


2nd task: At the airport

# AT THE AIRPORT

## Useful phrases

<p>Can I have your ticket, please?          How much luggage do you have?          How many suitcases have you got?          This is my hand luggage.          Can I have a seat next to the window/corridor?          Here's your boarding pass.          Where is passport control?          Follow the signs.</p>	<p>Can I see your passport, please?          Where can I get a trolley for my luggage?          Where is the information desk?          Which gate for flight number...?          The gate number is on the departure board.          How much is it for excess baggage?          How much hand luggage can I have?          Now go through passport control.          Wait for the flight in the departure lounge.          Check the departure gate.</p>
<p>It's now boarding.          The flight is delayed / on time.          This is the last call.          Please board the plane.          Where is the arrival hall?          I have nothing to declare.          Do I have to pay customs duty on this?          How much is it?          How many can I bring in duty-free?</p>	

**1. Match the halves.**

<table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">1. hand</td> <td style="width: 50%;">a. free</td> </tr> <tr> <td>2. boarding</td> <td>b. luggage</td> </tr> <tr> <td>3. passport</td> <td>c. to declare</td> </tr> <tr> <td>4. luggage</td> <td>d. lounge</td> </tr> <tr> <td>5. information</td> <td>e. duty</td> </tr> <tr> <td>6. flight</td> <td>f. gate</td> </tr> <tr> <td>8. excess</td> <td>h. pass</td> </tr> <tr> <td>9. departure</td> <td>i. trolley</td> </tr> <tr> <td>10. departure</td> <td>j. call</td> </tr> <tr> <td>11. last</td> <td>k. number</td> </tr> <tr> <td>12. nothing</td> <td>l. control</td> </tr> <tr> <td>13. custom</td> <td>m. desk</td> </tr> <tr> <td>14. duty</td> <td>n. luggage</td> </tr> </table>	1. hand	a. free	2. boarding	b. luggage	3. passport	c. to declare	4. luggage	d. lounge	5. information	e. duty	6. flight	f. gate	8. excess	h. pass	9. departure	i. trolley	10. departure	j. call	11. last	k. number	12. nothing	l. control	13. custom	m. desk	14. duty	n. luggage	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
1. hand	a. free																										
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12. nothing	l. control																										
13. custom	m. desk																										
14. duty	n. luggage																										

**2. Read the dialogue and fill in the missing words.**

- Can I have your ticket, please?
- Certainly, here you are.
- How much ..... do you have?
- Two suitcases. This small bag is my .....luggage.
- That's fine.
- Can I have a .....next to the window?
- I'll check. Yes, that's OK. Here's your .....pass. Have a nice .....
- Thank you. And where is passport.....?
- Over there. Follow the signs.
- Can I see your....., please?
- Of, course. Here you are.
- Thank you very much. That's fine.

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**3. Match the halves to make the sentences.**

- |                            |                                   |
|----------------------------|-----------------------------------|
| 1. Where is the .....      | a. two weeks.                     |
| 2. Which gate for .....    | b. next to the window?            |
| 3. How much .....          | c. information desk?              |
| 4. Can I have a seat ..... | d. holiday to the seaside.        |
| 5. I'm going on .....      | e. flight number BA 7413 to Rome? |
| 6. I'm staying for .....   | f. luggage can I have?            |

**4. Watch the video and write down at least five words or expressions related to the airport.**

## Airport announcements

**5. LISTENING 1. Listen and choose the correct option.**

1. Who is probably making the announcement?
  - A. a pilot
  - B. a flight attendant
  - C. a ticket agent
  - D. a ground crew member
2. What is the ultimate destination of the flight?
  - A. Atlanta
  - B. Miami
  - C. Caracas
  - D. Lima
3. What change has been announced?
  - A. the flight number
  - B. the gate number
  - C. the arrival time
  - D. the boarding time
4. What are the current weather conditions outside?
  - A. It's raining.
  - B. It's cloudy.
  - C. It's hailing.
  - D. It's windy.
5. What time will the plane depart?
  - A. 9:50 AM
  - B. 12:15 PM
  - C. 4:05 PM
  - D. 8:45 PM

**6. LISTENING 1. Listen again and fill in the gaps.**

Hello. Passengers of flight 17 <sup>(1)</sup> \_\_\_\_\_ for Caracas, with stops in Atlanta and Miami. The <sup>(2)</sup> \_\_\_\_\_ gate has been changed to 30B. Also, there will be a <sup>(3)</sup> \_\_\_\_\_ departure delay due to <sup>(4)</sup> \_\_\_\_\_ weather outside. The ground <sup>(5)</sup> \_\_\_\_\_ is in the process of deicing the <sup>(6)</sup> \_\_\_\_\_ in preparation for departure. It also looks like the flight is slightly <sup>(7)</sup> \_\_\_\_\_, so we are offering <sup>(8)</sup> \_\_\_\_\_ round-trip tickets to a few passengers willing to take a <sup>(9)</sup> \_\_\_\_\_ flight. We should be boarding about a <sup>(10)</sup> \_\_\_\_\_ to the hour. Thank you for your patience.

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### Key Vocabulary

- **inclement** (*adjective*): severe
- **crew** (*noun*): an organized group of workers
- **deice** (*verb*): make or become free of frost or ice, defrost
- **overbook** (*verb*): too many seats, for example, have been reserved in advance
- **complimentary** (*adjective*): free, gratuitous
- **board** (*noun*): to get on an aircraft, ship, train, bus, etc.

## Customs and immigration

### 7. LISTENING 2. Listen and choose the correct option.

1. What is the purpose of the woman's visit?
  - A. business
  - B. pleasure
  - C. business and pleasure
  
2. Where will the woman stay during her trip?
  - A. at a friend's home
  - B. at a hotel
  - C. at a university dormitory
  
3. About how long will the woman be in the country?
  - A. one or two days
  - B. three or four days
  - C. more than four days
  
4. What things are in the woman's luggage?
  - A. clothing, computer, and books
  - B. CD player, clothing, and books
  - C. books, gifts and computer
  
5. What other piece of information do we learn about the woman?
  - A. Her parents are on the same trip.
  - B. She enjoys travelling to different countries.
  - C. She was born in that country.

### 8. LISTENING 2. Listen again and fill in the gaps.

**Customs Officer:** Next. Uh, your <sup>(1)</sup> \_\_\_\_\_ please.

**Woman:** Okay.

**Customs Officer:** Uh, what is the purpose of your <sup>(2)</sup> \_\_\_\_\_?

**Woman:** I'm here to <sup>(3)</sup> \_\_\_\_\_ a teaching convention for the first part of my trip, and then I plan on touring the capital for a few days.

**Customs Officer:** And where will you be staying?

**Woman:** I'll be staying in a room at a hotel <sup>(4)</sup> \_\_\_\_\_ for the entire week.

**Customs Officer:** And uh, what do you have in your <sup>(5)</sup> \_\_\_\_\_?

**Woman:** Uh, well, just, just my <sup>(6)</sup> \_\_\_\_\_ belongings, um, . . . clothes, a few books, and a CD player.

**Customs Officer:** Okay. Uh, please open your bag.

**Woman:** Sure.

**Customs Officer:** Okay . . . Everything's fine. [Great]. Uh, by the way, is this your first visit to the <sup>(7)</sup> \_\_\_\_\_?

**Woman:** Well, yes and no. Actually, I was born here when my <sup>(8)</sup> \_\_\_\_\_ were working in the capital many years ago, but this is my first trip back <sup>(9)</sup> \_\_\_\_\_ then.

**Customs Officer:** Well, <sup>(10)</sup> \_\_\_\_\_ your trip.

**Woman:** Thanks.

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### Key Vocabulary

- **attend (verb):** to be at or go to
- **book (verb):** to make arrangements in advance
- **luggage (noun):** bags used during travelling to carry your things
- **belongings (noun):** your personal property or possessions

9. VIDEO. Watch the video from the film *The Terminal*, then answer the questions.

1. Where are they?
  - a. At the airport
  - b. At a bus stop
  - c. On the subway
2. What was the first question asked at the customs?
  - a. What's the purpose of your visit?
  - b. How long are you staying?
  - c. Cash?
3. What do the officers want to see?
  - a. The filled form
  - b. The passport
  - c. Return tickets
4. What should a passenger do before claiming luggage?
  - a. Take a taxi
  - b. Wait in line
  - c. Go through immigration
5. Where is Mr. Navorski staying?
  - a. Ramada Inn
  - b. Times Square
  - c. Montreal
6. How does he want to leave the airport?
  - a. By taxi
  - b. By car
  - c. By bus
7. Does he know anyone in New York?
  - a. No, he doesn't.
  - b. Yes, he does.
  - c. Maybe
8. Does Mr. Navorski speak English?
  - a. No, he doesn't.
  - b. Yes, he does.
  - c. Only a little bit.
9. How do you answer the question: "What's the purpose of your visit?"
  - a. Business or pleasure
  - b. Shopping
  - c. Musicals

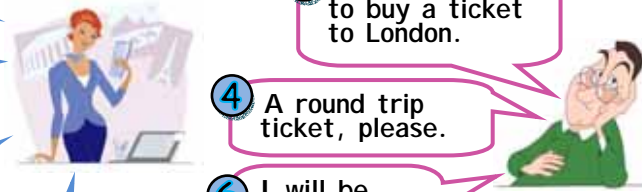
## Let's talk about PLANES

1. How old were you when you went on your first flight?  
Where did you go?
2. Do you like to travel by airplane?
3. What was the longest flight you have ever taken?
4. What seat do you prefer: window, centre or aisle?
5. What do you like to do during the flight?
6. Have you ever experienced turbulence? What do you do in that case?
7. Have you ever met anyone or established any relationships during a flight?
8. Have you ever seen a female pilot? Why do you think that most pilots are men?
9. Would you like to be a flight attendant? What are the benefits and /or downfalls?
10. Is being a flight attendant considered a good job in your country? What do you think are the qualifications?
11. Are planes really safer than cars? ( A British study shows that flying is 176 times safer than walking, 15 times safer than driving and 300 times safer than a motorbike.)
12. What are the advantages of travelling by airplane? And the disadvantages?
13. Do you know someone who is afraid of flying in an airplane?
14. What questions should you ask when buying airplane tickets?
15. What is a charter flight?
16. What things can you see in an airport?
17. What questions do they ask you when you check-in at the airport?
18. What questions do they ask you when going through immigration and customs at the airport?
19. Have you ever met an annoying person during a flight?
20. Have you ever had an accident during a flight?
21. Do you think budget airlines are safe?
22. Do you like to fly? Why or why not?
23. Do you prefer to fly in big planes or small planes? Why?
24. Do you think being a pilot is a good job? Why or why not?
25. Have you or someone you know ever been in a plane crash?
26. What would you do if you were on a plane that was crashing?
27. Do you like to watch movies or TV about airplane crashes? Why or why not?
28. How much baggage do you take with you?
29. What items should not be included in your hand baggage?
30. What documents do you need for international travel?
31. Do you like airline food? Would you pay money for airline food?
32. Do you enjoy talking with strangers on an airplane?
33. Do you enjoy takeoff / landing?



# At the airport-Booking and boarding a flight

## 1. Buying the ticket



1 Hello! How may I help you?

2 I would like to buy a ticket to London.

3 Would you like a one way or round trip ticket?

4 A round trip ticket, please.

5 When will you be leaving?

6 I will be leaving on Wednesday

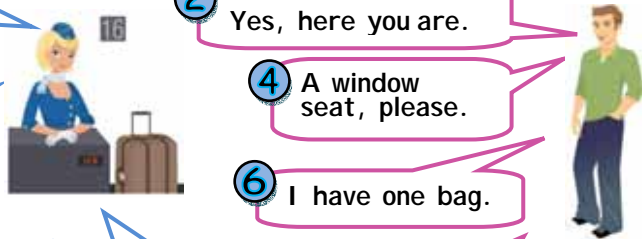
7 When will you be returning?

8 I will be returning on Sunday.

9 How much is the ticket?

10 It is \$987

## 2. at the airport check-in



1 Hello. Can I see your ticket and your passport, please?

2 Yes, here you are.

3 Would you like a window or an aisle seat?

4 A window seat, please.

5 How much luggage do you have?


6 I have one bag.

7 Here is your boarding pass. Have a nice flight.

8 Thank you. Where do I go next?

9 Go to gate H5. Go straight ahead and turn left.

## 3. Passport control




1 Here you are?

2 Can I see your passport?

3 Thank you. Have a nice flight

4 Thank you.

## 4. on the plane



1 Would you like something to drink?

2 Could I have a coke, please?

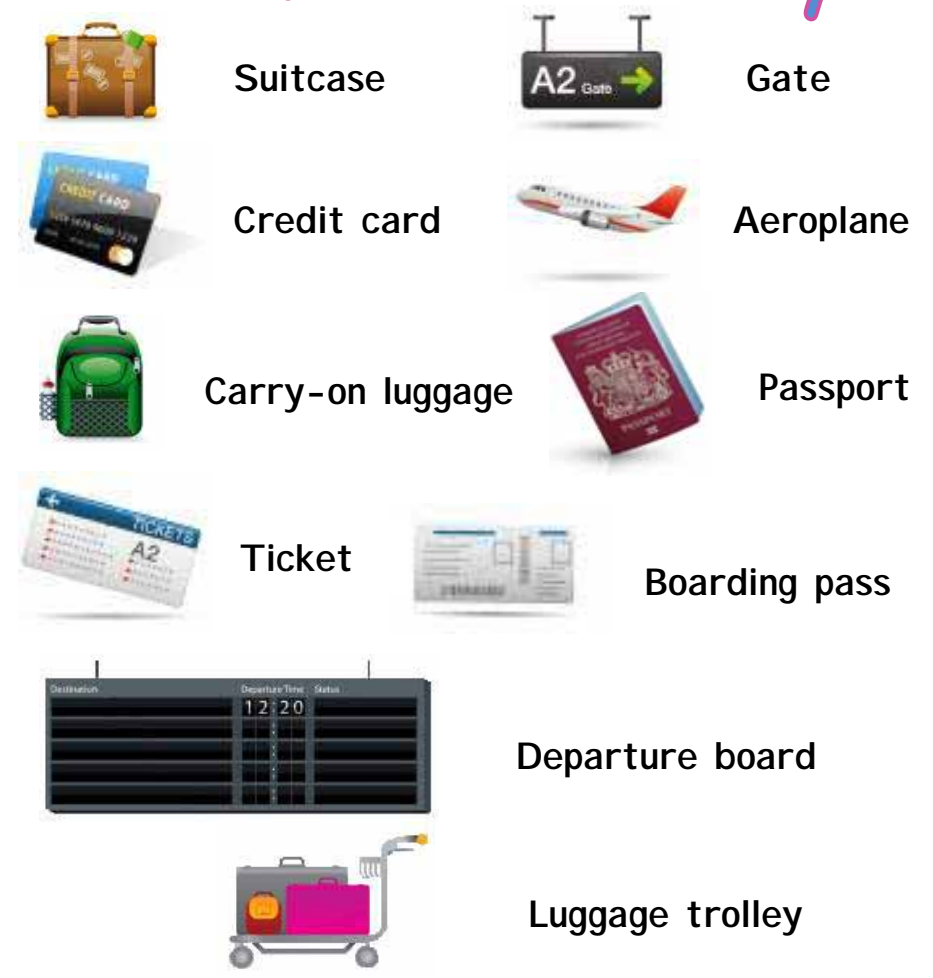
3 Would you like some ice?

4 Yes, please.

5 Would you like anything else?

6 No, thank you.

# Useful Vocabulary



Suitcase

Gate

Credit card

Aeroplane

Carry-on luggage

Passport

Ticket

Boarding pass

Departure board

Luggage trolley



# Airport Role-play: Customs Sheet B



Role-play: You are a customs and immigration officer at an airport. When students try to enter your country find out this information. To the left of the table there are some questions that you might want to ask:



Welcome to \_\_\_\_\_.

Could I see your passport?

Where are you coming from?

Why are you visiting \_\_\_\_\_?

How long do you intend to stay?

Where will you be staying?

Have you been to \_\_\_\_\_  
before?

Do you wish to declare anything?

Enjoy your stay.

Name	Nationality	Last Country Visited	Purpose of Visit	Intended Length of Stay	Location of Stay	Anything to Declare (Y/N)	First Time (Y/N)