

9

Travel delays

1 runway

2 engine

3 mechanical problems

4 representative

5 flight board

6 landing gear

SNOWSTORM HITS GLACIER FALLS; Flight Delays Expected

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There's bad news for travelers in Glacier Falls. Last night, a snowstorm moved into the area. Roads and airport **runways** are frozen. And many airlines are reporting **flight delays** until **further notice**.

Some of the delays are **due to** the weather. Other delays are due to **mechanical problems** with the airplanes' **engines** and **landing gear**. These delays are causing problems for travelers. Many travelers are reporting **missed flights**. What can you do to find out if your flight is delayed? The Glacier Falls City Council recommends calling the airlines. Ask to speak to a **representative** from the airline. He or she can give you the latest news on departure times.

But what if you're already at the airport? Check the **flight board**. It shows if a flight is **on time**, delayed, or cancelled. The snowstorm is expected to last a few days. Until then, travelers are advised to **be patient**.

1 Did your flight get delayed one time?

2 Your flight gets delayed. What do you do?

1 The weather in Glacier Falls has caused flight delays.

True

False

2 The City Council can tell you departure times.

True

False

3 The flight board gives information about the runways.

True

False

Vocabulary

3 Choose the response that answers the question correctly.

1 Are the flight delays due to the weather?

- ☐ **A)** No, they are because of mechanical problems.
- ☐ **B)** Yes, they are made from the snowstorm.

2 Is the flight to Berlin delayed until further notice?

- ☐ **A)** Yes, it is delayed until someone gives new information about it.
- ☐ **B)** Yes, I bought a plane ticket to Berlin yesterday.

3 Will the plane arrive on time?

- ☐ **A)** Yes, it will come later than expected.
- ☐ **B)** Yes, it will come when it is supposed to.

Vocabulary

4 Fill in the blanks with the correct words or phrases from the word bank.

flight delays runways patient engines missed flights flight board mechanical problems landing gear
airline representative

1 Mr. Smith waits for a long time at the airport, but he doesn't get mad. He is very .

2 The number one reason for is that passengers do not arrive at the airport on time and cannot get on their planes.

3 The is very busy answering calls from worried travelers.

4 The airport are long and smooth. They're perfect for airplane landings and take-offs.

5 Mrs. Williams checked the to see if her flight is on time.

6 There is a problem with the plane's . The plane will not start until they are fixed.

7 The planes will be arriving late due to several and cancellations.

8 An airplane's is important. Without it, an airplane can't land.

9 The airplane has a number of . These include damaged landing gear and engine trouble.

Listening

5  Listen to a conversation between a gate attendant and a traveler. Then choose the right answers.

1 What is the conversation mostly about?

- ☐ **A** The woman misses a flight because of a delay.
- ☐ **B** The traveler wants to know when the flight from Stockholm arrives.
- ☐ **C** The attendant tells the traveler about a delay.
- ☐ **D** The attendant tells the traveler when to board.

2 Which of the following is NOT a reason why the flight is delayed?

- ☐ **A** mechanical problems
- ☐ **B** damaged landing gear
- ☐ **C** engine trouble
- ☐ **D** broken flight board

Listening

6  Listen again. Fill in the blanks.

Traveler: Excuse me. When does Flight 682 leave? It's going to Stockholm.

Gate Attendant: Actually, Flight 682 is delayed until **1)** .

Traveler: Flight 682 has been delayed? I don't believe it.

Gate Attendant: That's correct, ma'am. I **2)** twenty minutes ago.

Traveler: I didn't hear it. Why has the flight been delayed?

Gate Attendant: There are several **3)** with the airplane.

Traveler: Oh my! What kind of mechanical problems?

Gate Attendant: The landing gear is **4)** . Also, there's some minor engine trouble.

Traveler: I see. How long will the flight be delayed?

Gate Attendant: A few hours. In the meantime, you can wait in the **5)** .

Traveler: Okay. How will I know when it's time **6)** .

Gate Attendant: I'll make an announcement. Or you can check the flight board.

Traveler: I'll do that. Thank you.

Speaking

7 Complete the conversation below based on Task 6, with the phrases given. Then, take roles and act it out.

USE LANGUAGE SUCH AS:

Flight ... is delayed.

How long will the flight be delayed?

How will I know when it's time to board?

Student A: You are a traveler going on a trip. Ask Student B questions to find out:

- Why the flight is delayed.
- How to know when to board.

Student B: You are a gate attendant for Hermes Airways. Answer Student A's questions about a flight delay.

How long will the flight be delayed? How will I know when it's time to board? When does Flight 753 leave? I'll do that.

Why has the flight been delayed?

A: Excuse me. It's going to Manchester.

B: Actually, Flight 753 is delayed until further notice.

A:

B: There are several mechanical problems with the airplane; the landing gear is slightly damaged. Also, there's some minor engine trouble.

A:

B: A few hours. In the meantime you can wait in the airport terminal.

A:

B: I'll make an announcement. Or you can check the board.

A: Thank you.

Writing

8 Use the conversation in Task 7 to fill out the announcement about the delayed flight.



An Announcement to All Our Passengers **ATTENTION!**

Several airlines report delays and cancellations due to:

The following flights are affected:

Flight No.	Destination	Status
682	Stockholm	Delayed
1029	Seoul	On-time
7321	Paris	Cancelled

Traveler: Excuse me. When does Flight 682 leave? It's going to Stockholm.

Gate Attendant: Actually, Flight 682 is delayed until further notice.

Traveler: Flight 682 has been delayed? I don't believe it.

Gate Attendant: That's correct, ma'am. I made an announcement twenty minutes ago.

Traveler: I didn't hear it. Why has the flight been delayed?

Gate Attendant: There are several mechanical problems with the airplane.

Traveler: Oh my! What kind of mechanical problems?

Gate Attendant: The landing gear is slightly damaged. Also, there's some minor engine trouble.

Traveler: I see. How long will the flight be delayed?

Gate Attendant: A few hours. In the meantime, you can wait in the airport terminal.

Traveler: Okay. How will I know when it's time to board?

Gate Attendant: I'll make an announcement. Or you can check the flight board.

Traveler: I'll do that. Thank you.