



BEING POLITE

Airport Situations

Complete the sentences using the correct polite phrase

estimated nearest great way Can I window luggage escort

1. "_____ I check in for my flight, please?"
2. "Excuse me, where is the _____ gate?"
3. "Could you please help me with my _____?"
4. "I'm looking for the _____ to the baggage claim."
5. "May I have a _____ to the departure gate?"
6. "Can you tell me the _____ time for boarding?"
7. "I'd like to request a _____ seat, please."
8. "Thank you for your help, have a _____ day!"

Airport Role-Plays

Write a polite response to each situation:

1. You need to ask an airport staff member for directions.

2. You want to request a seat change on your flight.

3. You need to report a lost item to the airport authorities.

4. You want to thank a fellow passenger for helping you.

5. You need to ask a security officer about luggage restrictions.

6. You want to compliment an airport employee on their service.

7. You need to ask about the airport's Wi-Fi availability.

8. You want to apologize for accidentally bumping into someone.

Teacher's Key

Airport Situations

Complete the sentences using the correct polite phrase

1. "**Can I** check-in for my flight, please?"
2. "Excuse me, where is the **nearest** gate?"
3. "Could you please help me with my **luggage**?"
4. "I'm looking for the **way** to the baggage claim."
5. "May I have an **escort** to the departure gate?"
6. "Can you tell me the **estimated** time for boarding?"
7. "I'd like to request a **window** seat, please."
8. "Thank you for your help, have a **great** day!"

Airport Role-Plays

Write a polite response to each situation:

1. You need to ask an airport staff member for directions.
"Excuse me, could you please direct me to the baggage claim?"
2. You want to request a seat change on your flight.
"I'd like to request a seat change, is that possible?"
3. You need to report a lost item to the airport authorities.
"I've lost my phone, can I report it to the authorities here?"
4. You want to thank a fellow passenger for helping you.
"Thank you so much for helping me with my luggage!"
5. You need to ask a security officer about luggage restrictions.
"Excuse me, what are the restrictions on carrying liquids?"
6. You want to compliment an airport employee on their service.
"Your service has been excellent, thank you!"
7. You need to ask about the airport's Wi-Fi availability.
"Is Wi-Fi available in this area?"
8. You want to apologize for accidentally bumping into someone.
"I'm so sorry, I wasn't watching where I was going!"