



- 1 3.22 Match words 1–6 with the words in the box to form compound nouns. Then listen and check.

boarding area office clearance floor counter

- | | |
|------------------------|-----------------------|
| 1 customs | 4 immigration |
| 2 gates | 5 transfer |
| 3 first / second | 6 baggage claim |

- 2 3.23 Look at the map of an airport and answer the following questions. Then listen and check.

- On what floor is the immigration clearance?
- On what floor is the baggage claim area?
- On what floor is the transfer counter?
- On what floor is the boarding gates?
- On what floor is the customs office?

- 3 3.24 Complete the Key Phrases with the words in the box. Then listen to the dialogue and check.

where on turn between

KEY PHRASES

Giving directions

- Do you know ¹..... the ... is?
- ²..... the left ...
- ³..... Gate 17 and Gate 18.
- ⁴..... left ...

- 4 3.24 Listen to the dialogue between Alex and the immigration officer again. Choose the correct words in the dialogue. Then practise it.

I.O. Good morning. Where are you from?

Alex Good morning. I'm from ¹the UK / the USA. Do you know where the transfer counter is? I'm flying to ²Penang / Bintan, Malaysia. This is my first flight.

I.O. It's on this floor, on the left, between Gate 17 and Gate 18.

Alex Can I go to the baggage claim area? I would like to take my baggage.

I.O. Oh, no. You mustn't ³clean / clear the immigration. Your baggage is following you to Malaysia.

Alex Thank you. Where can I stay now?

I.O. You are welcome. Please, turn ⁴left / right over there and you'll see some benches. Here is your passport. Enjoy your flight.

Alex Thanks a lot. Bye.

- 5 USE IT! Work in pairs. Imagine that you are at Gate 19 and you want to take your baggage. Ask for and give directions using the Key Phrases.