

AT THE AIRPORT

Can you remember how to say these?

Partenze arrivi passaporti

Deposito bagaglio carta d'imbarco controllo sicurezza

Nastro bagagli bagagli smarriti dogana nulla da dichiarare

CHECK IN Airline employee/ traveller

AE: Good morning. Can I see your passport and boarding pass please?

T: Yes, of course.

AE: Have you got any bags for the hold?

T: Yes, one bag.

AE: Put it here please.

E: Here you are.

AE: Thank you. Here are your passport and boarding pass. Your seat number is 16F. You leave from gate 21. The flight boards at 2.45.

E: Thank you, good bye.

AE: Enjoy your flight!

LOST LUGGAGE

A: Can I help you?

B: Yes, my luggage hasn't arrived!

A: Oh dear. What flight were you on?

B: EZ234Y from Milan Malpensa.

A: OK. Can you fill in this form please?

B: OK. Here you are.

A: OK, is this your address here?

B: Yes, it is.

A: OK, your luggage arrives this evening at your hotel.

TRAIN/ BUS TO THE CITY

A: Hello, a single (return) to (London) please.

B: That's £8 please.

A: Can I pay by credit card?

B: Yes, Visa or Mastercard. Put your PIN here.

A: OK thanks.

B: Here's your ticket.

HOTEL

Receptionist: Hello, can I help you?

Traveller: Hello, I've got a booking/ reservation. My name's

R: Yes, here you are. A double/ twin/ single room for three nights with breakfast.

T: That's right. What time is breakfast please?

R: It's from 7 o'clock to 10 o'clock in the breakfast room on the first floor.

T: Thanks!

R: Here's your key. Your room is number 307. It's in the third floor: The lift is over there. Enjoy your stay.

Other requests....

Can I have another pillow/ blanket please?

There's no hot water!

Can I turn up the heating?

Can I have a wake up call?

What's the wifi password?

BREAKFAST

Waiter: Good morning! Have a seat!

Traveller: Is this table OK?

W: Yes, of course. Would you like tea or coffee?

T: Coffee please!

W: OK. The buffet is over there. Please help yourselves.

T:.... Excuse me, can I have more coffee please?

W: Of course, here you are.

GETTING ABOUT

Ticket types

Single return day return a ticket to...

3-day/ one week travel card

T: Hi, how much is a single to Trafalgar Square?

Driver: That's £2 please.

T: Here you are.

D: Sorry, I can't give you change.

T: OK, here's £2 then.

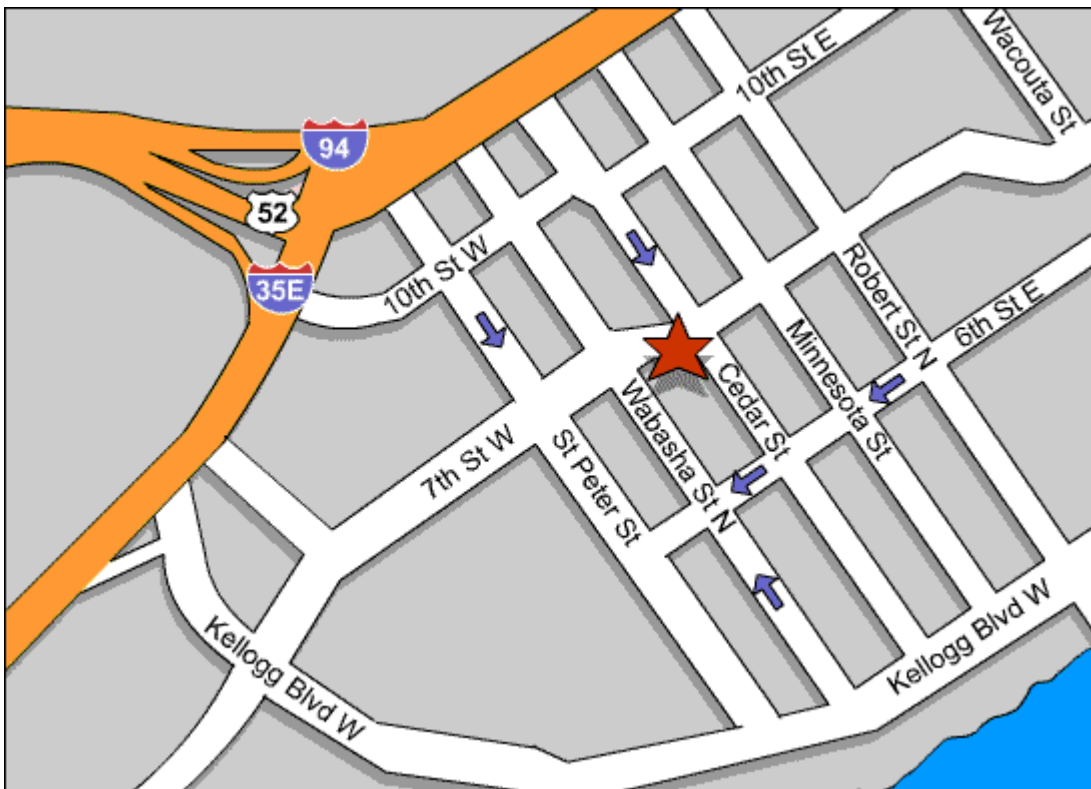
D: Thanks, take your ticket there.

Traveller: Excuse me, how do I get to Trafalgar Square please?

Pedestrian: Go straight on for two hundred yards. Turn right and then left. It's in front of you.

Traveller: Is it far?

P: No, it's only about four hundred yards.



AT THE CHEMIST

Chemist: Hi, can I help you?

Traveller: Have you got a painkiller? I've got a bad headache.

C: Of course. Would you like paracetamol?

T: Yes, that's fine.

C: OK, take two now, and another two in four hours. Ask for a doctor if it doesn't go away by tomorrow, OK?

T: Thanks very much!

Where are you?

1 I'd like some information about the Tower of London, please.

2 I'd like two tickets, please.

3 I'd like a cheese sandwich, please.

4 I'd like the chicken and a glass of wine, please.

5 I'd like that black T shirt, size large, please.

6 I'd like a map of the city, please.

7 I'd like two day returns please.

- 1 Check in at the airport.
- 2 Ask the hostess for something to drink.
- 3 Report your lost luggage.
- 4 Take a bus/ train to the city centre.
- 5 Check into your hotel.
- 6 Make some extra requests at your hotel.
- 7 Order breakfast.
- 8 Ask for directions to the National Art Gallery.
- 9 Order sandwich and a drink.
- 10 Buy a painkiller at the chemist.