



Before listening work with a dictionary and find the meanings of the words below

a flight -

a flight attendant -

a destination -

to apologise -

to mishear -

to take off -

sympathetic -

Listen to the story about Georgina and say what misunderstanding she had with her travel agent.

Listen again and say if the sentences are TRUE or FALSE

1. The woman next to Georgina was the first to mention Spain. _____
2. Georgina booked the holiday by phone. _____
3. She discovered her mistake after the plane took off. _____
4. The flight attendant was very kind and helpful. _____
5. The travel agent has given her a free holiday to Australia. _____