

# AIRPORT ANNOUNCEMENT TRANSCRIPTS

## **Announcement 1 Flight Delay Due to Crew Rest Requirements**

"Due to mandatory crew rest regulations, Flight 605 to Toronto has been pushed back by two hours. We understand that this may disrupt your travel plans, and we are working to figure out possible alternatives for those with tight connections. Please keep an eye on the departure screens for updates, and feel free to drop by the customer service desk if you need assistance. We truly appreciate your understanding."

## **Announcement 2: Late Passenger Final Warning**

"This is the final boarding call for Flight 721 to Sydney. Passenger Ms. Olivia Brown, if you are in the terminal, please make your way to Gate 30 immediately. We are about to close off the boarding process, and if you do not show up within the next two minutes, we will be forced to move ahead with departure. Thank you for your cooperation."

## **Announcement 3: Layover Instructions**

"Passengers on Flight 308 to Frankfurt with connecting flights, please take note of your updated gate assignments upon arrival. Some connections may have been switched around due to scheduling adjustments. If you need assistance figuring out your next departure point, please speak with a customer service representative upon landing. We encourage you to watch out for updated information on the departure boards to ensure a seamless transfer."

## **Announcement 4: Flight Cancellation Compensation**

"We regret to inform you that Flight 678 to Boston has been canceled due to unforeseen operational constraints. Passengers affected by this change may reach out to a customer service representative to work out compensation options, including rebooking on the next available flight. If you choose to opt for a refund, please follow up with your original booking provider. We deeply regret the disruption and will do our best to make up for the inconvenience."

# AIRPORT ANNOUNCEMENT PHRASAL VERBS

**Close off** – To block access to or stop something from continuing.

**"The airport security closed off the terminal after the incident to ensure safety."**

**Drop by** – To visit a place briefly or informally.

**"I'm going to drop by the customer service desk to ask about my flight delay."**

**Figure out** – To understand or find a solution to a problem.

**"I can't figure out why the flight is delayed; I'll check the updates."**

**Follow up (with)** – To check back on or take further action regarding something.

**"Please follow up with the customer service team if you need further assistance."**

**Keep an eye on** – To watch something carefully or monitor it.

**"Please keep an eye on the departure board for any last-minute changes."**

**Make up for** – To compensate for a loss, mistake, or inconvenience.

**"We sincerely apologize for the delay, and we'll make up for it with a voucher for your next flight."**

**Make your way (to)** – To move or travel toward a particular place.

**"Please make your way to the gate; boarding will begin shortly"**

**Move ahead (with)** – To proceed with a plan or action.

**"We are ready to move ahead with boarding now."**

**Opt for** – To choose or decide on something.

**"You can opt for a full refund or a rebooking for another flight."**

**Push back** – To delay or reschedule an event or action.

**"The flight has been pushed back by two hours due to a crew scheduling issue."**

**Reach out (to)** – To contact someone, usually for help or information.

**"Feel free to reach out to the customer service team if you have any questions."**

**Show up** – To arrive at a place, often unexpectedly or later than expected.

**"She didn't show up for the flight on time, and we had to give away her seat."**

**Switch around** – To rearrange or change the positions of things.

**"The gates have been switched around; please check the updated information."**

**Take note of** – To pay attention to or remember important information.

**"Please take note of the new boarding gate for your flight."**

**Watch out for** – To be cautious about something or to look for something.

**"Watch out for the final boarding call; we will be leaving soon."**

**Work out** – To find a solution or reach an agreement.

**"We need to work out the details of your rebooking options"**

# QUESTIONS

- 1. In announcement 1, Where can passengers 'drop by'?**
- 2. In announcement 2, Where must Ms. Olivia Brown "make her way"?**
- 3. In announcement 2, What will happen if Ms. Brown doesn't 'show up'?**
- 4. In announcement 3, What have been 'switched around' ?**
- 5. In announcement 4, Who must passengers 'follow up with' if they want a refund?**

# ANSWERS

**1. In announcement 1, Where can passengers 'drop by'?**

**They drop by the customer service desk if they need assistance**

**2. In announcement 2, Where must Ms. Olivia Brown "make her way"?**

**She must make her way to Gate 30 immediately.**

**3. In announcement 2, What will happen if Ms. Brown doesn't 'show up'?**

**They will be forced to move ahead with departure without her.**

**4. In announcement 3, What have been 'switched around' ?**

**Some connections have been switched around due to scheduling adjustments**

**5. In announcement 4, Who must passengers 'follow up with' if they want a refund?**

**They must follow up with their original booking provider**