



# Read the scripts from the listening lesson about check-in desk conversations on YouTube . Answer the comprehension questions for each conversation.



## Listening 1: General check-in

**Agent:** "Good afternoon. May I have your ticket and ID, please?"

**Passenger:** "Of course. Here they are."

**Agent:** "Thank you. Are you checking any luggage today?"

**Passenger:** "Yes, I have one suitcase."

**Agent:** "Please place it on the scale. Your bag is slightly overweight. You'll need to pay a fee of \$25."

**Passenger:** "Alright. Can I pay by card?"

**Agent:** "Yes, of course. Here's your boarding pass and gate information. Boarding begins at 10:15 AM."

## Listening 2: Making a special request

**Agent:** "Hello. Are you checking in for Flight 456 to London?"

**Passenger:** "Yes, I am. Could I have a window seat, please?"

**Agent:** "Let me check. Unfortunately, all window seats are taken. Would an aisle seat work for you?"

**Passenger:** "Yes, that's fine. Also, can I confirm my vegetarian meal?"

**Agent:** "Certainly. It's confirmed. Here's your boarding pass. Your gate is C18."

**1. Which word from the script describes the plural (group) name for all travel bags?**

- a) suitcase    b) baggage    c) scale

**1. Which word from the script describes the middle of the airplane?**

- a) window    b) confirm    c) aisle



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## Listening 3: asking for assistance:

**Agent: "Hello. May I have your ticket and ID, please?"**

**Passenger: "Certainly. Here they are."**

**Agent: "Thank you. Are you checking any bags today?"**

**Passenger: "Yes, one suitcase. Also, I have a leg injury and will need assistance to the gate."**

**Agent: "I'm sorry to hear that. I'll arrange for a wheelchair and someone to assist you."**

**Passenger: "I appreciate that. Thank you."**

**Agent: "You're welcome. Here's your boarding pass. Someone will be here shortly to assist you."**

## Listening 4: international document requirements

**Agent: "Good evening. May I see your ticket and passport?"**

**Passenger: "Here they are."**

**Agent: "Thank you. Are you aware of the visa requirements for your destination?"**

**Passenger: "Yes, I have my visa documents ready."**

**Agent: "Excellent. Also, please note that your carry-on bag exceeds the size limit."**

**Passenger: "Oh, I didn't realize. Can I check it in instead?"**

**Agent: "Certainly. There will be a \$30 fee for the additional checked bag."**

**Passenger: "That's fine. I'll pay with cash."**

**Agent: "Thank you. Here's your receipt and updated baggage claim ticket. Your boarding pass indicates Gate D5, boarding at 7:45 PM."**

**Passenger: "Thank you for your help."**

**1. Which word from the script describes helping someone do something?**

- a) assist      b) injury      c) wheelchair

**1. Which word from the script means 'too much' or 'more than is allowed'?**

- a) indicate      b) requirement      c) exceed



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## Listening 5: flight cancellation

**Agent:** "Good morning. How can I assist you today?"

**Passenger:** "I just received a notification that my flight has been canceled."

**Agent:** "I apologize for the inconvenience. Let me check alternative flights for you."

**Passenger:** "Thank you."

**Agent:** "There's another flight departing at 4:00 PM today. Would that work for you?"

**Passenger:** "Yes, that would be fine."

**Agent:** "I've rebooked you on that flight. Here's your new boarding pass."

**Passenger:** "Thank you for your assistance."

## Listening 6: requesting an upgrade

**Agent:** "Hello. Ticket and ID, please."

**Passenger:** "Here you go. I was wondering if there are any available upgrades to business class."

**Agent:** "Let me check... Yes, we have availability. The upgrade fee is \$150."

**Passenger:** "I'll take it. Can I pay with my frequent flyer miles?"

**Agent:** "Certainly. I'll process that for you."

**Passenger:** "Thank you."

**Agent:** "You're all set. Here's your new boarding pass for business class. Enjoy your flight."

**Passenger:** "Thanks!"

### **1. Which words means to find different possibilities?**

- a) cancel                      b) alternative                      c) rebook

### **1. Which word means to do something many times or often?**

- a) upgrade                      b) frequent                      c) process