



TRAVEL PROBLEMS

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TALK TO YOUR PARTNER**Student A:** Ask questions 1–6.**Student B:** Answer, then ask your questions 1–6.

Student A – Ask your partner	Student B – Ask your partner
1. How early do you like to arrive at the airport? 2. What do you usually do while waiting for a flight? 3. What would you do if your flight was delayed for five hours? 4. Have you ever missed a flight? 5. What would you do if your luggage didn't arrive? 6. What is the most confusing thing about airports?	1. Do you like flying? Why or why not? 2. What is the first thing you do when you arrive at an airport? 3. Would you rather have a long delay or a very early flight? 4. What would you do if you couldn't find your gate? 5. Have you ever had a problem with an airline? 6. What is more important at an airport: good signs or helpful staff?

1. Airport Problems

Complete the sentences with the words in the box.

delayed – cancelled – gate – luggage – boarding pass – passport – flight – information

- I can't find my _____. It was supposed to leave at 3:00.
- Where can I get _____ about my flight?
- My flight has been _____. What should I do?
- Excuse me, where is Gate 18? I can't find my _____.
- I can't find my _____. I think I left it on the plane.
- You need your _____ to get on the plane.
- My _____ hasn't arrived.
- My flight is _____ by three hours.

REAL ENGLISH BOX**Instead of:** "I want another flight."**Try:** "Is there another flight I can take?"**Instead of:** "Why is my flight late?"**Try:** "Could you tell me why the flight is delayed?"

2. What Should You Do?

Read each problem. Choose the best action.

1. Your flight is cancelled.

- A. Go home without asking anyone.
- B. Ask the airline about another flight.
- C. Wait at the gate all day.

2. Your luggage is missing.

- A. Report it at the baggage/luggage desk.
- B. Leave the airport immediately.
- C. Buy a new passport.

3. You cannot find your gate.

- A. Ask an airport employee.
- B. Get on any plane.
- C. Go to the car park.

4. You missed your flight.

- A. Ask the airline what your options are.
- B. Shout at another passenger.
- C. Go to the wrong gate.

3. Make the Conversation

Complete the conversation.

Passenger: Excuse me. There seems to be a problem with my flight.

Staff: _____?

Passenger: My flight to Bangkok has been cancelled.

Staff: I'm sorry about that. Let me check your booking.

Passenger: _____?

Staff: There is another flight at 7:30 tonight.

Passenger: _____?

Staff: Yes. I can change your booking.

Passenger: Great. _____.

Airport Role-Play

Work with a partner.

Student A – Passenger

You are at the airport. Your flight has been cancelled.

You want to:

- know why the flight was cancelled
- find another flight
- ask what time it leaves
- ask if your ticket can be changed

Student B – Airport Employee

Help the passenger.

You can:

- explain that the flight was cancelled
- offer another flight
- give the departure time
- explain how to change the ticket

Try to solve the problem together.

Change roles and do it again.

Useful Phrases

- Thank you very much.
- Could you help me, please?
- What can I do?
- Is there another flight?

Teacher's Key

1. Airport Problems

- 1-flight
- 2-information
- 3-cancelled
- 4-gate
- 5-passport
- 6-boarding pass
- 7-luggage
- 8-delayed

2. What Should You Do?

- 1-B
- 2-A
- 3-A
- 4-A

3. Make the Conversation: Possible answers:

- 1. Could you help me, please?
- 2. What can I do?
- 3. Is there another flight?
- 4. Thank you very much.

Accept the phrases from the box in any logical order where appropriate.

Airport Role-Play: Open role-play. Accept natural answers that complete the situation.