

Problems at the Airport

Lesson theme: Travel

Level: Intermediate (B1)

Instructions

This activity has two possible implementation options. You can do the activity as a full class exercise or in small groups.

Full Class: Print out one copy of the handout. Cut the paper and put the slips into a container. Start by modeling the activity for the students. Ask one student to volunteer as the airline agent. Read the prompt out loud, then role play the scene with the volunteer student. Ask the students for ideas or phrases to get them involved in the process.

After modeling the activity, choose two new students to act out the prompt. Continue until all the students have practiced at least once.

Small Groups: Print one handout for each group and prepare the prompts as above. Before splitting the class, model the activity with a volunteer. Then, divide the class into small groups of 4-6 students and give them each a copy of the prompts. Let the students complete the activity by trying each prompt. Circulate around the room and check in on each group. Make a mental note of any challenges students are facing and address them at the end of the activity as a debriefing conversation.

Materials

Use the handout to facilitate the activity. Cut the cards along the lines to separate them.

Enabling Objectives

Before completing this activity, students should be familiar with basic airport and travel vocabulary, customer service communication (i.e., what is customer service, when should you approach customer service, etc.), and modal verbs to make polite requests (e.g., Could I...; May I...; Could you...).

For homework

If you wish to assign homework related to this activity, try these FLOW Speak lessons:

Lost Luggage
Conversation Lesson

Flight Delay
AI Talk Lesson

Changing Flights
AI Talk Lesson

Want to use FLOW Speak in your classroom?
Contact achieve@flowspeak.io to get started.

Example

Problem:

Your luggage didn't arrive at the carousel after your flight. Ask the airline agent to help you.

A

Problem:

The gate agent said there is not enough space on the plane for all the bags. Volunteer to check your carry-on bag for the flight.

B

Problem:

Your flight is delayed and you are worried you might miss your connection. Ask the airline agent if they can help you.

C

Problem:

Someone is sitting in your seat on the airplane. Politely tell the person about the mistake and help them find their correct seat.

D

Problem:

The agent told you your checked bag is too heavy. Talk to the agent about how you can solve this problem.

E

Problem:

Your flight is delayed by one day due to bad weather. Ask the agent for information about your new flight.

F

Problem:

You lost your boarding pass. Go to the gate agent and ask for help.

G

Problem:

You can't find your departure gate. Ask someone to help you find it.

H

Problem:

You are looking for the bus stop to leave the airport. Ask someone for directions.

I

Problem:

You have some breakable items in your checked bag. Ask an agent to help you keep the bag safe.

J

Problem:
You have an injury and cannot walk through the airport. Ask for special assistance.

K

Problem:
You want to fill your water bottle after security. Ask an employee if there is a refill station and how to find it.

L

Problem:
You had to buy a suitcase to bring extra things home. You need to add the extra bag to your reservation.

M

Problem:
Your boarding pass says the flight will be 4 hours and 15 minutes, but that it will depart at 11:30 and arrive at 16:45. Ask the airline agent to explain the times.

N

Problem:
You have an allergy to peanuts. Ask the flight attendant if the free snack is safe for you to eat.

O

Problem:
You just got off the airplane, but you didn't hear which carousel to pick up your bag at. Ask an agent to help you find the carousel.

P

Problem:
Your name is spelled wrong on your boarding pass. Talk to an airline agent about this mistake.

Q

Problem:
You and your family checked in to your flight and found that you are not sitting together. Talk to the gate agent to see if you can change your seats.

R

Problem:

S

Problem:

