

Unit 01

Making Reservations and Checking In

Warm-up

The following are the descriptions of different kind of airline employees.
Match each description with the correct picture.

- _____ Answer passengers' questions about their flights.
- _____ Help passengers relax in a special room before their flights.
- _____ Give passengers their boarding passes and check their luggage.

a check-in counter



b information counter



c VIP lounge



Vocabulary

Match each description with the correct vocabulary word.

- | | | |
|--|---|----------------|
| 1. a bag for carrying clothes or other items in | • | • a. reserve |
| 2. able to be bought; easily acquired | • | • b. suitcase |
| 3. to get on an airplane | • | • c. board |
| 4. the space between two rows of seats; a passageway | • | • d. available |
| 5. to buy in advance; to book | • | • e. aisle |

Warm-up Listening

Listen to the sentences and choose the most likely response.

- | | |
|---|-------------------------------|
| 1. _____ a I'm Steve Simmons. | b Yes, that's my name. |
| 2. _____ a May I see your ticket, please? | b Did you have a good flight? |
| 3. _____ a This is a bag. | b No, I don't. |

Track
- 01 -



Conversation I

Track
- 02 -

Making Reservations for Customers

Customer Hello, ¹I'd like to reserve a one-way ticket on the next flight to Hong Kong.

Reservation Sales Agent There is a flight leaving at 1:20 this afternoon. ²May I have your name, please?

Customer My name is Eric Stephens. That's S-T-E-P-H-E-N-S.

Reservation Sales Agent Thank you, Mr. Stephens. We have seats available in economy class and business class. Which do you prefer?

Customer Economy class, please. I'd like an aisle seat.

Reservation Sales Agent OK. One moment, please . . . Your ticket will cost \$320. ³How would you like to pay for that?

Customer I'd like to pay by credit card. Here it is.

Reservation Sales Agent Thank you.



Key Expressions

Track
- 03 -

1 I'd like to reserve a one-way ticket on the next flight to Hong Kong.

I'd like to reserve a one-way ticket to Seoul.
I'd like to book a round-trip ticket to Tokyo.
I'd like to fly directly to San Francisco.

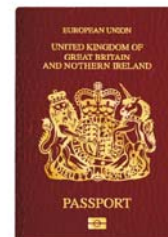
2 May I have your name, please?

May I have your passport, please?
Can/Could I have your boarding pass, please?
May I have a contact number, please?

3 How would you like to pay for that?

How would you like to pay for the ticket?
How would you like to pay for your drink?
How would you like to pay the airport tax?

passport



visa



flight ticket



check



credit card



cash

Useful Phrases

I'd like to pay . . .

- I'd like to pay by credit card.
- I'd like to pay with mileage.
- I'd like to pay in/with cash.
- I'd like to pay by check.

Basic Drills

A Match each question with the most likely response.

- | | | |
|--|---|--------------------------------------|
| 1. May I have your name, please? | • | • a. Economy class, please. |
| 2. We have seats available in economy class and business class. Which do you prefer? | • | • b. I'd like to pay by credit card. |
| 3. How would you like to pay for that? | • | • c. My name is Eric Stephens. |

B Put the following phrases in the correct order.

- a one-way ticket / I'd like to / to Hong Kong / reserve / on the next flight
.....
- your name / have / I / may / please
.....
- like / would / for that / how / you / to pay
.....

Buildup Activities

Track
- 04 -

Listen to the dialogue and complete the sentences. Then choose the correct answers to the following questions.

Customer	Hello, I'd like to reserve a (a)_____ on the next flight to Osaka.
Reservation Sales Agent	There is a (b)_____ leaving at 11:00 this morning. May I have your name, please?
Customer	My name is Mary Anderson. That's A-N-D-E-R-S-O-N.
Reservation Sales Agent	Thank you, Ms. Anderson. We have seats available in (c)_____ class and business class. Which do you (d)_____?
Customer	Business class, please. I'd like a (e)_____ seat.
Reservation Sales Agent	OK. One moment, please . . . Your ticket will cost \$550. How would you like to (f)_____ for that?
Customer	I'll use cash. Here you are.
Reservation Sales Agent	Thank you very much.

1. Where does the customer want to sit?

- | | |
|---|--|
| <input type="radio"/> a In economy class. | <input type="radio"/> b In business class. |
| <input type="radio"/> c In first class. | <input type="radio"/> d In an aisle seat. |

2. How will the customer pay for her ticket?

- | | |
|------------------------------------|---|
| <input type="radio"/> a With cash. | <input type="radio"/> b By credit card. |
| <input type="radio"/> c By check. | <input type="radio"/> d With mileage. |





Conversation II

Track
- 05 -

Checking In Customers for a Flight

- Passenger Service Agent** Hello, sir. Where are you flying today?
- Passenger** Good evening. ¹I'm on the 8:55 flight to Tokyo.
- Passenger Service Agent** May I see your ticket and passport, please?
- Passenger** Yes, here you are.
- Passenger Service Agent** ²Do you have any bags to check in?
- Passenger** Yes, I have two suitcases.
- Passenger Service Agent** One moment, please . . . Thank you for waiting, sir. You're checked in for Flight 47 with nonstop service to Tokyo. Here is your boarding pass. You're in seat 50A. Please go to Gate 19. ³Your flight will begin boarding around 8:30.
- Passenger** Thank you for your assistance. Have a wonderful day.



Key Expressions

Track
- 06 -

- 1 I'm on the 8:55 flight to Tokyo.**
My flight number is BA 99 to Toronto.
I'd like to change to a morning flight.
There is no seat available on that flight;
would you like me to put you on the waiting list?
- 2 Do you have any bags to check in?**
How many pieces of luggage would you like to check in?
Please put your luggage on the scale.
The baggage allowance is 30 kilograms for business class,
and 20 kilograms for economy class.
- 3 Your flight will begin boarding around 8:30.**
Your flight will begin boarding at 8:30.
Your flight will begin boarding in 45 minutes.
Your flight is now boarding. Please board through Gate 22.



travel bag



suitcase



shoulder bag



backpack



handbag



fanny pack

Useful Phrases

Here you are.

- = Here you go.
- = Here it is.
- = Here they are.

One moment, please.

- = In a minute, please.
- = Just a second, please.
- = Hold on, please.

Basic Drills

A Match each question with the most likely response.

- | | | |
|--|---|---------------------------------------|
| 1. Do you have any bags to check in? | • | • a. Yes, here you are. |
| 2. Where are you flying today? | • | • b. I'm on the 8:55 flight to Tokyo. |
| 3. May I see your ticket and passport, please? | • | • c. Yes, I have two suitcases. |

B Put the following phrases in the correct order.

- to / Tokyo / on / I'm / the 8:55 flight
.....
- you / do / any bags / to check in / have
.....
- boarding / will / around 8:30 / your flight / begin
.....

Buildup Activities

Track
- 07 -

Listen to the dialogue and complete the sentences. Then choose the correct answers to the following questions.

Passenger Service Agent	Hello, ma'am. Where are you going today?
Passenger	Good afternoon. I'm on the 2:15 flight to Taipei.
Passenger Service Agent	May I see your ticket and (a) _____, please?
Passenger	Yes, you may. Here they are.
Passenger Service Agent	Do you have any (b) _____ to check in?
Passenger	Yes, I have one bag.
Passenger Service Agent	Wait just one minute, please . . . Thank you for (c) _____, ma'am. You're checked in for Flight 87 with (d) _____ service to Taipei. Here is your boarding pass. You're in (e) _____ 35D. Please go to Gate 20. Your flight will begin boarding around 1:45.
Passenger	Thank you for your (f) _____. Have a great day.

1. What does the agent ask for?

- | | |
|---|--|
| <input type="radio"/> a The passenger's carry-on bag. | <input type="radio"/> b The passenger's ticket and passport. |
| <input type="radio"/> c The passenger's boarding pass and passport. | <input type="radio"/> d The passenger's money. |

2. When will the flight begin boarding?

- | | |
|-------------------------------|-------------------------------|
| <input type="radio"/> a 1:25. | <input type="radio"/> b 1:30. |
| <input type="radio"/> c 1:35. | <input type="radio"/> d 1:45. |



Job Simulation I

A Choose the correct sentence to complete the dialogue.

How would you like to pay?

It's Jason Peterson.

I'd like an aisle seat in economy class.

1

What is your name?



2



I'll use my credit card.

3

Which do you prefer, economy class or business class?



B Look at the situation below. Decide what you want to say, and role-play it with your partner.

Situation	(a)	(b)	(c)
1	Jakarta	3:55 PM	economy plus
2	New York City	8:40 in the morning	business class
3	London	10:20 at night	first class

Customer

Hello, I'd like to reserve a one-way ticket on the next flight to (a)_____.

Reservation Sales Agent

There is a flight leaving at (b)_____. May I have your name, please?

Customer

My name is Eric Stephens. That's S-T-E-P-H-E-N-S.

Reservation Sales Agent

Thank you, Mr. Stephens. We have seats available in economy class and (c)_____. Which do you prefer?

Customer

Economy class, please. I'd like an aisle seat.



Job Simulation II

A Choose the correct sentence to complete the dialogue.

I appreciate your help.

Where are you flying today?

No, I only have the carry-on bag.

1



I'm going to Beijing at 2:00.

2

Do you have any bags to check in?



3

Here is your boarding pass. You're in seat 11D.



B Look at the situation below. Decide what you want to say, and role-play it with your partner.

Situation	(a)	(b)
1	three suitcases	sitting in seat 37D
2	two pieces of luggage	in seat 52A, a window seat
3	one suitcase and a golf club bag	by the aisle in seat 29C

Reservation Sales Agent

Do you have any bags to check in?

Customer

Yes, I have (a)_____.

Reservation Sales Agent

One moment, please . . . Thank you for waiting, sir. You're checked in for Flight 47 with nonstop service to Tokyo. Here is your boarding pass. You're (b)_____. Please go to Gate 19. Your flight will begin boarding at 8:30.



Types of Airline Employees

Pilots and flight attendants are the ¹most **visible** employees at any airline. But airlines also have many other types of workers. Reservation sales agents assist customers by making reservations for them. Passenger service agents work at an airline's check-in counter. They ²help passengers check in for their flights and give them their boarding passes.

Most airlines have VIP lounges, so airline agents work in them. They look after passengers who are waiting for their flights. Airline agents work at **boarding gates** as well. They check passengers' tickets, passports, and boarding passes before they board their flights. **Cargo** handlers **load** and **unload** luggage, packages, and freight from airplanes. **Mechanics** make sure airplanes are in perfect working condition before flying to their next destinations.



Words & Phrases

visible able to be seen **boarding gate** the area where passengers get on a plane
cargo bags, boxes, and other items carried on planes **load** to put something in or on a place
unload to remove something from in or on a place **mechanic** a person who repairs machines

Basic Grammar

1. most + adj./adv.

Adjectives with two or more syllables, such as *comfortable* and *beautiful*, can become superlatives with the addition of *most* before the word. Adding *most* in front of adverbs, such as *recently* and *easily*, can also form superlatives. When *most* is placed in front of a noun, it becomes an adjective, meaning *almost all*.

- the **most** comfortable sea
- The school has been built **most** recently.

2. help + O (Object) + O.C (Object Complement)

help + O + (to) VR

The meaning of this word is *to make it possible or easier* to do something.

- Ms. Kim helps passengers check in for their flights.
- Can you help me to move these boxes?



Say Goodbye to Long Check-in Queues!

More and more people use online check-in these days. Online check-in is easy. First, go to the airline's website and register as a member. Then enter your flight and passport information, and voila! It's done!

You can print your e-ticket and take it with you to the airport. The process is even easier if you have no luggage to check in. All you have to do is take your e-ticket and passport to the airline counter and get your boarding pass to board the plane!