Lesson Plan © Easy Access English

Meeting the travellers

EAE Learning objectives for this lesson

Learn some polite expressions for when you meet a passenger, emotions and practice dialogues.



Activity one: **Questions and answers**

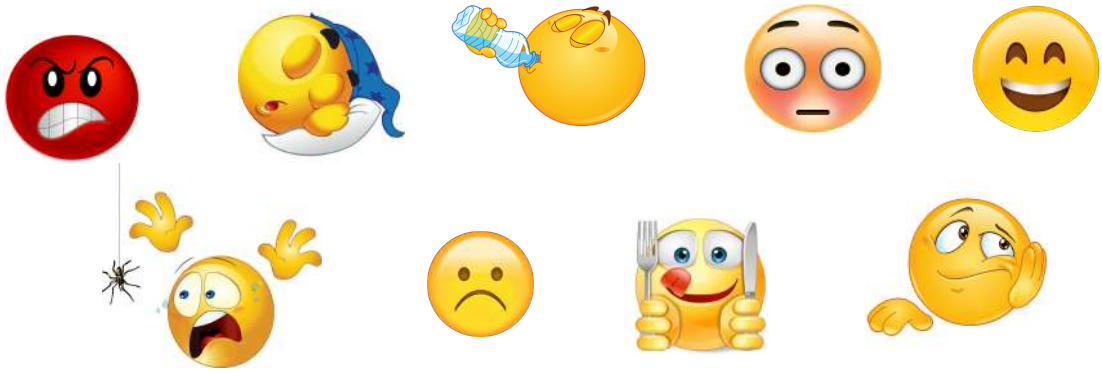
With a partner, ask and answer the following questions

1) When do you speak to passengers?
2) What is the most common question people ask?
3) Do you answer questions on the phone or in the airport?
4) Have you had a really rude passenger on the telephone or in person?
5) Is it easier to be polite in person or on the phone?
6) What is the most difficult question someone asked you?

Activity two: **Emotions**

In partners, match the emotions to the correct pictures

a) Happy
b) Sad
c) Tired
d) Angry
e) Hungry
f) Thirsty
g) Embarrassed
h) Excited
i) Bored
j) Scared



Activity three: **Extra polite!**

Here are some polite expressions in English, read them with your partner

I'm terribly sorry but....	I can certainly help you...
I'm afraid that....	I absolutely agree...
Would it be at all possible to...	I will be more than happy to assist you...
May I ask you if...	I will ensure that...
Could you possibly...	What I will do for you right away is...
Could I possibly as you to...	I assure you I will try my best
I definitely will make sure it gets sorted...	

Not read them to the class using different emotions

Activity four: **Miming**
Split into groups, one person mime an emotion and your group have to guess what you are miming

Activity five: **Problems at the airport**

Match the problem / situation that a passenger might have with the correct picture.

1. The toilet is blocked
2. The parking barrier is broken
3. A passenger has lost her parking ticket
4. The flight is delayed
5. The passenger lost their flight ticket
6. A passagner is lost in the airport
7. A lady is having problems with the check in machine
8. Someone lost their baggage

















Activity six: **Simon says**
Your teacher will say « Simon Says » with an emotion or a problem at the airport and you must mime that action or emotion

Activity seven: **Dialogues**
With a new partner, fill in the gaps and then continue the dialogues below using some polite expressions

Dialogue one

Passenger: Good Morning
Airport worker: Good Morning madam, may I see your passport please?
Passenger: Yes, of course. Here you are
Airport worker: _____ . Did you pack your bag yourself?
Passenger: Yes
Airport worker: And have you left it unattended at any time before or since arriving at the airport?
Passenger: No
Airport worker: There's your boarding pass. The final boarding time is 5:30pm
Passenger: Right. Um, is there a delay on the flight?

Dialogue four

Passenger: I need help please
Airport worker: Yes certainly, what can I _____ you with?
Passenger: My bag fell onto the runway and I can't get to it
Airport worker: _____

Activity eight: **Song gap fill**
Listen to the song and fill in the gaps with the vocabulary below:

Rhythm / desert / traveler / Earth / couldn't / road / lost

Traveller – Chris Stapleton

I see the sunrise creeping in
Everything changes like the _____ wind
Here she comes and then she's gone again

I'm just a _____ on this earth
Sure as my heart's behind the pocket of my shirt
I'll just keep rolling till I'm in the dirt
'Cause I'm a traveler, oh, I'm a traveller
I _____ tell you honey, I don't know
Where I'm going but I've got to go
'Cause every turn reveals some other _____
And I'm a traveller, oh, I'm a traveller



My heartbeat's _____ is a lonesome sound
Just like the rubber turning on the ground
Always _____ and nowhere bound
I'm just a traveler on this _____
Sure as my heart's behind the pocket of my _____

Chorus x1

When I'm gone
Somebody else will have to feel this wrong
Somebody else will have to sing this _____
Somebody else will have to sing along
Sing along

Activity nine: **Continue the story**
Each person adds a little more to the story as we go around the room (what happened?)

« One day a man arrived at the airport..... »

Activity ten: **Role plays**
With a partner, act out one of the following role plays, don't forget to use lots of expressions

1) A passenger is very angry because someone took their luggage from the conveyor belt

2) The passenger is very happy because he just got upgraded to business class at no extra cost

3) There is a problem with the airoplane and you have to explain to the passengers why they flight is not on time

4) There is a celebrity in the airport, but you are very shy to talk to him, your colleague has to go and say hello for you

