

AT THE AIRPORT

At the Check-in Counter



Check-in Clerk : Good morning.

Passenger: Good morning .

Check-in Clerk : May I see your ticket , please?

Passenger : Oh yes. Here it is.

Check-in Clerk : Thank you Mr. Robinson.

Passenger: I was wondering if I could have a smoking seat, please?

Check-in Clerk: I'm afraid this is a non-smoking flight, Sir. Would you prefer an aisle seat or a window seat?

Passenger: Well, I'm not sure. You see, it's the first time that I will be flying by airplane and I'm feeling a bit uneasy about it. What I really want is the safest seat.

Check-in Clerk: Oh I see, well there's really nothing to worry about. Let's see, I can give you an aisle seat right next to one of the exits. Then you'll have more leg room, too.

Passenger: Oh good! That sounds alright.

Check-in Clerk: And could I see your passport, please?

Passenger: Oh yes, here it is.....

Vocabulary:

1. smoking seat
2. aisle seat
3. non-smoking flight
4. window seat
5. leg room
6. passport

AT THE CHECK-IN COUNTER

What Do You Think?

Explain the following phrases:

1. uneasy
2. right next to
3. smoking seat
4. aisle seat
5. non-smoking flight

Let's Practice:

Practice with a partner and take turns in asking the questions when you check-in at the airport.



Words to Ponder:

aisle-a walkway between or along sections of seats in a theater, classroom or airplane.

aisle seat-seat located in the aisle part.

flight attendant- a person who attends and offers service in the duration of the flight.

Spelling Check:

Underline the word which has the correct spelling.

- | | | | |
|----|-------------|-------------|-------------|
| 1. | vackation | vacation | vecation |
| 2. | reservetion | recervation | reservation |
| 3. | destination | destenation | destenation |
| 4. | treveling | traveleng | traveling |
| 5. | aerport | airpot | airport |

Going Through Customs

- Customs officer :** Would you mind putting your baggage on here, please ma'am? Where are you traveling from?
Page : *From Marseille.*
- Customs officer :** Marseille. Are you resident in France, or do you live in the United States?
Page : *I live in France.*
- Customs officer :** Can I see your passport, please?...
Thank you. How long are you staying in the USA?
Page : *For 5 days.*
- Customs officer :** And what's the purpose of your visit ma'am?
Page : *I'm here on business.*
- Customs officer :** I see. Well then, you understand that you've come into the Green Channel, which means you have nothing to declare.
Page : *Yes.*
- Customs officer :** Is this all your baggage?
Page : *Yes, that's all.*
- Customs officer :** Is anybody else traveling with you, ma'am?
Page : *No, I'm traveling alone.*
- Customs officer :** OK then. What type of goods have you got; cigarettes, cigars...?
Page : *No, I don't smoke.*
- Customs officer :** Nothing else at all in the tobacco line?
Page : *No.*
- Customs officer :** Any drinks at all? Spirits? Liquors? Wine?
Page : *Just two bottles of red wine.*
- Customs officer :** Were those bottles purchased in the duty-free shop, or...?
Page : *Yes, at Marseille airport.*
- Customs officer :** I see. Are you bringing any gifts for anybody in the States?
Page : *Well, the wine is a present, but that's all.*
- Customs officer :** Any other valuable items - jewelry, laptop?
Page : *No, just my personal things.*
- Customs officer :** OK. Thank you, ma'am. Would you let me have a look in there...Is the laptop going back to France with you?
Peter : *Yes, of course. It's my working tool.*
- Customs officer :** Do you have a camera?
Page : *No, I don't.*
- Customs officer :** That's fine. Thank you very much. Have a pleasant stay!



GOING THROUGH CUSTOMS

What Do You Think?

What are the things we need to present to the Customs Officer?



Words to Ponder

1. **baggage claim area**- a place where you get your baggage.
2. **boarding area**- a place where you enter a plane.
3. **boarding pass**- a sheet of paper needed to board an airplane.
4. **carry-on luggage**- things that are being carried onto and stowed in the passenger compartment of an airplane.

CLEARING CUSTOMS: *SCRAMBLED SENTENCES*

When you arrive in a new country, you'll have to answer some questions. Try this scrambled sentence game to see how well you'll do on your next international trip.

- 1.) ? can I passport please see your
- 2.) ? How do in intend long States stay the to United you
- 3.) ? Is of purpose the visit what your
- 4.) ? declare anything do have to you
- 5.) ? your enjoy stay

COMPLAINING FOR POOR SERVICE

Talking to the Receptionist through phone



Receptionist: Good evening. This is *Kathy* at the help desk. How may I help you?

Guest: *I would like to complain about the room temperature. The room's unheated and it's freezing here!*

Receptionist: I'm really sorry about that Ma'am. May I know your name and from what room are you?

Guest: *This is Victoria. I'm in Room 731.*

Receptionist: I would like to apologize for the inconvenience it caused you Ma'am Victoria. But we will send someone in your room immediately.

Guest: *Make it soon because it's so uncomfortable! It's already late and I need to go to bed.*

Receptionist: ASAP Ma'am. Rest assured this will not happen again.

Guest: *Please make sure of that. I still have a night to spend here.*

Receptionist: Yes ma'am. I'm very sorry again for the inconvenience. Is there anything else that I can assist you with?

Guest: *No, that would be all. Thank you.*

Receptionist: Okay Ma'am. Someone will be there any minute now. Please wait for a little while. Thank you for calling. Goodbye!

Guest: *Bye.*

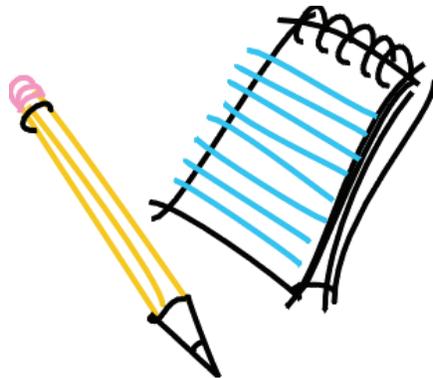
TALKING TO THE RECEPTIONIST



Comprehension Check

Match Column A with Column B
Write the letter only.

- | | |
|---------------------|---------------|
| __ 1. receptionist | a. cozy |
| __ 2. guest | b. irritation |
| __ 3. apologize | c. visitor |
| __ 4. inconvenience | d. clerk |
| __ 5. comfortable | e. sorry |



Words to Ponder

1. **ASAP** – As Soon As Possible; immediately
2. **receptionist** - a person employed to receive and assist caller and clients in an office.

What do you think?

When complaining for a room service, where would you go?

- A. through a **receptionist** or
B. directly to **the manager**?*

IN THE RESTAURANT

Waiter : *Welcome to Chef's Place
Ma'am and Sir. Did you
make a reservation?*

Mr. Customer: No.

Waiter : *Okay. Do you want a table
for two?*

Mr. Customer: Yes please.

Waiter : *Please follow me. Here's
the menu. I'll return to take
your order.*

Customers: Thank you.

Waiter : *Are you ready to order Sir
and Ma'am?*

Ms. Customer: Yes. I'll have a beef steak.
Do you serve maki here?

Waiter : *Sorry Ma'am. We don't
serve maki here.*

Ms. Customer: I see. Just serve me with
half cup of rice and a glass of lemonade please.

Waiter : *Okay Ma'am. How about you Sir?*

Mr. Customer: Fried chicken, a cup of rice and iced tea.

Waiter : *Bottomless or regular?*

Mr. Customer: Bottomless.

Waiter : *What would you like for dessert?*

Ms. Customer: Strawberry ice cream, medium size, please.

Waiter : *Is there anything more that you like?*

Mr. Customer: None.

Waiter : *Let me repeat your order: beef steak, fried chicken, one and a half cup of
rice, a glass of lemonade, bottomless iced tea and one strawberry ice
cream, medium size.*

Customers: Yes. That's right.

Waiter : *Your food will be served in 10 to 15 minutes.*

Mr. Customer: Okay.

(After 15 minutes)

Waiter : *Here's your order.*

Customers: Thank you.

Ms. Customer: The beef isn't cooked well. Could you have the chef cook it a little more?

Waiter : *Right away Ma'am.*

Ms. Customer: Can I ask for a glass of water please?

Waiter : *Yes Ma'am... Here it is.*

Ms. Customer: Thank you.

Mr. Customer: And please, send me the check.

Waiter : *Right away sir.*



IN THE RESTAURANT



COMPREHENSION CHECK:

1. What is the name of the restaurant in the conversation?
2. What do customers mean when they order meat and they want to make it "well done"?

WORDS TO PONDER

Words that have the same meaning and can be spelled both ways:

1. check- cheque
2. color- colour
3. judgment- judgement

WHAT DO YOU THINK?

What will you do if after a few minutes of waiting for your order and the waiter will approach you and tell you that your order isn't available?

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Things You Should Know Before You Book Airfare



Before pulling out the credit card and plunking down a few hundred dollars on a plane ticket, make sure you're aware of the new—and old—rules for booking airfare. Newbies and seasoned travelers alike can benefit from this refresher course on the basics of booking air travel.

1. Peak vs. off-peak vs. value season -When you begin planning a trip to a particular destination, be aware of its busy travel season.

2. Compare fares- With so many flight and booking options, you should never buy a plane ticket [without comparing fares first](#).

3. Don't forget the low-fare carriers- If you're comparing airfares solely with one of the major online travel agencies, you may not realize you don't have access to the lowest fares around. Low-fare carriers [JetBlue](#) and [Southwest](#) only sell tickets on their own websites, meaning that users of Expedia, Orbitz, and Travelocity are missing out on potentially lower fares.

4. Know when to buy- When one airline announces a sale, its competitors often rush to match the prices. By keeping an eye on airline fare sales, you may be able to snap up a reduced-price fare. Even if you manage to find a low sale fare, note that the best prices usually require an advance purchase. A general rule of thumb is to book at least seven, 14, or 21 days prior to departure.

5. Sign up for alerts- Tracking prices on a given route can be time-consuming and frustrating, especially if you're finding the same high prices day after day. However, it's also the best way to get a benchmark price for your itinerary. A few websites offer fare-tracking services that monitor your route and email you when fares drop.

6. Avoid fees- Expedia and Travelocity charge \$5 booking fees for airfare, and Orbitz charges at least \$6.99. You may want to compare fares on one of these sites but ultimately book on the airline's website. However, in our experience we've sometimes found low prices and flight combinations on Travelocity that we've been unable to duplicate on a given airline's own website. Sometimes paying that \$5 may still lead to an overall lower fare.

7. Fly midweek- You can generally find the lowest fares by traveling midweek. . If you opt to travel on the weekend instead, you'll usually pay a surcharge.

8. Consider last-minute fares- Other carriers offer last-minute airfare specials for travel during the upcoming weekend and beyond.

9. Use discounts- You may be eligible for discounts that can save big bucks on flights. Seniors and students can both take advantage of discounts from major travel providers. Even if you're not a student, travelers under age 26 can often take advantage of student travel deals. Our [Senior](#) and [Student](#) sections offer expert advice and provide details on travel deals for travelers in the appropriate age ranges.

10. Stay informed- Most airlines let you select your seat assignments when you book online. Before you book (or if you're pressed for time, before you fly), take a peek at [SeatGuru.com](#). SeatGuru describes the good and bad points of particular planes, and indicates which seats to avoid and which to strive for.

Remember these guidelines as you prepare for your next trip. Knowing the rules of finding low fares will make it easier (and less time-consuming) to find a flight at a good price.