



# Getting to your destination

## The airport

### Questions you might need to ask (and answers you might hear!)

Where is the **check-in counter** for British Airways?

- It's in the other **terminal** over the road.
- It's on the right just opposite the Starbucks.

Am I in the right queue?

- No, this is for customers with **priority boarding**.
- Yes, you're in the right place.

Do you accept payment in Euros?

- Yes, but there's a 12% fee on top of the **exchange rate**.
- No, sorry about that. We accept credit cards though!

Where is the **currency exchange**?

- There's a booth right next to the front entrance.
- There's an **ATM** on the other side of **security**.

Will I be allowed to take this on the plane?

- No, I'm afraid you'll have to empty the **container** or throw it away.
- Yes, that should be fine as long as it's in your **checked baggage**.
- Yes, that should be alright!

Do you have any more information on why my flight has been **delayed**?

- No, sorry, I can't comment on that. There will be more information on **the boards** when it comes in.
- There are some minor **Air Traffic Control** issues today.
- There are **adverse weather conditions** on the flight journey, because of a storm over the Atlantic ocean.

Is there a **shuttle bus** that runs between terminals?

- Yes, you will need to go to the end of this terminal and down the **escalators** to find it.
- No, but there's a train between terminals 2 and 5. Just follow the signs.
- No, but it won't take long to walk.

How long will it take me to get to the **gate**?

- About thirty minutes. I would start walking soon if I were you!
- It's a five or ten-minute walk.

How much time should I allow to get through **security**?

- At least an hour. It's busy today.
- About half an hour.

Where is the **gate**?

Where is the **departure lounge**?

- Just around the corner, on the right.
- Keep walking straight through this terminal. It's near the toilets.

Excuse me, where is the **baggage claim area**?

- Just follow the signs to the exit.

When are the bags arriving for the flight from Malaga?

- It should be less than half an hour now.
- I don't know, I will check with another member of staff.

I can't see my suitcase on the **conveyor belt**! Is it lost?

- Not all of the suitcases from your flight are out yet. It is probably still **onboard** the plane.
- I'm very sorry to hear that. Come and speak to a **colleague** of mine, please.

Can I request an **aisle seat**, please?

- Of course, you can change seats for an extra \$15.
- No, I'm afraid all of the seats are booked up.

When is the **final boarding call**?

- In ten minutes!

Where is the **taxi rank**/coach stop/bus stop?

Questions you might be asked (and answers you might give!)

Is anybody else traveling with you today?

- Yes, my wife is with me.
- No, it's just me.

What's the **purpose** of your trip?

- I'm visiting Kiev on business. I am a **journalist**.
- I'm going on holiday for a few weeks.

May I see your **boarding pass** and passport?

- Sure, here you go.

How many pieces of **luggage** are you checking in today?

- None, I only have **hand luggage**.
- Two: my suitcase and these golf clubs.

Do you have a **carry-on**?

- Yes, here it is.

Did you pack your suitcase yourself?

- Yes.

Have you left your luggage **unattended** at the airport?

- No.

Do you have any **flammable materials**, **firearms** or **perishable food items**?

- No.
- Oh whoops! I did pack some bananas. I can take them out now if they are banned.

Could you take your laptop out of its case and put all electrical items in a **tray**, please?

- Sure, of course.

Can you take off your shoes and **watch**, please?

Can I ask you to open your bag for me?

Can you walk through the **scanner**, please?

Is Barcelona your final **destination** or are you transferring on to somewhere else?

- It's a **connecting flight**. I have to catch another flight from Barcelona to Lisbon.
- Barcelona is my final destination.



# The airplane

Questions you might need to ask (and answers you might hear!)

Do you have any food that's suitable for **vegetarians**?

- Yes, of course, we have a cheese sandwich.
- Yes, a selection of crisps and biscuits are available on the **on-flight menu**.

Can I have a bottle of water, please?

- Of course, here you go.
- Sure, that will be \$4 please.

Is there a **complimentary** meal?

- Yes, a **trolley** will be around in fifteen minutes or so.
- No, but there's a selection of **refreshments** available for a small fee.

Am I allowed to get out of my seat?

- Not during **take-off**. Wait until the red light goes off, please.
- Yes, go ahead.

This **turbulence** is frightening, when will it pass?

- Don't worry sir, it should only last a few more minutes.
- Don't worry, it's just a bit **bumpy**, it will pass soon.
- We don't know, but don't worry — it's not unusual and you're perfectly safe.

Can you show me how to use the fan?

- Sure, here you go.

Is the **aisle seat** taken?

- Yes, my husband is sitting there, sorry.
- No, do you want to swap?

Could you move up one seat, please?

- Sure thing, let me just move my bag.
- Sorry, my son is sitting here.

Excuse me please, I need to use the bathroom.

- Sure, one second.

How long until **touchdown**?

- Not long now, another forty minutes or so.
- Three hours yet, sir.

## Questions you might be asked (and answers you might give!)

Can you put your bag under the seat, please?

Can you put your **carry-on** in the **overhead compartment**?

Can you fasten your **seatbelt**, please?

Can you fasten your **tray table** in the **upright** position for **take-off**?

Please open your window for lift-off.

Can you sit down, please?

Can I get you anything to drink?

- Yes please! Can I have a beer?
- No thanks, I'm **all set**.
- Is there an extra fee for food and drink?

Would you like to see our selection of gifts available on board today?

Do you need to fill in an **arrival card/landing card**?

Please wait for the green light to **disembark**.