

## AIRPORT CHECK-IN — TRANSCRIPT & NOTES

### DIALOGUE

**Check-in agent:** Good morning, sir. Where are you flying<sup>1</sup> to today?

**Passenger:** I'm booked on the ten thirty<sup>2</sup> flight to Rome.

**Check-in agent:** May<sup>3</sup> I have your passport and ticket please?

**Passenger:** Certainly. Here you are<sup>4</sup>.

**Check-in agent:** That's fine. And are you checking<sup>5</sup> any luggage<sup>6</sup>?

**Passenger:** No, I just have this carry-on<sup>7</sup>.

**Check-in agent:** That's fine. And would you prefer an aisle<sup>8</sup> seat or a window seat?

**Passenger:** A window seat, please.

**Check-in agent:** OK, here's your boarding pass. Your flight boards<sup>9</sup> at gate number 13 at ten.

**Passenger:** Thank you very much.

**Check-in agent:** You're welcome<sup>10</sup>. Have a good flight.

### LISTENING

Check-in is usually the first procedure for a passenger when arriving<sup>11</sup> at an airport, as<sup>12</sup> airline regulations require passengers to check in<sup>13</sup> by certain times prior to<sup>14</sup> the departure of a flight.

The check-in is normally handled<sup>15</sup> by an airline itself or by an agent working on behalf of<sup>16</sup> an airline.

For international flights, you are obliged to present a passport, but for domestic flights only a photo ID<sup>17</sup> is usually required.

The airline agent will ask you if you want to check any luggage, or if you just have carry-on luggage.

Large or heavy suitcases and bags will have to be checked, and go in the aircraft's cargo hold, but you can take smaller bags or cases with you on the plane as long as<sup>18</sup> they will fit in the overhead bin above your seat in the plane's cabin.

If you exceed the size and weight limits specified by your airline, you may<sup>19</sup> have to pay an excess baggage charge.

After the agent gives you your boarding pass, you can go through security and make your way to the gate that corresponds to your flight.

Eventually<sup>20</sup>, your flight will be called and you can board the plane.

### QUESTIONS

- When was the last time you flew in a plane?
- How do you feel about flying?
- What do you usually take with you when you travel by plane?
- How do you spend your time during long flights?
- What's your opinion of low-cost or budget airlines?

## LANGUAGE NOTES

1. **To fly** is an irregular verb: fly, flew, flown.
2. **Ten thirty** refers to the time, not the number of the flight, which usually comes after: *Flight MH370 is missing.*
3. **May I** is a polite way of asking permission. Note that to make a polite request you say 'Could you' and not 'May you': *Could you show me your passport, please?*
4. **Here you are** is a fixed expression used when handing something to someone.
5. **Check** is used here with a special meaning. If you 'check' luggage, you give it to the agent and it will travel in the aircraft's hold during the flight, not with you in the cabin.
6. **Luggage** is uncountable so cannot be used in the plural or with an indefinite article: *You've got too much luggage* (not *too many luggages*). *I think I've lost a piece of luggage* (not *a luggage*).
7. A **carry-on** (or carry-on bag) is a piece of luggage you keep with you when you board the plane. There are strict regulations regarding the maximum size and weight of this type of luggage.
8. **Aisle** is pronounced just like 'I'll' (the contraction of 'I will'). You also find aisles in supermarkets and cinemas.
9. Instead of saying 'the passengers board the plane', we can also say the **flight boards** (but not 'the plane boards'). Alternatively, we can say that passengers 'embark' or 'get on the plane'.
10. **You're welcome** is a polite and rather formal way of responding when someone thanks you. A similar expression is 'Don't mention it'. A less formal expression is 'That's OK'.
11. Note that we can use gerund not an infinitive after 'when', 'before' and 'after': *You should wash your hands before eating* (not *before to eat*). Of course, you could also use a verb phrase: *Passengers have to check in when they arrive at the airport.*
12. **As** means the same as 'because' here. You could also use 'since'.
13. Note that the phrasal verb **check in** does not have a hyphen. You also check in when you arrive at a hotel (and check out when you leave).
14. '**The check-in is normally handled ...**' is the first of several passive sentences in the listening text. Can you identify them all?
15. If you do something **on behalf of** someone, you do it as their representative: *He accepted the prize on behalf of his brother, who could not attend the ceremony.*
16. **ID** is an abbreviation for 'identity document'. Not a lot of people know that.
17. **As long as** means the same as 'on condition that'. *You can come as long as you promise to behave.*
18. Here, **may** expresses a possibility. It's not certain you will have to pay, but it's possible.
19. **Baggage** is a synonym for 'luggage', and is also uncountable: *Her baggage is all made by Louis Vuitton.*
20. **Eventually** is a false friend for French learners of English (and perhaps others). It means 'in the end' (especially after a long delay, dispute, or series of problems). *Eventually, we gave up and went home.*



# AIRPORT CHECK-IN — WORKSHEET

## A. MATCH THE WORDS WITH THE PICTURES

security    boarding    passenger    airline    suitcase    boarding card    check-in    aisle  
 passport    luggage    airport    gate    airport    seat    carry-on    overhead bin

1



2



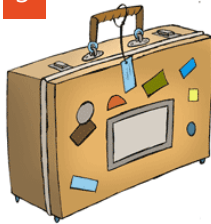
3



4



5



6



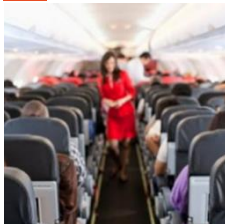
7



8



9



10



11



12



13



14



15



16



## B. CHOOSE THE CORRECT WORD

Check-in is usually the first procedure for a passenger when arriving (1) *at/to* an airport, as airline regulations require passengers to check in by certain times prior to the (2) *depart/departure* of a flight.

The check-in is normally (3) *handled/handling* by an airline itself or by an agent working on behalf of an airline.

For international flights, you are obliged to present a passport, but for domestic flights only a photo ID is usually (4) *required/requirement*.

The airline agent will ask you if you want to check (5) *a/any* luggage, or if you just have carry-on (6) *luggage/luggages*.

Large or heavy suitcases and bags will have to be (7) *checking/checked*, and go in the aircraft's cargo hold, but you can take (8) *smaller/smallest* bags or cases with you on the plane as long (9) *so/as* they will fit in the overhead bin above your seat in the plane's cabin.

If you (10) *excess/exceed* the size and weight limits specified by your airline, you (11) *may/must* have to pay an excess baggage charge.

After the agent (12) *gives/given* you your boarding pass, you can go through security and make your way to the gate that (13) *corresponds/corresponding* to your flight.

Eventually, your flight will be called and you can board (14) *a/the* plane.

## ANSWER KEY

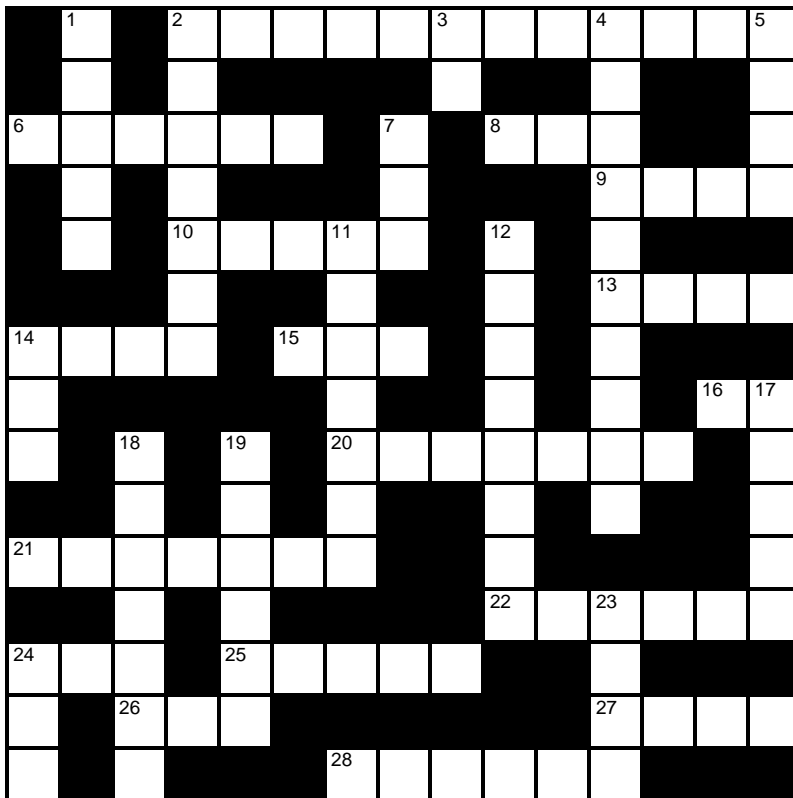
### A. MATCH THE WORDS AND PICTURES

- |              |                   |
|--------------|-------------------|
| 1. check-in  | 9. aisle          |
| 2. plane     | 10. boarding pass |
| 3. airport   | 11. boarding      |
| 4. luggage   | 12. overhead bin  |
| 5. suitcase  | 13. airline       |
| 6. passport  | 14. carry-on      |
| 7. gate      | 15. security      |
| 8. passenger | 16. seat          |

### B. CHOOSE THE CORRECT WORD

- |              |                 |
|--------------|-----------------|
| 1. at        | 8. smaller      |
| 2. departure | 9. as           |
| 3. handled   | 10. exceed      |
| 4. required  | 11. may         |
| 5. any       | 12. gives       |
| 6. luggage   | 13. corresponds |
| 7. checked   | 14. the         |

# AIRPORT CHECK-IN — CROSSWORD



Web Version

**Across**

- 2 Air travel document (8,4)
- 6 It's measured in kilos or pounds (6)
- 8 One way to get to the airport (3)
- 9 Something you put in a case? (4)
- 10 Passageway between rows of seats (5)
- 13 What time's the \_\_\_\_\_ plane to London? (4)
- 14 Place where people get on a plane (4)
- 15 A passport shows your \_\_\_\_\_ (3)

- 16 British Airways (2)
- 20 Heathrow, for example (7)
- 21 easyJet is one (7)
- 22 May I see your \_\_\_\_\_, please? (6)
- 24 Travel by air (3)
- 25 Weighing a lot (5)
- 26 All flights \_\_\_\_\_ of Gatwick are cancelled (3)
- 27 How big (or small) something is (4)
- 28 Money you have to pay for a service (6)

**Down**

- 1 Give your bags to be put in the aircraft's hold (5)
- 2 Suitcases and bags (7)
- 3 Identity document (2)
- 4 People travelling by plane (10)
- 5 I always prefer a window \_\_\_\_\_ (4)
- 7 Synonym for 28 across (3)
- 11 Synonym for 2 down (7)
- 12 You need one to travel abroad (8)

- 14 To disembark is to \_\_\_\_\_ off the plane (3)
- 17 Airline employee (5)
- 18 Bag you take with you on the plane (5-2)
- 19 A journey by plane (6)
- 23 A piece of luggage (4)
- 24 Is this the queue \_\_\_\_\_ the flight to Lisbon? (3)

# SOLUTION

	<sup>1</sup> C		<sup>2</sup> B	O	A	R	D	<sup>3</sup> I	N	G	<sup>4</sup> P	A	S	<sup>5</sup> S
	H		A					D			A			E
<sup>6</sup> W	E	I	G	H	T		<sup>7</sup> F		<sup>8</sup> B	U	S			A
	C		G				E				<sup>9</sup> S	U	I	T
	K		<sup>10</sup> A	I	S	<sup>11</sup> L	E		<sup>12</sup> P		E			
			G			U			A		<sup>13</sup> N	E	X	T
<sup>14</sup> G	A	T	E		<sup>15</sup> A	G	E		S		G			
E						G			S		E		<sup>16</sup> B	<sup>17</sup> A
T		<sup>18</sup> C		<sup>19</sup> F		<sup>20</sup> A	I	R	P	O	R	T		G
		A		L		G			O		S			E
<sup>21</sup> A	I	R	L	I	N	E			R					N
		R		G					<sup>22</sup> T	<sup>23</sup> I	C	K	E	T
<sup>24</sup> F	L	Y		<sup>25</sup> H	E	A	V	Y			A			
O		<sup>26</sup> O	U	T							<sup>27</sup> S	I	Z	E
R		N				<sup>28</sup> C	H	A	R	G	E			

# AIRPORT CHECK-IN — WORD SEARCH



Web Version

- |               |            |
|---------------|------------|
| Agent         | Gate       |
| Airline       | Heavy      |
| Airport       | ID         |
| Aisle         | Luggage    |
| Baggage       | Passengers |
| Boarding pass | Passport   |
| Carry-on      | Seat       |
| Case          | Size       |
| Charge        | Ticket     |
| Check-in      | Weight     |
| Domestic      |            |
| Flight        |            |
| Fly           |            |

**SOLUTION**

