

# UNIT 10: AT THE TRAIN STATION



**ELENE**



## **SITUATED ENGLISH** **STUDY & LEARN**

2021-1-PL01-KA220-ADU-000033465



**Co-funded by  
the European Union**

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# SECTION A

## KEY VOCABULARY



Luggage rack



Ticket inspector



Train



Information screen



Lavatory



Porter



Platform



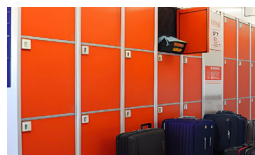
Ticket stamping machine



Carriage



Ticket machine



Luggage storage locker



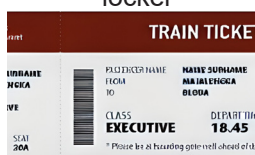
Ticket clerk



High-speed train



Sleeping car



Ticket



Train track



Buffet car



Seat



Ticket office



Passenger



Railway station



# SECTION B

## What you might hear and see



- The train to Reus is delayed.
- The next train arriving on Platform 6 is the 13:48 to Barcelona.
- This train is ready to depart.
- Please stand clear of the closing doors.



- How can I help you?
- Which class do you want? First class or second class?
- Do you want it to be a one-way ticket or a return ticket?
- Here is your ticket. It costs 40 euros.
- Your train leaves at 6.30 p.m. on Platform 2.
- Have a nice journey!



- You are in carriage number 10.
- This is a non-smoking train.
- Tickets, please.
- All tickets and rail cards, please
- Could I see your ticket, please?
- You'll have to pay a surcharge.
- You'll have to pay an excess fare.
- Please take all your luggage and personal belongings with you.



# SECTION C

## What you might need to SAY or ASK in this place

|                                         |                                                                                                                                                                                                                                                                                                            |
|-----------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Greetings</i>                        | Hello<br>Good morning<br>Good afternoon<br>Good evening<br>Good night                                                                                                                                                                                                                                      |
| <i>Thanking</i>                         | Thank you<br>Thanks a lot<br>Thank you very much for your help                                                                                                                                                                                                                                             |
| <i>Passenger's questions/statements</i> | Where's the ticket office?<br>Where are the ticket machines?<br>Where can I buy a ticket?<br>Where can I make a reservation?<br>Which platform is it for the 14:45 to Valladolid, please?<br>Is there a waiting room here?<br>Can I buy a ticket on the train?                                             |
| <i>Passenger's questions/statements</i> | I'd like a one-way/return ticket to Madrid, please.<br>Is this train direct?<br>When's the next train to Reus?<br>Where do I have to change the trains?<br>How long does it take?<br>What time does it arrive in Madrid?<br>Is there a lost-luggage office?<br>The ticket machine wasn't working properly. |
| <i>Leave-taking expressions</i>         | Good bye<br>Have a good day                                                                                                                                                                                                                                                                                |



# SECTION D

## Basic Dialogues at the Train Station

### Buying a ticket



**Ticket clerk:** Welcome, sir. How can I help you?

**Passenger:** I would like to buy a train ticket to Valencia.

**Ticket clerk:** Okay. Which class do you want? First class or second class?

**Passenger:** Well, I would like to buy a first class ticket.

**Ticket clerk:** Do you want it to be a one-way or a return ticket?

**Passenger:** I will come back on Friday, so I want a return ticket, please.

**Ticket clerk:** Okay. Just give me a moment please.

**Passenger:** Well, here is your ticket.

**Ticket office:** It costs 40 euros.

**Passenger:** Okay, here you are. Could you tell me which platform the train is on? And when does it leave and arrive?

**Ticket office:** Okay, Platform number 2 and it leaves at 6.30 p.m. and it takes four hours to arrive.

**Passenger:** Okay. That's very good. Thank you so much.

**Ticket office:** You are welcome, have a nice trip.

**Passenger:** I would like to go to Sants station.

**Ticket clerk:** Would you like to go by express train?

**Passenger:** No, thank you. I will take the regular train.

**Ticket clerk:** Would you like to buy a one-way or a return ticket?

**Passenger:** How much are the tickets?

**Ticket clerk:** The single ticket is 15 euros and the return is 20 euros.

**Passenger:** I will take a return ticket, please.

**Ticket clerk:** Here they are.

**Passenger:** How long is the journey? And which platform do I need to go to?

**Ticket clerk:** You need to go to Platform 3 and take the train to Sants. The journey takes about 2 hours.

**Passenger:** What time is the next train?

**Ticket clerk:** The next train leaves at 10:15.

**Passenger:** Thank you for your help.

**Ticket clerk:** My pleasure. Have a great trip.

### Asking for help



**Passenger 1:** Excuse me, is the Platform 3?

**Passenger 2:** Yes, it is.

**Passenger 1:** Does this train go to the Atocha Station?

**Passenger 2:** Yes, it does.

**Passenger 1:** Thank you.

# SECTION D

## Basic Dialogues at the Train Station

### Train to the airport



**Ticket clerk:** Good morning sir. How can I help you?

**Passenger:** Hello, good morning. I need to get to the airport. Do you know which train I should take?

**Ticket clerk:** Yes, it's the East Express.

**Passenger:** Thank you. I would like to buy a ticket.

**Ticket clerk:** Okay, are you travelling alone?

**Passenger:** No. I need two tickets, for me and my wife.

**Ticket clerk:** When would you like to leave?

**Passenger:** June the 2nd, in the morning.

**Ticket clerk:** Would you like to get a one-way ticket or a round-trip ticket?

**Passenger:** Just a one-way ticket, please. We are going back to our country.

**Ticket clerk:** Please give me a second. The train will leave from Platform number 2 at 2 p.m. on June the 2nd. It will arrive at the airport at 6.50 p.m.

**Passenger:** That sounds great. How much is the ticket?

**Ticket clerk:** It will be 30 euros in total. How would you like to pay?

**Passenger:** I would like to pay by card. Do you accept credit cards?

**Ticket clerk:** Yes, we do.

**Passenger:** Here is my credit card.

**Ticket clerk:** Thank you. Here are your tickets. This is the time and platform information.

**Passenger:** Thank you for your assistance. Have a nice day.

### Reporting lost items



**Passenger:** Excuse me. Can you help me, please?

**Staff:** Yes, what can I do for you?

**Passenger:** I lost my wallet. I think I left it on the train.

**Staff:** Okay, do you know which train you were on?

**Passenger:** I was on the West Express heading to Waterloo.

**Staff:** Do you remember your carriage and seat number?

**Passenger:** Yes, I was in carriage 6 and my seat number was 98.

**Staff:** Okay, please fill out this form with your personal information and describe your wallet. We will notify the conductor immediately.

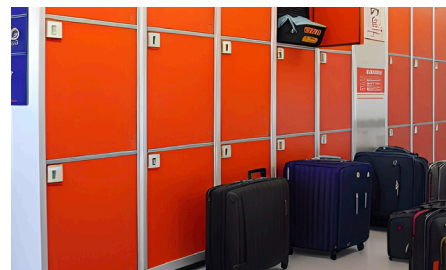
**Passenger:** Thank you so much. I hope they will find my wallet.

**Staff:** We will do our best sir. We will contact you as soon as we get any news.

# FINAL STEP

## Exercises

Write down the words used for the pictures below.



Fill in the Dialogue below.

**Ticket clerk:** Good morning ma'am. How may I help you?

**Passenger:** .....

**Ticket clerk:** Would you like a one-way or a return ticket?

**Passenger:** .....

Put a tick next to the statements you hear or say at the train station.

- |                          |                                         |
|--------------------------|-----------------------------------------|
| <input type="checkbox"/> | Could I have some extra towels, please? |
| <input type="checkbox"/> | Platform 8 for the 11.35 to Canterbury. |
| <input type="checkbox"/> | Which class do you want?                |
| <input type="checkbox"/> | What is your flight number?             |
| <input type="checkbox"/> | I have a reservation for three days.    |
| <input type="checkbox"/> | The train to Leicester is delayed.      |
| <input type="checkbox"/> | Can I pay by card?                      |



# FINAL STEP

## Exercises

**Dialogue at the ticket office:** Elene and Erasmus are at the train station and Elene is buying tickets for Rome.



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

- How many tickets do you need?
- I need to leave before 10 am.
- Would you like to get return tickets?
- Is that correct?
- Rome.
- I would like to pay for the tickets in cash.
- I would like to buy a train ticket.
- Is 2 p.m. good for you?
- Do I have to change the trains?

**Ticket office:** Good evening, ma'am. Can I help you?

**Elene:** Hello, .....

**Ticket clerk:** Where do you want to go?

**Elene:** .....

**Ticket clerk:** ..... And what time do you want to leave?

**Elene:** Two tickets, please. ....

**Ticket clerk:** We have two seating options. Which one do you prefer? Second or first class?

**Elene:** I prefer the first class, please. Is it a direct train or .....

**Ticket clerk:** It's a direct train. This train leaves at 9:45 a.m. and it will be 15 euros for two tickets. ....

**Elene:** Yes, I'll get return tickets, please. And I would like to come back on Sunday in the afternoon.

**Ticket clerk:** .....

**Elene:** Yes, that's perfect.

**Ticket clerk:** Let me confirm your ticket details with you.

You have return tickets to Rome at 9:45 a.m. tomorrow, and you come back on Sunday the 26th at 2 p.m. ....

**Elene:** Yes, everything is right. ....

**Ticket clerk:** That'll be 25 euros.

**Elene:** Here you are.

**Ticket clerk:** Thank you. Here are your tickets.

**Elene:** Great, thank you. Have a nice evening.

**Ticket clerk:** You're welcome. Good evening ma'am.



# VIDEOS

## External Video Links

- <https://www.youtube.com/watch?v=nSaVzujGlj4&t=10s>

ELENE COURSE



SCAN ME



ELENE PLAYLIST



SCAN ME