

SG7

STUDENT: Hi, I lost my boarding pass. Could you help me.

TEACHER: Oh, yes, you're at the right place. Okay, when did you lose your boarding pass?

STUDENT: Ehm...Can you repeat, please?

TEACHER: Yes, when did you lose your boarding pass?

STUDENT: I lose yesterday. I lost yesterday.

TEACHER: Okay, so no problem. It happens more often than you think, but we can reprint it if you want.

STUDENT: Yes.

TEACHER: Do you want me to print a new boarding pass or to send it to your phone?

STUDENT: In my phone.

TEACHER: Okay, so please I first need all the details. I need your name, your flight, what was your destination, what was your starting point. Could you please tell me? So first, what is your name?

STUDENT: My name is [***NAME***] [***SURNAME***].

TEACHER: Okay, thank you. Then I please need your flight number.

STUDENT: My flight number is BA449.

TEACHER: Okay, destination?

STUDENT: My destination is London.

TEACHER: Okay, here we are. So, I have your name. I have your destination and the flight number. Could you please tell me which was the gate you were headed to?

STUDENT: The gate is C6.

TEACHER: Okay, thank you very much. So, let me just both reprint your boarding pass for you and also if you could give me your email, I will send it by email.

STUDENT: my email is [***NAME***] point [***SURNAME***] ...

TEACHER: At?

STUDENT: At Gmail point com.

TEACHER: thank you very much. Okay could you please check if you have a mail on your phone, I've just sent it.

STUDENT: Yes, I have it

TEACHER: okay is there anything else a might be useful ?...
Do you need anything else?

STUDENT: Ehm...my fly is on time?

TEACHER: need anything else oh would you like me to check if your flight is on time?

STUDENT: Yes

TEACHER: Okay, give me one second... no changes for now we have gate c6 ba449 and boarding, time it's at 10.20, right?

TEACHER: Yes.

TEACHER: Okay, so yes, no changes and.... yeah, is everything okay?

STUDENT: Yes, it is.

TEACHER: Okay, so please this time don't lose your boarding pass because it's very important, you will need it at the security check and also at the entrance of the airplane, okay?

STUDENT: Yes.

TEACHER: Okay.

STUDENT: Okay, goodbye, thank you.

TEACHER: No, thank you very much and have a safe flight.

STUDENT: Thank you.

TEACHER: Thank you.

STUDENT: Bye.

TEACHER: Bye.