

Airport Check-In English

Complete dialogue, 20 essential phrases and the mistakes to avoid

A2

Elementary • about 12 minutes • travel English

How to use this sheet. Read the dialogue out loud twice. Then cover the passenger lines and answer the agent yourself. Finally, work through the phrase groups and say each one aloud.

The complete check-in dialogue

AGENT

Good morning. Where are you flying today?

PASSENGER

I'm flying to Toronto.

AGENT

May I see your passport and booking confirmation?

PASSENGER

Of course. Here you are.

AGENT

Are you checking any bags?

PASSENGER

Yes, one suitcase. I also have this carry-on.

AGENT

Did you pack the suitcase yourself?

PASSENGER

Yes, I did.

AGENT

Has it been out of your possession?

PASSENGER

No, it hasn't.

AGENT

Would you prefer a window or an aisle seat?

PASSENGER

An aisle seat, please, if one is available.

AGENT

Your bag is within the weight limit. Here is your boarding pass. Boarding begins at 10:20 at Gate 14.

PASSENGER

Thank you. How do I get to Gate 14?

AGENT

Go through security and follow the signs for Gates 10 to 18.

20+ essential phrases, grouped by moment

Arriving at the desk

- ☐ Where are you flying today?
- ☐ May I see your passport?
- ☐ Here is my booking confirmation.
- ☐ I'm flying to Toronto.
- ☐ I'm travelling to Toronto via London.

Bags

- ☐ Are you checking any bags?
- ☐ Yes, one suitcase.
- ☐ I only have a carry-on.
- ☐ Did you pack this bag yourself?
- ☐ Has the bag been out of your possession?

Seats

- ☐ Would you prefer a window or an aisle seat?
- ☐ An aisle seat, please.
- ☐ A window seat, please, if one is available.
- ☐ I don't mind.

If there is a problem

- ☐ Your bag is overweight.
- ☐ What is the weight limit?
- ☐ How much is the excess-baggage fee?
- ☐ Can I move some items to my carry-on?
- ☐ Is my luggage checked through to my final destination?

Before you leave the desk

- ☐ Is the flight on time?
- ☐ What time does boarding begin?
- ☐ Which gate should I go to?
- ☐ Where is the security checkpoint?
- ☐ Could you repeat that more slowly, please?

Common mistakes

Do not say	Say this instead
I have one luggage.	I have one suitcase. / one piece of luggage.
I want aisle.	I'd like an aisle seat, please.
Where I go now?	Where should I go now?
My final destiny is Toronto.	My final destination is Toronto.
I didn't packed it.	I didn't pack it.
Can you repeat slowly?	Could you repeat that more slowly, please?

Practise out loud

1. You are checking one suitcase and want a window seat.
2. Your suitcase is three kilograms overweight.
3. You have a connecting flight and need to know where your bag will go.
4. You did not understand the gate number and need it repeated.

What is your English level?

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