BOOK 2
UNIT 6

1

6 International travel

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?

2

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?

- A where to renew your passport
- B how to prepare for traveling abroad
- C what items are prohibited in other countries
- D what you need to buy an international ticket

2 What does the passage say about visas?

- A Travelers get one when they go through customs.
- B Travelers are prohibited from carrying them.
- C They are not required for travel in all countries.
- D They are the same as a passport.

3 According to the passage, which items do you need to declare?

- A some medicines
- B foreign-made clothes
- C large amounts of cash
- D expired visas

3

6 International travel

Vocabulary

3 Choose the sentence that uses the underlined part correctly.

1 A) International flights go between two cities in the same country.
B) Cigarette lighters are prohibited on the plane.

2 A) You pay a departure tax when you leave the country.
B) The customs agent stamps your luggage. He weighs it.

3 A) Customs is where workers inspect your luggage and travel documents.
B) A customs agent sells travelers boarding passes.

4 A) Uri travels abroad. He goes to another country.
B) Maxine declares her luggage. She puts all her luggage inside of it.

4

6 International travel

Vocabulary

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

A B
1 valid/expired

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

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

A B
2 customs/passport

2 1 Customs is the place in an airport where your luggage is inspected.

2 2 You cannot travel to another country without your passport.

3 visa/inspects

3 1 A customs agent inspects your luggage when you enter a country.

3 2 A visa is a document that allows you to enter a country.

5

Reading

5 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.

6

6 International travel

Listening

6 Listen to a conversation between a ticket clerk and a passenger. Then answer the questions.

1 Which of the following items does the clerk ask to see?

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

2 Where will the passenger probably go next?

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

7

6 International travel

Listening

7 Listen again. Fill in the blanks.

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.

Ticket Clerk: I have to make sure it's **4)** [valid]. Actually, it must be valid for the next three months.

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)** [visa] is on the back page of the passport.

Ticket Clerk: There it is. OK, here's your boarding pass. Now you have to go through security.

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

8

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.

9

6 International travel

Writing

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

DFW

DALLAS-FORT WORTH INTERNATIONAL AIRPORT

PASSENGER CHECK-IN

Passenger Name: Mr. Cromby

Destination: Beijing, China

Documents Needed: Passport and Visa

10

BOOK 2 UNIT 7

11

7 Airport security

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?

12

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?

○ **A** boarding passes ○ **B** cameras ○ **C** luggage ○ **D** pockets

2 According to the poster, which item is NOT used by the airport for security?

○ **A** security cameras ○ **B** X-ray machines ○ **C** restricted checkpoints ○ **D** metal detectors

3 What is probably true of restricted areas?

○ **A** They are easy to see. ○ **B** They have metal ○ **C** They are only for ○ **D** They protect airport

13

7 Airport security

Vocabulary

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

1 2 3 4 5 6 7

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

A a person who travels with you — [travel companion]

B an official warning — [advisory]

C an official rule that travelers must obey — [regulation]

D a machine that records video of people — [security camera]

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]

14

7 Airport security

Vocabulary

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

A B

metal detector | unattended luggage

1 ~~Charles saw some~~ [unattended luggage] near the terminal. He reported it to a security guard.

Dana took the coins out of her pockets. Then she walked through the [metal detector].

A B

security guard | security checkpoint

2 All passengers have to pass through a [security checkpoint]. It is to keep everyone safe.

The [security guard] asked Sandra for her identification.

cordoned off | restricted area

3 Terminal 3 in the airport is [cordoned off]. Passengers can't go there.

Travelers cannot enter the [restricted area]. It is only for airport workers.

15

7 Airport security

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].

16

7 Airport security

Listening

6 Listen to a conversation between a security guard and a traveler at an airport. Then answer the questions.

1 What is the conversation mainly about?

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

2 What is true about the baggage?

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

17

7 Airport security

Listening

7 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)** [owners] weren't nearby?
Passenger: No. Nobody has come near the **3)** [baggage] at all.
Security Guard: Can you tell me what the luggage looks like?
Passenger: There are **4)** [two small] bags. One is red and the other is black.
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)** [report] it ... just in case.
Security Guard: You did the **6)** [right thing]. Thank you.

18

7 Airport 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:
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?

A: Is there a problem?

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

A: Can you tell me about it?

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

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

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

A: You did the right thing. Thank you.

B: No problem.

19

7 Airport security

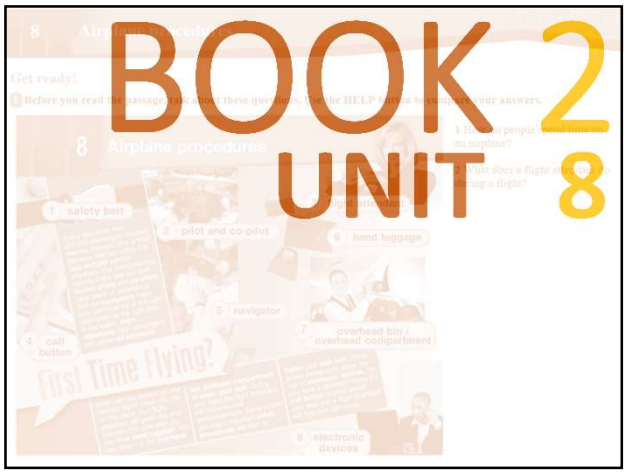
Writing

9 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.

Allerton International Airport
AIRPORT SECURITY REPORT
Security Guard: Brian Jones
Summary of the problem: Missing cordon in restricted area at Gate 13.

20

BOOK 2 UNIT 8



21

8 Airplane procedures

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?

22

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?

- A what to expect on your airplane flight
- B typical problems on first flights
- C how to get help during a flight
- D reasons that people fly on airplanes

2 According to the brochure, why do a lot of people choose Hermes Airways?

- A The airline serves free refreshments.
- B The flight attendants are very helpful.
- C Hermes gives passengers great in-flight service.
- D The planes have the best in-flight entertainment.

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

23

8 Airplane procedures

Vocabulary

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

WORD BANK

A B C D E F G H

hand luggage | safety procedures | call button | seat belt | overhead bin | in-flight | pilots | Flight attendants

1 Hermes pilots have years of experience flying planes.

2 You can put your hand luggage under your seat.

3 The flight attendant told me to fasten my seat belt.

4 Flight attendants greet passengers and help them find their seats.

5 Alex wants to ask a question. He presses the call button to talk with a flight attendant.

6 Hermes Airways offers the best in-flight service.

7 You can store your luggage above your seat in the overhead bin.

8 The passengers listened to the safety procedures. Now they know what to do to stay safe.

24

8 Airplane procedures

Vocabulary

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

1 refreshments

- A magazines
- 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

25

8 Airplane procedures

Listening

5 Listen to the flight attendant's announcement. Then answer these questions.

1 Which of the following refreshments are NOT available?

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

2 What can be inferred about the plane?

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

26

8 Airplane procedures

Listening

6 Listen again. Fill in the blanks.

Flight Attendant: Good afternoon. This is your **1)** [flight attendant] speaking. On behalf of the entire **2)** [flight crew], I want to welcome you to Flight 101. We'll be flying from London to Munich this evening. At this time, please **3)** [fasten your seat belts] and put your hand luggage in the **4)** [overhead compartments]. Or you can put it under your seat. Please turn off all **5)** [electronic devices]. Immediately after takeoff, the flight attendants will serve refreshments. We have coffee, tea, water and **6)** [soft drinks] available. Thank you for choosing Hermes Airways. Have a wonderful flight!

27

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.

A B C D

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?

1 **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.

1 Or you can put them under your seat.

A: And then we're ready?

2 **B:** Please turn off any electronic devices too.

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

3 **B:** Immediately after takeoff, you'll be served with refreshment.

A: Great. I can't wait!

28

8 Airplane procedures

Writing

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

Hermes Airways

Flight Attendant Script

Good afternoon. This is your flight attendant speaking. I want to welcome you to Flight 101. We'll be flying from London to Athens this afternoon. At this time please turn off all electronic devices and put all your hand luggage into the overhead compartments. Immediately after takeoff the flight attendants will be serving some light refreshments. Thank you for choosing Hermes Airways. Have a wonderful flight!

29

BOOK 2 UNIT 9

30

9 Travel delays

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?

31

1 The weather in Glacier Falls has caused flight delays.	**True**	False
2 The City Council can tell you departure times.	True	**False**
3 The flight board gives information about the runways.	True	**False**

32

9 Travel delays

Vocabulary

3 Choose the response that answers the question correctly.

1 Are the flight delays due to the weather?

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

2 Is the flight to Berlin delayed until further notice?

- **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?

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

33

9 Travel delays

Vocabulary

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

WORD BANK

A B C D E F G H

airline representative | flight board | missed flights | patient | mechanical problems | engines | landing gear | flight delays | runways I

1 Mr. Smith waits for a long time at the airport, but he doesn't get mad. He is very [patient].

2 The number one reason for [missed flights] is that passengers do not arrive at the airport on time and cannot get on their planes.

3 The [airline representative] is very busy answering calls from worried travelers.

4 The airport [runways] are long and smooth. They're perfect for airplane landings and take-offs.

5 Mrs. Williams checked the [flight board] to see if her flight is on time.

6 There is a problem with the plane's [engines]. The plane will not start until they are fixed.

7 The planes will be arriving late due to several [flight delays] and cancellations.

8 An airplane's [landing gear] is important. Without it, an airplane can't land.

9 The airplane has a number of [mechanical problems]. These include damaged landing gear and engine trouble.

34

9 Travel delays

Listening

5 Listen to a conversation between a gate attendant and a traveler. Then choose the right answers.

1 What is the conversation mostly about?

- A The woman misses a flight because of a delay.
- B The traveler wants to know when the flight from Stockholm arrives.
- C The attendant tells the traveler about a delay.
- D 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
- B damaged landing gear
- C engine trouble
- D broken flight board

35

9 Travel delays

Listening

6 Listen again. Fill in the blanks.

Traveler: Excuse me. When does Flight 682 leave? It's going to Stockholm.

Gate Attendant: Actually, Flight 682 is delayed until **1)** [further notice].

Traveler: Flight 682 has been delayed? I don't believe it.

Gate Attendant: That's correct, ma'am. I **2)** [made an announcement] twenty minutes ago.

Traveler: I didn't hear it. Why has the flight been 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)** [slightly damaged]. Also, there's some minor engine trouble.

Traveler: I see. How long will the flight be delayed?

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 time **6)** [to board]?

Gate Attendant: I'll make an announcement. Or you can check the flight board.

Traveler: I'll do that. Thank you.

36

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.

A B C

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.

D E

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

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

2 **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.

3 **A:** How long will the flight be delayed?

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

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

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

5 **A:** I'll do that. Thank you.

37

9 Travel delays

Writing

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

Hermes Airways

An Announcement to All Our Passengers ATTENTION!

Several airlines report delays and cancellations due to:

mechanical problems

The following flights are affected:

Flight No.	Destination	Status
682	Stockholm	Delayed
1029	Seoul	On-time
7321	Paris	Cancelled
753	Manchester	Delayed

38

BOOK 2
UNIT 10

39

10 Where's my baggage?

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?

40

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
- C why airlines often lose luggage
- D how to fill out a baggage claim form

2 According to the passage, what is a tracking system used for?

- A notifying travelers
- B finding misplaced luggage
- C filling out claim forms
- 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.
- B The passenger worked in the baggage office before.
- C The passenger recovered his or her luggage.
- D The passenger's luggage is missing.

41

10 Where's my baggage?

Vocabulary

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

WORD BANK

damaged | office | system | claim

1 baggage office

2 tracking system

3 damaged baggage

4 claim form

42

10 Where's my baggage?

Vocabulary

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

in transit | notify | missing | baggage office | property | specially | luggage status | lost baggage | recover

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

43

10 Where's my baggage?

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

44

10 Where's my baggage?

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

45

10 Where's my baggage?

Listening

7 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.

46

10 Where's my baggage?

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:

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.

A: I'm sorry to hear that. But I'm sure we can solve the problem for you.

B: How are you going to fix this problem for me?

A: 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?

A: 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.

47

10 Where's my baggage?

Writing

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

Hermes Airways

PASSENGER CLAIM FORM

Passenger's Name: Carl McCoy
Telephone Number: 020 6777 7777

Luggage Status: Lost | Delayed | Damaged

Please Explain Your Problem: My luggage has been damaged while in transit. My suitcase is cracked and its wheels have been broken off.

48