THE PHONETIC/MILITARY ALPHABET

A. Listen to the audio and write down the word you hear:

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____
11. _____
12. _____
13. _____
14. _____
15. _____
16. _____
17. _____
18. _____
19. _____
20. _____

LIVEWORKSHEETS

B. Listen to a phone conversation "A customer is calling an airline's booking service to update their flight information" and complete the missing information:

Agent: Good morning, this is Alex from Horizon Airways. How may I help you today?

Customer: Good morning. I need to update some details on my flight reservation. My name is **Javier**.

Agent: Okay, can you please spell out your last name for me?

Customer: Certainly. It's _____

Agent: Got it, thank you. And could you confirm your flight booking reference number for me?

Customer: Yes, it's _____

Agent: Thank you. And for security, can you please provide your passport number?

Customer: Of course. The number is _____.

Agent: Thank you for that. I also need to verify your phone number.

Customer: My number is _____.

Agent: Thank you, Mr. ******. I have all your details. Now, could you please spell out the city you are flying to?

Customer: Sure. It's _____.

Agent: Perfect. And the city of your origin?

Customer: My address is on _____ Street.

Agent: Great, I have everything I need. Your details are now updated. Is there anything else I can help you with?

Customer: No, that's all. Thank you for your help.

Agent: You're welcome. Have a great day.

Customer: You too. Goodbye.

LIVEWORKSHEETS