

## SG2

**STUDENT:** Good morning.

**TEACHER:** Good morning. How can I help you?

**STUDENT:** I'm sorry. I have lost my boarding pass.

**TEACHER:** Oh, so you lost your boarding pass. That's okay.

It happens more often than you think. So, you have already passed the security check, so you will need to re-issue your pass. Do you need a new boarding pass?

**STUDENT:** Yes, Okay. Could you possible retrieve that?

**TEACHER:** Yes, but I need a few information from you, please.

**STUDENT:** Okay. I have all my documents with me.

**TEACHER:** Okay. So, may I see your ID card or flight confirmation?

**STUDENT:** Ehm.... ehm....Can you repeat please?

**TEACHER:** Yes, can you please provide all the information you can?

**STUDENT:** OK, Ok, Ok

**TEACHER:** like for example what's your name.

**STUDENT:** Fortunately, I have portal of my documents. For example, the destination, the boarding pass is Rome to London, from Rome to London and the flight, number flight is BA449. And my name is [\*\*\*NAME\*\*\*]and the surname is [\*\*\*SURNAME\*\*\*].

**TEACHER:** Very good, okay, give me one second please.

Good, do you remember your seat?

**STUDENT:** Yes.

**TEACHER:** Really?

**STUDENT:** The c6, the seat.

**TEACHER:** Oh, the, the c6 is the gate.

**STUDENT:** The gate? yes, the seat!

**STUDENT:** Ehm..Rome to London, the seat.

Ehm..Ehm AH! the seat! 18 E, A.

**TEACHER:** Oh, thank you very much give me one second, please.

**STUDENT:** Ah the seat, is it possible keing? this is not near the window?

**TEACHER:** No, it's not do you want to sit by the window

**STUDENT:** yes.

**TEACHER:** let me check if there is any availability.

Yes there is, it's number 21 F.

**STUDENT:** okay

**TEACHER:** is that okay with you?

**STUDENT:** Va bene, okay.

**TEACHER:** So, I changed it okay good.

**STUDENT:** And...and I'm sorry, is my fly delayed or on time?

**STUDENT:** Oh, on time

**TEACHER:** Ok let me double check... yes flight BA449 to London is currently on schedule.

**STUDENT:** Okay.

**TEACHER:** So, nothing... if anything changes it will show up next to your flight number on the monitors, okay?

**STUDENT:** Okay.

**TEACHER:** Okay so you will, you will see it.

**STUDENT:** there is, there are any keanges?

**TEACHER:** No, no changes so far so...yeah everything is on schedule.  
Okay do you need anything? Do you want me...

**STUDENT:** No

**TEACHER:** Oh yes do you want me to reprint your boarding pass?

**STUDENT:** Yes

**TEACHER:** Okay, so, I am going to reprint it.  
Here is your boarding pass!

**TEACHER:** Ok, Thank you.  
so yes please...

**STUDENT:** Can I pay anything?

**TEACHER:** ...Could you repeat please?

**STUDENT:** can I pay anything?

**TEACHER:** No, no, no it's all free, it's free. This service is free.

Don't worry, this time please keep your boarding pass with you and your passport all the time, right?

**STUDENT:** Okay, okay.

**TEACHER:** If it happens again, just go any check-in kiosk or your airline desk and ask it again, right?

**STUDENT:** Okay.

**TEACHER:** If you want, I can show you how to download the pass directly to your phone for the future, so you don't lose it.

**STUDENT:** Okay, my telephone number?

**TEACHER:** Ehm.. Yes, I can send this by email or by phone or by SMS. What do you prefer?

**STUDENT:** Or by?

**TEACHER:** Or by email or by SMS.

**STUDENT:** Okay, my email is. \*\*\*\* \* Chiocciola Virgilio punto it.

**TEACHER:** What is chiocciola, sorry?

**STUDENT:** Ehm..ehm...The destination.

**TEACHER:** Ah, do you mean at? At.

**STUDENT:** Yes, at Virgilio punto it.

**TEACHER:** Okay.

And my telephone number is \*\*\*\*\*

**TEACHER:** Very good thank you very much.

Okay so I'm sending both an SMS and an email to your addresses so you can both add your boarding pass on your email and on your phone.

**STUDENT:** Okay

**TEACHER:** Right?

**STUDENT:** Okay

**TEACHER:** So yes, as I've said your flight is still on time and there are no changes

**STUDENT:** Okay .

**TEACHER:** So here we are this is your board your physical boarding pass and you also have your digital boarding pass.  
Okay?

**STUDENT:** Okay, thank you very much.

**TEACHER:** Thank you very much to you! and have a safe flight and enjoy your stay in London.

**STUDENT:** Have a good day!

**STUDENT:** Have a good day thank you!

**TEACHER:** Bye

**STUDENT:** Bye Bye