

Lesson 17 – Airport: Part 2

Conversation #1 – Going through Immigration & Customs

Leo is flying from Argentina to Canada. Listen to his conversation with the immigration officer when he arrives.

Officer: Welcome to Canada. Can I see your passport and immigration form, please?

Leo: Here you go.

Officer: Where are you coming from?

Leo: Buenos Aires, Argentina.

Officer: What is the purpose of your visit?

Leo: Tourism.

Officer: Have you ever been to Canada before?

Leo: No, this is my first time.

Officer: How long are you planning to stay?

Leo: Two weeks.

Officer: Where will you be staying?

Leo: At the Grand Hotel in Toronto.

Officer: Welcome to Canada – enjoy your visit.



Conversation Vocabulary & Phrases

On the airplane, you will receive two forms – an **immigration form** and a **customs form**. On the **immigration form**, you write information about when you are arriving in and leaving the country. You need to write with a blue or black pen.

The **customs form** asks about the things you are bringing into the country – for example, if you are bringing any fruits, vegetables, plants, insects, meats, animals, or items to sell, because these things may need to be examined by the agents to see if they can enter the country. You'll learn some phrases for customs in the next section of the lesson.

Here are some other possible answers to the immigration officer's questions:

- **"What is the purpose of your visit?"**
 - "Business."
 - "I'm here for a conference."
 - "I'm doing a study abroad program."
 - "I'm visiting some friends."
- **"Have you ever been to Canada before?"**
 - "Yes, last year."
 - "Yes, twice."
 - "Yes, several times."
- **"How long are you planning to stay?"**
 - "Five days."
 - "Six weeks."
 - "Three months."
- **"Where will you be staying?"**
 - "At Ontario University."
 - "With a homestay family – here's their address."
 - "With my cousin."

Before continuing the lesson, take this quick quiz to choose the best answer to the immigration officer's questions:

Question 1

Where are you coming from?

- A. In a hotel.
- B. Lima, Peru.
- C. One week.

Question 2

Have you ever been to Canada before?

- A. At the university.
- B. Yes, about four years ago.
- C. Three days.

Question 3

Where will you be staying?

- A. No, this is my first time.
- B. Ten days.
- C. At 540 Main Street in Montreal.

Question 4

Who will you be staying with?

- A. I'll be staying by myself.
- B. I'll be staying in Vancouver.
- C. I'll be staying for six days.

Question 5

What is the purpose of your visit?

- A. New York City.
- B. Business.
- C. Yes, last year.

Question 6

How long are you planning to stay?

- A. Six months ago.
- B. One month.
- C. On April 22.

Check your answers at the end of this lesson text

After going through immigration, you'll pick up your luggage and go through customs. Here are a few phrases you might hear from the customs officer:

Phrases you'll hear at customs:

- **"Do you have anything to declare?"**
depending on each country's rules, you may need to tell the customs officer about certain specific items that you are bringing into the country
- **"You need to fill out this customs form."**
- **"Could you open your bag, please?"**
- **"Do you have any alcohol or tobacco products?"**
- **"Where did you buy this?"**
- **"How much did it cost?"**
- **"You need to pay duties on these items."**
"duties" are taxes on imported items

Conversation #2 – Missed connection

Ben was also traveling from Argentina to Canada, but his flight was delayed and he missed his connection. Listen to the dialogues as he tries to get on a different flight.

Ben: Excuse me, is this the gate for flight 1388 to Toronto?

Agent: I'm sorry, but the flight left just a couple minutes ago.

Ben: Ah... what should I do now?

Agent: Go to the Global Airlines check-in desk and ask them to put you on the next available flight.

(at the check-in desk)

Ben: Hi. My flight from Buenos Aires was delayed and I missed my connection to Toronto. When's the next available flight?

Agent: Let me see... the 7:20 flight is full, but there's another one at 10:10.

Ben: That'll be fine.

Agent: Your passport, please... would you like a window or an aisle seat?

Ben: A window seat.

Agent: All right – you'll be departing from gate 28B in Terminal 4, and your seat number is 5A.

Conversation Vocabulary & Phrases

Ben says "When's the next available flight?" to ask about the schedule. Here are some other questions you can ask if you've missed a flight:

- **"What time does it arrive in (destination)?"**
- **"Can I have a window/ an aisle seat?"**
A "window seat" is next to the window, and an "aisle seat" is next to the corridor
- **"Can I have a hotel/meal voucher?"**
*(if you will need to wait a long time, or overnight, for the next flight, then the airline may give you **vouchers** – free credits for buying food or staying in a hotel)*

Conversation #3 – Lost Luggage

When Ben gets to Toronto, he waits at the baggage claim for a long time, but his bags don't appear. He'll need to report his lost luggage.

Ben: I think my luggage is lost – I've been waiting at the baggage claim for over an hour and it hasn't come out yet.

Agent: What's your flight number?

Ben: Well, I was supposed to come in on flight 1388 from Buenos Aires via Mexico City, but I missed the connection, so I ended up on flight 973 instead.

Agent: OK – can you describe your luggage?

Ben: There's one black suitcase with wheels, and one dark blue duffel bag. Both have tags with my name on them.

Agent: Please fill out this form with your contact information and the name and address of your hotel, and we'll get in touch as soon as we find your luggage.

Ben: How long does it usually take?

Agent: Hopefully less than 24 hours.

Conversation Vocabulary & Phrases:

The **baggage claim** is the place where you pick up your luggage after arriving in the destination airport.



End up is a phrasal verb used to talk about the final result of a situation (especially if the result was different from what was expected or planned)

Luggage is the general name for the bags you bring while traveling. The picture on the left is a **suitcase**, and the picture on the right is a **duffel bag**.



A suitcase and a duffel bag

Practice pronouncing these phrases about travel problems:

- **"My luggage is lost."**
- **"My luggage was damaged."**
- **"I missed my connection."**
- **"My flight was delayed."**
- **"My flight was canceled."**
- **"My flight was overbooked, so I was bumped to a later one."**
overbooked = the airline sold too many tickets, and there is not enough space on the plane for all the people who have purchased tickets. Some of the people will be bumped to a later flight – they have to wait for a different flight later

You've finished Lesson 17! Now take the quiz to refresh your memory of the key phrases.

Quiz – Lesson 17

- 1) I missed my connection! _____ should I do now?
- A. What
 - B. How
 - C. Where
- 2) How long does it usually _____ to get my luggage?
- A. wait
 - B. make
 - C. take
- 3) I'd prefer an _____ seat.
- A. aisle
 - B. corridor
 - C. side
- 4) _____, is this the gate for flight 345?
- A. That'll be fine
 - B. Thanks
 - C. Excuse me
- 5) My flight was _____.
- A. left
 - B. delayed
 - C. departed
- 6) I _____ my connection.
- A. late
 - B. lost
 - C. missed

7) That'll be _____.

- A. fine
- B. find
- C. fun

8) Do I need to _____ a form?

- A. write out
- B. make out
- C. fill out

9) When's the _____ available flight?

- A. later
- B. next
- C. last

10) I think my luggage is _____.

- A. lost
- B. away
- C. missed

11) I _____ on the 10:00 flight after the 7:00 flight was canceled.

- A. turned up
- B. went up
- C. ended up

12) I've been waiting at the _____ for over an hour, and I haven't seen my suitcase.

- A. security area
- B. connection gate
- C. baggage claim

Lesson 17 Quick Quiz - Answers

1.B 2.B 3.C 4.A 5.B 6.B

Lesson 17 Quiz - Answers

1.A 2.C 3.A 4.C 5.B 6.C 7.A 8.C 9.B 10.A 11.C 12.C