



COMMUNICATION

LEVEL	NUMBER	LANGUAGE
Upper-intermediate	EN_BE_3603X	English

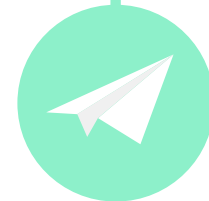


Goals

- Can learn technical vocabulary and specific phrases related to airports
- Can give spontaneous answers in unexpected situations related to travel



Checking in, getting the **boarding passes** and going through **security control**, travelling is quite an undertaking. Next you'll be flying, ordering your meals and **landing safely**.





Warm-up

In this lesson, you will learn important **vocabulary** and **phrases** for communicating at the **airport**.



Your flight **departs** from **gate** 7 in **terminal** C at Tegel airport.
In Barcelona, you will **arrive** at **gate** 12 in **terminal** C.



Vocabulary and review

terminal

arrivals

departures

**connecting
flight**

airline

flight number

boarding pass

gate number

baggage claim





Sentence examples



I'll see you at **arrivals**!

When is **boarding time**?



Go to your **gate** to board the plane.

I want to see if my boss has arrived.
Where is her **flight number** on the
arrival screen?





Sentence examples



I only arrived 2 hours before my scheduled **departure**.

On my **boarding pass** I can see the flight number and gate number.



After I arrived, I found my suitcase in the **baggage claim** area.

I have to transfer to my **connecting flight** in Moscow airport, Terminal A.



airline



An **airline** is a company that provides air travel services.
Which **airlines** have you had the best experiences with?
What **airline** was the worst? Why?



Terms and conditions, extra fees

Some airlines charge for **oversized baggage**. They have very **strict baggage policies** and restrictions. The rules depend on the type of ticket you have. For example, sometimes the baggage you check can't be too heavy or too big. At other times, you are only allowed to check one bag. If you break the rules, you are charged a **fee**, but you will still be able to have your bags arrive safely.

If you are coordinating a business trip, then it is a good idea to give your employees and co-workers a **check-list** ahead of time. Also, remember that some airlines require you to **check in online** at least 3 hours before boarding. If you do not check-in online they may charge you **extra fees**. The terms and conditions are different for every airline. Call the airline and ask what they charge extra fees for and what their refund policies are like as well. It can save you from a lot of trouble.



Share your experience!



connecting flight



Where have you made **connecting flights** before your final destination?

terminal



Sometimes airports are very big and have many **terminals**. Passengers often need to shuttle to a different **terminal** for a connecting flight.



What would you do?

1. This young lady has a connecting flight. She needs to take a shuttle from one terminal in order to transfer to a different_____. From there she will fly to her destination.
2. You are her colleague and are supposed to meet her in terminal C but she has not shown up yet. The plane _____ in 15 minutes!
3. She texts you and says she thinks she is in the right place but *where are you?*

What should you do?





Possible solutions



You could have the airport get her attention by making an announcement for her.

Perhaps it's a simple misunderstanding and you just can't see one another. Should you text her some details about your surroundings?



Describe what the area in this terminal looks like. What different things can you see?





Share information

Have you ever needed to find the information centre? Why?
Where else can we find important information in the airport?



flight number



The **flight number** is usually the first number next to the name of the airline on your ticket or email confirmation.

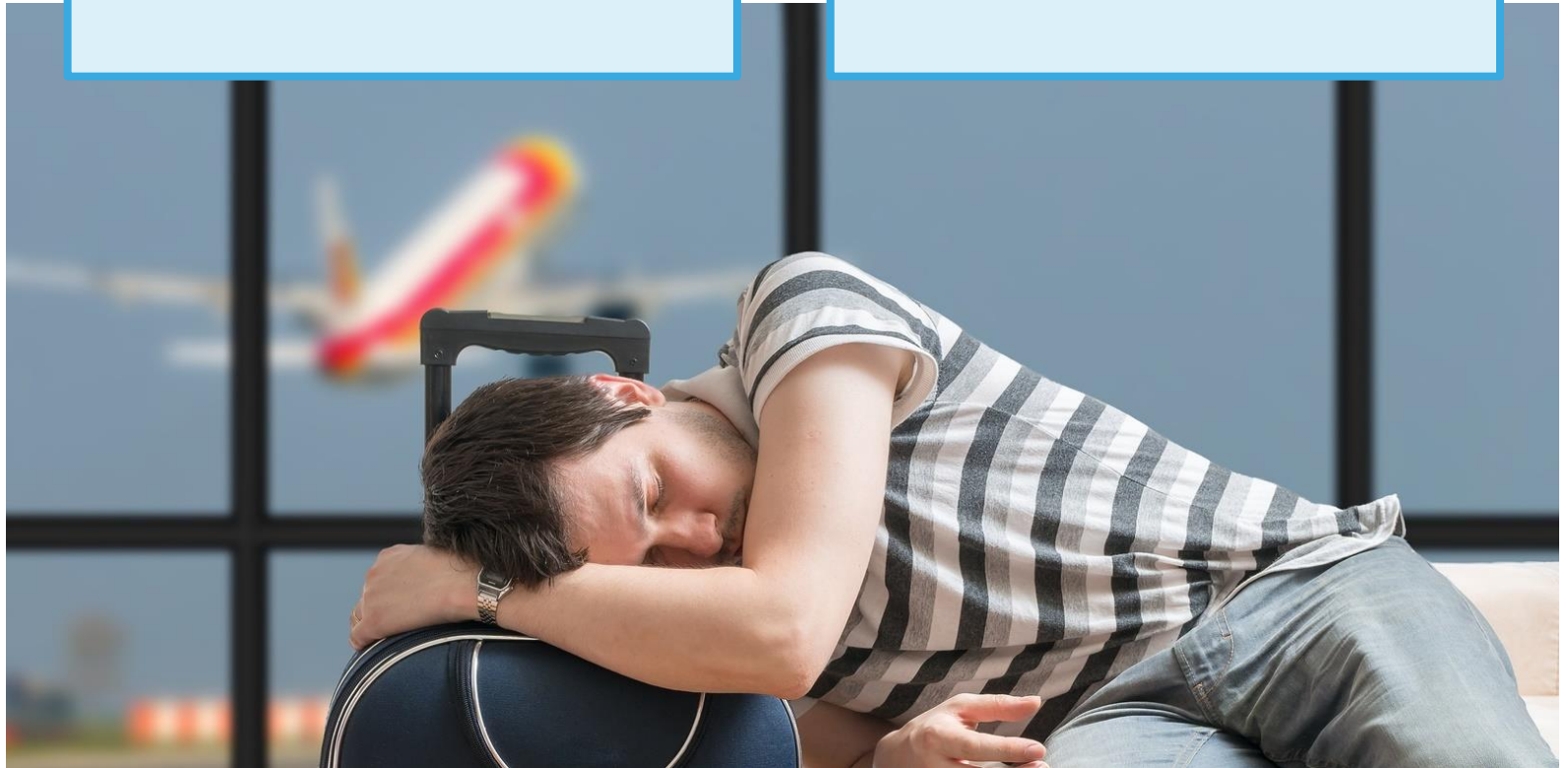
go through security control



Before flying anywhere, we must always **go through security control** so as to ensure everyone's safety.

layover

stopover



This young man has a **stopover** in Brussels before he flies to St.Petersburg.
His **layover** is four hours before his connecting flight.
It's dangerous to fall asleep during a **layover** unless you set an alarm!



Fill in the gaps

Fill in the gaps with the following vocabulary items:
aircraft, departure gate, flight, flight number



Can I help you with something?

Yes, I am looking for my _____.



First find your _____ and departure time on the information screen. If your _____ is ready, you will see it appear there.

Thanks. The boarding gate is where I have to wait to board the _____, right?





Fill in the gaps

Fill in the gaps with the following vocabulary items:
airlines, customer service desk, information board, terminal



Yes, exactly. There are different gates in different terminals. Different _____ occupy different terminals.

Well, I hope I am in the right _____! My flight hasn't appeared on the _____ yet.



Maybe you should ask the _____. You can find it on the second floor of the airport.

I'll go there then. Thank you so much for your help! I really appreciate it.





New words and phrases

carry-on

Does your **carry-on** weigh too much?

check-in baggage

I hope they don't lose my **check-in baggage** overseas.

stopover

Will we have to switch planes when we **stopover** in London?

baggage claim

I can't find my suitcase anywhere in the **baggage claim** area!

take-off

We will be departing in five minutes. Prepare for **take-off**.

layover

Your **layover** is six hours long, so maybe there's time to see the city.



Choose a scenario

**Choose a scenario and discuss what you would do.
Write down what words or phrases fit with the scenario.**





Security

What should you do before you go through security?

1. Empty pockets and take off your coat.
2. Take out electronic devices for screening.
3. Put your toiletries in a plastic bag.
4. Throw out any liquids over 100ml.
5. Take off any metal you are wearing.
6. Keep track of your belongings.
7. ...
8. ...



Have you ever had any problems with security?

Do you know what it means when a person is a flight risk? Are people with pacemakers required to tell the security officer?

Responding in unexpected situations

When you are travelling, there is a lot more room for the **unexpected** – plans going wrong, delays, misunderstandings. It can be difficult to know **how to respond** or **react**, especially if you are communicating in a second language.

The following slides will help you to **think on your feet** and give spontaneous answers.



Unfortunately we don't have any **booking** for the **flight** under that name.



Oh, that's very strange! Are you positive about that? Perhaps my colleague booked the **ticket** under the company name instead?



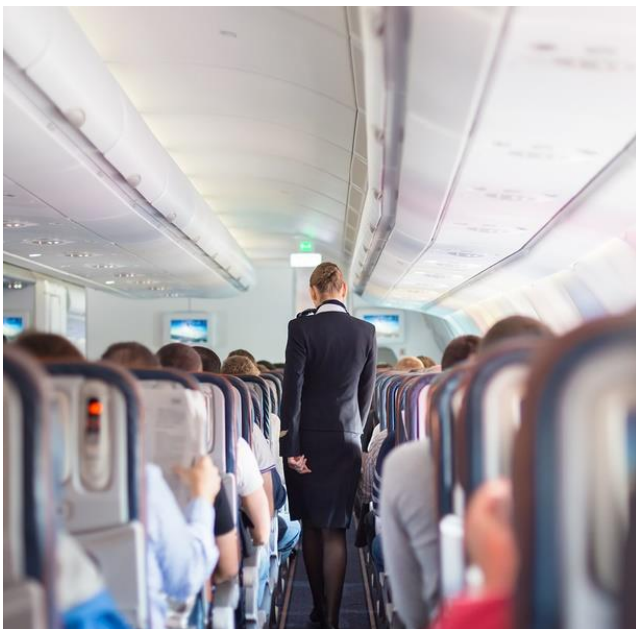
What is happening in the picture?





Imagine a dialogue

Write a short dialogue together between a security officer and a passenger.



1

The passenger does not want to show the content of his suitcase because it's confidential for business.

2

The passenger is running out of time and the security officer won't let him go through.

3

Other passengers are impatient and getting angry because they cannot go through the security control quickly.



What would you do if you missed your flight?

What is the first thing you would do if you fell asleep during a layover and missed your flight? You won't be able to make it to your business meeting in Toronto. Make a list and react to this kind of unexpected situation.

1. Text the person who was supposed to pick you up at arrivals to...
2. ...
3. ...
4. ...
5. ...



Get ready to listen



The next few slides will focus on
training your listening comprehension



Listening

Please listen carefully to the teacher reading the text from the transcription slide. Test your understanding by listening for clues to the following questions.

- How does the narrator feel about her boss?
- How does the narrator feel about airports?
- What does she plan to shop for and why?
- Why is she nervous?
- How does she usually navigate through the airport?
- What advice can you give her so that she's more confident?





Organise the procedure

Imagine that you have an employee who only speaks a little English. How would you guide them through steps they will take after they arrive at the airport ?

First go to the
....

Second, find the
...

The third step is
to...

Then...

Finally...



Ask cabin crew for help

After you board the plane, you find your seat number. If you need help you can ask the *cabin crew*. Practise asking for help in the scenarios below.



You cannot find your carry-on bag

You have a diet restriction

You are experiencing a health problem



Reflect on this lesson

Think about everything you have seen in this lesson.
What were the most difficult activities or words? The easiest?



If you have time, go over
the most difficult slides again



Answer key

Exercise p. 20

airlines
terminal, information board
customer service desk

Exercise p. 19

departure gate
flight number, flight
aircraft



Transcription

Exercise p. 29

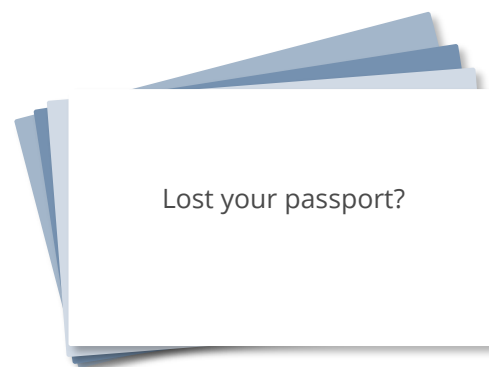
My boss is taking me on a trip to London. He expects me to coordinate everything for him and be his guide. He always calls me a 'world traveller' simply because I am not from the same country as him. The truth is that I rarely ever go to the airport, and any time I ever did, it always felt scary. I mean everyone really seems like James Bond in airports don't they? Anyway, we have a four-hour layover in Poland together. I don't want to be stuck talking about work with him for so long! I guess I will just say that I have to shop for my family and stock up on Duty Free items. The real problem is that I usually have to ask tonnes of people for help in the airport but I don't want to do that in front of him. Maybe you can help me figure out what I should do?





Vocabulary review

Create a set of flash cards with any vocabulary from the lesson that you are still learning. If you are comfortable with all the vocabulary, try coming up with situations at the airport and phrases you can practice in each situation.





Write a paragraph

Write 2 paragraphs about what you should do if you are going on business trip and you miss your flight.

Prompts

1. Why did you miss your flight?
2. What can you do in the future to not make the same mistake?
3. How will you proceed and make things better? What solution will you come to?





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