

## **At the airport: check-in desk**

**A:** *Good morning/afternoon/evening and welcome to CFR Airlines. How can I help you madam/sir?*

**B:** *Good morning/afternoon/evening. I would like to check-in.*

**A:** *Of course Sir/madam. Could you say/I have your name, please?*

**B:** *Sure, my name is.../Of course, my name is...*

**A:** *Where are you flying today?/What is your final destination?/*

**B:** *I'm going to.../I'm flying to...*

**A:** *Could I have your flight number sir/madam?*

**B:** *Sure. It's....*

**A:** *Could I see your ticket and passport, madam/sir? /Could you show me your...?*

**B:** *Of course. Here you are.*

**A:** *Thank you, madam/sir. Do you have any preference for seating?/Would you like an aisle or window seat?*

**B:** *I very much prefer a/an..... seat, thank you.*

**A:** *All right. Your seat number is.... How many bags are you checking?/Do you have any baggage/luggage?*

**B:** *Thank you. Yes, I'm checking two suitcases/bags.*

**A:** *Put them on the conveyor belt, please. Are you carrying any hand luggage with you?*

**B:** *Yes, only this backpack. /No, nothing. What is the departure gate?/Could you tell me what the departure gate is, please?*

**A:** *Certainly, sir/madam. Your departure gate is ....*

**B:** *Thank you so much. And the boarding time?*

**A:** *There is a little delay and the plane is taking off half an hour later than usual. The boarding will start at ....*

**B:** *Ok, there's no problem. Thank you very much.*

**A:** *Thank you, sir/madam. Have a nice flight!*