

### **SG3**

**STUDENT:** Good morning.

**TEACHER:** Good morning. Can I help you?

**STUDENT:** Aaahhh... Yes, I hope. Can you help me about my luggage? Because we lost the suitcase or we landed in London one year ago.

**TEACHER:** Really?

**STUDENT:** Yeah.

**TEACHER:** One year ago?

**STUDENT:** No?

**TEACHER:** Okay.

**STUDENT:** Okay. And in the baggage claim we wait for half an hour, but no luggage came.

**TEACHER:** Okay.

**STUDENT:** So can you help me to know if my suitcase is in another... flight or in another airport or stay in Rome. Can you help me then?

**TEACHER:** Yes, I can. I know it might be stressful but don't worry it happens more often than ever. Okay so you waited at the baggage carousel and the suitcase didn't arrive, right?

**STUDENT:** Yes.

**TEACHER:** Okay you're in the right place. So...

**STUDENT:** this is the baggage claim!

**TEACHER:** Oh, you've got a baggage claim!

**STUDENT:** Yes, my flight was BA449 the gate was C6, and the code of the baggage claim was 348290.

**TEACHER:** Okay first, I need your name please.

**STUDENT:** My name is [\*\*\*NAME\*\*\*] [\*\*\*SURNAME\*\*\*],

**TEACHER:** Thank you

**STUDENT:** And the flight came from Rome, and do you need the seat?

**TEACHER:** No, just one question. Where exactly did you last see it?

**STUDENT:** in the last seat? No, I don't understand excuse me.

**TEACHER:** Where did you... where is the last time, you see ...that you saw your luggage, your suitcase.

**STUDENT:** In Rome, in the check-in.

**TEACHER:** Okay so in Rome not here.

**STUDENT:** no, no, no in Rome in the check-in I don't....never came in a carousel I wait for an hour, half an hour at the carousel

**TEACHER:** I was asking if you maybe saw it while you were dropping off the train, the airplane

**STUDENT:** Yeah, no, no ,no I lost the Suitcase..... I think it was lost from the company okay not by me

**TEACHER:** Okay, we'll file a report now with your destination your name and the, the baggage claim

**STUDENT:** okay where do you think I can receive my suitcase? one time you, you find you you'll find it

**TEACHER:** yes, okay do you have any Reservation? book hotel reservation?

**STUDENT:** Yeah, I have the booking confirmation of the hotel where we will stay....non mi ricordo come si dice..

Is the hotel Artemis is in London 21 Queen Victoria Street in London A-C for nine four S - A ehm...

**TEACHER:** could you please also give me the confirmation number?or the yeah...

**STUDENT:** Yeah the bookin' num... L-O-N seven two three one five eight four two my contact my mail is [\*\*\*NAME\*\*\*]dot [\*\*\*SURNAME\*\*\*] Gmail, no... not [\*\*\*SURNAME\*\*\*] at Gmail dot com

**TEACHER:** yes, so just give me a second

**STUDENT:** yeah

**TEACHER:** Sorry another information, could you please describe your luggage?

**STUDENT:** okay my luggage is as a blue suitcase, case, without wheels, because the wheels are detachable, and here they are.

**TEACHER:** Oh, good. Keep it with you.

**STUDENT:** Yeah.

**TEACHER:** They might be handy.

**STUDENT:** And I have a little cat as address signer.

**TEACHER:** Okay. Does it have a label on it?

**STUDENT:** Yes, yes. The label of the name.

**TEACHER:** What colour is the label?

**STUDENT:** The label is about rose, blue, because it's a coloured cat.

**TEACHER:** Okay. Any other particular features.?

**STUDENT:** No. It's blue, navy.

**TEACHER:** Okay.

**STUDENT:** Thank you very much.

Could you please tell me when do you think we could have any information about that?

**TEACHER:** Okay.

**STUDENT:** Because, you know, I have all my medicines inside, so I need the medicines for tonight.

**TEACHER:** Okay. That depends on your airline. Would you mind, like, give me your...would you mind giving me the receipt of your, of your baggage claim please there should also be the... okay the gate, the name.... okay a barcode! Could I please take the barcode please?

**STUDENT:** This one?

**TEACHER:** The Barcode, please.

**STUDENT:** Ok, it's Three, four

**TEACHER:** I have to scan it, yes.

Here we are

**TEACHER:** Okay

**TEACHER:** Okay yes you, you can have extra, extra medicine and whatever you need and but you need a medical receipt

**STUDENT:** Ah, a medical receipt? so do you think it's enough to go in the..in a... pharmacy?

**TEACHER:** Yes.

**STUDENT:** I need to go...

**TEACHER:** Yes, keep the receipts with you.

okay and okay in case we find your luggage it will be sent at the hotel

**STUDENT:** At the hotel where we stay!

**TEACHER:** Yes, at Artemis hotel. It usually takes, one to two days to...

**STUDENT:** One to two days?

**TEACHER:** to find it yes!

I have already contacted the hotel, and they will give you all... everything you need while your.. your.. luggage arrives.

**STUDENT:** Okay okay so if we need for tooth...ehmm

**TEACHER:** Toothbrushes?

**STUDENT:** brush

**TEACHER:** Yeah, they will provide everything you need

**STUDENT:** Okay and so I don't need to buy anything?

**TEACHER:** No extra charge

**STUDENT:** ah, extra charge okay.. so just the medicines I need

**TEACHER:** Yeah!

**STUDENT:** Okay. okay perfect do you need my phone number too?

**TEACHER:** If you want, we can add it to your email and then...

**STUDENT** Okay so it will be faster to have...

**TEACHER:** yes, which one would you prefer?

**STUDENT:** okay, okay my number is: plus three nine one two three four five six eight nine

**TEACHER:** oh, thank you, that's a really weird number

**STUDENT:** (LAUGHS)

**TEACHER:** thank you very much okay

**STUDENT:** it's Italian number, (LAUGHS)

**TEACHER:** Aw, yes, I know you're a little weird!

**STUDENT:** MOBILE!

**TEACHER:** So, ok, I think I've got everything: I've got your email I've got your hotel confirmation and your address, I've got your luggage tag number the details of your luggage and, and the modality of ehm.. of contact so I can contact you by both by email or by phone.

**STUDENT:** On my phone okay yes.  
How can I how can I thank you for your help.

**TEACHER:** No problem, I'm here for this.

**STUDENT:** Okay thank you very much I hope sincerely because it's not, that's not the first time I lose my, my baggage and no...

**TEACHER:** ok, maybe...

**STUDENT:** not no fun on it!

**TEACHER:** ...Maybe just find the suitcase that suits you, maybe something you can... maybe smaller you can carry on your shoulders so you won't lose it again.

**STUDENT:** Okay, but you know... we have a marriage here it's not so simple to to, put inside a little...

**TEACHER:** Yeah

**STUDENT:** Backpack

**TEACHER:** I know

**STUDENT:** Okay

**TEACHER:** Okay so thank you very much

**STUDENT:** I want to thank you very much

**TEACHER:** Your luggage will arrive at your...

**STUDENT:** Do you think it will be better that I contact you.

**TEACHER:** No, no don't...we have... it's full of callings incoming so yes we'll do our best to contact you as soon as possible. bye

**STUDENT:** Ok Thank you!