Lesson Plan © Easy Access English

Meeting the travellers

EAE Learning objectives for this lesson

Learn some polite idiomatic expressions for when you meet a passenger, practice dialogues and modal verbs for polite expressions



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 usually have to answer questions on the phone or in the airport?
4) Have you ever had a really rude passenger on the telephone or in person?
5) Do you find it easier to be polite in person or on the phone?
6) In what situations do you think it's the most important to be particulary polite?

Activity two: **Extra polite!**

Polite expressions in English seem to be quite exaggerated compared to the French equivalent. Here are some examples of such common expressions:

I'm terribly sorry but....	Rest assured Mr...
I'm afraid that....	I do understand the invonvenience you have faced
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 ask you to...	I assure you I will try my best
I definitely will make sure it gets sorted...	I'm really sorry for the inconvenience, what I can do for you is...
I absolutely agree...	I know how frustrating that could be...
I can certainly help you...	This is a fantastic alternative...

With your partner, think of some situations at the airport where you could use these expressions

What was the most difficuly situation you have ever had to be polite in?

Activity three: **Find someone who...**

Walk around the room and find someone who has been in the following situations

...has had a customer shout at them	...has had a very difficult enquiry from a passenger
...has had a misunderstanding with a passenger	...has used these expressions before
...has had a very strange enquiry	...

Activity four: **Modal verbs**

What do you know about modal verbs?

We use modal verbs to help us sound more polite



Which sentence is the most polite?

- Can you give me your flight number?
- Could you give me your flight number?
- Could you give me your flight number please?

We use **Could** you, **Would** you, **May** I as polite ways of telling or asking something something

We also use **MIGHT** to make the sentence less direct.
There are also words such as **SLIGHT** and **SMALL** to help make your sentence more polite

Examples:

I am sorry, there will be a slight delay with your flight
Could I see your passport please?
Would you like to follow me
May I help you with something?
Could I help you with that?
There could be a small problem

(**CAN** and **WILL** are less polite)



Activity five: **Gap Fill**

Fill in the gaps with the modal verbs to complete the polite expressions

- _____ you please help me with my bags?
- I am sorry to hear that, _____ I offer you a voucher for your next flight?
- There is going to be a _____ delay to all flights today due to the fog
- All flights _____ be delayed by a hour due to the weather, thank you for your patience
- _____ you like to come this way?
- There _____ be a problem with your passport
- It _____ be a good idea to check in early

Activity six: **Idioms**

Here are some idiomatic expressions in English related to politeness and manners.
Match the expression with the correct meaning

Excuse / pardon my French	Say something tactless or inappropriate
Mind your Ps and Qs	Go too far and upset someone
The done thing	Warn someone to be careful what they say so not to offend
Overstep the mark	Advising someone to be careful about how they behave and what they say
Speak out of turn	An apology for using crude or offensive language
Mind your language	The correct way to behave in a particular social situation

Activity seven: **Dialogues**

With a new partner, continue and finish the dialogues below. You can make them as serious or as funny as you like



Dialogue one

Passenger: Morning
Airport worker: Morning madam, may I see your passport please?
Passenger: Yes, of course. Here you are

Dialogue two

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?

Dialogue three

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 help you with?
Passenger: My bag fell onto the runway and I can't get to it

Activity seven: **When to use polite expressions**

With a partner, choose a polite expression to answer the passenger in each of the following situations

1) The passenger is not happy because his/her flight is delayed

2) A passenger calls to ask a question, but they are not very happy with your response and starts to get angry

3) There is a problem at the check in desk and you have to come over and help

4) A passanger is drunk in the aiport and offending other passenger

5) Two dogs are fighting in the middle of the departure lounge and the other passengers are getting annoyed

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

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

1) A passenger has lost their luggage and is not very happy, you have to calm them down and help them find it

2) There is a problem at the check in desk because the passenger's luggage is overweight but they refuse to pay the extra, you have to politely help in the situation

3) A passenger is really rude to you about his flight being delayed and you have to try and stay really polite, but eventually it gets too much!

4) There is a celebrity in the airport but all the passengers are surrounding him and not letting him past, you have to create a distraction so he can escape

