

Traveling Part XIV :

Dealing With Traveling Difficulties

Do you have any travel plans for the future? I'm going to India next month. I just booked a flight for Tokyo. I travel once a year/ twice a year. I'm going to the USA soon. I want to go to New York. I plan to travel to the US next year. I am planning to go to Scotland next year.

What are some potential problems that you could run into? You might lose your passport. Your flight might be delayed. You could lose your wallet. You might get sick. You could lose your luggage. You could lose your phone. You could miss your flight. You could run into problems with the language barrier. Your plane might be grounded. Bad weather could cause travel delays or cancellations.

potential = something that is possible, but not definite.

In the US, the holiday season is approaching. Thanksgiving and Christmas are right around the corner. Because these are the two biggest holidays AND they occur during the winter, there is the potential for many travel difficulties.

They are right around the corner = they are going to happen soon...
We definitely get the days of the holiday off (Thanksgiving day and Christmas day - 2 days.
Most people get the day before Christmas off. Most people get the Friday after
Thanksgiving off too. The time off depends on your job. Teachers might get 1 or 2 weeks
off.

Introduction



- This series of lessons is all about traveling. We will learn useful vocabulary and phrases you can use when you travel. In this lesson we are going to focus on dealing with problems while traveling.

Yes, I do like to travel. I've been to Thailand/ Japan.
I went Yunnan last month. I have been to the Maldives. I am going to Philadelphia this weekend because my sister is running the marathon there on Sunday. I'm going to Myrtle Beach in South Carolina after that to spend Thanksgiving with my in-laws.

- Do you like to travel? Where have you been?
- What do you do if you have a problem while traveling?

Use Google/ call the police or the embassy if it is serious trouble. You can ask friends or locals or talk to the concierge at the hotel.



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It's a 4 hour drive to Philadelphia for me. I'll fly to South Carolina - 1.5 hour flight...
From New York City, Philadelphia is only about 1 hour by train.

Problems Happen While Traveling



It depends on the problem I run into. If I get lost,
I will use the maps and GPS on my phone...

Here are some words to know:

arrested = taken into custody by the police because they think you have done something illegal...

- **embassy**: a group of officials who
- represent their government in a foreign country, or the building they work in
- **consulate**: the building in which a consul lives and works
- When traveling in a foreign country, these government offices can help you if
- you have any difficulties, like a lost passport or get **arrested**.



Most people recommend checking in with the embassy and registering yourself IF you are going to someplace "dangerous."

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Some Tips for Preventing Problems



- Make a copy of your passport and any other travel documents and keep them in a separate place from the originals. *I always make a copy and give it to my parents, so they have it if there is a serious problem. I also carry a copy and have a copy in my Cloud drive. Do you do this? a cloud drive is a place where you can save documents on the Internet and then you can get them from any computer...*
- Locate and write down the phone number and address of your country's **consulate** or **embassy** in any foreign city you visit. *Again, I would keep this information on your phone (like on a notepad) and also email it to yourself, just in case.*
- Label all your baggage with your name, address, e-mail and phone number. *Do you do this? All of your bags should have this information on it. Why? If they get lost, you want someone to be able to contact you and get them back to you.*

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Meet Cindy



Meet Cindy. She is traveling, and she has some problems. Let's listen to her conversation.



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At the Baggage Claim



→ Cindy: Excuse me sir, it seems my luggage is not here. I think it may have gotten lost. (I'm sorry for the trouble...)

- Agent: I'm sorry for the inconvenience. I will need you to fill out this form. Please make sure you describe each of your bags, provide local contact information and your flight numbers.
- Cindy: The problem is that I will not be staying in this city. I am supposed to take a train early tomorrow morning.
- Agent: I understand your problem. We may be able to transfer your luggage to another city if our airline flies there, or you may be able to pick up your luggage before you leave if it comes in time.



Has your luggage ever gotten lost? I live about 1 hour from the airport. My luggage has gotten lost before and it didn't arrive until the next day. The airport drove my luggage to me. (2 hours round trip...)

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Dialogue



- **Cindy:** How will I know when you find my luggage?
- **Agent:** You can check online. Click on 'lost luggage' on our company website and you can put in this claim number. It will show the **status** of your luggage. You can then email us to tell us where you would like your luggage to be delivered.
- **Cindy:** Ok thank you. I hope it turns up soon. I really need my luggage!
- **Agent:** Check online as soon as you can. We can deliver it as soon as it is located. Usually, that just takes a few hours.
- **Cindy:** I will check the website as soon as I get to my hotel.

We can check the status of your luggage = it will tell us WHERE your luggage is...

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At the Hotel



Cindy: I have a reservation for one night. Here is my confirmation number.

Clerk: I'm sorry, there must be some problem. We do not have a record of your confirmation number. Did you book your room online?

Cindy: Yes, just last week.

Clerk: I'm sorry, perhaps something went wrong with our online booking system. Unfortunately, we do not have any rooms available.

Cindy: You've got to be kidding! I just arrived after a long flight, the airline lost my luggage, and now I don't have a hotel room to stay in either!

Clerk: I understand your **frustration**. Let me speak to my manager.

(feelings of being upset...) If you were Cindy, what would you do? I would connect to the Wifi and check my confirmation number. I would ask for compensation if I could prove that I had booked the hotel.

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Dialogue



- **Clerk:** Ok, my manager offered to check with some other nearby hotels. She found a room available one block down at a similar hotel for the same price. We will provide you with a coupon for a free night with us the next time you travel.
- **Cindy:** I'm not sure I will book a hotel room again with your company, but I am tired and just need a place to sleep. Which hotel should I go to?
- . **Clerk:** The Regency. You can see it from the street to the left.
- **Cindy:** Do you mind if I first use the wireless Internet to check on the **status** of my lost luggage?
- **Clerk:** No problem. Here is the Wi-Fi code. I really am sorry for all the **inconveniences** you are dealing with today.

status of her luggage = has it been found? where is it?
inconveniences = problems/ troubles...

A booking = a reservation to book a room = to save a room for someone...

A block - a measurement of area in a city. We live one block from the ocean.
Any other questions?

I am **REALLY** sorry...(I am **VERY** sorry...)

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Learn Even More – Additional Useful Phrases



Describing what you need:

I am having a medical emergency. I need a doctor.

I need a police officer.

I missed my flight. I need to get on another flight.

I need to make a phone call.

I need **assistance**.

(help)

Measurement = a way to say how big/long something is...

A mile is a unit of measurement. KM is a measurement...



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Vocabulary Review



- **arrest**: if the police arrest someone, the person is taken to a police station because the police think they have done something illegal
- **inconvenience**: problems caused by something which annoy or affect you
- **contact**: to write to or telephone someone
- **status**: a situation at a particular time, especially in an argument, discussion, etc.
- **frustration**: the feeling of being annoyed, upset, or impatient, because you cannot control or change a situation, or achieve something
- **assistance**: help or support

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What Do I Do If I Have a Problem



Imagine you have a friend that asked for some advice about traveling. What would you recommend?

- What do I do if my wallet gets stolen?
- What do I do if my luggage is missing?

If your wallet gets stolen, you should call the police and your bank to cancel your credit cards.

If your luggage is missing, contact the airline and see if they can help you find it.



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Suggested Answers



What do I do if my wallet gets stolen?

Go to the nearest police station. Try to remember what you had in your wallet, such as credit cards. Call your bank and credit card companies immediately.

What do I do if my luggage is missing?

Contact an agent with the airline you traveled on. They will give you instructions. Always attach your name and **contact** information to all of your luggage, and keep your claim tickets provided at check-in.

Fill in the Blanks



1. If you have a problem in another country visit the local embassy or consulate.
2. The police arrested the man that stole my wallet.
3. I need some assistance with filling this form out.
4. I felt frustrated after my luggage got lost.
5. What is the status of the flight? Is it on time?
6. I'm sorry for any inconvenience the delay may have caused you.

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Fill in the Blank Answers



1. embassy/ consulate
2. arrested
3. assistance
4. frustration
5. status
6. inconvenience



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Conclusion



Hopefully the next time you travel, you will be better prepared in case you have a problem. Remember to use the vocabulary and phrases you have learned in this lesson.

If you have any further questions,
please ask your consultant.



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Any questions?

I'm back TOMORROW at 2030/ 2230 and 0030
(Tokyo time - 2130/ 2330 and 130)

Thank you

*Don't forget to leave your feedback for this session.
See you next time.*

My name is Samantha! It's 8:31 am here in New York State!
My son's name is Conrad. He is almost 10 months old. I love to travel in my free time and I have been to almost 60 countries.
I love to cook at home and I enjoy taking walks with my dog and my son.

What do you enjoy doing in your free time?
I like to go to the gym/ study/ do yoga/ travel/
hang out with friends/ read/ go shopping/ ride my bike

I like to spend time with my kids. I like to play the ukulele and listen to music. I enjoy going to the park. I like to go biking. I like to draw.

She is almost 11 months old.
I have an 11-month old daughter.

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