Airport Check-in

Check in a bag, ask for directions and find the right gate

A2+/B1 • Adults • 45–55 minutes • Pair work

01 Look and talk



At the check-in desk

At the desk, what might the passenger need to show?



In the departure lounge

In the lounge, how do passengers know when to board?

02 Listen twice

TDA1-Airport-Check-in-Listening.mp3

First listen. Which bag does Sam check in?

Second listen. Note the details. Then compare with a partner.

1. How much does the suitcase weigh?
2. Does Sam get an aisle seat or a window seat?
3. What time and at which gate does boarding start?

03 Useful language

Could you put your suitcase on the scales?
Could you + verb asks someone to do something.
Could you tell me where security is?
Use where + subject + verb after Could you tell me.
Could you tell me what time boarding starts?
Use what time + subject + verb to ask politely.

04 Sort the phrases

Sort the phrases. Which two ask for an action? Which two ask for information?

1. Can I see your passport, please?
2. Could you tell me where security is?
3. Could you put this bag on the scales?
4. What time does boarding start?

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Read the dialogues

Take one role each. Read aloud, answer the questions and try the speaking task.

A A gate change

It’s early afternoon. Leo’s boarding pass and the departures screen show different gates.

Leo Excuse me. My boarding pass says Gate 21, but the screen says Gate 25. I’m flying to Amsterdam.
Mina Let me check. Yes, your flight has moved to Gate 25. Please go to that gate.
Leo Right. Could you tell me how to get there?
Mina Follow the signs for Gates 23 to 30. Gate 25 is just after the bookshop.
Leo Thanks. Do we still board at two o’clock?
Mina A little later. Boarding starts at twenty past two.
Leo Great. Is it far from here?
Mina About five minutes on foot. You’ve got time.
Leo Good. Will there be an announcement when boarding starts?
Mina Yes, and you can also check the screen at the gate.

1. Which gate does Leo need now?
2. How has the boarding time changed?

Cover the dialogue. One of you missed the announcement. Ask your partner to tell you what changed and how to get to the gate.

B Where’s my suitcase?

Rina has landed. She’s looking for her suitcase in the baggage reclaim area.

Rina Excuse me. Could you tell me which belt I need for the Belfast flight? I’ve been waiting at Belt 4.
Owen Let me have a look. Ah, Belt 4 is for the flight from Glasgow. Your bags are coming out on Belt 6.
Rina Where’s Belt 6? I can only see Belt 5 from here.
Owen It’s just past Belt 5. Walk straight on and you’ll see it on your right.
Rina Thanks. What should I do if my suitcase isn’t there?
Owen Come back to this desk with your baggage tag. It’s the small sticker they gave you at check-in.
Rina Got it. Thanks for your help.

1. Why hasn’t Rina seen her suitcase yet?
2. What should she bring to the desk if her suitcase doesn’t arrive?

The suitcase still hasn’t arrived. Act out the next conversation at the desk. Say where you flew from and show your baggage tag.

Word help. Baggage reclaim is where you collect your suitcase after landing. A baggage tag is the small sticker from check-in.

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Your turn to speak

Ask for the details you need, agree on a plan and say it back.

05 Play the roles

Check in for a flight to Lisbon. Choose a seat and confirm the boarding time, gate and where to go next.

Take card A or B from the next page. Keep it private. Cover the update until round 2.

ROUND 1

Talk and agree on a plan. Write it below.

Seat	Boarding time & gate	Where to go next

ROUND 2

Swap roles. The departure gate has changed. Use your own update and table. Agree on a route and say what time you'll get there.

New gate	Route without stairs	Arrival time

Compare your plans

What changed? Tell another pair what you decided and why.

06 Ask and answer

Take turns. Give a reason and ask one follow-up question each time.

1. Would you prefer a window seat or an aisle seat? Why?
2. What do you usually keep in your cabin bag?
3. How could you check if your gate has changed?
4. Your friend needs a route without stairs. What would you ask an airport worker?
5. What would you do if your suitcase didn't arrive?

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Private role cards

Cut along the dotted line. Give one card to each learner.

CARD A / Passenger

- Your flight is AP214. Check in one suitcase and keep your cabin bag.
- You'd like a window seat near the front. Ask what's available.
- Ask for the boarding time, gate and directions to security.

ROUND 2 / COVER THIS PART UNTIL ROUND 2

Passenger at the help desk • It's 9.45 a.m. You're on flight AP214. Your friend needs a route without stairs. Find the gate and check which route gets you there in time.

Terminal routes

Route	Gate 22	Gate 26
Lift by café	6 min	8 min
Main corridor	8 min	12 min
Bridge (stairs)	5 min	6 min

CARD B / Check-in agent

- Ask for a passport. The suitcase is 17 kg and the limit is 20 kg.
- Offer a window seat in row 19 or an aisle seat in row 6.
- Boarding: 9.40 a.m., Gate 15. Security is upstairs by the café.

ROUND 2 / COVER THIS PART UNTIL ROUND 2

Airport information • It's 9.45 a.m. Ask for the flight number. Use your screen to confirm the gate and closing time. Ask which routes the passenger can take.

Live departures

Flight	Gate	Gate closes
AP214 Lisbon	26	9.55 a.m.
AP412 Lisbon	22	10.15 a.m.
AP106 Madrid	24	10.20 a.m.

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A morning flight to Rome

Name _____ Date _____

07 Complete the dialogue

Complete the dialogue with the words and phrases in the box. Use each one once.

aisle	**baggage reclaim**	**boarding pass**	**cabin bag**
Gate 9	**scales**	**security**	**weight limit**

Agent Good morning. Could you put your suitcase on the (1) _____, please?

Passenger Sure. Is it too heavy?

Agent No. It’s 15 kilos. The (2) _____ for this flight is 20 kilos.

Passenger Great. I’ll keep this small (3) _____ with me on the plane.

Agent Of course. Would you prefer a window or an (4) _____ seat?

Passenger The second one, please. I like to get up and stretch my legs.

Agent Done. Here’s your (5) _____. You’ll board at 11.15 a.m. at (6) _____.

Passenger Could you tell me where (7) _____ is? I need to get my liquids ready.

Agent It’s just past the lifts. You can pick up your suitcase at (8) _____ when you land in Rome.

Optional solo speaking

Say two questions you could ask at check-in on your next flight, one about your seat and one about the gate.

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Teacher notes and key

Pages 1–5 are for learners. Cut the role cards on page 4 and hand out one each.

Class plan

Look and listen (8–10 min). Use the pictures to set the scene. Play the MP3 twice, then compare answers. Use the script below as a read-aloud backup or as a third dialogue for pairs.

Language and reading (17–20 min). Check the phrases, assign roles and let pairs read aloud before answering. Then set the short speaking task below each dialogue.

Role-play and Q&A (20–25 min). Give partners one private card each. After round one, have learners exchange cards and uncover the updates. Finish with the speaking questions.

Listening script

Jo Morning. Where are you off to today?
Sam Dublin. Here's my passport. Do you need the booking as well?
Jo No, that's fine. Are you checking in both bags?
Sam Just the big one. I'm keeping this little one with me.
Jo Right. Could you pop it on the scales? That's eighteen kilos. The limit's twenty, so you're fine.
Sam Brilliant. Any chance of an aisle seat?
Jo Let's see. Yes, there's one in row eight. Here's your boarding pass. Gate twelve, boarding at ten thirty.
Sam Thanks. Could you tell me where security is?
Jo Sure. Go past the café and turn left. The queue's a bit long, so I'd go straight there.
Sam Right, I'll head over now. Thanks!

Answer key

02 Listen First listen. Sam checks in the suitcase. Second listen. 1. 18 kg. 2. An aisle seat. 3. 10.30 a.m. at Gate 12.

04 Sort Action 1 and 3. Information 2 and 4.

Reading A 1. Gate 25. 2. It's 20 minutes later, at 2.20 p.m.

Reading B 1. She's waiting at Belt 4. Her suitcase will come out on Belt 6. 2. Her baggage tag.

05 Role-play Round 1. Either seat fits one preference: row 19 by the window or row 6 near the front on the aisle. Board at 9.40 a.m. at Gate 15. Security is upstairs by the café. Round 2. AP214 now leaves from Gate 26. Take the lift by the café and arrive at 9.53 a.m., two minutes before the gate closes.

07 Homework key

1. scales	2. weight limit	3. cabin bag	4. aisle
5. boarding pass	6. Gate 9	7. security	8. baggage reclaim

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