



At the check-in desk



- Good morning, sir. Can I see your ticket and passport, please?
- Certainly. There you are.
- Thank you. OK, and how many _____ will you be checking in?
- Just one suitcase.
- Did you _____ your bag yourself?
- Yes, I did.
- Do you have any _____ goods?
- I have an hairdryer in my _____ luggage.
- That's fine. So, nothing else in your suitcase?
- No.
- Okay. Would you like a _____ or _____ seat?
- A window seat, please.
- Okay. This is your seat number and the _____ gate. You can go straight through to the departure lounge. Enjoy your flight.
- And what time will we be _____?
- We begin _____ at nine.
- Okay, thank you.
- Goodbye.

• "There has been a _____ change."

(this means the flight will leave from a different gate)

• "United Airlines flight 880 to Miami is now _____."

(this means it's time for passengers to enter the plane)

• "Please have your _____ and _____ ready for _____."

• "We would like to invite our first- and business-class passengers to _____."

• "We are now inviting passengers with small children and any passengers requiring special assistance to begin _____."

• "We would now like to invite all passengers to board."

(this means everyone can enter the plane)

• "This is the _____ for United Airlines flight 880 to Miami."

(this means it is the FINAL OPPORTUNITY to enter the plane before they close the doors)