

1

Here you are

2

How long  
do you plan  
to stay in the UK?

3

I'm here  
to participate  
in a travel exhibition.

4

What's  
the purpose  
of your visit?

5

Where  
are you staying  
in London?

6

Where will  
the exhibition  
take place?

7

Here's the hotel  
confirmation and  
payment  
receipt.

8

Do you have  
a reservation?

1

Excuse me,  
I can't find  
my luggage.

2

Here's my ticket  
and luggage sticker.

3

Hold on a minute.

4

Could you check  
on the computer?

5

Your luggage  
was left  
in the airport  
in New York.

6

It'll be delivered  
on the next flight  
later this afternoon.

7

How can  
I get it then?

8

It'll be  
sent to you direct  
to the hotel.

1

Should I go through  
the green or the  
red channel?

2

What do I need  
to declare?

3

I've got some  
alcohol with me.

4

I don't think so.

5

Here's my suitcase  
and my briefcase.

6

I'm waiting for  
a driver to meet me  
and I can't find him.

7

I've got a  
transfer booked.

8

Can you make  
an announcement?

1  
Could you ask the driver  
of the car booked by  
Solo Travel company  
meeting Mr Johns from  
New York to come  
to the Information desk.

2  
I've got it, sir.

3  
Thanks a lot.

4  
Heathrow airport,  
please.

5  
Which terminal?

6  
Which airline are  
you flying with?

7  
Do you need  
a trolley?

8  
What aircraft is it?

1

How many pieces  
of luggage  
do you have?

2

Shall I put it  
on the scale?

3

Can I see your  
hand luggage?

4

Did you  
pack your luggage  
yourself?

5

Your luggage is  
6 kilos over the  
permitted weight.

6

You'll have to  
pay extra.

7

Where do I pay it?

8

I'll issue you  
an invoice.

1

Pay it at the  
cash desk.

2

You'll get your  
boarding card  
there.

3

Is the flight  
leaving on time?

4

Yes, as far as I know.

5

Your flight is  
at 16.00  
and the boarding  
time's at 15.40.

6

Where's the  
departure lounge?

7

Go upstairs to  
the first floor.

8

Put everything  
on the tray.

1

Excuse me,  
where can I get  
a VAT refund?

2

This is the VAT  
Reclaim office

3

I want a VAT refund  
for some goods.

4

I'm leaving for  
the USA.

5

Are you travelling  
within the EEC?

6

Can I see the goods,  
please?

7

Here's the jacket,  
but I packed my boots  
in the suitcase and  
checked it in.

8

Unfortunately I can  
only give you  
a refund for the  
jacket then.

1

O.K, how do I get  
the money back?

2

The money will be  
credited to your  
account.

3

How long will it take?

4

Can I get it in cash?

5

The shop allows  
you to get a cash  
refund.

6

to get back

7

to drop

8

to allow

1

Flight BA179  
to New York  
is delayed.

2

Please wait  
in the lounge.

3

Where can I get  
information about  
my flight?

4

I wanted to find out  
when it's going  
to leave.

5

As soon as we  
know it'll  
be announced.

6

It'll also appear  
on the information  
screens.

7

I have a  
connecting flight  
in the USA and  
I may miss it.

8

Who booked the  
connecting flight?

1

I've got a connecting  
British Airways  
flight to Dublin.

2

Where do I go?

3

Have you checked  
your luggage through  
to Dublin or  
only to London?

4

Then you'll have  
to collect your  
luggage first and go  
to the other terminal.

5

How do I get to  
the other terminal?

6

You can take a  
shuttle bus.

7

Do I have to go  
through passport  
scontrol and  
customs?

8

Where will I find  
the check in desk  
there?