

COMMUNICATION

Making a lost luggage claim

LEVEL

Intermediate (B1)

NUMBER

EN_B1_2021X

LANGUAGE

English

Learning outcomes

- I can report an item of luggage as lost and complete a lost luggage form.
- I can give a detailed description of a lost item of luggage.



Warm-up

Has an airline ever lost one of your bags?



What did you do in that situation?



Filling out a lost luggage report

When an airline loses your luggage, a baggage agent usually completes a report for you.

Look at a copy of the report on the right.

What **6 questions** will the agent ask you to fill it out?

Discuss in breakout rooms or as a class!

e.g. Could you tell me your name, please?



LOST LUGGAGE REPORT

Name: _____

Address: _____

Flight info: _____

Baggage
tag number: _____

Description
of luggage: _____

Contents: _____



Forming questions

Here are some answers for the last activity. **Form** a correct question for each.

1 could / your / name / you / me / give / full?



Could you give me your full name?

2 hotel / at / staying / which / are / you?



3 which / arrive / flight / you / did / on?



4 tag / baggage / number / is / your / what?



5 does / your / bag / like / look / what?



6 are / what / the / contents / bag / of / the?





Reading

Read the dialogue below and **answer** the questions in the red box.

Passenger:

Hello there. I was on the Grand American flight from Los Angeles and my luggage doesn't seem to have arrived.

Agent:

I'm sorry to hear that, sir. I need to fill out a report to start the search. Do you have your baggage tag number?

Passenger:

Erm. I'm not sure which one that is.

Agent:

It should be on your boarding pass. When you checked in, the agent attached a sticker to your boarding pass. The tag number is on it.



1. Where did the passenger arrive from?
2. What is the first piece of information the agent asks him for?



Reading

Read the dialogue below and **answer the questions** in the red box.

Passenger:

You mean this green sticker? With the code starting GA...?

Agent:

That's right!

Passenger:

Ok. It's GA1950642.

Agent:

Great. I've found you in the system, Mr Parton. Can you please confirm which flight you arrived on?

Passenger:

I was on flight GA1764 from LAX.

Agent:

Thank you very much. And, what does your bag look like?

Passenger:

It's a large, black, soft-sided suitcase with a blue zip on the front of it.



3. What does the passenger have difficulty with?
4. What kind of bag does he have?



Reading

Read the dialogue below and **answer the questions** in the red box.

Agent:

Ok, great! And, what's the address of where you're staying here in Phoenix?

Passenger:

It's the Grand Felton Hotel on 33rd St.

Agent:

Fantastic. Here's a copy of your report, with your claim number. You can use it to check the status on our website. If you need any essential items until your bag arrives, please buy them, and we'll refund you. Just keep all your receipts!

Passenger:

Thanks very much for your help!

Agent:

Pleasure! And, apologies once again!



5. Where will the passenger be staying? Which city is he in now?
6. What can the passenger do while he waits for his bag to arrive?

Describing a bag

Match the description with the correct photo. Which bag is Mr Parton's from the dialogue?

1



2



3



4



5



6



a

a small, black, leather briefcase with a lock

b

a big, blue backpack with grey straps and large zipped pockets

c

a yellow, hard-sided suitcase with wheels and a plastic handle

d

a medium-sized, dark blue duffel bag

e

a large, black, soft-sided suitcase with a blue zip

f

a small, green backpack with black straps

Giving a precise description of a bag

zip



My bag has a large **zip** all the way up the side.

handle



My suitcase has a long, silver **handle** on top.

strap



My backpack has a big, yellow **strap** around it.



Categorise the vocabulary

Sort the vocabulary into the correct category.

1

soft-sided

2

large

3

suitcase

4

duffel

5

leather

6

medium-sized

7

backpack

8

briefcase

9

small

10

plastic

Size

Materials

Type of bag



Ordering adjectives before nouns

Label the adjectives in the examples and then **complete** the rules for adjective order.

COLOUR

SIZE

MATERIAL

It's a large, black, soft-sided suitcase with a blue zip.

A small, black, leather briefcase with a lock.

Adjective order before a noun in English

What does your bag look like?

Imagine you arrive at an airport in an English-speaking country and your bag hasn't arrived.

How would you describe your missing bag to the airline staff?

What kind of bag is it?

What size, colour and material is it?

Does it have any special features?





Time to role-play!

Role-play reporting your bag as missing with a partner. **Follow** the stages below.



Airline agent

**Hello, sir.
How may I
help you?**

**Well, I've just
arrived
from...**



Passenger

Say where you flew
from and which
airline

Give your baggage
tag number and a
description of your
bag

Ask the agent when
the bag will arrive

Give the name of
the place you're
staying



Time to talk!

Take turns choosing a question below and **ask** a classmate.



- When you travel do you usually check a suitcase in or do you travel only with hand luggage?
- What's the longest flight you've ever been on?
- Have you ever missed a flight?
- Do you have a favourite airline to fly with? Why do you prefer to fly with them?
- Have you ever flown first or business class before? What was it like?
- How do you decide which flight ticket to buy? What's most important for you?



End of the lesson

Idiom

Pigs might fly

Meaning: You really doubt that something will happen.

Example: "Your suitcase will arrive this evening at the latest!" "Yes! And **pigs might fly!**"



Additional practice



Write a description

Choose two of the items of luggage below and write a short description for each. Can your classmates guess which two you have chosen?

1



4



2



5



3



6

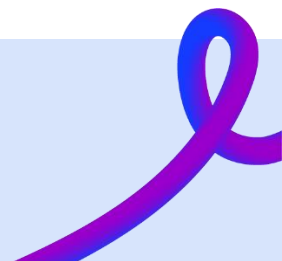




At the airline desk

Put the agent's questions in the **most logical order**. Discuss your ideas as a group.

- 1 Have you got your baggage tag number?
- 2 What does the bag look like?
- 3 Could you give me your full name?
- 4 What flight did you arrive on?
- 5 Can I have the address you will be staying at?





At the airline desk

Now role-play the conversation between you and the airline agent about your missing bag.
Use the information from the previous slides to help you.



Good evening, how can I help?

My bag hasn't arrived!



Oh no! Let's see what we can do...

...



...

....



Find the odd one out

Look at the items in each list below. Which one doesn't fit? Why?



medium-sized
large
leather
small

backpack
suitcase
duffel
soft-sided

carry-on
plastic
leather
hard-sided

zip
handle
strap
black



Any tips or tricks?

Do you have any tips or tricks for packing a suitcase?

Do you usually pack last-minute or leave plenty of time?

Do you carefully choose your items or take everything?

Are there any items you would never put in there?



Answer key

- P.5:**
2. Which hotel are you staying at?
 3. Which flight did you arrive on?
 4. What is your baggage tag number?
 5. What does your bag look like?
 6. What are the contents of the bag?

- P.6-8:**
1. The passenger arrived from Los Angeles.
 2. The agent asks him for his baggage tag number.
 3. He has difficulty finding the location of the tag number.
 4. He has a large, black soft—sided suitcase with a blue zip on it.
 5. He'll be staying at the Grand Felton Hotel in Phoenix.
 6. He can buy any essential items he needs and then claim a refund for them.

P.9: 1. d; 2. c; 3. f; 4. b; 5. a; 6. e

P.11: **Size:** small; medium-sized; large

Materials: soft-sided, leather, plastic

Type of bag: suitcase; duffel; backpack; briefcase



Answer key

P.12: Size; Colour; Material

P.19: **Suggested answers:**

1. A medium-sized, light green, hard-sided suitcase with wheels and a handle.
2. A small, red, hard-sided suitcase with a black handle.
3. A small, brown, leather briefcase with a strap.
4. A large, black backpack with large straps and a pocket on the front.
5. A medium-sized, grey duffel bag with a handle.
6. A small, silver, hard-sided suitcase.

P.20: **Suggested order:**

3, 4, 1, 2, 5

P.22: 1. leather; 2. soft-sided; 3. carry-on; 4. black



Summary

- When **reporting an item of luggage as lost**, the baggage agent will ask you a range of **questions**.
 - The questions often require **very specific information** related to the **tag number** on your bag, the **address** where you're staying, your **flight number** and a **precise description** of your bag.
-
- When describing your bag, it's important to give **as much detail as possible**:
 - How **big** is it? What **colour** is it? Which **material** is it made out of? What are the **contents**?
 - Does it have any **special features**, such as **wheels, locks, zips** or coloured **straps**?
-
- When giving your description, remember that **adjectives** appear in **a set order** in English:
 - We say: *a small, black, leather bag* (size, colour, material)
 - and NOT > *A black-small-leather-bag*



Vocabulary

baggage tag

contents

soft-sided

plastic

leather

backpack

suitcase

briefcase

duffel bag

large

medium-sized

small

zip

handle

strap

