.

The long journey home

Last month a computer problem at London's Heathrow airport caused problems with air travel around the world. We interviewed three people about their journeys.

Fumi Watanabe, 37

'It was very stressful. There was no information at the airport. I wanted to know: 'Will there be flights tomorrow? Will the airline give us our money back?' The information desk didn't have any answers, which was really annoying. They should have a plan for this sort of thing. There were thousands of people, all trying to change their journeys at the same time. Some people got angry with the airline workers, which was mean – they were only trying to do their job. I decided to stay at the airport. I thought, 'If a plane arrives, I'll be first in the queue.' I lived in the airport for the next 16 hours. The food was OK, and I even found some showers. It was all very expensive but I kept my receipts. When I finally arrived home, nearly two days late, I was exhausted.'

Charles Henley, 54

'People ought not to panic in these situations. But we do. It's normal human psychology. If we feel trapped, we try to run away or we get angry. That's why people sometimes get angry in traffic jams – they just want to escape. This happens even if we're not physically trapped – so although we are not in danger, we still feel that running is a good idea. The best thing to do, usually, is to stay where you are. I was in Madrid on business when the computers at Heathrow broke down. I didn't go to the airport, I phoned my hotel straight away and booked three extra nights. With my laptop and good wi-fi I could still work easily.'

Rocco Martinez, 25

'When the computer problem began, I was already at the airport. I'd been on holiday in Istanbul for a week but I'd travelled by ferry from Turkey to Greece especially so I could see Athens. Everyone was very upset. You could hear people asking, 'What should we do?' I had to get home to Romania because I had a job interview that Tuesday. Well, if you don't help yourself, you won't get anywhere in this life. I stood on my chair and shouted, 'Is anyone trying to travel to Bucharest?' Lots of people put their hands in the air. We stood together and made a new plan. In the end, I rented a car with a business woman and a student from Bucharest University. We divided the cost equally between the three of us. Although the journey was a little bit stressful, I found it exciting. It was a great story to tell at my interview – and my new boss is pleased that I'm good at solving problems.'

Example: The experience at the airport made Fumi _____.

A angry ☐ B stressed ✓ C nervous ☐

1 Fumi wanted _____ at the airport.

A better information ☐ B a free hotel room ☐ C somewhere to sleep ☐

2 All of the passengers at the airport with Fumi wanted to _____.

A stay at the airport ☐ B catch a train ☐ C change their journeys ☐

3 Overall, the 16 hours that Fumi spent at the airport were _____.

A dreadful ☐ B all right ☐ C really annoying ☐

- 4 According to Charles, people _____ when they feel trapped.
A want to run ☐ B have to laugh ☐ C get too excited ☐
- 5 Charles compares the situation at the airport with _____.
A being stuck in traffic ☐ B a computer problem at his office ☐ C exercising☐
- 6 When the computer problem started, Charles was _____.
A on a holiday ☐ B in the airport ☐ C on a work trip☐
- 7 Rocco particularly wanted to visit _____.
A Istanbul ☐ B Bucharest ☐ C Athens ☐
- 8 Rocco continued his journey _____.
A with two other people ☐ B by ferry ☐ C for free ☐
- 9 Rocco's journey _____ his job interview.
A made him late for ☐ B was helpful in ☐ C was not mentioned in☐

2 Write **F** for Fumi, **C** for Charles, or **R** for Rocco.

Example: I didn't have to stop work. C

- 1 'Some people behaved very badly.' _____
- 2 'You shouldn't wait for other people to help you.' _____
- 3 'At times like this, feeling angry is completely normal.' _____
- 4 'My journey was quite exciting.' _____
- 5 'You should keep a record of what you spend.' _____
- 6 'You should stay where you are if there's no danger.' _____