



## UNIT 2.3 ARRIVING

### 1. Listening

Listen to each part of the recordings. Then answer these questions.

a

1. Which flight is boarding at gate 23?
2. Which gate is flight BA125 boarding now?
3. Is this the last call for all passengers for flight SA238? Which gate is this flight?

b.

1. The passenger chooses a flight. What time does it leave?
2. When does the flight arrive?
3. What is the flight number?
4. Which terminal does it leave from?

2. Use the words in the box to fill in each numbered space. The first is done for you.

receipt/ luggage/ flight/ password/ centre/ call/ single room/ seat/ bill

*At the ticket office*

1. I need to change my .....**booking**.....
2. Is there a direct .....?

*At the check-in-desk*

3. Can I take this as hand .....?
4. Can I have an aisle .....?
5. Which way is .....control?

*In a taxi*

6. Please take me to the city .....
7. Can I have a receipt, please?

*At the hotel:*

8. I have a .....for two nights. My name's Ryan K Thorton.
9. Can I have an alarm..... at 6.45, please?
10. I'm checking out today. Can I have the ....., please?
11. Can I have the ..... for the Wi-fi, please?



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### 3. Make questions for the underlined parts. The first is done for you.

**Question:** *How many employees are there in your company?*

*There are 250 employees in my company.*

1. ....?

I work for Vietnam Airlines.

2. ....?

Mr. Baker sent the fax to Ms. White yesterday.

3. ....?

Tom works in Marketing.

4. ....?

The single ticket is \$ 25.

5. ....?

My colleague recommended this hotel to me.

### 4. Decide which of these phrases fit best in the following sentences.

*is over/call back / cut off/ get through/give up/*

*hang up/ hold on / look up/ pick up/put through*

1. The phone's ringing. Why don't you \_\_\_\_\_ the receiver?

2. I'm afraid she isn't available at the moment. Can you \_\_\_\_\_ later?

3. Can you \_\_\_\_\_ their number in the directory, please?

4. I'm afraid she's with a client, shall I \_\_\_\_\_ you \_\_\_\_\_ to her secretary?

5. Hello? Are you still there? I think we were \_\_\_\_\_ for a moment.

6. Mr Green never seems to be in his office. I've been trying to \_\_\_\_\_ to him all morning.

7. Could you \_\_\_\_\_ for a moment? I'll just find out for you.

8. If the telephonist says "Thank you so much for calling" and plays me that awful electronic music again, I'll \_\_\_\_\_.

9. If you get a wrong number, it's polite to say "I'm sorry, I've dialled the wrong number" before you \_\_\_\_\_.

10. If an American telephonist asks "Are you through?", she wants to know if your call \_\_\_\_\_.