

Asking for information: airport dialogues

I can't carry these bags . Where

.....?
.....?



1

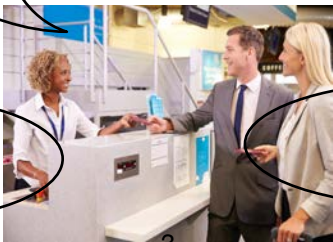
Did you know you are not allowed to.....?

.....?



2

Here are your boarding passes. Do you have any questions ?



3

.....?
.....?



I'm sorry. This passport.....

.....
.....?

I've just missed my flight.

.....?
.....?



5



6

Flight EK 384

.....
.....?



7

I wonder.....

.....



8

When you board the plane

.....
.....?



9

Script

Number 1

Excuse me, are you ok? Do you need some help?

I can't carry these bags. They are too heavy. Where can I get a cart to carry them?

You can get a cart right next to the customer service desk. Can I get one for you?

That would be great, thank you.

Number 2

Excuse me sir. Did you know you are not allowed to take sharp objects onto the plane?

I'm sorry! I didn't know that. Can you give me some more information?

Well, anything that could be used as a weapon, is not allowed on the plane. That includes things like knives, scissors, and other sharp objects.

I see. So, what can I do with my pocket knife?

You'll need to check it in with your luggage.

Number 3

Here are your boarding passes. Do you have any questions ?

Is the flight on time ?

Yes, the flight is currently on time.

Number 4

Hi, please take off your shoes and put them in this container.

No problem.

Now, please step through the metal detector.

Okay.

Oh! The alarm went off. Do you have anything in your pockets?

Just my keys and phone.

Please empty your pockets and put the items in the tray.

Okay.

Number 5

I've just missed my flight. Can you get me on the next one ?

Let me check. Where are you flying to?

I'm flying to San Francisco.

The next flight to San Francisco is in 3 hours.

Thank you. I'll take that one.

Number 6

I'm sorry. This passport has expired.

Oh dear! What can I do?

You'll need to get a new passport before you can travel.

Oh my God! That will take a long time.

So sorry sir.

Number 7

We've been waiting a long time. When is our flight going to board?

Flight E-K 3-8-4 to Bangkok, is leaving from Gate 222. It's boarding at 4:15 PM

But it's already 4:20PM. What's the problem?

There's a slight delay in boarding, but the plane will be ready to take off on time.

Why is there a delay?

There was a problem with the plane's cargo door. It's been fixed and we're just waiting for the okay from the captain.

How long is the delay going to be?

We're not sure. Maybe 10-15 minutes.

Number 8

I wonder if my flight is delayed.

Yes, your flight has been delayed. The reason for the delay is due to weather conditions.

Oh! What should I do in the meantime?

You can wait in the terminal, or you can explore the airport.

Number 9

When you board the plane, please have your boarding pass ready to show to the flight attendants.

I'm sorry, I don't have my boarding pass with me. I must have lost it.

That's not a problem. We can print one for you at the departure gate. Just give us your name and confirmation number.