Airports - An Introduction



EAE Learning objectives for this lesson

Learn and practice some common statements, questions and vocabulary to use at the airport.

Introduction - ***Ice Breaker.***

You have the name of a person linked to airports on your back. Walk around asking questions (only closed questions which can be answered with yes or no) and try to guess what that name is…

Activity One - **Discuss with your partner.**





1. How long have you been working at Montpellier airport?
2. What is your job here?
3. How do you use English in your job?
4. How did you learn English before now?
5. What are your objectives for taking English lessons?

Activity Two - **How to ask a question…** ***Let's review question forms in English.***

Wh-questions begin with what, when, where, who, whom, which, whose, why and how. We use them to ask for information. We usually form wh-questions with wh- + an auxiliary verb (be, do or have) + subject + main verb or with wh- + a modal verb + subject + main verb:



Common WH Questions asked in an airport

- When should I be at the gate?
- Where is the boarding gate?
- Where is the washroom?
- Where do I collect my baggage?
- Where can I find a taxi?
- Where is the departure gate?
- Where is the arrival gate?
- Where is the check-in desk for ….airlines?
- Where is the domestics level?
- Where is the international level?

When what, who, which or whose is the subject or part of the subject, we do not use the auxiliary. We use the word order subject + verb:

- Which airline leaves from this hall?
- Which flight leaves from this gate please?
- Which flight number is it?

We can use other verbs to make questions. Either modal verbs, can, may, should, would, for example, or any other verb. In these cases we invert the word order to make a question.

Statement
- My flight is on time.

Question
- Is my flight on time?

Statement
- I can get a window seat.

Question
- Can I get a window seat?



Other examples of this type of question;

- Can I get a coffee at the gate?
- Is there somewhere to eat?
- Is my connection on time?
- May I see your ticket?
- Do you have an e-ticket?
- Do you have some photo ID?
- Did you pack these bags yourself?
- Do you have a carry-on bag? (a bag or purse to take on the airplane)
- Do you require special assistance? (example a “wheelchair”)
- Have you paid your airport improvement fee/tax?
- Would you like a window or an aisle seat? (aisle is pronounced “eye + l”)

Questions with how.

- How many bags are you checking?
- How much liquid am I allowed to take on board?
- How many people are travelling together?
- How can I get to the departure lounge from here?
- How much weight am I allowed to carry in each bag.

Common Statements made in an airport

- Your baggage is overweight. (Remove some contents or pay a fine.)
- Your carry-on luggage is too large.
- Your flight is delayed. (It’s late.)
- Your flight has been cancelled. (You must rebook a new flight)
- Your connecting flight/connection has been cancelled/is delayed.
- Your ticket is expired.
- Your passport is expired.



Activity Three - ***Intonation and stress in English - an introduction.***

Intonation and Stress in English - Remember that as English is a stress timed language, we do not place the same amount of stress on each word. There is a rhythm to our speech. Some words we swallow and hardly pronounce at all, and others we say clearly, more slowly and louder.

The stressed syllables are said at approximately regular intervals, and unstressed syllables shorten to fit this rhythm. We weaken and shorten the sound of vowels in words which are less important in the sentence, often words which we can guess in the context (auxiliary verbs for example, or some prepositions).

We can choose which words are important to the sentence, in order to contrast or emphasize its meaning. Using such emphasis over the telephone is particularly important, in order to make people understand what’s important in your message. It’s also important to listen actively for words which are spoken the loudest and ignore the words you don’t quite hear. Listening for key words is a good technique for improving your listening comprehension.

Activity Four - Dialogue - ***Let’s practice using intonation and stress with this story. You can take it in turns to try reading with the correct intonation and stress.***

Dave was travelling for business. Everything went well and he optimized his time on the flight back. He was happy to get back home.In the baggage claim he waited for a long time. Eventually everyone else had their bag except him. He went through customs and marched into the airport hall. He went to the first desk he could find, he was really annoyed!He spoke to the young lady at the desk to ask her what he could do.

Dave: Hi, I'm really annoyed because I waited ages for my suitcases in the baggage claim and they never arrived! I just don't have the time for this! I need my stuff!
Agent: I'm sorry sir, I'm afraid that this is a check in desk so I can't help you with that. You are in the departures hall.
Dave: Oh. I see.
Agent: You need to go to arrivals and you will find a special desk for information. I'm sure they can help you. Don't worry!
Dave: Oh, right. Thanks I'll go there now.

Dave followed signs for the arrivals hall and was frustrated to find that there was a queue of unhappy looking travelers at the desk. When he finally arrived at the desk he said:

Dave: Hi, I've really wasted a lot of my time here and I'm in a hurry.
Agent: Hello sir.
Dave: Apparently the airline has lost my suitcase. It wasn't at the baggage re-claim. I see that this is happening a lot! It's not good enough!

Agent: I'm sorry for the inconvenience. Indeed as it's a peak travel time there can be occasional delays with the baggage handling. However thanks to our advanced system we will be able to locate your luggage. Please could you give me the sticker which was removed from your luggage label at check in?
Dave: Yes, I think I have it here. Here it is.
Agent: OK, let's have a look now. Yes, I can see here that your luggage is currently in transit. It should arrive later this afternoon.
Dave: Great!
Agent: We will have it sent to you immediately as soon as it arrives. Please could you give me the exact address where you would like it to be delivered to later today.
Dave: OK, that's a relief! Well please could you send it to my hotel, The Ritz, London.
Agent: Yes of course. If you could give me your mobile number then I can include it in the notes.
Dave: Ok no problem.
Agent: You will be notified by text message around half an hour before the courrier arrives at the hotel with your suitcases.
Dave: That's great thanks, my number is 0123 45678910.
Agent: OK let me just check that I have that right - So it's Mr David King and your number is 0 1 2 3 4 5 6 7 8 9 1 0 Is that correct?
Dave: Yes that's right.
Agent: Perfect, well thanks for your time and again, I'd like to apologize on behalf of the airline for the inconvenience.
Dave: That's OK, I understand. These things happen!
Agent: We can offer a complementary drink at the café if you would like to get a coffee before you leave?
Dave: No that won't be necessary, but thanks anyway.
Agent: OK well have a good evening. Take care.
Dave: Bye thanks for everything.

A bit later Dave arrived at his hotel, his suitcases were delivered as promised. He was very pleased!

You can find an animated version of this dialogue and some e-learning questions to go with it here - URL: http://easyaccesslearning.com/montpellier-airport/
Here is the password - mtpairport

Activity Five - **Role Plays** - Using some of the expressions from above. With a partner act out one of the following situations.

1/ You are at the check in desk checking passengers onto a flight from London. You ask all the usual questions, but when you check the passports you find that the passport presented to you looks nothing like the passenger…

2/ You are at an information desk at the airport giving information to passengers. A very angry person comes to demand your help because their flight has been cancelled.

3/ You are checking a passenger into a flight, asking all the usual questions. When you ask if the passenger needs any special assistance, he makes a very strange request…

4/ You are at the information desk. Someone famous comes to ask some questions about the airport. You are very surprised but try to remain professional!



Activity Six - **Race - with your partner.**
Let's see who finishes this activity first… (do not prepare at home).



Match the word to the correct definition.

WORD	Definition
departures	a ticket you purchased online and printed from your computer
arrivals	items such as jewelry, coins, belt buckles, knives, keys
e-ticket	flights that are landing at this airport
aisle seat	no longer useful (the date has passed)
boarding pass	a seat next to the long walking path on the plane
belt	show your ticket and ID and hand in your baggage
metals	flights that are leaving this airport
liquids	clothing item that holds up pants (sets off metal detector)
expired	in the same country as the airport
check-in	in a different country than the airport
connection	the ticket you give at the gates (has your seat number)
domestic	beverages
international	the point where your plane lands and you must catch another plane



Activity Seven - **Here's a great old song about flying**… Let's sing! Then answer the comprehension questions.

John Denver - Leaving on a Jet Plane
https://www.youtube.com/watch?v=vLBKOcUbHR0

1. What time of day is it?
2. Who blows a horn?
3. How does he feel?
4. What does he say when he leaves?
5. What does he hope?
6. When will he return?
7. How do we know he is not pleased to go?
8. What does he regret?
9. When we he think of her?
10. What will he bring back to her?

Lyrics

All my bags are packed
I'm ready to go
I'm standin' here outside your door
I hate to wake you up to say goodbye
But the dawn is breakin'
It's early morn
The taxi's waitin'
He's blowin' his horn
Already I'm so lonesome
I could die

So kiss me and smile for me
Tell me that you'll wait for me
Hold me like you'll never let me go
'Cause I'm leavin' on a jet plane
Don't know when I'll be back again
Oh babe, I hate to go

There's so many times I've let you down
So many times I've played around
I tell you now, they don't mean a thing
Ev'ry place I go, I'll think of you
Ev'ry song I sing, I'll sing for you
When I come back, I'll bring your wedding ring

So kiss me and smile for me
Tell me that you'll wait for me
Hold me like you'll never let me go
'Cause I'm leavin' on a jet plane
Don't know when I'll be back again
Oh babe, I hate to go

Now the time has come to leave you
One more time
Let me kiss you
Then close your eyes
I'll be on my way
Dream about the days to come
When I won't have to leave alone
About the times, I won't have to say

Oh, kiss me and smile for me
Tell me that you'll wait for me
Hold me like you'll never let me go
'Cause I'm leavin' on a jet plane
Don't know when I'll be back again
Oh babe, I hate to go

But, I'm leavin' on a jet plane
Don't know when I'll be back again
Oh babe, I hate to go

Activity Eight - **Role Play.**

You are leaving your wife, girlfriend or family and you say goodbye at the airport…. what do you say? What do you promise?

