

At the Airport

Warm up:

- Do you like flying?
- When was the last time you were at an airport, and why?
- Have you ever missed a flight?
- What is the longest flight you have ever been on?
- Do you like airports? Why or why not?
- If you could fly anywhere, where would you fly?



1. Read through the common complaints about airports and match the underlined words to the definitions below.

Anastasia: I like flying, but I hate airports. The lines are always so long, especially going through customs. The last time I went to the airport, it took 3 hours just to get to my gate!

Craig: I know this sounds lazy, but for me the worst thing about airports is carrying my luggage! I usually carry mine and my wife's luggage, and it's really heavy!

Joel: My biggest complaint about airports is definitely how crowded they are. I really don't like being around so many people.

Clarissa: Airports are stressful for me because I'm always scared that I'm going to do something stupid like forget my passport or lose my boarding pass.

Jacinta: I actually really enjoy airports. I like shopping, and a lot of the shops in airports are duty-free, so you can buy some things a lot cheaper.

Miles: I can't stand airports because it seems like my flight is always delayed. The last time I flew my flight was delayed by 8 hours and I had to sleep on a chair!

- The bags and suitcases you take with you when travelling. *Luggage*
- A ticket that lets you enter a plane. *Boarding pass*
- An adjective which describes a place with many people. *Crowded*
- A place travellers must have their bags checked before leaving a country. *Customs*
- Things that cost less money because they are not taxed. *Duty free*
- A type of identification which is usually required to fly. *Passport*
- The place in an airport where passengers board the plane. *Gate*
- Something that is late. *Delayed*



2. Read through the conversation and answer the questions below.

Claudia: Excuse me, I just flew in from Sydney, and now I need to transfer to a flight to Chicago, but I don't know which gate to go to. Could you please tell me which gate I should go to?

Staff member: So you just have a short stopover here?

Claudia: Yes, I only have 1 hour to get to my plane, so I'm a bit stressed.

Staff member: No problem, do you have your boarding pass?

Claudia: I do, but the problem is the boarding pass says I should go to gate 37, but the departure screen says I should go to gate 80.

Staff member: I see. Ok let me just check that... ok, I'm sorry, your ticket is wrong, you need to make your way to gate 80.

Claudia: Thank you so much, and one more thing, is there somewhere here that sells earplugs? I can't sleep without them.

Staff member: Certainly, they should supply them on the plane, but I'm also pretty sure they sell them in the mini-supermarket over there.

Claudia: Fantastic, thank you so much.

Staff member: Have a nice flight.

- a) Where is Claudia flying to? *Chicago*
- b) How long is Claudia's stopover? *1 hour*
- c) Why is Claudia not sure which gate to go to? *The boarding pass and the departure screen say different things.*
- d) Where should Claudia go? *Gate 80*
- e) Why does Claudia need earplugs? *She cant sleep without them*
- f) Where are there 2 places Claudia can get earplugs? *On the plane and in the mini supermarket*



Asking for Help

There are many polite ways to ask for help. Read the example questions below.

“Could you please tell me where the bathroom is?”

“Excuse me, is this bottle too big to take through customs?”

“Sorry could you help me? I think I left my wallet on the plane.”

“Excuse me, do you know where I can pick up my luggage?”



3. Read the situations below and write a polite question for each situation. Try to use some of the structures in the box above.

a) You are at the airport, but you are not sure where you should check your luggage in for your flight. Ask a staff member.

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b) You are not sure if your carry-on bag is too big, ask one of the staff members.

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c) You are waiting for your plane but need to charge your phone. Ask a staff member where an electrical outlet is.

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d) You are on a flight and you want the flight attendant to bring you a glass of champagne.

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e) You want to sleep, but the window is open. Ask the passenger next to you to close the window.

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f) The other passenger next to you is watching a movie on his phone without headphones. Ask him to use headphones.

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g) You just got off your flight and want to pick up your luggage, but you are not sure where to go to pick up your luggage.

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4. Listen to the airport announcements and complete the departures table.

Flight	Destination	Boarding Time	Boarding Gate
BA 772	<i>Dubai</i>	23:30 (delayed)	45
EM224	Paris	4:10	<i>3</i>
GA639	Rome	<i>10:30</i>	20
FR336	Tokyo	13:45	<i>89</i>
<i>FR091</i>	Athens	16:00 (now boarding)	16
KL994	Amsterdam	16:30	<i>9</i>
<i>KL772</i>	Boston	16:35	18
395	<i>Sydney</i>	10:20	<i>2</i>



5. Listen again and answer the questions

- Why are passengers on flight BA772 being offered free snacks and water? *Because their flight is delayed*
- Why was flight GA 639 delayed? *Due to bad weather*
- What do passengers on the flight to Tokyo need to do? *They need to go to gate 89*
- How long does John Cena have before his flight leaves? *5 minutes*
- Who should go to gate 9 for flight KL994? *Anybody with express boarding tickets or children.*
- What part of the aeroplane to Boston is boarding? *Zone 4*
- Why does Mr. Banks on flight 395 to Sydney need to go to gate 2? *They need to check details on his passport.*

Audio Transcript

“This announcement is for all passengers on the delayed flight BA772 to Dubai. We apologize for the delay, and would like to offer all passengers some snacks and water while you wait for your flight. Please come to the boarding desk to receive your snacks and water. Thank you for your patience.”

“To all passengers on flight EM224 to Paris, your flight is now boarding at gate 3 instead of gate 11. I repeat, flight EM224 to Paris is now boarding at gate 3, not gate 11. We kindly ask all passengers of flight EM224 to make their way to gate 3.”

“Passengers for flight GA639 to Rome, this flight is delayed for 2 hours due to bad weather. We apologize for the inconvenience. The flight will be boarding at 10:30. I repeat, the flight will be boarding at half past 10.”

“Would all passengers to Tokyo on flight FR336 please go to gate 89. Your flight is ready to board.”

“This is the final boarding call for passenger John Cena on flight FR091 to Athens. Please go to gate 16 immediately. Your plane is ready to leave. The doors will close in 5 minutes. Final boarding call for John Cena.”

“This is an announcement for KL994 to Amsterdam. Will all passengers with express boarding tickets and passengers travelling with young children please go to gate 9.”

“All passengers in zone 4 of flight KL772 to Boston, please go to the gate, we are now boarding zone 4 of the aeroplane.”

“Could Mr Jeffrey Banks on Flight 395 to Sydney please come to gate 2, we need to check some details on your passport. I repeat, could Mr Banks please come to gate 2.”