

BAG MANNERS

Fill in the blanks with the correct form of the root word on the right.

A few months ago, standing in a (0) _____ endless check-in queue at an airport (that perhaps should remain nameless), I couldn't help but overhear an angry businessman loudly complaining to the (1) _____ behind the desk about our delay. His tone was very aggressive and he was using very (2) _____ language that I thought was quite (3) _____ to the situation.

The airline (4) _____ didn't bat an eyelid, however, simply making a calm apology as she continued with the (5) _____ for checking in his bags, then handing him his (6) _____ pass with a smile.

As he walked off, still muttering obscenities, I moved forward to take my turn. I (7) _____ with the woman, commenting on her (8) _____ in the face of such unnecessarily ill-mannered (9) _____. She winked at me and replied: "Don't worry, madam. That gentleman is going to New York, but his suitcase is going to Beijing."

The moral of the story? If you want to avoid the (10) _____ of lost luggage, never be rude to airport check-in staff!

(0) SEEM

(1) ATTEND

(2) OFFEND

(3) APPROPRIATE

(4) EMPLOY

(5) PROCEED

(6) BOARD

(7) SYMPATHY

(8) PATIENT

(9) BEHAVE

(10) CONVENIENT

