

# Language for ...

## air travel (how to avoid delays at the airport)

### 1 Warmer

a Ask and answer the following questions with a partner.

- How often do you fly?
- Have you ever been delayed at an airport?
- What happened?

b Complete the table.

	Verb	Noun
1	depart	_____
2	arrive	_____
3	fly	_____
4	announce	_____



### 2 Text

a Choose the correct word. Then read the introduction and paragraphs 1 and 2 of the text, 'How to avoid delays at the airport', and check your answers.

- 1 If your baggage is **heavy** / **overweight**, you have to pay extra.
- 2 There is often a lengthy **queue** / **crowd** to pass through security.
- 3 You can normally **check in** / **check out** online.
- 4 You can usually print your boarding pass 24 hours before your **departure** / **arrival** time.
- 5 You can choose whether you want a window or an **aisle** / **inside** seat.
- 6 It's always a good idea to travel **light** / **simply**.
- 7 Airlines publish the **dimensions** / **length** of hand baggage that is permitted.
- 8 With your boarding pass and hand baggage, you can go straight to the departure **door** / **gate**.

b Read paragraphs 3 to 5 and fill in the missing information.

- 1 You can take small quantities of \_\_\_\_\_, gels and pastes in your hand baggage.
- 2 These must be placed in a small transparent plastic \_\_\_\_\_.
- 3 If you are wearing a \_\_\_\_\_ or wristwatch, take them off and place them inside your hand baggage.
- 4 Take off your coat and/or jacket before you reach the security \_\_\_\_\_.
- 5 Place your lap-top computer in a \_\_\_\_\_ to be scanned.
- 6 Security \_\_\_\_\_ may ask you to remove your boots or shoes.
- 7 Remove everything from your pockets, especially \_\_\_\_\_.
- 8 In the departure lounge, always listen to \_\_\_\_\_.
- 9 Make sure you arrive at the departure \_\_\_\_\_ on time.
- 10 Don't go to the \_\_\_\_\_ shop just before your flight is due to leave.

### HOW TO AVOID DELAYS AT THE AIRPORT

Millions of people have experienced the frustration of being delayed at an airport. In many cases, you have already made a long car or train journey to reach the airport, and then you discover that there are hundreds of people queueing to check in. When you finally reach the check-in desk, you find that your baggage is overweight and you have to join another queue to pay for the extra weight. Finally, you receive your boarding pass and, just when you think your troubles are over, you have to join yet another lengthy queue to pass through security. Here is some advice to make your journey through the airport smoother.

**1** Check in at home. Most airlines already allow you to check in online, using your own computer. Some airlines permit you to do this up to one month before you fly and, if not, you can almost always check in 24 hours prior to your departure time. You can check in, choose your seat (aisle or window) and print out your boarding pass. Alternatively, using the airline's mobile phone app, you can check in using your mobile phone and store the boarding pass on your phone to present it at security.

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**Tip** – Don't forget to ensure your phone is fully charged before you leave for the airport if you use this method!

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**2** Travel light. If you are only travelling for a few days, consider only taking with you a small bag or suitcase that you can take onto the plane as hand luggage. Even if you have checked in at home and printed your boarding pass, you will still have to queue to check in larger suitcases at the airport. Airlines publish the dimensions of hand luggage that is permitted on their flights and you can buy a bag or small suitcase specifically designed to carry onto the aircraft. With your boarding pass and hand luggage, you can go straight to the departure gate, but remember you also have to pass through security!

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**Tip** – Don't forget to bring your passport or ID card or you will not be allowed to travel!

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**3** Get ready for security. Don't pack any liquids in your hand luggage. Small quantities of liquids, gels and pastes (e.g. make-up, toothpaste) are permitted but must be placed in a transparent plastic bag, which you must take out of your hand luggage when passing through security. If you are wearing a belt or wristwatch, always take these off and place them inside your hand luggage, along with your mobile phone. Take off your coat and/or jacket before you reach the security scanner and place them in the tray with your hand luggage and liquids. Remove all items from your pockets, especially coins, and place them in your hand luggage. If you have a lap-top computer, take it out of your hand luggage and place it in a tray to be scanned.

**4** Be polite and friendly. If the security personnel ask you to remove your boots or shoes to be scanned, smile and say 'thank you'. If you complain about this or argue, you will be delayed. Similarly, if your bag is selected for an additional security search, remember that this is being done for your safety and not simply to annoy you!

**5** Listen to announcements and check the departure screens. One of the major causes of delays at airports is passengers arriving late at their departure gate. Remember that departure times sometimes change, so check the screens regularly. Don't go to the duty-free shop 10 minutes before your flight is due to leave! Make sure you arrive at the gate with plenty of time to spare. If you are late and you have checked-in baggage for your flight, you will delay its departure.

**Have a nice flight!**

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### 3 Language in use

a Read the sentences. Look at the words in bold and match them with their meanings a-h.

- 1 You often have to **queue** to check in at the airport.
- 2 It often takes quite a long time to pass through **security**.
- 3 You can check-in 24 hours **prior to** your departure time.
- 4 Ensure your phone is fully **charged** before you leave for the airport.
- 5 You can take small quantities of liquids, **gels** and pastes in your hand luggage.
- 6 Listen to announcements and check the departure **screen**.
- 7 You may be asked to remove your boots or shoes to be **scanned**.
- 8 If you are late at the departure gate, your flight may be **delayed**.

- a full of electricity
- b the part of an electronic device where words and pictures are shown
- c checked electronically using special equipment
- d to wait for something in a line of people
- e made late
- f before
- g sticky substances that are used in products for the hair and skin
- h the section of an airport where passenger are checked to ensure they are not carrying dangerous items

b Complete the information on this notice using the words in the box.

coins    boarding pass    **announcements**    **bag**    **belts**    **online**    **departure**    lap-top

#### INFORMATION FOR TRAVELLERS

- 1 If you have checked in (1) \_\_\_\_\_ and printed your (2) \_\_\_\_\_, go straight to the (3) \_\_\_\_\_ gate.
- 2 Please remove (4) \_\_\_\_\_ and wristwatches and place them in the tray.
- 3 Place liquids, gels and pastes in a transparent plastic (5) \_\_\_\_\_.
- 4 If you have a (6) \_\_\_\_\_ computer, remove it from your bag and place it in the tray.
- 5 Take everything out of your pockets, especially (7) \_\_\_\_\_.
- 6 Please listen to (8) \_\_\_\_\_ and check the departure screens regularly.

c Match the words in the left-hand column with those in the right-hand column to make two-word phrases from the text.

- |             |           |
|-------------|-----------|
| 1 boarding  | a scanner |
| 2 departure | b desk    |
| 3 hand      | c gate    |
| 4 security  | d shop    |
| 5 duty-free | e pass    |
| 6 check-in  | f luggage |

# Language for ...

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### 4 Communicate

Your best friend is flying to Rome for the weekend tomorrow. Answer their questions.

Friend: How much luggage should I take with me?

You: \_\_\_\_\_

Friend: Can I check in online?

You: \_\_\_\_\_

Friend: When can I do this?

You: \_\_\_\_\_

Friend: Can I take a large bottle of water in my hand luggage?

You: \_\_\_\_\_

Friend: Can I take my lap-top computer with me?

You: \_\_\_\_\_



### 5 Discussion

- 1 What are the best and worst things about travelling by plane?
- 2 Should air travel be restricted in order to save the environment?
- 3 If you've flown before, tell your partner about your best and worst ever flights.



### Red Words

'Red Words' in this lesson are indicated in **red** in the above exercises.