

8. Business Travel & Announcements

Level: A2–B1

Aims: To practise and produce key phrases for business travel, understand the language of checking in at a hotel and at an airport, and recognise key information in public announcements.

Timing: 45 minutes

Download from the website all audio tracks for topic 8

Stage	Objective	Interaction	Timing
Introduction	Talking about travelling	Whole class	5 mins
Task 1	Checking in at a hotel – listening to two conversations	Whole class	10
Task 2	At the airport – typical vocabulary	Pairs/whole class	10
Task 3	At an airport check-in counter – listening to a conversation	Whole class/pairs	10
Task 4	Flying to San Francisco – listening to announcements	Individual/whole class	10
Task 5	Interview a family member and write a text about their jobs	Whole class	
Extra task	Travelling vocabulary Possible as homework	Individual	

Introduction

Talk about travelling experiences. Where have students travelled to? Who has been on the longest flight? What is their favourite mode of transport, plane, train, car?

This lesson focuses on listening exercises linked to travelling experiences, especially listening to announcements. Many of the listening tasks are similar to those in *telc English A2·B1 From School to Job*. You can download the audio from the website or read the audio script to the class. Since both American and British speakers can be heard in the digital test, students will hear a mixture of accents in the audio for these tasks.

For their information, students will find the descriptor that refers to announcements for levels A2 and B1 from the Common European Framework of Reference at the top of their worksheet.

Task 1 In a hotel

The first task takes place in a hotel. Ask who has stayed in a hotel and what kinds of questions people have for the receptionists at hotels. Here students will hear American speakers. You may need to play the audio more than once.

Answers

1a, 2c

Task 2 At an airport

We now move to situations at an airport, introducing vocabulary for typical travelling situations, and then giving students the opportunity to talk about problems they may have encountered.

Answers:

Questions you will hear at the check-in counter:

1. How many pieces of luggage are you checking in? / 2. Do you have any carry-on luggage? / 3. Would you like a window or an aisle seat?

Questions you will hear at the security checkpoint:

4. Are you carrying any liquids or sharp objects? / 5. Could you take off your shoes, please?

Announcements you will hear at the gate:

6. Flight 392 to Manchester is now ready for boarding. / 7. This is the final boarding call for Passenger James Tanner, travelling to Rome. / 8. Ladies and gentlemen, Flight 655 Honolulu has been delayed due to a mechanical problem

Task 3

Play the audio and then have students compare with a partner before checking the answers in class. You may need to play the audio more than once.

Answers

- 2 1 false | 2 true | 3 true | 4 false | 5 false | 6 false | 7 true

Task 4

You may want to stop after each announcement to compare answers.

- 1 No (your flight is ready for boarding; everything is going according to plan) | 2 A15 | 3 seat belts | 4 aircraft; assistance (to assist) | 5 Yes | 6 Yes | 7 MP3 players | 8 be landing soon | 9 warm and sunny

Task 5

If there is not enough time for this in the lesson, students can fill in the gaps as homework. The answers can be checked in the next lesson.

Answers

- 1 We have to **get up** early if we want to be at the airport at 8 o'clock.
- 2 Our flight was delayed by two hours. The plane **took off** at 1:15.
- 3 Ladies and gentlemen, please **switch off** your mobile phones now.
- 4 Please **fill in** this form and sign it at the bottom.
- 5 In case of an emergency, you should **put on** your oxygen mask.
- 6 After the plane lands, you go to the baggage claim area to **pick up** your luggage.

Audioscript

Task 1

1

Hotel guest Excuse me, does the hotel have a parking garage?

Receptionist Unfortunately, we don't have our own parking garage, but there are several parking options in the area. I'd suggest using the parking lot on Lime Street. It's just around the corner. Simply drive up to the gate and take a ticket. The gate will open automatically.

Hotel guest OK, thanks.

Receptionist You're welcome. Is there anything else I can help you with?

Hotel guest Just one more thing: Do you have a city map by any chance?

Receptionist Of course. Here you are, sir.

Hotel guest Thanks.

2

Hotel guest Excuse me, how do I get to the airport from here?

Receptionist You can go by bus or subway. I suggest taking the bus because the bus stop is right across the street. The subway station is four blocks away.

Hotel guest How often does the bus run?

Receptionist Every half hour during the day and once an hour from 8.00 p.m.

Hotel guest Do you have a bus schedule that I can take with me?

Receptionist I can print one out for you. Just a moment ... Here you are. You can buy tickets from the driver or at the ticket machine. It's \$4.50 for a one-way ticket.

Hotel guest Thank you.

Receptionist You're very welcome.

Task 3

Traveller Good morning.

Agent Good morning, sir. Where are you flying to?

Traveller Dublin.

Agent May I have your passport, please?

Traveller Here you are.

Agent Thanks. How many pieces of luggage are you checking in?

Traveller Just this one suitcase.

Agent All right. Place your suitcase on the scale, please.

Agent Do you have any carry-on luggage?

Traveller Yes, my backpack. Can I take it on the plane or is it too large?

Agent No, it's fine. Would you like a window or an aisle seat?

Traveller An aisle seat, please. Could you tell me if the flight will be on time? I heard there have been some delays because of the snow.

Agent Yes, sir. Unfortunately, there's a 30-minute delay.

Traveller Oh no! Does that mean I'm going to miss my connecting flight in New York?

Agent No, don't worry. You'll have plenty of time to make your connection. Here's your boarding pass, sir. Your flight leaves from Gate 18B. Boarding time is 11:20, and your seat number is 25D. Have a good flight!

Traveller Thanks.

Task 4

You're at the airport, waiting for your flight to San Francisco.

Announcement 1

This is the final boarding call for Mr and Mrs Hayes booked on flight 792 to Philadelphia. Please proceed to Gate A13 immediately.

Attention passengers on Flight 515 to London Heathrow. Your flight has been cancelled because of a strike by British air traffic controllers. Please contact your airline for further information.

Ladies and gentlemen, Flight 824 to San Francisco is now ready for boarding. Please proceed to Gate A15 and have your boarding pass ready for inspection.

You're on the airplane.

Announcement 2

Ladies and gentlemen, we will be showing our safety demonstration and would like a few minutes of your attention. There are several emergency exits on this aircraft. Please take a few moments to locate the exit closest to you. In some cases, the nearest exit may be behind you. Should the cabin lose air pressure, oxygen masks will drop down from above your seat. Place the mask over your mouth and nose and breathe normally. If you are travelling with a child or someone who needs assistance, put your own mask on first, and then assist the other person. In the event of an emergency, stay calm and listen for instructions from the cabin crew. Life vests are located below your seats, and emergency lighting will lead you to your closest exit ...

Announcement 3

Ladies and gentlemen, the Captain has turned off the seat belt signs, and you may move around the cabin. For your safety, however, we recommend you keep your seat belt fastened while you're seated. You may now turn on your electronic devices such as mp3 players and laptops. In a few moments, the flight attendants will be passing around the cabin to offer you hot or cold drinks, as well as a light meal.

Announcement 4

Ladies and gentlemen, we have now started our descent into San Francisco, and should be on the ground in approximately 25 minutes. Please return to your seats, fasten your seatbelts and put your tray tables into their upright position. We'd also like to ask you to turn off all electronic devices at this time. Thank you.

Announcement 5

Ladies and gentlemen, welcome to San Francisco International Airport. The local time is 2:40 p.m. It's a sunny day with a light breeze, and the outside temperature is 79 degrees Fahrenheit or 26 degrees Celsius. Please remain seated until we're safely parked at the gate. Thank you for flying with us today, and we're looking forward to seeing you on board again in the near future. Have a nice stay!

8. Business Travel & Announcements

Listening to announcements and instructions

B1 Can understand simple technical information, such as operating instructions for everyday equipment. Can follow detailed directions.

A2 Can catch the main point in short, clear, simple messages and announcements.

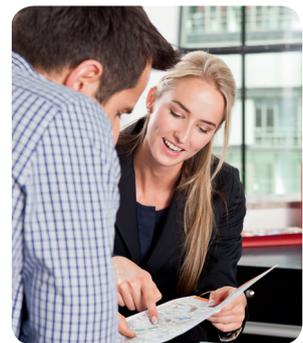


Task 1

When you go on business trips, you often have to stay in a hotel.

You're going to hear two conversations between a hotel guest and a receptionist. The speakers are American. Listen and decide which answer is correct: a, b or c.

- The receptionist tells the man to park the car
 - in a car park nearby.
 - in the hotel's parking facilities.
 - on the street.
- The receptionist recommends
 - buying a ticket from the ticket machine.
 - checking the timetable before leaving.
 - taking the bus instead of the underground.



Task 2

a How good is your "Airport English"? Work with a partner and fill in the gaps. Then listen to check your answers.

liquids | luggage | carry-on | boarding | delayed | aisle | boarding call | take off

Questions you will hear at the check-in counter:

- How many pieces of are you checking in?
- Do you have any luggage?
- Would you like a window or an seat?

Questions you will hear at the security checkpoint:

- Are you carrying any or sharp objects?
- Could you your shoes, please?

Announcements you will hear at the gate:

- Flight 392 to Manchester is now ready for
- This is the final for passenger James Tanner, travelling to Rome.
- Ladies and gentlemen, Flight 655, Honolulu, has been due to a mechanical problem.

b Have you ever had any problems at an airport (e.g. a flight was cancelled or delayed, your luggage didn't arrive, etc.)? Tell your classmates what happened.

The bags and suitcases that people carry when travelling are called **luggage** or **baggage**.

Both these words are uncountable nouns: How much luggage do you have?

To make them countable, say "pieces of ...": How many pieces of luggage do you have?



Task 3

Listen to the conversation at the check-in counter. Are the statements true or false?

- | | true | false |
|--|--------------------------|--------------------------|
| 1 The man has two pieces of carry-on luggage. | <input type="checkbox"/> | <input type="checkbox"/> |
| 2 He is allowed to take his backpack onto the plane. | <input type="checkbox"/> | <input type="checkbox"/> |
| 3 He prefers an aisle seat to a window seat. | <input type="checkbox"/> | <input type="checkbox"/> |
| 4 He is worried that his flight might be cancelled. | <input type="checkbox"/> | <input type="checkbox"/> |
| 5 The man's flight leaves on time. | <input type="checkbox"/> | <input type="checkbox"/> |
| 6 The man has a nonstop flight to Dublin. | <input type="checkbox"/> | <input type="checkbox"/> |
| 7 He can get onto the airplane at 11:20. | <input type="checkbox"/> | <input type="checkbox"/> |



Listen again and double-check your answers. Then turn to the audio script and read the dialogue with a partner.

Task 4

You're going to spend your summer vacation in California and are on your way to San Francisco. Listen to the announcements and tick the correct answer.

You're at the airport, waiting for your flight to San Francisco.

Announcement 1

- 1 Is there any reason to be worried? Why or why not? Yes No
- 2 Which gate should you go to? A13 A15 A24



You're on the airplane.

Announcement 2

- 3 Which safety feature does the flight attendant NOT mention?
 emergency exits life vests seat belts oxygen masks
- 4 Listen again. What's another word for "airplane"?
 And another word for "help" or "to help"?



Announcement 3

- 5 Are you allowed to get up and walk around? Yes No
- 6 Are you allowed to use your laptop? Yes No
- 7 The flight attendant mentions two electronic devices: laptops and

Announcement 4

- 8 The flight attendant says that you will
 experience turbulence. be landing soon. arrive with a 20-minute delay.



Announcement 5

- 9 What's the weather like in San Francisco?

Task 5

Fill in the gaps to complete these sentences about travelling.

You already know many of these verbs. Fill in the gaps. Then listen to check your answers.

- 1 We have to **get** early if we want to be at the airport at 8 o'clock.
- 2 Our flight was delayed by two hours. The plane **took** at 1:15.
- 3 Ladies and gentlemen, please **switch** your mobile phones now.
- 4 Please **fill** this form and sign it at the bottom.
- 5 In case of an emergency, you should **put** your oxygen mask.
- 6 After the plane lands, you go to the baggage claim area to **pick** your luggage.

