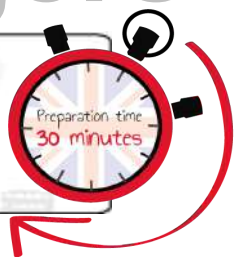
Lesson Plan Easy Access English

Meeting the passengers

EAE Learning objectives for this lesson

Practice phrasal verbs, expressions to brighten someones' day, listening comprehension, conversation starters and questions



Activity one: **Questions and answers**

With your partner, ask and answer these questions



1. How many times a day does a passenger ask you a question?
2. Do you get a lot of passengers speaking to you in English?
3. What is the strangest question someone has asked you?
4. When is it difficult to understand a passenger?
5. What do you like about speaking to passengers?

Activity two: **Phrasal verbs**

Separable and Inseparable It can be hard to separate the different parts of your life, of your day etc.. Some things can be separated and some things can't.. Just like phrasal verbs!
Let's review these verb + preposition combinations.

These composites derive primarily from verbs of movement and action (go, put, take) and adverbial particles of direction and location (up, off, down).

The base verbs are mainly monosyllabic and may be the root of a range of phrasal verbs: for example, get - get up, get down, get in, get out, get on, get off, get away, get back.

The combinations are used both literally and figuratively, and are often idioms or elements in idioms: to get away with murder, to get on like a house on fire, to get back at someone, to get up to mischief.

Activity three: **Connect**

With your partner connect the phrasal verbs with their meanings. Which team can get the most right?

Drop off	To start a journey
Check in	To take someone to a place and leave them there
Set out	When the plane arrives a the airport
Hurry up	To rush and not waste time
Look forward	To look forward to something that is going to happen
Go back	To register at the airport
Get in	To go to the place you were a moment before
Get away	To leave to go somewhere for a break or holiday
Get on	To climb on board the aircraft

Activity four: **Fill in the gaps**

Fill in the gaps in the sentences about the airport with the correct phrasal verbs from the list below

Get off / pick up / get on / dropped off / fill in / takes off / check in



- It is east to get _____ just outside the airport here in Montpellier
- You can _____ online with more airline companies now
- Sometimes on international flights you have to _____ a form before you land
- My ears always pop when the plane _____ and then again when it lands
- I like to _____ my luggage from the moving conveyor belt, but sometimes I miss it
- Sometimes you have to _____ the plane from the ground
- I always try to _____ the plane quickly after we land

Activity five: **Listening comprehension**

Listen to the song and fill in the gaps (listen only for the words, don't try to understand the whole song)

(Camila Cabello - I Have Questions)

_____ did you leave me here to burn?
I'm way too young to be this hurt
I feel doomed in hotel rooms
Staring straight up at the wall
Counting wounds and I am trying to numb them all

_____ you care, do you care?
Why don't you care?
I gave you all of me
My blood, my sweat, my heart, and my tears
Why don't you care, why don't you care?
I was there, I was there, when no one was
Now you're gone and I'm here

I have _____ for you
Number one, tell me _____ you think you are
You got some nerve trying to tear my faith apart
(I have questions for you)
Number two, why would you try and play me for a fool?
I should have never ever ever trusted you (I have questions)
Number three, why weren't you, who you swore that you would be?
I have questions, I got questions haunting me
I have questions for you
I have questions for you (I have questions)
I have questions for you

My, my name was safest in your mouth
And why'd you have to go and spit it out?
Oh, your voice, it was the most familiar sound
But it sounds so dangerous to me now

(Chorus x2)

_____ do I fix it? Can we talk?
_____ we communicate?
Can we talk? Do I wanna fix it?
I have questions for you (I'm afraid of you)
Is it my fault? Is it my fault? Do you miss me?
I have questions



Activity six: **Conversation starters and 'chit chat'**
What do you think 'chit chat' is?

Conversation starters examples

How are you?

Where are you flying to today?

Where did you come from today?

Hello, my name is Marie

Can I help you with anything?

How are you flying with today?

It looks like it is going to rain today



Good examples of conversation questions:
With your partner, match the two halves together to make the questions

Where are you	have you travelled abroad?
How often	go on holiday?
Is this your first time	mode of transport
How many times	travelling to today?
What is your	job?
What is the most interesting	do you travel?
What can I do	on an airplane?
What is your favourite	city you have visited?
When do you normally	to help?
Where is your favourite	holiday destination?

Make people feel good – some compliments / expressions to brighten someones' day

"You just made my day"

"You're a hoot" (you are funny)

"Your smile brightens the room"

"I really like your style"

"Your kids are so nice / thoughtful / well-behaved"

"You have a nice smile"

"How can I make this situation easier for you?"

"We can offer you a complimentary upgrade today"



Activity seven: **Chat to people**

Now walk around the room and start a conversation with someone, try to ask a different quesiton to each person!

What did you find out?

What would you say to someone in these situations to brighten their day?

- The person is stressed because she is running late
- Someone helps you with something or says something nice to you
- You are speaking to a lady with five children who is trying to organise everyone
- Someone is annoyed because their flight is delayed
- You see that someone is upset, but you are not sure why
- You bump into someone and start a conversation

Activity eight: **Role plays**

1. You meet someone famous at the airport and they start to ask you very strange questions. You are not sure what to say.

2. A passenger comes to ask you a question but they don't speak French and only a little English. You ask questions to find out what they need and there are some funny misunderstandings

3. You have a VIP visiting the airport and they need to know a lot of information, so they want to chat to you for a long time about their visit

4. A night flight has been delayed and the passengers don't know what to do, you need to ask them questions to find out where they need to be and when. You need to try and brighten their day as they are not very happy.

5. You see someone you think you know at the airport and you try to start a conversation with them, then realise you don't know them but you have to continue talking.



