



Good & Bad Travel English Responses

Without looking below for now, listen to your teacher read out something staff say and at least two different traveller's responses in that situation. Say which one of the responses (A, B, C, etc) is not suitable in each case. There should be one which is clearly wrong (because it's rude, could cause trouble, is against the rules, has the wrong function, etc). All the other responses are okay.

Cross off the one wrong response in each section below.

Airport check-in desk

Can I see your ticket and passport, please?

- A) Yes, here you are.
- B) Just a moment while I get them out of my bag.
- C) I didn't print out my ticket. Here's my passport.
- D) Actually, I didn't print out my e-ticket. Is that okay?

Would you like an aisle or a window seat?

- A) Aisle, please.
- B) Please give me a window seat.
- C) I don't mind.
- D) Either is fine.
- E) Actually, I have a special request. If at all possible, I need to sit...

How many items of luggage do you have?

- A) Yes, I do.
- B) Just these two.
- C) These two suitcases to check in, plus this hand luggage.

Please put your check-in luggage on the belt.

- A) Okay. Should I put them all on together?
- B) Please go ahead.
- C) Actually, I was hoping to take both of these as hand luggage, if possible.

I'm afraid this luggage is over the weight limit.

- A) Ah yes, I realised that. Will I need to pay some kind of surcharge?
- B) No, it isn't.
- C) Really? How much by?

Did you pack this luggage yourself?

- A) Yes, I did.
- B) No, my wife packed it for me.

Did anyone else ask you to carry anything for them?

- A) Just one thing.
- B) No.
- C) No, nothing.

On the plane

Would you like anything to drink?

- A) Yes, please. Can I have another one of these?
- B) Yes, please. Do you have any whiskey?
- C) No, that's okay, thanks. I haven't finished this one yet.
- D) No, that's okay, thanks. I brought my own bottle of whiskey.

Yes, sir. How can I help you?

- A) Sorry, could I have another blanket?
- B) I'm afraid I can't get my entertainment system to work.
- C) Is it too late to order some duty free?
- D) Do you have any spare landing cards?
- E) Could you possibly explain how to fill this in?
- F) Coffee with milk and two sugars.
- G) Is there any more tea?

Immigration

What is the purpose of your visit?

- A) I have a meeting with an American company, then we'll spend two days in Disney World.
- B) I'm attending a conference in Las Vegas.
- C) Just pleasure.
- D) Nothing special.

Is this your first visit to the US?

- A) Yes, it is.
- B) I'm not sure. Probably.
- C) Well, I was here as a child, but it's the first time since then.
- D) No, it's my fifth or sixth time. I work for an American company.

Are you travelling alone?

- A) Yes, I am.
- B) Not exactly. My colleagues arrived yesterday, so I'll meet them in Washington.
- C) I'm with my colleague just over there.
- D) Why do you ask?

Where are you staying in the USA?

- A) Apartment 23, 3456 Fifth Street, Manhattan, New York, New York, zip code 176 8890, telephone number...
- B) I'm staying at the Pleasant Hotel in Manhattan.
- C) I'm staying with a friend in Long Island.
- D) In a business hotel. The address is written here.

Is New York your final destination?

- A) Kind of. I'm visiting a company just over the river in New Jersey.
- B) No. I'm catching a flight to Buenos Aires tonight.
- C) What do you mean by "final"?



Customs

Do you have anything to declare?

- A) Just this bottle of champagne.
- B) No, nothing.
- C) No, I don't think so.
- D) Probably not.
- E) Actually, I'm not sure if I need to declare...

Taxi

Which terminal do you need?

- A) Sorry, I didn't check. You don't know which terminal Delta flies from, do you?
- B) Sorry, I'm not sure. I'll have a quick look on my phone.
- C) Terminal 3, please.
- D) The terminal for JAL flights to Japan.

Shall I take the expressway?

- A) No, thank you.
- B) Sure. How much will it cost?
- C) I'm not sure. How much time will it save?
- D) I'd rather not, if you don't mind. I'd quite like to see more of the city and I'm not in a hurry.

Hotel

Do you have a reservation?

- A) Actually, I don't. Do you have any rooms free?
- B) I do. It's in the name of Kaneko.
- C) Yes, I do. Here is a printout of my reservation confirmation email.
- D) Yes, please.
- E) Yes, two nights in a smoking room.

Can you fill in this form?

- A) Sure. Where should I write?
- B) Of course. Do you have a pen?
- C) I'd rather not, if you don't mind.
- D) Sorry, I can't understand it very well. If I say the information, could you fill it in for me?

Do you have any identification?

- A) Of course. Here is my passport.
- B) Yes, I do. Here is my business card.
- C) Actually, I didn't bring my passport or anything. Is a driving license okay?
- D) Just a moment while I find my ID card.

Do you need any help with your bags?

- A) Yes, please. It's these three.
- B) Yes, please. I'll hang onto this one, though.
- C) Yes, please. Please hang on while I zip them up.
- D) That would be great, but can you wait a second while I get something from this bag?

- E) No, that's okay. I can manage, thanks.
- F) No.

Restaurant

Are you ready to order?

- A) Yes. Could we have...?
- B) Wait. Please give us a second.
- C) Not yet. Can you give us another couple of minutes?
- D) Actually, we can't decide. Do you have any recommendations for us? We're both on the Atkins diet.
- E) Actually, we're waiting for one more person. We'll call you when we are ready.

Would you like to order a starter?

- A) Yes, we'll have the melon with ham, please.
- B) Maybe.
- C) That might be nice. Do you have any recommendations?
- D) No, thanks. We'll go straight onto the main course.

Yes, madam. How can I help you?

- A) Could we see the drinks menu again?
- B) Could you top up our water?
- C) Sorry, I dropped my fork. Could I possibly have another one?
- D) That's okay, thanks. We're just browsing.

Would you like anything else to drink?

- A) Yes, please. Could you bring us another bottle of this?
- B) No, we're okay for now, thanks.
- C) Okay then, just one more bottle. I'm driving.

How's your meal?

- A) It's excellent, thanks. Please give our compliments to the chef.
- B) Very good, thanks. The lamb was a great recommendation.
- C) Very interesting. Could you tell me what's in this one?
- D) Actually, this one was a little spicier than I expected. Otherwise very good indeed, thanks.
- E) It's absolutely terrible. Please take this back and cook it again.

Would you like to order dessert?

- A) Yes, I would.
- B) Yes, that would be great. Can we see the dessert menu?
- C) Sure, why not? Can you recommend something that's not too filling?
- D) No, thanks. I'm stuffed. I would like a cup of coffee, though.
- E) No, thanks. Could we have the bill?

Check your answers as a class and then make sure that you know why the other options are wrong. Then test each other in pairs. Read out one response and trying to remember if it is right or wrong or read out a phrase and see if your partner can think of a good response.

Suggested answers

The wrong answer is in bold. Make sure you know why it is wrong in each case.

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Please put your check-in luggage on the belt.

- A) Okay. Should I put them all on together?
- B) **Please go ahead.**
- C) Actually, I was hoping to take both of these as hand luggage, if possible.

I'm afraid this luggage is over the weight limit.

- A) Ah yes, I realised that. Will I need to pay some kind of surcharge?
- B) **No, it isn't.**
- C) Really? How much by?

Did you pack this luggage yourself?

- A) Yes, I did.
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Did anyone else ask you to carry anything for them?

- A) **Just one thing.**
- B) No.
- C) No, nothing.

On the plane

Would you like anything to drink?

- A) Yes, please. Can I have another one of these?
- B) Yes, please. Do you have any whiskey?
- C) No, that's okay, thanks. I haven't finished this one yet.
- D) **No, that's okay, thanks. I brought my own bottle of whiskey.**

Yes, sir. How can I help you?

- A) Sorry, could I have another blanket?
- B) I'm afraid I can't get my entertainment system to work.
- C) Is it too late to order some duty free?
- D) Do you have any spare landing cards?
- E) Could you possibly explain how to fill this in?
- F) **Coffee with milk and two sugars.**
- G) Is there any more tea?

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- B) I'm attending a conference in Las Vegas.
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- D) **Nothing special.**

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Is New York your final destination?

- A) Kind of. I'm visiting a company just over the river in New Jersey.
- B) No. I'm catching a flight to Buenos Aires tonight.
- C) What do you mean by "final"?

Customs

Do you have anything to declare?

- A) Just this bottle of champagne.
- B) No, nothing.
- C) No, I don't think so.
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- C) Yes, I do. Here is a printout of my reservation confirmation email.
- D) **Yes, please.**
- E) Yes, two nights in a smoking room.

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- B) **Yes, I do. Here is my business card.**
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- D) That would be great, but can you wait a second while I get something from this bag?
- E) No, that's okay. I can manage, thanks.
- F) **No.**

Restaurant

Are you ready to order?

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- B) Wait. Please give us a second.**
- C) Not yet. Can you give us another couple of minutes?
- D) Actually, we can't decide. Do you have any recommendations for us? We're both on the Atkins diet.
- E) Actually, we're waiting for one more person. We'll call you when we are ready.

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- B) Yes, that would be great. Can we see the dessert menu?
- C) Sure, why not? Can you recommend something that's not too filling?
- D) No, thanks. I'm stuffed. I would like a cup of coffee, though.
- E) No, thanks. Could we have the bill?

Test each other on the phrases above:

- Read out the staff phrase and the traveller's phrases the same as the teacher did before
- Read out the staff phrase and just one response and see if your partner thinks it is right or wrong
- Read out the staff phrase and see if your partner can respond correctly. Responses

which are not above might also be okay.

Brainstorming stages

Brainstorming suitable travel responses

Try to think of or remember at least one good answer for each of the phrases below. Answers different from those above might also be possible.

Airport check-in desk

Can I see your ticket and passport, please?

Would you like an aisle or a window seat?

How many items of luggage do you have?

Please put your check-in luggage on the belt.

I'm afraid this luggage is over the weight limit.

Did you pack this luggage yourself?

Did anyone else ask you to carry anything for them?

On the plane

Would you like anything to drink?

Yes, sir. How can I help you?

Immigration

What is the purpose of your visit?

Is this your first visit to the US?

Are you travelling alone?

Where are you staying in the USA?

Is New York your final destination?

Customs

Do you have anything to declare?

Taxi

Which terminal do you need?

Shall I take the expressway?

Hotel

Do you have a reservation?

Can you fill in this form?

Do you have any identification?

Do you need any help with your bags?

Restaurant

Are you ready to order?

Would you like to order a starter?

Yes, madam. How can I help you?

Would you like anything else to drink?

How's your meal?

Would you like to order dessert?

Brainstorming suitable travel phrases responses

Without looking above for now, brainstorm things that you might hear in the situations below, each with at least one suitable response. Many things not written above are okay.

Airport check-in desk

On the plane

Immigration

Customs

Taxi

Hotel

Restaurant

Look at the worksheet(s) above and use the language there to help you brainstorm more things that you might hear and suitable responses. Then without looking above if possible, roleplay full conversations in these places:

- Airport check-in desk
- On the plane
- Immigration and customs
- Taxi
- Hotel
- Restaurant