

TIM 3503 English for Airlines and Traveling

Arrival at Baggage Claim



1. Has an airline ever lost your luggage?
2. Do you think airlines lose luggage often?
3. What actions do you think airlines should take if one of your bags does not arrive with your flight?



Conversation 1 Lost Luggage

Listen to the dialogue

<https://youtu.be/5K7r6aukRIU>

- <http://www.skesl.com/conversation/practice/lost-luggage>

1. Conversation Lost Luggage

Passenger: Is this all the luggage from this flight?

Airline agent: Yes.

Passenger: I can't find my luggage.

Airline agent: It looks like your luggage is lost.

Passenger: I need my suitcase. I have a business meeting today and my suit is in it.

Airline agent: I'm very sorry. If we locate it, we will send it to you right away.



Answer the questions from the dialogue

1. What did the airline lose?

- Passenger
- Ticket
- Luggage
- Wheelchair

2. What is in the passenger's suitcase?

- Suit
- Laptop
- Cell phone
- Files

3. What does the passenger have today?

- A day off from work
- A business meeting
- A connecting flight
- A date



Conversation 2 reporting missing luggage

Listen to the dialogue

- <http://www.skesl.com/conversation/practice/reporting-missing-luggage>

Conversation 2

Listen again and fill the missing words

Passenger: I need to _____ lost _____.

Airline agent: I'm very sorry that _____.

Passenger: What do I _____ to do?

Airline agent: Please _____ this lost luggage _____.

Passenger: I have very _____ business papers in _____.

Airline agent: I _____. I am very sorry.

Passenger: Will you contact me _____ you _____ it?

Airline agent: Yes. We will _____ it to you _____.

Passenger: I am staying in a _____ downtown.

Airline agent: We will _____ you as soon as we _____ your suitcase.

Full dialogue

Passenger: I need to report lost luggage.

Airline agent: I'm very sorry that happened.

Passenger: What do I need to do?

Airline agent: Please fill out this lost luggage form.

Passenger: I have very important business papers in my suitcase.

Airline agent: I understand. I am very sorry.

Passenger: Will you contact me as soon as you find it?

Airline agent: Yes. We will send it to you right away.

Passenger: I am staying in a hotel downtown.

Airline agent: We will contact you as soon as we locate your suitcase.

1. What is the passenger reporting?

Lost luggage

Bad airline service

Too much turbulence

Rude passenger

2. What does the passenger have to fill out?

Airline service survey

Customs form

Lost luggage form

Passport application

3. What does the passenger have in his suitcase?

Suit

Passport

Laptop

Business papers

4. Where is the passenger staying?

Friend's condo

Hotel downtown

Parents' apartment

Rental house

1. Lost luggage

2. Lost luggage form

3. Business papers

4. Hotel downtown

Conversation 3 Rental car

Listen to the dialogue

- <http://www.skesl.com/conversation/practice/rental-car>

Conversation 3

Listen again and fill the missing words

Joseph: Is anyone picking you up at _____?

Karen: No. I'm going to _____ a car.

Joseph: The boss approved your _____?

Karen: Yes. Why?

Joseph: He _____ approve a rental car during my _____ trip.

Karen: I found a _____ deal for a rental car.



Joseph: Is anyone picking you up at the airport?

Karen: No. I'm going to rent a car.

Joseph: The boss approved your rental car?

Karen: Yes. Why?

Joseph: He didn't approve a rental car during my business trip.

Karen: I found a great deal for a rental car.

- Answer the questions
- 1. Who is picking Karen up at the airport?
Her boss
Joseph
Her client
No one
- 2. What is Karen going to rent?
An apartment
An office space
A studio
A car
- 3. What did Karen find?
A great deal on her airline ticket
A great deal on rental cars
Lost keys
A cheap hotel room

- 1. No one
- 2. A car
- 3. A great deal on rental cars

- **Dialogue/Story 1**

- **Airport employee:** Hello, Portland Airport, **Lost and Found**.
- Lucas: Hello. I was a passenger on a SunCal Airlines flight yesterday and I think I left my keys on the plane.
- **Airport employee:** I see. To **claim** the item, you have to fill out a **claim form**. What did you lose again? Some **luggage**? You'll need your **claim receipt** to get your luggage.
- Lucas: No, I lost some keys on the airplane. Keys. I think I left them on my seat. Is it possible to find out if anyone has **turned them in** to your office?
- **Airport employee:** I don't know. Can you describe them?
- Lucas: Well, they're on a **key chain** and there are eight keys on it, including a car key.
- **Airport employee:** Was there anything **distinctive** about the key chain? You'll need to **prove ownership** if you want to claim them.
- Lucas: No, it's a **plain** key ring. Maybe I should come down to the office to see if I can **identify** them. What happens to property that's **unclaimed**?
- **Airport employee:** We keep it for 30 days and then we **dispose** of it. Don't worry. We don't have a policy of **finders, keepers**. If you lost some luggage, it'll turn up.
- Lucas: No, I lost some keys! Keys! **Never mind**. I'm coming down right now.
- **Airport employee:** That's a good idea. It's easier to pick up your lost luggage than for us to send it.
- Lucas: Uhh

• Dialogue /story 2

- Tom complains to Jim, a Flyaway Airlines representative, that his suitcase is lost. Jim asks him to fill out some paperwork and assures him his bag will likely be found.
- **Tom:** Excuse me, I just arrived on the flight from Atlanta and my suitcase is missing.
- **Jim:** Did you wait until all the bags were unloaded?
- **Tom:** Yes, I did. My suitcase is not there.
- **Jim:** Here's a card with various suitcases. Which looks most like your piece of luggage?
- **Tom:** It's like this one, and it's green.
- **Jim:** Okay, I'll just have you fill out this paperwork. (complete, answer)
- **Tom:** I had all my clothes for a meeting this afternoon in that bag. Now I'm in a bind.(embarrassing)

- Dialogue /story 2 (Cont.)

- **Jim:** We'll reimburse you for clothing you buy today for up to \$100.
- **Tom:** I'm really pressed for time (Very busy). I won't have time to go shopping for a new suit now!
- **Jim:** Well, we'll do our best to track down (find out) your bag as quickly as possible.
- **Tom:** What if my suitcase is lost for good? (Forever)
- **Jim:** Baggage usually turns up (arrive), so let's cross that bridge when we come to it.
- **Tom:** I'm really up the creek now (in a difficult situation). It boggles my mind (it is so strange , boggle= amaze) how you can just lose someone's luggage!
- **Jim:** Let me give you a piece of advice. Next time, wear your suit on the airplane.
- **Tom:** Thanks for the advice (Guidance). Next time I think I'll fly a different airline!

DIALOGUE/ story 3 - Baggage Claim and Losing Luggage

Mr. Lepac: Excuse me ma'am. My suitcase never arrived on the carousel. What should I do?

Baggage Agent: You're in the right place. This is the lost luggage claim counter. Let's see if your bag is delayed or missing.

Mr. Lepac: I hope it is only delayed. I am here for business and need my suits and the files I've packed in that suitcase.

Baggage Agent: Let's see if we can locate the bag in our system. Perhaps it missed your flight and is on the next flight here. The next flight arrives in just sixty minutes.

Mr. Lepac: Can you confirm that my suitcase was placed on that next flight?

Baggage Agent: I'm sorry, but no I can't confirm. Your bag may be missing.

DIALOGUE/ story 3 (Cont.)

Mr. Lepac: What should I do? I have a meeting that starts in two hours!

Baggage Agent: You can go ahead to your hotel. I'll take down your local address and when the bag arrives, an airline service will deliver it to your hotel.

Mr. Lepac: I'm staying at the New Continental Hotel downtown.

Baggage Agent: I've added that to our system. Do you have your claim ticket? I need to get your tag number.

Mr. Lepac: Yes, when I checked in, they put this sticker on my boarding pass. Is that what you need?

Baggage Agent: Yes, exactly. (Agent types into computer.) I've keyed your suitcase's tag number into the computer and the search will begin immediately.

DIALOGUE/ story 3

Mr. Lepac: Do you know when I can expect to receive my bag?

Baggage Agent: I can't give you a firm answer. However, I can tell you that most bags are located within 24 to 48 hours.

Mr. Lepac: What if mine isn't?

Baggage Agent: If you don't receive your bag within 24 hours, then you should purchase what you need for the next day. Then you can file a claim for those items.

Mr. Lepac: And if the bag is lost permanently?

Baggage Agent: Then you can file a claim for necessary items you buy. Please make sure to fill out this form (hands Mr. Lepac a form) and keep all of your receipts.

Mr. Lepac: That sure is a lot of work.

Baggage Agent: Don't give up yet. This airport is very large and there are many flights arriving. It is my guess that your suitcase will arrive on another flight this evening.

Mr. Lepac: I sure hope so. Thank you for your assistance.

Write short answers to the questions about the dialogue.

- 1. What has Mr. Lepac lost?
- 2. Who has he gone to talk to?
- 3. What has happened to his bag?
- 4. How does he feel?
- 5. What does the agent suggest?
- 6. When does the agent think his bag will arrive?
- 7. What will he do if the bag arrives within 24 to 48 hours?
- 8. What will he do if the bag never arrives?
- 9. Where is this happening?

- **Choose the correct word below each sentence that best completes the idea.**
- 1. If someone brings something to you, they _____ it.
a. deliver b. place c. purchase
- 2. If a suitcase arrives late, it was _____.
a. missing b. delayed c. placed
- 3. If a bag doesn't arrive, it may be _____.
a. confirmed b. lost c. claimed
- 4. If something is certain, it is _____.
a. firm b. lost c. taken down
- 5. If something is found later, it is _____.
a. lost b. missing c. located
- 6. If you lose a suitcase, the baggage agent will start a _____ for it.
a. delivery b. file c. search
- 7. If something can never be found, it is lost _____.
a. permanently b. immediately c. locally

Put an X through the word that doesn't belong.

1. Deliver , Bring, Purchase
2. Delayed, Missing, Lost
3. Claim Ticket, Tag Number, Receipt
4. Locate, Missing , Find
5. File, Search, Take Down

