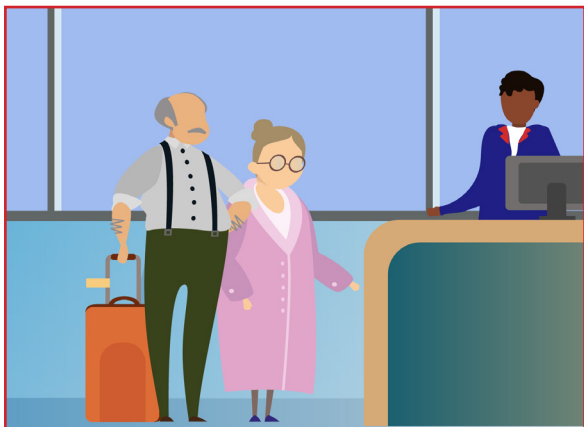


UNIT 5: BAGGAGE RECLAIM



ELENE



SITUATED ENGLISH **STUDY & LEARN**

2021-1-PL01-KA220-ADU-000033465



**Co-funded by
the European Union**

Funded by the European Union. Views and opinions expressed are however those of the author(s) only and do not necessarily reflect those of the European Union or the European Education and Culture Executive Agency (EACEA). Neither the European Union nor EACEA can be held responsible for them.

SECTION A

KEY VOCABULARY



Baggage reclaim information board



Baggage reclaim tag



Plane ticket



Luggage/baggage carrier



Baggage carousel



Porter



Baggage reclaim sign



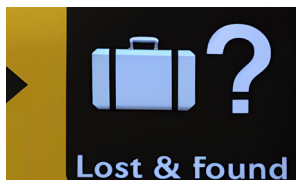
Skycap



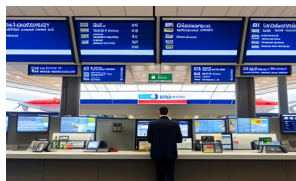
Baggage reclaim area



Suitcase



Lost baggage counter



Customer service



SECTION B

What you might hear and see



- How can I help you?
- What was your flight number?
- Your suitcase will be arriving at Carousel 9.
- Please show me your plane ticket and luggage sticker.
- Please fill out this lost luggage form.
- How many bags are you missing?
- Can you describe your suitcase for me, please?
- What size is it?
- What do you have in your suitcase?
- Can you tell me your phone number and address, please?
- Can you sign this form, please?
- If we locate it, we will send it to you right away.
- You can request delivery to your home or accommodation



SECTION C

What you might need to SAY or ASK in this place

<i>Greetings</i>	Hello Good morning Good afternoon Good evening Good night
<i>Thanking</i>	Thank you Thanks a lot Thank you so much
<i>Asking questions at baggage claim area</i>	Where is the baggage claim area? Can you tell me where I pick up my suitcase? Is this all the luggage from this flight? Where do they come from?
<i>Reporting lost luggage</i>	I need to report lost luggage. I can't find my luggage. My suitcase hasn't arrived. What do I need to do? It is made of hard plastic. It is black and medium size. I am staying at a hotel in the city center. Will you contact me as soon as you find it?
<i>Leave-taking expressions</i>	Have a nice day. Good bye.

SECTION D

Basic Dialogues at Baggage Reclaim

Reporting lost luggage



Airport clerk: How can I help you?

Passenger: I just arrived from Lisbon, but I can't find my suitcase.

Airport clerk: What flight were you on?

Passenger: TAP1325, I arrived 50 minutes ago.

Airport clerk: Are you sure you were at the right carousel? TAP1325 was at carousel 5.

Passenger: Yes, I waited at carousel 5 the whole time. But I couldn't see my suitcase.

Airport clerk: Okay, it's probably just delayed. Most suitcases show up between 12 and 24 hours later.

Passenger: But I don't have anything with me now and I'm here on vacation.

Airport clerk: You can buy any essential items and file a claim if we can't locate it.

Passenger: And how will I get my suitcase then?

Airport clerk: We will notify you when we locate it. It will be delivered to your hotel. Please, fill out this form.

Passenger: Thank you for your assistance.

Finding the baggage carousel



Passenger: Excuse me. Could you please tell me where to get my suitcase? I checked in a suitcase for my flight here.

Airport clerk: Okay, and what was your flight number?

Passenger: I was on flight TK1479.

Airport clerk: Your suitcase will be arriving at Carousel 6.

Passenger: Okay, and how do I get there?

Airport clerk: Please go downstairs and it's just on the right. You'll see the number 6 on top. Your suitcase should be arriving soon.

Passenger: Perfect! Thank you.

Airport clerk: You're welcome.

FINAL STEP

Exercises

Write down the words used for the pictures below.



Fill in the Dialogue below.

Passenger:

Airport clerk: What was your flight number?

Passenger:

Airport clerk: It's on conveyer number 2. Over there, on your left.

Put a tick next to the statements you hear at baggage reclaim area.

- | | |
|--------------------------|---|
| <input type="checkbox"/> | Request delivery to your home or accommodation. |
| <input type="checkbox"/> | It's £12 for adults, £6 for senior citizens. |
| <input type="checkbox"/> | If we locate it, we will send it to you right away. |
| <input type="checkbox"/> | Do you have your claim tag? |
| <input type="checkbox"/> | Where would you like to go? |
| <input type="checkbox"/> | I'm sorry, but we are closed today. |
| <input type="checkbox"/> | Which class do you want? |
| <input type="checkbox"/> | Show me your plane ticket and luggage tag, please. |
| <input type="checkbox"/> | Can you describe your suitcase, please? |

FINAL STEP

Exercises

Dialogue at baggage reclaim: Elene and Erasmus are at baggage reclaim area. Erasmus's luggage is lost and an airport clerk helps him report his missing luggage.



Read the dialogue below and fill in the blanks with the most appropriate option.

- Just one, a suitcase.
- My personal belongings.
- Which flight were you on?
- I am here for a week.
- Can you sign this form, please?
- It's blue. It's made of hard plastic.

Erasmus: Excuse me ma'am! My suitcase hasn't arrived. What should I do?

Airport clerk:

Erasmus: TK1974 from London.

Airport clerk: I'll take your details and I can issue you a reference number. Can I have your name, please?

Erasmus: My name is Erasmus.

Airport clerk: How long are you staying for?

Erasmus:

Airport clerk: Okay, how many bags are you missing?

Erasmus:

Airport clerk: Can you describe it for me, please?

Erasmus:

Airport clerk: What size is it?

Erasmus: It is big sized.

Airport clerk: And what was in the suitcase?

Erasmus:

Airport clerk: Can I have your address in Venice and your contact number, please?

Erasmus: Oh, just a minute, please. It's Vinci street and my contact number is 0094 57895544

Airport clerk: Thank you! And

Erasmus: Yes, sure.

Airport clerk: Here is your reference number.

Erasmus: Thank you.

Airport clerk: We hope to get it back to you within 24 hours.

Erasmus: It will be great, thank you!

VIDEOS

External Video Links

- https://www.youtube.com/watch?v=BPTBUw_Ss8I&t=3s
- https://www.youtube.com/watch?v=jiBHZ_rqHB8

