Multiple-Choices

- Choose the correct answer: A, B, or C.

Listen here

My flight is delayed

1. Where is the passenger going?

a) London **b)** Toronto **c)** New York

2. What is the flight number?

a) Flight 308 **b)** Flight 380 **c)** Flight 803



3. What is the reason for the delay?

a) Bad weather **b)** A security problem **c)** A technical problem

4. How long is the flight delayed?

a) One hour **b)** Two hours **c)** Three hours

5. What is the new departure time?

a) 11:00 a.m. **b)** 11:30 a.m. **c)** 12:00 a.m.



6. When does boarding begin?

a) 11:30 a.m. **b)** 12:00 p.m. **c)** 12:30 p.m.

7. What should the passenger do about the connecting flight?

a) Buy another ticket immediately.

b) Speak to the customer service team.

c) Go directly to the boarding gate.



8. What does the passenger want to do while waiting?

a) Go shopping. **b)** Go to the hotel. **c)** Get something to eat.

9. What should the passenger check regularly?

a) The information screens. **b)** The airport website only.

c) The baggage claim area.

10. What does the gate agent say about meal vouchers?

a) Every passenger will receive one.

b) They are always provided after two hours.

c) The policy depends on the airline and the reason for the delay.



LIVEWORKSHEETS

Vocabulary Match

- Match the expression to when to use it:

My flight is delayed



1. Excuse me. I have a question.	• To ask about a new departure time. **(3)**
2. Is that correct?	• To give advice. **(5)**
3. What time does it leave now?	• To show appreciation. **(7)**
4. What should I do?	• To politely ask for information. **(1)**
5. I recommend speaking to...	• To apologize for a problem. **(8)**
6. Can I leave the gate?	• To ask for advice. **(4)**
7. Thank you for explaining.	• To ask for permission. **(6)**
8. We apologize for the inconvenience.	• To confirm information. **(2)**

- Read each situation and choose the expression that best fits the situation.

a) You need help from an airport employee. How do you start the conversation?

b) You are waiting for your flight and want to go to a restaurant to get something to eat.

c) Your connecting flight might be affected by the delay. You don't know what to do.

d) Your flight is delayed, and you want to know the new departure time.

e) You are a gate agent. A passenger is unhappy because their flight has been delayed. You want to apologize politely.

f) The agent tells you that your boarding time is 10:30 a.m. You want to confirm:

g) The agent explains the flight delay and gives you all the information you need. You want to show appreciation.

h) You work at the airport. A passenger needs help with a connecting flight. You suggest talking to the customer service team.

LIVEWORKSHEETS

Vocabulary Match

- Match each word **(1–10)** with the correct definition **(A–J)**.
- Write the letter.

My flight is delayed

1. Departure time ___
2. Boarding ___
3. Delayed ___
4. Connecting flight ___
5. Customer service ___
6. Announcement ___
7. Meal voucher ___
8. Technical problem ___
9. Inconvenience ___
10. Information screen ___

A. A flight you take after arriving on another flight.
B. The process of passengers getting onto an airplane.
C. A display that shows important airport information.
D. A problem related to the operation or equipment of something.
E. The time when an airplane is scheduled to leave.
F. Something that causes difficulty or trouble.
G. A service that helps customers with questions and problems.
H. A flight that is not leaving at its scheduled time.
I. A message or piece of information communicated to people.
J. A document or coupon that can be exchanged for food.












LIVEWORKSHEETS

Vocabulary Study

- Study the words and definitions:

My flight is delayed



Technical problem - An issue with equipment or a machine.



Announcement - An important message given to inform people.



Connecting flight - A second flight you take to reach your final destination.



Customer service - A department that helps customers with questions and problems.



Regularly - Happening often or at repeated times.



Meal voucher - A ticket or coupon that you can exchange for food.



Policy - An official rule or way of doing something.



Inconvenience - A situation that causes difficulty or trouble.

LIVEWORKSHEETS