



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

2. 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."

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

- a) assist b) injury c) wheelchair

4. 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!"

5. Which words means to find different possibilities?

- a) cancel b) alternative c) rebook

6. Which word means to do something many times or often?

- a) upgrade b) frequent c) process

answers

1) b

2) c

3) a

4) c

5) b

6) b