



# NEW BUSINESS ENGLISH 5

**Lesson 36**  
**At the Airport**



# LEARNING GOALS

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- ◆ Checking In at the Airport
- ◆ Asking For More Information





# What would you say?

**Scenario:** Imagine you are going on a business trip. Check in at the airport and ask more questions about the flight.



Hello, Madam/ Sir.  
How may I help you?

## Situational Dialogue

▶ Kenzo checks in at the airport.







Good morning. May I have your passport or e-ticket, please?

Here you are. By the way, may I request a window seat?

I'm sorry, but all the window seats are occupied. Only aisle seats are available.

I see. That's okay.





Here's your boarding pass.  
You're all set now.

Thanks. When do I need to  
get to the boarding gate?

You should be there an  
hour before departure.







May I know the way to the security checkpoints?

Go straight and turn right at the coffee shop. They will be right in front of you.

Thanks for your help.

My pleasure. Have a nice flight!



# Key Vocabulary

Learn the new words and answer the questions.



## occupied

*(adj.) being used by someone;  
with someone in it*

e.g. The toilets were fully **occupied**, so I waited for a few minutes.



## aisle

*(n.) a long, narrow space between  
rows of seats esp. in an aircraft.*

e.g. I always choose an **aisle** seat to access restrooms easily.



## departure

*(n.) the act of leaving  
or starting a journey*

e.g. Our **departure** was delayed due to the strong typhoon.



# Key Vocabulary

Learn the new words and answer the questions.



## boarding pass

(n.) a card that a passenger must have in order to be allowed to get on an aircraft or a ship

e.g. I always secure my **boarding pass** to avoid flight conflicts.



## boarding gate

(n.) a gate that allows air passengers to go from the terminal to the airplane.

e.g. There weren't a lot of passengers at the **boarding gate** today.



## security checkpoint

(n.) a place where people are stopped to detect any explosive materials or metallic objects carried by passengers.

e.g. We were asked to throw our water bottles at the **security checkpoint**.

## Dialogue Review

Have a role play and answer the questions.



*Kenzo checks in at the airport.*

**Officer:** Good morning. May I have your passport or e-ticket, please?

**Kenzo:** Here you are. Can I request to have my seat changed into a window seat?

**Officer:** I'm sorry but all window seats are **occupied**. Only **aisle** seats are available.

**Kenzo:** I see. That's okay.

(1 minute later)

**Officer:** Here's your **boarding pass**. You're all set now.

**Kenzo:** Thanks. When do I need to get to the **boarding gate**?

**Officer:** You should be there an hour before **departure**.

**Kenzo:** May I know the way to the **security checkpoints**?

**Officer:** Go straight and turn right at the coffee shop. They will be right in front of you.

**Kenzo:** Thanks for your help.

**Officer:** My pleasure. Have a nice flight!





*Kenzo checks in at the airport.*

**Officer:** Good morning. May I have your passport or e-ticket, please?

**Kenzo:** Here you are. **Can I request to have my seat changed into a window seat?**

**Officer:** I'm sorry but all window seats are occupied. Only aisle seats are available.

**Kenzo:** I see. That's okay.

(1 minute later)

**Officer:** Here's your boarding pass. You're all set now.

**Kenzo:** Thanks. **When do I need to get to the boarding gate?**

**Officer:** You should be there an hour before departure.

**Kenzo:** **May I know the way to the security checkpoints?**

**Officer:** Go straight and turn right at the coffee shop. They will be right in front of you.

**Kenzo:** Thanks for your help.

**Officer:** My pleasure. Have a nice flight!



**1. Checking In at the Airport**



**2. Asking For More Information**

# Learning Goals

Learn the key expressions and sentence structures.

## ∴ Checking In at the Airport

- May I request a/ an + (seat preference)?
- Can I take (noun) as carry-on baggage?
- Can I have a/ an (seat preference) ... ?

Example Sentences:

- May I request a window seat?
- May I request to have my seat changed into an aisle seat?
- Can I take these bags as carry-on baggage?
- Can I have a window seat near the restrooms?

You may be asked the following:

- ticket
- purpose of travel
- number of bags
- bag contents
- special assistance



*What special requests do you make when checking in?*



# Learning Goals

Learn the key expressions and sentence structures.

## ∴ Asking For More Information

- When do I need to get to + (noun)?
- May I know the way to + (noun)?
- How can I get to + (noun)?
- May I ask more about + (noun)?

Example Sentences:

- When do I need to get to the boarding gate?
- May I know the way to the restroom?
- How can I get to the boarding gate?
- May I ask more about the airline policies?

You may also ask for more information about the following:

- delayed flights
- layover details
- airline policies
- baggage information
- special assistance



*What other information do you usually ask from an airline officer?*

# Semi-open Dialogue

Have a role play.

**Scenario:** You are traveling to Germany for a business trip. Check in at the airport and ask for more information from the airline officer.



∴ **Make sure to state the following:**

- flight details (destination and time)
- seat requests
- questions about carry-on baggage
- questions about boarding time and gate



## Coffee Break

Learn the things to do when your flight is delayed or cancelled.

### ... What to Do When Your Flight Is Delayed or Cancelled



**Keep all  
your travel  
documents.**



**Keep an eye on the  
adjusted time and  
gate after the delay.**



**Keep your  
receipts.**



**Inquire about the  
reason for the delay  
or cancellation.**



**Verify if you're  
eligible for  
compensation.**



*What do you usually do when your flight is delayed or cancelled?*

# Overview

## Keywords and expressions:

occupied/ aisle/ departure/ boarding pass/  
boarding gate/ security checkpoints

May I request a/an + (seat)?

Can I take (noun) as carry-on baggage?

Can I have a/an (seat) ... ?

When do I need to get to + (noun)?

May I know the way to + (noun)?

How can I get to + (noun)?

May I ask more about + (noun)

