

A background image showing a group of people's hands stacked together in a circle on a wooden table, symbolizing teamwork. The image is partially covered by a yellow and blue geometric overlay.

NEW BUSINESS ENGLISH 5

Lesson 36

At the Airport



LEARNING GOALS

- ◆ Checking In at the Airport
- ◆ Asking For More Information



What would you say?

Scenario: Imagine you are going on a business trip. Check in at the airport and ask more questions about the flight.



Hello, Madam/ Sir.
How may I help you?

Situational Dialogue

- ▶ Kenzo checks in at the airport.





Good morning. May I have your passport or e-ticket, please?

Here you are. By the way, may I request a window seat?

I'm sorry, but all the window seats are occupied. Only aisle seats are available.

I see. That's okay.





Here's your boarding pass.
You're all set now.

Thanks. When do I need to
get to the boarding gate?

You should be there an
hour before departure.





May I know the way to the security checkpoints?

Go straight and turn right at the coffee shop. They will be right in front of you.

Thanks for your help.

My pleasure. Have a nice flight!



Key Vocabulary

Learn the new words and answer the questions.



occupied

*(adj.) being used by someone;
with someone in it*

e.g. The toilets were fully **occupied**, so I waited for a few minutes.



aisle

*(n.) a long, narrow space between
rows of seats esp. in an aircraft.*

e.g. I always choose an **aisle** seat to access restrooms easily.



departure

*(n.) the act of leaving
or starting a journey*

e.g. Our **departure** was delayed due to the strong typhoon.

Key Vocabulary

Learn the new words and answer the questions.



boarding pass

(n.) a card that a passenger must have in order to be allowed to get on an aircraft or a ship

e.g. I always secure my **boarding pass** to avoid flight conflicts.



boarding gate

(n.) a gate that allows air passengers to go from the terminal to the airplane.

e.g. There weren't a lot of passengers at the **boarding gate** today.



security checkpoint

(n.) a place where people are stopped to detect any explosive materials or metallic objects carried by passengers.

e.g. We were asked to throw our water bottles at the **security checkpoint**.

Dialogue Review

Have a role play and answer the questions.



Kenzo checks in at the airport.

Officer: Good morning. May I have your passport or e-ticket, please?

Kenzo: Here you are. Can I request to have my seat changed into a window seat?

Officer: I'm sorry but all window seats are **occupied**. Only **aisle** seats are available.

Kenzo: I see. That's okay.

(1 minute later)

Officer: Here's your **boarding pass**. You're all set now.

Kenzo: Thanks. When do I need to get to the **boarding gate**?

Officer: You should be there an hour before **departure**.

Kenzo: May I know the way to the **security checkpoints**?

Officer: Go straight and turn right at the coffee shop. They will be right in front of you.

Kenzo: Thanks for your help.

Officer: My pleasure. Have a nice flight!



Kenzo checks in at the airport.

Officer: Good morning. May I have your passport or e-ticket, please?

Kenzo: Here you are. **Can I request to have my seat changed into a window seat?**

Officer: I'm sorry but all window seats are occupied. Only aisle seats are available.

Kenzo: I see. That's okay.

(1 minute later)

Officer: Here's your boarding pass. You're all set now.



1. Checking In at the Airport

Kenzo: Thanks. **When do I need to get to the boarding gate?**

Officer: You should be there an hour before departure.

Kenzo: **May I know the way to the security checkpoints?**

Officer: Go straight and turn right at the coffee shop. They will be right in front of you.

Kenzo: Thanks for your help.

Officer: My pleasure. Have a nice flight!

Learning Goals

Learn the key expressions and sentence structures.

∴ Checking In at the Airport

- May I request a/ an + (seat preference)?
- Can I take (noun) as carry-on baggage?
- Can I have a/ an (seat preference) ... ?

Example Sentences:

- May I request a window seat?
- May I request to have my seat changed into an aisle seat?
- Can I take these bags as carry-on baggage?
- Can I have a window seat near the restrooms?

You may be asked the following:

- ticket
- purpose of travel
- number of bags
- bag contents
- special assistance



What special requests do you make when checking in?

Learning Goals

Learn the key expressions and sentence structures.

∴ Asking For More Information

- When do I need to get to + **(noun)**?
- May I know the way to + **(noun)**?
- How can I get to + **(noun)**?
- May I ask more about + **(noun)**?

Example Sentences:

- When do I need to get to the boarding gate?
- May I know the way to the restroom?
- How can I get to the boarding gate?
- May I ask more about the airline policies?

You may also ask for more information about the following:

- delayed flights
- layover details
- airline policies
- baggage information
- special assistance



What other information do you usually ask from an airline officer?

Semi-open Dialogue

Have a role play.

Scenario: You are traveling to Germany for a business trip. Check in at the airport and ask for more information from the airline officer.



∴ **Make sure to state the following:**

- flight details (destination and time)
- seat requests
- questions about carry-on baggage
- questions about boarding time and gate

Coffee Break

Learn the things to do when your flight is delayed or cancelled.

... What to Do When Your Flight Is Delayed or Cancelled



**Keep all
your travel
documents.**



**Keep an eye on the
adjusted time and
gate after the delay.**



**Keep your
receipts.**



**Inquire about the
reason for the delay
or cancellation.**



**Verify if you're
eligible for
compensation.**



What do you usually do when your flight is delayed or cancelled?

Overview

Keywords and expressions:

occupied/ aisle/ departure/ boarding pass/
boarding gate/ security checkpoints

May I request a/an + (seat)?

Can I take (noun) as carry-on baggage?

Can I have a/an (seat) ... ?

When do I need to get to + (noun)?

May I know the way to + (noun)?

How can I get to + (noun)?

May I ask more about + (noun)

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