

Airport Problems (B2)

Name: _____

Score: ____/12

Exercise 1: Multiple choice Questions

- How long have the passengers been waiting for?
 - Ten hours.
 - All morning.
 - Six and a half hours.
- When will the next flight to Frankfurt be?
 - Tomorrow morning.
 - As soon as the weather has improved.
 - On Wednesday
- What does the first man want to know?
 - When the flight will depart the next day.
 - If he will get his money back at his destination.
 - What the new departure gate is.
- What information does the woman want?
 - She wants to know about the complaints procedure.
 - Information concerning a refund.
 - How much space there is on the aircraft.
- What does the gate agent tell the third passenger to do?
 - To speak in a more respectful manner.
 - To buy a ticket to Munich on the website.
 - To take a seat and control himself.
- Why is the first passenger exasperated at the end?
 - He can't understand why he can fly to Munich but not Frankfurt.
 - Due to the distance between Munich and Frankfurt.
 - He has to pay for his flight to Munich.



Exercise 2: True, False, or Doesn't Say

	True	False	Doesn't Say
1. According to the gate agent, there have been other cancellations recently.			
2. The cost of the man's transfer at his destination is very high.			
3. The gate agent tries to empathise with the female passenger.			
4. The gate agent explains to the third passenger why there are no more seats.			
5. The Munich flight will depart in 7 hours' time.			
6. The first passenger has an important business meeting in Frankfurt.			

Video link

https://www.youtube.com/watch?v=VEnvleNI9ug&ab_channel=TravelEnglishListening