

Dialogue Ordering: Airports

Introduction

This simple activity has students put various dialogues you may have at an airport into the correct order.

Before the Lesson

Print (A4 size), laminate and cut out the dialogue strips. In lieu of laminating, print on thicker A4 cardstock paper. Be sure to print enough copies for the amount of students you have, *for example, if you have 15 students in class, print the pdf five times and group students into threes.*

In the Lesson

Have the students pick a partner (or pick the partners yourself) Provide each pair of students with a set of dialogues. They should work together to correctly order the sentences for each dialogue. There are four in total: checking-in, at the gate, lost baggage, and customs.

After ordering the dialogues, students should practice reading them with their partner, taking turns to be able to read both people. Also, explain any new words.

When they are finished, have them come up with two short dialogues with a new partner, then take turns reading them to the class.

Focus	Aim	Level	Time
Dialogue ordering	To practice ordering dialogue sentences.	A1/ A2	30-35 minutes

Airline Agent: Good morning! Welcome to SkyAir. May I see your passport please?

Samantha: Good morning! Here you go.

Airline Agent: Thank you, Ms. Miller. Are you checking any luggage today?

Samantha: Yes, I have one suitcase to check in and one carry-on bag.

Airline Agent: Alright. Please place your suitcase on the scale... Your bag is within the weight limit. Here is your baggage tag.

Samantha: Thank you.

Airline Agent: Here is your boarding pass. Your flight is departing from Gate 12.

Samantha: Great! Oh, it says here on the boarding pass I'm in seat 21 E, a middle seat. Are there any window seats available?

Airline Agent: Hold on a moment, let me just check that.

Airline Agent: I'm sorry, there doesn't seem to be anything available right now. Once you get to your gate, ask the gate agent to check again.

Samantha: Okay, I will do that. Can you tell me when boarding begins?

Airline Agent: Boarding begins at 10:30 AM.

Samantha: Okay, thank you for the information.

Airline Agent: My pleasure! Have a great flight.

Samantha: Thanks!



Samantha: Excuse me, I have a question about my seat.

Gate Agent: Of course! How can I assist you?

Samantha: I was wondering if I could get a window seat. My current seat is in the middle.

Gate Agent: Let me check. Can I see your boarding pass please?

Samantha: Sure, here you go.

Gate Agent: There are no free window seats available, but we do have one in the extra legroom section for an upgrade fee of \$30.

Samantha: Oh, I see. Is that the only option?

Gate Agent: Yes, at the moment, that's the only available window seat.

Samantha: Alright, I'll take it.

Gate Agent: Great! I'll update your boarding pass now. How would you like to pay?

Samantha: I'll use my credit card.

Gate Agent: Perfect. Here's your new boarding pass. Your new seat is 12A.

Samantha: Thank you so much!

Gate Agent: You're very welcome! Enjoy your flight.

Samantha: Excuse me, I need some help. My luggage wasn't at baggage claim.

Airport Staff: I'm sorry to hear that. Let me assist you. May I have your baggage claim tag, please?

Samantha: Yes, here it is.

Airport Staff: Thank you. Let me check the system... It looks like your bag was not loaded onto your flight. It might be arriving on the next flight or sent to a different location.

Samantha: Oh no! What can you do? I really need my bag. It has all of my clothes for the week in it.

Airport Staff: Don't worry. We will track your luggage and deliver it to you as soon as possible. May I have your contact details and the address where you'll be staying?

Samantha: Sure. My name is Samantha Jones and my phone number is 1-212-498-9649. I'll be staying at the Grand View Hotel.

Airport Staff: Oh that's a great hotel! Okay, we will update you as soon as we locate your bag. Usually, lost luggage is found within 24 hours.

Samantha: Okay. Will you deliver it to my hotel?

Airport Staff: Yes, once we receive your bag, we will send it directly to your hotel at no extra charge.

Samantha: Alright. I hope it arrives soon.

Airport Staff: I understand, and I apologize for the inconvenience. Here's a reference number for your case. You can call this number or check online for updates.

Samantha: Okay, thank you for your help. I really appreciate it.

Airport Staff: You're welcome! We'll do our best to return your luggage quickly. Have a good day.

Customs Agent: Good afternoon. Welcome. May I see your passport and customs declaration form, please?

Samantha: Hi, good afternnon. Here you go.

Customs Agent: Thank you. Where are you arriving from?

Samantha: I flew in from New York City.

Customs Agent: What is the purpose of your visit?

Samantha: I'm here on vacation, for one week.

Customs Agent: Where will you be staying?

Samantha: At the Grand View Hotel, next to the beach.

Customs Agent: Do you have anything to declare?

Samantha: No, I don't.

Customs Agent: Are you carrying any alcohol, tobacco, or items over the duty-free limit?

Samantha: No, I'm not. Just personal items and clothes, or well, I did have clothes. The airline has lost my bag so I only have my carry-on with me.

Customs Agent: Sorry to hear that. Hope they get your bag to you soon. Just one more question: Do you have more than \$10,000 in cash with you?

Samantha: No, I don't.

Customs Agent: Okay. Your documents are in order. Welcome, and enjoy the beach!

Samantha: Thank you! Have a nice day.