



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. What is the most difficult travel problem you could solve in English? 2. If you had only one hour to solve a travel problem, what would you do first? 3. Is it easy to stay polite when you are angry? 4. Would you rather solve a problem alone or ask someone for help? 5. What makes a good solution to a difficult problem? 6. Tell your partner about a time when something went wrong but you found a solution.	1. What would you do if three things went wrong during the same trip? 2. How can you explain a problem clearly when you are stressed? 3. Have you ever had to change your plans because of a travel problem? 4. Would you accept an expensive solution if it solved the problem quickly? 5. What should you do when the first solution doesn't work? 6. Which travel problem would you least like to deal with in English?

1. Choose Your Situation - Choose one situation.

Situation A – Lost Luggage

You arrive at the airport, but your suitcase is missing.

You need to:

- report the problem
- describe your suitcase
- give your flight information

Situation B – Cancelled Flight

Your flight has been cancelled.

You need to:

- ask why
- ask about another flight
- find out the new departure time
- ask if there is anything else you need to do

Situation C – Wrong Hotel Booking

You arrive at your hotel.

You booked a double room for three nights, but the hotel has a single room for one night.

You need to:

- explain the problem
- show/explain your booking
- ask the hotel to check it
- find a solution

Situation D – Train Problem

You are travelling to another city.

Your train is cancelled and you have an important appointment.

You need to:

- explain the problem
- ask about another train
- explain that you need to arrive soon
- decide what to do

2. Prepare Your Conversation

Before you start, write short notes.

My problem: _____

What happened? _____

What information do I need? _____

What questions will I ask?

1. _____
2. _____
3. _____

What solution do I want?

3. Start the Conversation

Use one of these:

"Excuse me. Could you help me, please?"

"I'm afraid there's a problem."

"There seems to be a problem with..."

"I'm not sure what to do."

Now explain your problem.

4. The Unexpected Problem

Your partner must now give you one extra problem.

Choose one:

- The first solution is not possible.
- The person does not understand you.
- You do not have all the information.
- The next flight/train is full.
- The hotel has no other rooms.
- You need to pay extra.
- You have to wait until tomorrow.

Now continue the conversation.

Do not give up! Try to find another solution.

6. Change Roles

Choose a different situation.

Do the conversation again.

This time:

- speak without reading every sentence
- ask your own questions
- give your own answers
- try to solve the problem naturally

5. REAL ENGLISH CHALLENGE

Try to use **at least five** of these phrases:

- ☐ "Could you help me, please?"
- ☐ "There seems to be a problem."
- ☐ "Could you check that for me?"
- ☐ "What are my options?"
- ☐ "Is there anything you can do?"
- ☐ "Would it be possible to...?"
- ☐ "I'm afraid that won't work for me."
- ☐ "That sounds good."
- ☐ "Let's see what we can do."
- ☐ "Thank you for your help."

7. How Did You Do?

Circle one answer.

I explained my problem clearly.

😊 Yes 😐 A little ☹ Not yet

I asked useful questions.

😊 Yes 😐 A little ☹ Not yet

I understood my partner.

😊 Yes 😐 A little ☹ Not yet

I used natural English.

😊 Yes 😐 A little ☹ Not yet

I found a solution.

😊 Yes 😐 A little ☹ Not yet