

Airport check-in desk

Role Plays for Today

- A** When you check in for a flight at an airport, they often ask you some very difficult questions. Read the questions below and put one word or expression in each box:

boarding card departure gate parcels pack window hand baggage unattended

Hello. Your ticket and passport please. Thank you... Aisle seat or 1 ?

Is it just the one bag to check in?

Did you 2 your bags yourself?

Any flammable or chemical items, compressed gases or firearms in your baggage?

Have you left your bags 3 at any time since you packed them?

Are you carrying any gifts or 4 on behalf of other people?

And does your 5 contain any of the following items: knives, sharp objects, matches or lighters?

Thank you. Right... Here's your passport and ticket. And here's your 6.
Seat 48A. The 7 is number 14.

Make your way to the departure lounge at least 40 minutes before departure.

13.20. It says just here. But check the information screens in the departure lounge, as this might change.

Enjoy your flight.

- B** Under each of the questions, write what you think the passenger says. Choose from the words and expressions below. You will need to use 'Yes' and 'No' many times.

Yes. No. Thank you. Window, please. What time does the plane take off?

Role Play

Take it in turns to practise the conversation. Student A – the teacher will give you a role play card. Student B – read the information below.



Student B – Check-in assistant

Pick up this piece of paper. Don't show it to student A. You are the check-in assistant at an airport. Ask him / her all the questions, but change the order. Be prepared for some difficult questions. Use the *Target language* to answer them. Swap over after you finish.

Target language

_____ means, for example...
Sorry. Let me explain...
Let me have a look.
Yes, we can do that for you.
I'm sorry, madam / sir...
...we don't allow...
...I'm afraid I don't know. Let me ask.

Directions

Yes. Of course. Just turn left over there and follow the signs.