

**SG1**

**STUDENT:** Excuse me.

**TEACHER:** Yes.

**STUDENT:** Can you help me?

**TEACHER:** Of course I can. What happened?

**STUDENT:** I'm lost.

**TEACHER:** Really?

**STUDENT:** Can you see... can you show me the map?

**TEACHER:** Yes. Give me one second. Here is the map. Okay?

**STUDENT:** Thank you.

**TEACHER:** You are here.

**STUDENT:** Okay.

**TEACHER:** Okay? And so do you need help? Where do you have to go?

**STUDENT:** I go to gate B25.

**TEACHER:** Okay.... There isn't gate B25.

Can I see your boarding pass please?

**STUDENT:** Okay.

**TEACHER:** Okay. So, can you check the gate?

**STUDENT:** Gate C6.

**TEACHER:** Ah, okay. Gate C6. Yes. So, yes, there is gate C6, not B107.

And so, yes, you are here at the lost and found.

Look, the lost and found, can you see it?

**STUDENT:** Yes.

**TEACHER:** Okay. So, Sue, you have to go right.

**STUDENT:** Okay.

**TEACHER:** Okay. Do you need anything else?

**STUDENT:** No.

**TEACHER:** So, I think, yes, you're okay. You have the map.

**STUDENT:** Okay... ehm ... Can you repeat me?

**TEACHER:** Oh, yes, you are here and to go to gate C6 you have to go to concourse C.

**STUDENT:** ok

**TEACHER:** Over there, it's about 5 minutes on foot, but if you want, we can also call a shuttle

**STUDENT:** ok

**TEACHER:** If you want.... What time is your boarding time?

**STUDENT:** At 10 and 20.

**TEACHER:** Ok, 10 and 20, so now it's 10, yes, you are a little bit late, give me one second, I'm going to call the shuttle.

"Hello, shuttle service, we have a transfer from lost and found, can you come? Yes, thank you."

They will be here in 2 minutes, if you want, and do you need anything else?

**STUDENT:** Yes, ehm.. no.

**TEACHER:** Ah, no, nothing, ok.

**STUDENT:** Thank you.

**TEACHER:** So, your boarding time is 10.20, your gate is C6. Where are you going? What is your destination?

**STUDENT:** London.

**TEACHER:** Sorry, can you please tell me also the flight number?

**STUDENT:** Yes, is BA449.

**TEACHER:** Okay, give me one second.

What's your name?

**STUDENT:** [\*\*\*NAME\*\*\*].

**TEACHER:** Okay, [\*\*\*NAME\*\*\*]. Okay, here's your reservation, yes. So, you're on time, the shuttle is arriving and everything looks fine. Okay?

**STUDENT:** Thank you.

**TEACHER:** Oh, yes, tell me.

**STUDENT:** Thank you.

**TEACHER:** No, thank you! Here comes the shuttle. So, yes, you can go in, show them your boarding pass. You have to show your boarding pass to use the shuttle service.

**STUDENT:** Okay. Okay.

So, yes, is everything fine? yes okay so have a safe flight and hurry up because you have just 10 minutes now.

**STUDENT:** Okay

**TEACHER:** okay you can go

**STUDENT:** thank you bye-bye

**TEACHER:** bye-bye you're welcome

**STUDENT:** bye-bye