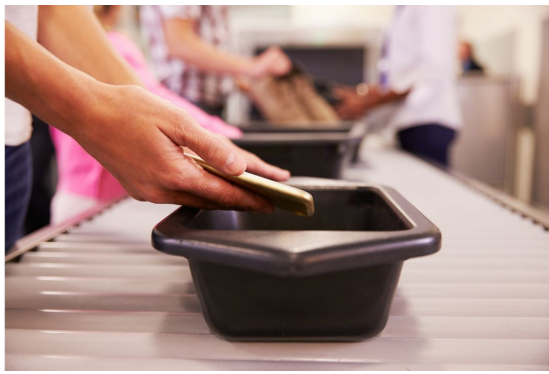
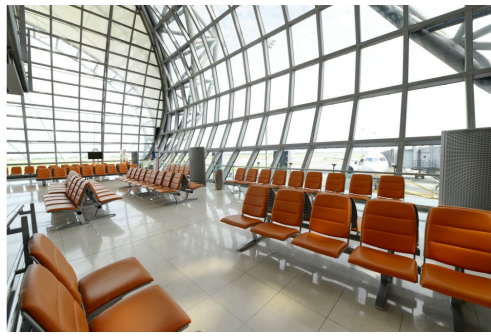




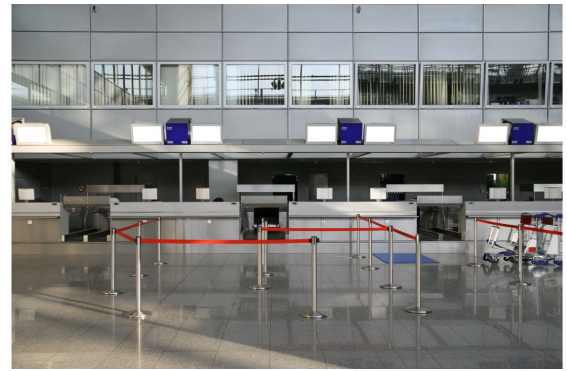
At The Airport



Security



Departure
Lounge



Check-in



Flying



Boarding



Passport Control

At The Airport



Check-in

Staff: Good morning, how are you?

Customer: _____

Staff: Can I get your **passport**, please?

Customer: _____

Staff: Where are you travelling to today?

Customer: _____

Staff: Do you have any **baggage** for check-in?

Customer: _____

Staff: Could you place it on the **scales** here. Would you like to sit at the **window** or the **aisle**?

Customer: _____

Staff: Have you left your bag unattended at any time?

Customer: _____

Staff: Do you have any **liquids** or **sharp** objects in your hand luggage?

Customer: _____

Staff: Here is your **boarding pass**. Your **departure gate** is 4B. Boarding time will be 11.40 and your **seat** is 4C. Security is just over  here.

Staff: Good morning, how are you?

Customer: *I'm good thank you.*

Staff: Can I get your **passport**, please?

Customer: _____

Staff: Where are you travelling to today?

Customer: _____

Staff: Do you have any **baggage** for check-in?

Customer: _____

Staff: Could you place it on the **scales** here. Would you like to sit at the **window** or the **aisle**?


Customer: _____

Staff: Have you left your bag unattended at any time?

Customer: _____

Staff: Do you have any **liquids** or **sharp** objects in your hand luggage?

Customer: _____

Staff: Here is your **boarding pass**. Your **departure gate** is 4B. Boarding time will be 11.40 and your **seat** is 4C. Security is just over  here.

Staff: Good morning, how are you?

Customer: *I'm good thank you.*

Staff: Can I get your **passport**, please?

Customer: *Yes, of course.*

Staff: Where are you travelling to today?

Customer: _____

Staff: Do you have any **baggage** for check-in?

Customer: _____

Staff: Could you place it on the **scales** here. Would you like to sit at the **window** or the **aisle**?


Customer: _____

Staff: Have you left your bag unattended at any time?

Customer: _____

Staff: Do you have any **liquids** or **sharp** objects in your hand luggage?

Customer: _____

Staff: Here is your **boarding pass**. Your **departure gate** is 4B. Boarding time will be 11.40 and your **seat** is 4C. Security is just over  here.

Staff: Good morning, how are you?

Customer: *I'm good thank you.*

Staff: Can I get your **passport**, please?

Customer: *Yes, of course.*

Staff: Where are you travelling to today?

Customer: *I'm flying to ..*

Staff: Do you have any **baggage** for check-in?

Customer: _____

Staff: Could you place it on the **scales** here. Would you like to sit at the **window** or the **aisle**?


Customer: _____

Staff: Have you left your bag unattended at any time?

Customer: _____

Staff: Do you have any **liquids** or **sharp** objects in your hand luggage?

Customer: _____

Staff: Here is your **boarding pass**. Your **departure gate** is 4B. Boarding time will be 11.40 and your **seat** is 4C. Security is just over  here.

Staff: Good morning, how are you?

Customer: *I'm good thank you.*

Staff: Can I get your **passport**, please?

Customer: *Yes, of course.*

Staff: Where are you travelling to today?

Customer: *I'm flying to ..*

Staff: Do you have any **baggage** for check-in?

Customer: *Yes, I have one bag*

Staff: Could you place it on the **scales** here. Would you like to sit at the **window** or the **aisle**?


Customer: _____

Staff: Have you left your bag unattended at any time?

Customer: _____

Staff: Do you have any **liquids** or **sharp** objects in your hand luggage?

Customer: _____

Staff: Here is your **boarding pass**. Your **departure gate** is 4B. Boarding time will be 11.40 and your **seat** is 4C. Security is just over  here.

Staff: Good morning, how are you?

Customer: *I'm good thank you.*

Staff: Can I get your **passport**, please?

Customer: *Yes, of course.*

Staff: Where are you travelling to today?

Customer: *I'm flying to ..*

Staff: Do you have any **baggage** for check-in?

Customer: *Yes, I have one bag*

Staff: Could you place it on the **scales** here. Would you like to sit at the **window** or the **aisle**?


Customer: *I'd like a window seat, please*

Staff: Have you left your bag unattended at any time?

Customer: _____

Staff: Do you have any **liquids** or **sharp** objects in your hand luggage?

Customer: _____

Staff: Here is your **boarding pass**. Your **departure gate** is 4B. Boarding time will be 11.40 and your **seat** is 4C. Security is just over  here.

Staff: Good morning, how are you?

Customer: *I'm good thank you.*

Staff: Can I get your **passport**, please?

Customer: *Yes, of course.*

Staff: Where are you travelling to today?

Customer: *I'm flying to ..*

Staff: Do you have any **baggage** for check-in?

Customer: *Yes, I have one bag*

Staff: Could you place it on the **scales** here. Would you like to sit at the **window** or the **aisle**?


Customer: *I'd like a window seat, please*

Staff: Have you left your bag unattended at any time?

Customer: *No, I haven't*

Staff: Do you have any **liquids** or **sharp** objects in your hand luggage?

Customer: _____

Staff: Here is your **boarding pass**. Your **departure gate** is 4B. Boarding time will be 11.40 and your **seat** is 4C. Security is just over  here.

Staff: Good morning, how are you?

Customer: *I'm good thank you.*

Staff: Can I get your **passport**, please?

Customer: *Yes, of course.*

Staff: Where are you travelling to today?

Customer: *I'm flying to ..*

Staff: Do you have any **baggage** for check-in?

Customer: *Yes, I have one bag*

Staff: Could you place it on the **scales** here. Would you like to sit at the **window** or the **aisle**?


Customer: *I'd like a window seat, please*

Staff: Have you left your bag unattended at any time?

Customer: *No, I haven't*

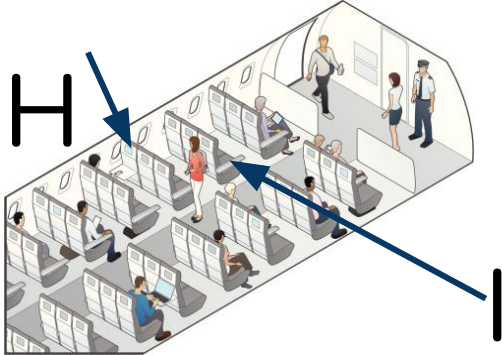
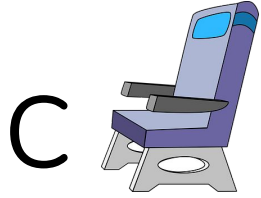
Staff: Do you have any **liquids** or **sharp** objects in your hand luggage?

Customer: *No, I don't*

Staff: Here is your **boarding pass**. Your **departure gate** is 4B. Boarding time will be 11.40 and your **seat** is 4C. Security is just over  here.



J

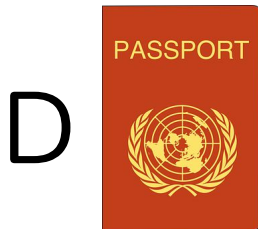
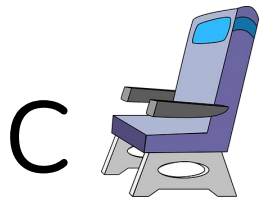
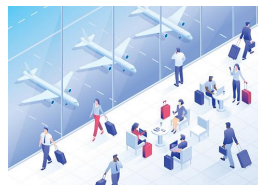


I

Baggage
Aisle
Window
Boarding pass
Passport
Scales
Seat
Departure gate
Liquid
Sharp



J



I

Baggage A
Aisle I
Window H
Boarding pass B
Passport D
Scales E
Seat C
Departure gate J
Liquid F
Sharp G

At The Airport



Security
and
Customs

At The Airport

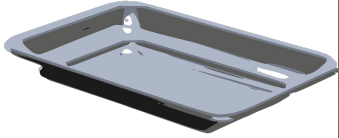
What are some of the typical rules at airport security?

At The Airport

Some of the general rules are;

- ✎ Only 100ml containers of **liquid**
- ✎ All liquids to be in a clear plastic bag 20cm x 20cm (only one bag per person)
- ✎ No **sharp** objects, such as a corkscrew, scissors or knives
- ✎ No dangerous objects such as fireworks, matches or lighters

At The Airport



At The Airport



Take off your jacket!

Empty your pockets!

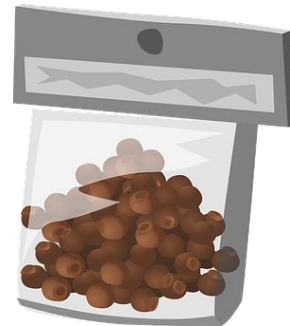
Place it in the tray!

Take it out of the case!

Please step aside!

Raise your hands in the air!

At The Airport



At The Airport



At The Airport



Do you
like duty
free
shopping?

At The Airport



Departure Lounge

At The Airport



Audio 1



Audio 2



Audio 3



Audio 4



Audio 5



Audio 6



Audio 7



Audio 8



Audio 9



Audio 10



Audio 11

At The Airport



Audio 1

British Airways flight 410 to
London is now boarding at Gate
5B



Audio 2



Audio 3



Audio 4



Audio 5



Audio 6



Audio 7



Audio 8



Audio 9



Audio 10



Audio 11

At The Airport



Audio 1

British Airways flight 410 to London is now boarding at Gate 5B



Audio 2

Please have your boarding pass and passport ready for boarding



Audio 3



Audio 4



Audio 5



Audio 6



Audio 7



Audio 8



Audio 9



Audio 10



Audio 11

At The Airport



Audio 1

British Airways flight 410 to London is now boarding at Gate 5B



Audio 2

Please have your boarding pass and passport ready for boarding



Audio 3

We would like to invite our business-class passengers to board



Audio 4



Audio 5



Audio 6



Audio 7



Audio 8



Audio 9



Audio 10



Audio 11

At The Airport



Audio 1

British Airways flight 410 to London is now boarding at Gate 5B



Audio 2

Please have your boarding pass and passport ready for boarding



Audio 3

We would like to invite our business-class passengers to board



Audio 4

We are now inviting passengers with small children to board



Audio 5



Audio 6



Audio 7



Audio 8



Audio 9



Audio 10



Audio 11

At The Airport



Audio 1

British Airways flight 410 to London is now boarding at Gate 5B



Audio 2

Please have your boarding pass and passport ready for boarding



Audio 3

We would like to invite our business-class passengers to board



Audio 4

We are now inviting passengers with small children to board



Audio 5

All passengers from rows 20-30 can now board



Audio 6



Audio 7



Audio 8



Audio 9



Audio 10



Audio 11

At The Airport



Audio 1

British Airways flight 410 to London is now boarding at Gate 5B



Audio 2

Please have your boarding pass and passport ready for boarding



Audio 3

We would like to invite our business-class passengers to board



Audio 4

We are now inviting passengers with small children to board



Audio 5

All passengers from rows 20-30 can now board



Audio 6

We would now like to invite all remaining passengers to board



Audio 7



Audio 8



Audio 9



Audio 10



Audio 11

At The Airport



Audio 1

British Airways flight 410 to London is now boarding at Gate 5B



Audio 2

Please have your boarding pass and passport ready for boarding



Audio 3

We would like to invite our business-class passengers to board



Audio 4

We are now inviting passengers with small children to board



Audio 5

All passengers from rows 20-30 can now board



Audio 6

We would now like to invite all remaining passengers to board



Audio 7

This is the final boarding call for British Airways flight 410 to London



Audio 8



Audio 9



Audio 10



Audio 11

At The Airport



Audio 1

British Airways flight 410 to London is now boarding at Gate 5B



Audio 2

Please have your boarding pass and passport ready for boarding



Audio 3

We would like to invite our business-class passengers to board



Audio 4

We are now inviting passengers with small children to board



Audio 5

All passengers from rows 20-30 can now board



Audio 6

We would now like to invite all remaining passengers to board



Audio 7

This is the final boarding call for British Airways flight 410 to London



Audio 8

There has been a gate change. The new gate for British Airways flight 410 to London is now 6A



Audio 9



Audio 10



Audio 11

At The Airport



Audio 1

British Airways flight 410 to London is now boarding at Gate 5B



Audio 2

Please have your boarding pass and passport ready for boarding



Audio 3

We would like to invite our business-class passengers to board



Audio 4

We are now inviting passengers with small children to board



Audio 5

All passengers from rows 20-30 can now board



Audio 6

We would now like to invite all remaining passengers to board



Audio 7

This is the final boarding call for British Airways flight 410 to London



Audio 8

There has been a gate change. The new gate for British Airways flight 410 to London is now 6A



Audio 9

Could passenger Adam Jones please proceed to the desk at gate 4B



Audio 10



Audio 11

At The Airport



Audio 1

British Airways flight 410 to London is now boarding at Gate 5B



Audio 2

Please have your boarding pass and passport ready for boarding



Audio 3

We would like to invite our business-class passengers to board



Audio 4

We are now inviting passengers with small children to board



Audio 5

All passengers from rows 20-30 can now board



Audio 6

We would now like to invite all remaining passengers to board



Audio 7

This is the final boarding call for British Airways flight 410 to London



Audio 8

There has been a gate change. The new gate for British Airways flight 410 to London is now 6A



Audio 9

Could passenger Adam Jones please proceed to the desk at gate 4B



Audio 10

British Airways flight 410 to London has been delayed. The new boarding time is 14:10.



Audio 11

At The Airport



Audio 1

British Airways flight 410 to London is now boarding at Gate 5B



Audio 2

Please have your boarding pass and passport ready for boarding



Audio 3

We would like to invite our business-class passengers to board



Audio 4

We are now inviting passengers with small children to board



Audio 5

All passengers from rows 20-30 can now board



Audio 6

We would now like to invite all remaining passengers to board



Audio 7

This is the final boarding call for British Airways flight 410 to London



Audio 8

There has been a gate change. The new gate for British Airways flight 410 to London is now 6A



Audio 9

Could passenger Adam Jones please proceed to the desk at gate 4B



Audio 10

British Airways flight 410 to London has been delayed. The new boarding time is 14:10.



Audio 11

British Airways flight 410 to London has been cancelled. Please proceed to the British Airways desk for more information.

At The Airport



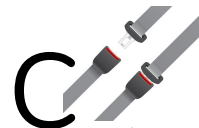
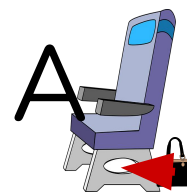
Boarding

"Ladies and gentlemen, the Captain has turned on the Fasten Seat Belt sign. If you haven't already done so, please stow your carry-on luggage underneath the seat in front of you or in an overhead bin. Please take your seat and fasten your seat belt. And also make sure your seat back and folding trays are in their full upright position.

*If you are seated next to an **emergency exit**, please read carefully the special instructions card located by your seat. If you do not wish to perform the functions described in the event of an emergency, please ask a flight attendant to reseal you.*

*We remind you that this is a **non-smoking flight**. Smoking is prohibited on the entire aircraft, including the lavatories. Tampering with, disabling or destroying the lavatory smoke detectors is prohibited by law.*

If you have any questions about our flight today, please don't hesitate to ask one of our flight attendants. Thank you."



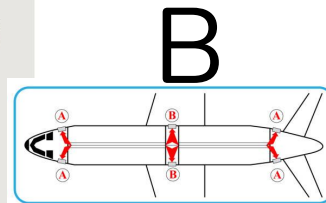
Resource: <https://airodysey.net/reference/inflight/>

“Ladies and gentlemen, the Captain has turned on the **Fasten Seat Belt** sign. If you haven’t already done so, please stow your **carry-on luggage** underneath the seat in front of you or in an overhead bin. Please take your seat and fasten your seat belt. And also make sure your **seat back** and **folding trays** are in their full upright position.

If you are seated next to an **emergency exit**, please read carefully the special instructions card located by your seat. If you do not wish to perform the functions described in the event of an emergency, please ask a flight attendant to reseal you.

We remind you that this is a **non-smoking flight**. Smoking is prohibited on the entire aircraft, including the lavatories. Tampering with, disabling or destroying the lavatory smoke detectors is prohibited by law.

If you have any questions about our flight today, please don’t hesitate to ask one of our flight attendants. Thank you.”

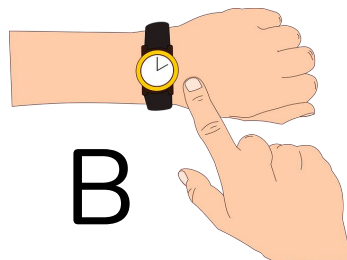


Resource: <https://airodyssey.net/reference/inflight/>

*“Ladies and gentlemen, this is/my name is X and I’m your chief flight attendant. On behalf of (Captain Z and) the entire crew, **welcome aboard** ??? Airlines flight ???, non-stop service from ??? to ??? (then continuing on to ???).*

Our flight time will be of ??? hours and ??? minutes. We will be flying at an altitude of ??? feet/meters at a ground speed of ??? miles per hour/kilometers per hour.

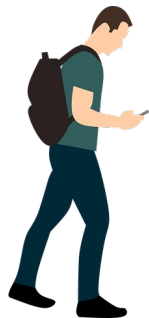
*At this time, make sure your seat backs and tray tables are in their full upright position and that your seat belt is correctly fastened. Also, your portable **electronic devices** must be set to ‘airplane’ mode until an announcement is made upon arrival. Thank you.”*



On The Plane



Would you like any food or refreshments?



On The Plane



Would you like any food or refreshments?



Yes, I'd like the please!

No, thank you!

On The Plane



Would you like the chicken or the
pasta?



On The Plane



Would you like the chicken or the
pasta?



I'd like the chicken, please.

On The Plane



Would you like anything to drink?



On The Plane



Would you like anything to drink?

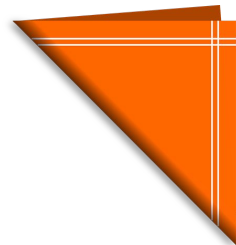
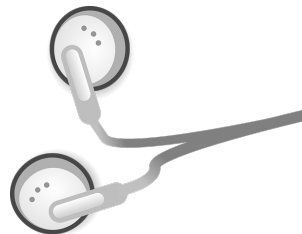
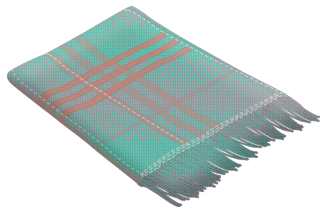


Yes, I'd like a, please!

No, thank you!

On The Plane

Could I have please?

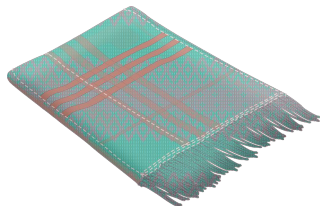


On The Plane

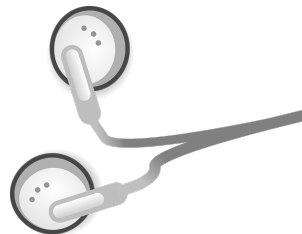
Could I have please?



a pillow

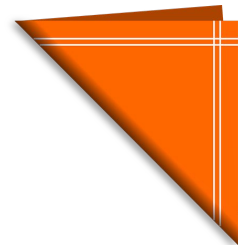


a blanket



some

earphones



a napkin

At The Airport



Arrivals

At The Airport



What
questions
might you
be asked
at
customs?

At The Airport



Where
do we
collect
our bags
from?

- 1) Do you enjoy flying? Why/not?
- 2) What was your very first flight? Describe the experience.
- 3) What is the longest/shortest flight you have ever taken?
- 4) Which seat do you typically choose on the aeroplane? (front/back/window/aisle)
- 5) Have you ever had a terrible flying experience? Describe it.
- 6) Are you travel sick on aeroplanes?
- 7) Have you ever had terrible turbulence before? Describe what you felt.
- 8) Do you like aeroplane food? Why/not?
- 9) Can you sleep when flying? Why/not?
- 10) Would you ever like to be a pilot/ flight attendant? Why/not?
- 11) Do you think aeroplanes are a safe means of travel? Why/not?
- 12) Have you ever had problems at customs before? Describe your experience.
- 13) Do you think there is a difference in flight experience between small and large aeroplanes? Why/not?
- 14) Do you have any airport habits? What are they?
- 15) Have you ever had your bags lost at an airport before? If so, what happened?
- 16) Do you ever get checked at security at an airport?
- 17) Do you need to apply for a lot of visas to travel? Why/not?
- 18) Do you like duty free shopping?
- 19) Do you usually book tickets/ check in online or at the airport? Why?
- 20) Do you usually pay extra to fly first- or business-class?

REVIEW



At The Airport Course