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|---|----------------------------------|----|--|
| 1 | <b>Peak travel</b> happens       | a) | a change to a better seat or level of service.                           |
| 2 | When you <b>check in</b> ,       | b) | a room in a hotel/airport where people can sit and relax.                |
| 3 | <b>Frequent-flyer points</b> are | c) | a card you must show in order to get on a plane.                         |
| 4 | An <b>upgrade</b> is             | d) | all the people who work at an airport, but not the pilots or cabin crew. |
| 5 | A <b>lounge</b> is               | e) | awarded by airlines to reward customer loyalty.                          |
| 6 | A <b>boarding pass</b> is        | f) | at times when the largest number of people are travelling.               |
| 7 | <b>Ground staff</b> are          | g) | you go to desk at a hotel/airport to say you have arrived.               |