1 Before you read the the HELP button to passage, it these questions.

different countries that

What documents did en you traveled?



# Get ready!

1 Before you read the passage, talk about these questions. Use the HELP button to compare your answers.



- 1 Name different countries that you have traveled to.
- 2 What documents did you need when you traveled?

### Reading

2 Read this brochure from a travel agency about travel to foreign countries. Choose the right answers.





- 1 What is the main idea of the passage?
  - O A where to renew your passport
- OB how to prepare for traveling abroad
- O C what items are prohibited in other countries
- O D what you need to buy an international ticket

- 2 What does the passage say about visas?
  - O A Travelers get one when they go through customs.
- O B Travelers are prohibited from carrying them.
- O C They are not required for travel in all countries.
- O D They are the same as a passport.

- 3 According to the passage, which items do you need to declare?
  - O A some medicines
- O B foreign-made clothes
- O C large amounts of cash O D expired visas

# Vocabulary

- 3 Choose the sentence that uses the underlined part correctly.
- 1 O A) International flights go between two cities in the same country.
  - O B) Cigarette lighters are prohibited on the plane.
- 2 A) You pay a <u>departure tax</u> when you leave the country.
  - O B) The customs agent stamps your luggage. He weighs it.
- 3 O A) Customs is where workers <u>inspect</u> your luggage and travel documents.
  - O B) A <u>customs agent</u> sells travelers boarding passes.
- 4 O A) Uri travels abroad. He goes to another country.
  - O B) Maxine declares her luggage. She puts all her clothes inside of it.

# Vocabulary

4 Read the sentence pairs. Choose which word best fits each blank.

### 1 valid/expired

Peter's passport is valid now, but he will need a new one in three months.

Lidia was not allowed to travel because she had a(n) expired passport.

### 2 customs/passport

Customs is the place in an airport where your luggage is inspected.

You cannot travel to another country without your passport

### 3 visa/inspects

A customs agent inspects your luggage when you enter a country.

A visa is a document that allows you to enter a country.

### Reading

5 \text{ Listen and read the brochure again. What happens to your passport when you arrive in another country? Use the words below to fill in the blanks.

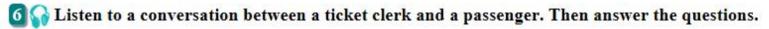




stamped inspected

When you arrive in another country your passport is inspected and then stamped by a customs agent.

# Listening





1 1	Which	of	the	foll	owing	items	does	the	clerk	ask	to	see	9
-----	-------	----	-----	------	-------	-------	------	-----	-------	-----	----	-----	---

- O A a boarding pass
- O B a receipt
- O C a passport
- O D a driver's license

## 2 Where will the passenger probably go next?

- O A to the plane
- O B through customs
- C through security
- O D to the check-in desk

# Listening

7 \ Listen again. Fill in the blanks.

Passenger: I'll do that. Thank you very much.



Ticket Clerk: Good afternoon. Do you need to 1) check in Passenger: Yes, here is my reservation information. Ticket Clerk: I see that you're flying to London. I'll need to see your 2) travel documents Then I can issue your boarding pass. Passenger: Which travel documents? Ticket Clerk: For one, I'll need to see your 3) passport Passenger: Here you go. Actually, it must be valid for the next three months. Ticket Clerk: I have to make sure it's 4) valid Passenger: That's fine. My passport doesn't 5) expire for a few years. Ticket Clerk: OK. I don't see your visa anywhere. You need one to travel to London. Passenger: Of course. My 6) is on the back page of the passport. visa Ticket Clerk: There it is. OK, here's your boarding pass. Now you have to go through security.

### **Speaking**

8 Complete the conversation below based on Task 7, with the phrases given. Then, take roles and act it out.

#### USE LANGUAGE SUCH AS:

I see you are going to ...

I'll need to see your travel documents.

Where is your visa?

**Student A:** You are a ticket clerk at an airport. Ask Student B questions about:

- · Where they are going
- · His or her passport
- · His or her visa

**Student B:** You are a passenger at an airport. Answer Student A's questions.

I'll need to see your travel documents. Where are you traveling to? Okay, here's your boarding pass. You're welcome.

You need one to travel to Beijing.

A: Good afternoon, Mr. Cromby.

Where are you traveling to?

B: I'm flying to Beijing.

A: I'll need to see your travel documents.

Can I see your passport please?

B: OK. That's fine.

A: I don't see your visa anywhere.

You need one to travel to Beijing.

B: It's at the back.

A: Oh yes, there it is.

Okay, here's your boarding pass.

Now you have to go through security.

B: I'll do that. Thanks very much.

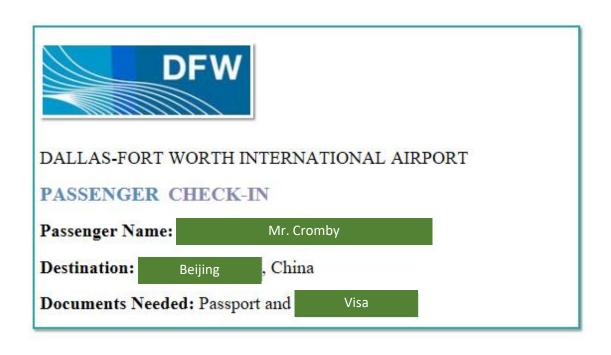
A:

You're welcome.

Have a nice day.

# Writing

2 Imagine you are an airport employee. Use the dialogue in Task 8 to complete the information requested below.



# Get ready!

1 Before you read the passage, talk about these questions. Use the HELP batton to compare your answers.

7 Airport security

2 security checkpoint

1 How to you stay safe at the airport?

2 What rules do you follow at a airport?

3 X-ray machine

Flying High, Staying Safe

The Rules of Safe Travel

At Allerton International Airport, we care about keeping you safe. That's why we have very strict safety regulations. Follow these simple rules and pay attention to all travel advisories to stay safe.

Unattended Luggage: Keep your luggage with you at all times. Do not leave your bags with strangers. Only trust your travel companions to watch your bags. Unattended luggage should be reported to a security ouard.

Restricted Areas: All restricted areas are clearly marked. Do not enter any area that is cordoned off. There are security cameras all over the airport to keep you safe.

Security Checkpoints: There are several security checkpoints in the airport. You must pass through them before you can board a plane. Security guards inspect your baggage. They put your baggage through an X-ray machine. Make sure to take all coins out of your pockets and remove your belt. Then you pass through a metal

5 unattended luggage

6 cordoned off

# Get ready!

1 Before you read the passage, talk about these questions. Use the HELP button to compare your answers.



- 1 How do you stay safe at the airport?
- 2 What rules do you follow at an airport?

### Reading

2 Read this poster about rules at an airport.





#### What should you do at a security checkpoint? Fill in the gaps.

When you go to a security checkpoint you should remove your belt and take all of the coins out of your pockets Choose the right answers. 1 According to the passage, what do security workers check? O C luggage O D pockets O A boarding passes O B cameras 2 According to the poster, which item is NOT used by the airport for security? O B X-ray machines O C restricted checkpoints O A security cameras O D metal detectors 3 What is probably true of restricted areas? A They are easy to see. O B They have metal O C They are only for O D They protect airport

# **Airport security**

# Vocabulary

3 Match the words or phrases with their definitions (A-G).

A a person who travels with you

B an official warning

C an official rule that travelers must obey

regulation

D a machine that records video of people

E to show where something is by putting up signs

marked

F a tool that can see inside baggage

X-ray machine

G an employee who is in charge of keeping the airport safe

security guard

advisory marked security camera travel companion regulation X-ray machine security guard

# Vocabulary



### Reading

5 \ Listen and read the poster again. Then, fill in the three rules of safe travel.



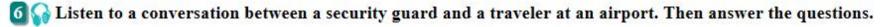


You must keep your luggage with you at all times.
 You must not enter restricted areas .

You must pass through a

metal detector

# Listening





1 What is the conversation mainly about?

- O A Asking about airport safety policies
- O B Finding the woman's lost bags
- O C Describing a possible security risk
- O D Entering a restricted area

2 What is true about the baggage?

- A It is all the same color.
- O B It is at a gate.
- O C It was checked by security.
- O D It has prohibited items in it.

# Airport security

## Listening

7 h Listen again. Fill in the blanks.



Passenger: Excuse me. Do you work here? Security Guard: Yes, sir. Is there a problem? Passenger: I was just waiting at Gate 10 and I saw something strange. Security Guard: What is it? Passenger: Well, there were a few 1) unattended bags there. Security Guard: How long have the bags been there? Passenger: Um, since I arrived at the gate. So ... about twenty minutes. Security Guard: Are you sure that the 2) weren't nearby? owners Passenger: No. Nobody has come near the 3) at all. baggage Security Guard: Can you tell me what the luggage looks like? Passenger: There are 4) bags. One is red and the other is black. two small Security Guard: OK, I'm going to have to investigate further. Passenger: I know it's probably nothing. I just thought I'd better 5) it ... just in case. report Security Guard: You did the 6) Thank you. right thing

### **Speaking**

8 Complete the conversation below based on Task 7, with the phrases given. Then, take roles and act it out.

#### USE LANGUAGE SUCH AS:

Is there a problem? I just thought I'd better ... Can you tell me about ...?

Student A: You are a security guard. Ask Student B about:

· Details of a security problem

Student B: You are a traveler at the airport. Ask Student A about:

· A problem at the airport

Can you tell me about it? You did the right thing. OK, I'm going to go there now to stop people going in there.

Is there a problem?

Is there a problem? A:

B: Well, I was just waiting at Gate 13 and I saw something strange.

Can you tell me about it? A:

B: Yes. There seems to be a gap in the cordon around the restricted area there.

OK, I'm going to go there now to stop people going in there. A:

B: I know it probably isn't that important. I just thought I'd better mention it just in case.

Thank you. A: You did the right thing.

B: No problem.

# Writing

2 Imagine you are a security guard at an airport. Use the information from Task 8 to fill in the report about a security problem in the airport.



1 Before you read the passage, t these ques**tion**s the HELP b<mark>utto</mark>n to your answers.

v do people s<mark>pend time on</mark>

What does a flight at ring a flight?



## Get ready!

1 Before you read the passage, talk about these questions. Use the HELP button to compare your answers.



- 1 How do people spend time on an airplane?
- 2 What does a flight attendant do during a flight?





#### How many types of jobs are mentioned? Fill in the blank.

Four types of jobs are mentioned in the brochure.

#### Choose the right answers.

1 What is the main idea of this passage?

- O A what to expect on your airplane flight O B typical problems on O C how to get help during O D reasons that people fly a flight on airplanes
- 2 According to the brochure, why do a lot of people choose Hermes Airways?
  - O A The airline serves free refreshments.

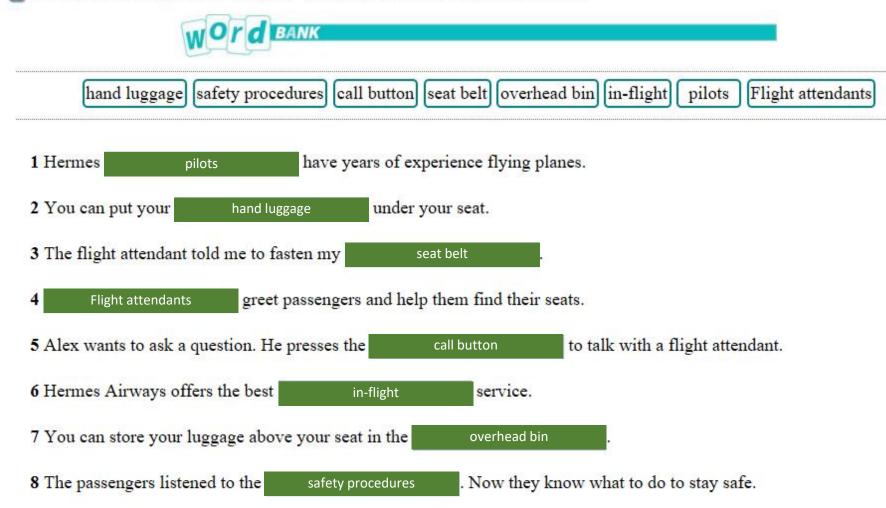
    O B The flight attendants passengers great in-flight service.

    O D The planes have the passengers great in-flight service.
- 3 Which of the following people does NOT work on a Hermes flight?
  - A a pilot B a navigator C a flight attendant D a safety officer

# Airplane procedures

# Vocabulary

3 Use the words or phrases from the word bank to fill in the blanks below.



# Vocabulary

4 Choose the word or phrase that is closest in meaning to the underlined word.

1	refreshments
	the state of the s

-	<b>■</b> 0.5×50000000000	A CHARLES AND THE REST.
0	A 111 9	gazines
$\circ$	A IIIa	gazmics
		_

- B pillows
- C food and beverages

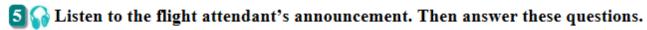
### 2 cabin

- A where people sit
- B a place to store luggage
- C where navigators work

## 3 navigator

- A the person flying the plane
- B the person guiding the plane
- C the person helping the flight attendant

# Listening





1 Which of the following refreshments are NOT available?

- O A coffee
- O B fruit juice
- O C water
- D soft drinks

2 What can be inferred about the plane?

- O A It is currently in Munich.
- O B It hasn't taken off yet.
- O It doesn't have storage for hand luggage.
- O It has too many passengers on it.

## Listening

🜀 🎧 Listen again. Fill in the blanks.





### **Speaking**

7 Complete the conversation below based on Task 6, with the phrases given. Then, take roles and act it out.

#### USE LANGUAGE SUCH AS:

I want to welcome you to ...

We'll be flying from ... to ...

Put all your hand luggage ...

Please turn off ...

Thank you for choosing ...

Student A: You are a passenger on a plane. Ask student B about:

- · The flight number
- · The destination
- · Where to put their hand luggage

Student B: You are a flight attendant on an airplane. Answer student A's questions.

Please turn off any electronic devices too. Or you can put them under your seat. At this time, please fasten your seat belt.

Immediately after takeoff, you'll be served with refreshments.

A: Good afternoon. This is Flight 101 to Athens, isn't it?

B: Yes, sir, it is.

At this time, please fasten your seat belt.

A: OK. What else should I do?

**B:** Well, you need to put your hand luggage in the overhead compartment.

Or you can put them under your seat.

A: And then we're ready?

B: Please turn off any electronic devices too.

A: OK. I'll switch my phone off.

Immediately after takeoff, you'll be served with refreshment.

A: Great, I can't wait!

# Writing

8 Use the information in Task 7 to fill in the flight attendant announcement.



Before you read the the HELP button to passage. t these ques



ir flight g

our flight gets dela you do?

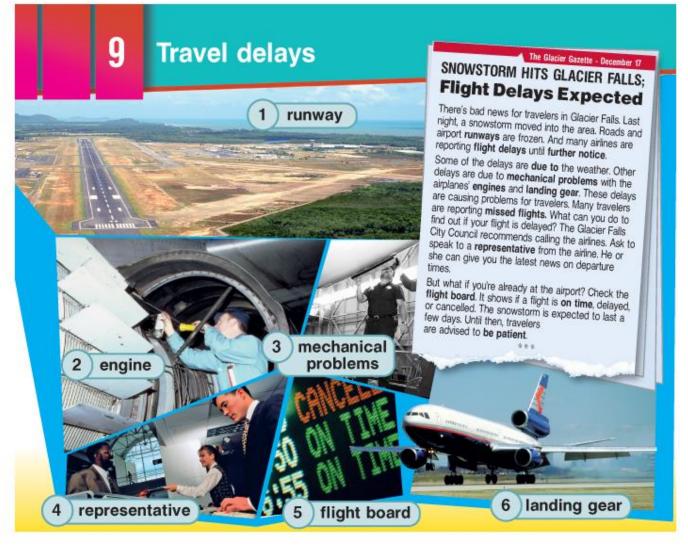
# Get ready!

1 Before you read the passage, talk about these questions. Use the HELP button to compare your answers.



- 1 Did your flight get delayed one time?
- 2 Your flight gets delayed. What do you do?





1 The weather in Glacier Falls has caused flight delays.

2 The City Council can tell you departure times.

3 The flight board gives information about the runways.

True False
True False
True False

# Travel delays

# Vocabulary

3 Choose the response that answers the question correctly.

1 Are the flight delays due to the weather?

- O A) No, they are because of mechanical problems.
- O B) Yes, they are made from the snowstorm.

2 Is the flight to Berlin delayed until further notice?

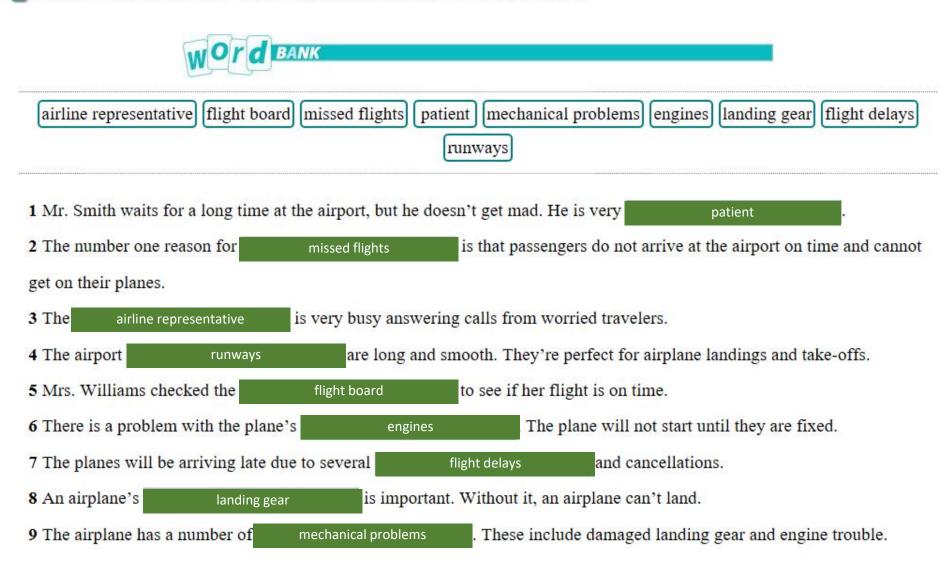
- O A) Yes, it is delayed until someone gives new information about it.
- B) Yes, I bought a plane ticket to Berlin yesterday.

3 Will the plane arrive on time?

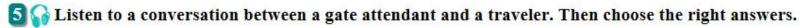
- O A) Yes, it will come later than expected.
- O B) Yes, it will come when it is supposed to.

# Vocabulary

4 Fill in the blanks with the correct words or phrases from the word bank.



# Listening





1 What is the conversation mostly about?

- O A The woman misses a flight because of a delay.
- O B The traveler wants to know when the flight from Stockholm arrives.
- O C The attendant tells the traveler about a delay.
- O The attendant tells the traveler when to board.

2 Which of the following is NOT a reason why the flight is delayed?

- A mechanical problems
- O B damaged landing gear
- O C engine trouble
- O D broken flight board

# Listening

6 Listen again. Fill in the blanks.



Traveler: Excuse me. When does Flight 682 lea	ave? It's going to Stockholm.					
Gate Attendant: Actually, Flight 682 is delaye	d until 1) furthe	er notice .				
Traveler: Flight 682 has been delayed? I don't	believe it.					
Gate Attendant: That's correct, ma'am. I 2)	nnouncement twenty					
minutes ago.						
Traveler: I didn't hear it. Why has the flight be	en delayed?					
Gate Attendant: There are several 3) mechanical problems with the airplane.						
Traveler: Oh my! What kind of mechanical problems?						
Gate Attendant: The landing gear is 4)	. Also, there's some minor engine					
trouble.						
Traveler: I see. How long will the flight be dela	ayed?					
Gate Attendant: A few hours. In the meantime	, you can wait in the 5)	airport terminal .				
Traveler: Okay. How will I know when it's tim	e 6) to board	?				
Gate Attendant: I'll make an announcement. Or you can check the flight board.						
Traveler: I'll do that. Thank you.						

#### **Speaking**

7 Complete the conversation below based on Task 6, with the phrases given. Then, take roles and act it out.

#### USE LANGUAGE SUCH AS:

Flight ... is delayed. How long will the flight be delayed? How will I know when it's time to board?

Student A: You are a traveler going on a trip. Ask Student B questions to find out:

- · Why the flight is delayed.
- · How to know when to board.

Student B: You are a gate attendant for Hermes Airways. Answer Student A's questions about a flight delay.

Why has the flight been delayed? When does Flight 753 leave? How long will the flight be delayed?

How will I know when it's time to board? I'll do that.

A: Excuse me. When does Flight 753 leave? It's going to Manchester.

B: Actually, Flight 753 is delayed until further notice.

**A:** Why has the flight been delayed?

**B:** There are several mechanical problems with the airplane; the landing gear is slightly damaged. Also, there's some minor engine trouble.

A: How long will the flight be delayed?

**B:** A few hours. In the meantime you can wait in the airport terminal.

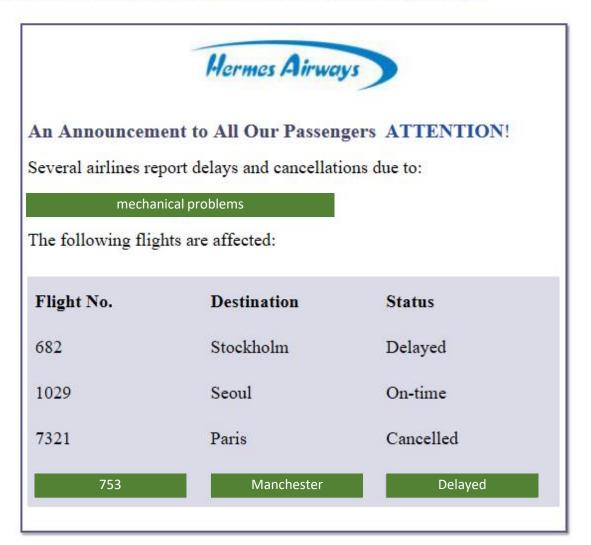
**A:** How will I know when it's time to board?

B: I'll make an announcement. Or you can check the board.

A: I'll do that. Thank you.

## Writing

8 Use the conversation in Task 7 to fill out the announcement about the delayed flight.



1 Before you read the it these quest

claim fo

some items that peop put in their baggage.

aggage. What <mark>do</mark> you

- . We will call to notify you of your

## Get ready!

1 Before you read the passage, talk about these questions. Use the HELP button to compare your answers.



- 1 Name some items that people put in their baggage.
- 2 Imagine an airline loses your baggage. What do you do?

2 Read a poster at an airport about lost baggage. Then choose the right answers.

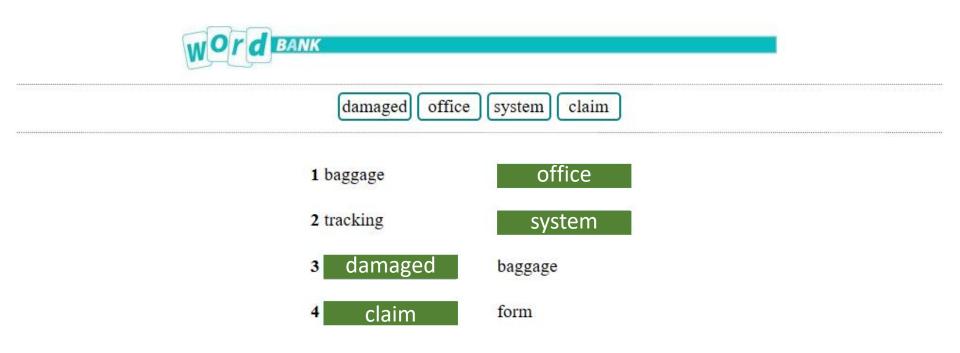


- 1 What is the passage mostly about?
  - A how the airline finds lost luggage
- B what to do if your luggage is missing
- O C why airlines often lose O D how to fill out a luggage
  - baggage claim form

- 2 According to the passage, what is a tracking system used for?
  - A notifying travelers
- B finding misplaced luggage
- O C filling out claim forms O D replacing lost baggage
- 3 A passenger fills out a claim form. What can you infer about the passenger?
  - A The passenger found luggage in the terminal.
- O B The passenger worked O C The passenger in the baggage office before.
  - recovered his or her luggage.
- D The passenger's luggage is missing.

# Vocabulary

3 Fill in each blank with the right word from the word bank.



# Vocabulary

4 Match the words or phrases with the definitions (A-I).

 in transit notify missing baggage office property specially luggage	e status lost baggage recove
${f A}$ an area in the airport that handles all problems related to baggage	baggage office
B the situation of a passenger's luggage	luggage status
C luggage that has disappeared	lost baggage
D to be traveling from one place to another	in transit
E something not being where it should be	missing
F to find something and get it back	recover
G for one reason	specially
H items that belong to someone	property
I to tell someone information	notify

#### Reading

5 🞧 Listen and read the poster again. When can a passenger's luggage be replaced? Fill in the blanks.





A passenger's luggage can be replaced if it is lost in transit

# Listening

6 Listen to a conversation between an airline employee and a traveler. Then mark the following statements as True or False.



1 The employee says the man's luggage is probably lost.

True False

2 The claim form contains contact information.

True False

3 The airline finds most of the luggage that is reported missing.

True False

### Listening

7 Sharing Listen again. Fill in the blanks.



Employee: Good afternoon, sir. How may I help you?

Passenger: I can't 1) find my luggage. The airline probably lost it.

Employee: Oh, I'm sorry to hear that. But the good news is that your luggage is probably not lost. It's probably just 2)

delayed

Passenger: So 3) there's a chance that I'll get my luggage back?

Employee: That's right.

Passenger: So, what do I need to do now?

Employee: Well, first you have to 4) fill out a claim form.

Passenger: A claim form? What's that for?

Employee: It gives us information that helps us locate your baggage.

Passenger: What happens when you locate my bags?

Employee: We'll use the information on your claim form to contact you.

Passenger: But ... 5) What if the airline never finds my luggage?

**Employee:** In that case, we'll replace your property. But don't worry ... we have a ninety percent recovery rate on missing baggage.

Passenger: That's good to hear. I hope you can 6) track down my luggage, though.

#### Speaking

S Complete the conversation below based on Task 7, with the phrases given. Then, take roles and act it out.

#### USE LANGUAGE SUCH AS:

First, you have to fill out a claim form. What happens when ...? In that case, we'll ...

Student A: You are an employee at the baggage office. Listen to Student B's problem. Then tell him or her about:

- A claim form
- · How to fix the problem

Student B: You are a passenger. Tell Student A about a problem with your luggage. Ask about:

· How to fix the problem

In that case we'll speak again. But I'm sure we can solve the problem for you.

First you have to fill out a claim form.

How may I help you?

A: Good afternoon, sir.

### How may I help you?

- B: My luggage is damaged. My suitcase is cracked and its wheels have been broken off.
- But I'm sure we can solve the problem for you. A: I'm sorry to hear that.
- B: How are you going to fix this problem for me?
- First you have to fill out a claim form.
- B: Okay. What happens when I get home and find some other things are damaged or missing?
- In that case we'll speak again. It may be necessary for you to fill in an additional claim form.

But whatever happens, we will put it right.

B: That's good to hear. I hope you can fix my luggage though.

## Writing

9 Use the dialogue in Task 8 to fill out the baggage claim form.

