

Travel English- Simplest Responses and Key Words Games

Without looking below for now, listen to your teacher and raise the “Traveller” card or “Staff” card that you have been given depending on which person you think is speaking.

Label the sections below with T for traveller or S for staff. They are arranged into sections, so if you can't understand one phrase you should still be able to guess from the other(s).

Are any **window** seats still available?
Are there any more **blankets**?

Do you have a **reservation**?
Do you have any **identification**?
Can you fill in this **form**?

Can I check what time we should **check out**?
Can I check what I should **write** here?

Can I have a **wake-up** call at 7 a.m?
Can I order some **room service**?

Good morning ladies and gentlemen. Thank you for **choosing** ABC airlines.
We will be **cruising** at 20,000 feet.
It is forbidden to **smoke** anywhere on the aircraft.

Can I pay by **credit card**?
Can you explain these items on my **bill**?
Do you accept **dollars**?

Could I have another **bottle** of water?
Could you possibly **book** a restaurant for us?

Can you **recommend** anything to do with small kids?
Can you tell me where I can buy **toiletries**?
Could you tell me how to adjust the **temperature** in the room?

Did anyone else ask you to **carry** anything for them?
Is there anything **sharp** or dangerous in your hand luggage?

Do you have a spare **landing card**?
Sorry, can I get **past**?

Do you have anything to **declare**?
Can you **open** this please?
Are you carrying any tobacco or **alcohol**?

Do you know if they will be able to speak **English**?
How long will it take to get to the **gate**?/ Is this the right way for **gate 73**?
I'd like to know what time the **restaurant** closes.

Even if you are a regular traveller, please listen carefully to the following announcement for your own **safety**.
The **emergency exits** are located here, here and here.

Here's a **map** of the local area.
The **pool** is on the 18th floor.
Breakfast is **served** from 8 a.m. to 10:30 a.m.
Checkout is at 11 a.m.

How **long** will you be staying?
What's your **address** in the USA?
Are you travelling **alone**?
Where will you be staying?/ **Where** are you travelling to?

I **asked** for a twin room, but...
I can't **work out** how to get my chair to lean back.
I'm **not sure** how this should work.

Is it okay to drink the **water**?
Is there a **laundry** room?

I'm afraid we have been put into a **holding** pattern.
The **temperature** at our destination is a pleasant 23 degrees Centigrade
Please remain seated until the plane comes to a complete **standstill**.

I'm sorry, madam. I'm afraid that bag is too **heavy**.
Do you have any **hand luggage**?

I'm sorry, Madam, that item has **sold out**. Would you like to look at the catalogue again?
I'm sorry, Sir, the chicken is **finished**. Is the vegetarian pasta okay?
Yes, sir. How can I **help** you?

My luggage seems to be **missing**.
The television doesn't seem to be working **properly**.
There is some kind of strange **smell** in our room.

Please do not leave any baggage **unattended**.
ABC airlines regrets to announce that flight DR 773 has been **delayed**. We apologise for any inconvenience caused. Please listen for further instructions.

Please have your boarding passes and passports ready for **inspection**.
Can I **see** your boarding pass and passport, please?

Please have your **passports** ready.
Please fill in this **form**.

Please remain seated until your **seat number** is called.
Will first class passengers and passengers with **small children** board first please?

Please remove any metal items and step through the **metal detector** again.
Please stand over here and **raise** your arms.

Please stow your tables ready for **landing**.
Please open all the **blinds**.
Please put your chairs into an **upright** position

Please take off your **coats** and shoes.
Please put your **jacket** onto the belt too.
Please remove **computers** from your hand luggage and put them through separately.

Please turn off all **electrical items** during take-off and landing.
Please turn off your **mobile phones** or switch them to aircraft mode.
Please **stow** your hand luggage in the locker or under the seat in front of you

Sorry, could you possibly **translate** this for me?
Is there somewhere I can leave my **luggage**?
Would it be possible to get another **pillow**?

The drinks in your room are **complimentary**.
Do you need any help with your **bags**?
Please **dial** nine for the front desk.

The duty free **trolley** will be coming around shortly.
We are approaching an area of **turbulence**.
Please **return** to your seats.
The **fasten** your seatbelts sign has now been put back on.

This is the **final call** for flight BD 4566 to Seattle. Please board immediately at gate number 3
We will **shortly** be boarding from gate number 72.

This is your **gate** number/ Please board from **gate** 23.
Please take the **monorail** to terminal two.
The gate **closes** 20 minutes before departure
Have a good **flight**!// Enjoy your **flight**.

What is the **purpose** of your visit?
Business or **pleasure**?
How much **money** do you have with you?

Would you like an **aisle** or window seat?
How many **items** of luggage do you have?
Could you put your bags on the **belt**, please?

Your **lifejacket** is under your seat.
In the event of an emergency, your **oxygen** mask will drop down from above.

Your seat is down this **aisle** on your right
Would you like anything to **drink**?
Ice and lemon?
Chicken or fish?

Check your answers as a class, then ask about any phrases above which you can't understand.

Play the same holding up cards game in small groups.

Brainstorming stage

Without looking above for now, brainstorm at least two phrases into each of the gaps below. Phrases which aren't above also okay as long as they match the space.

Traveller (in any travel situation)**Asking for information****Requests****Problems/ Complaints****Staff****Airport check-in staff****Security****Airport announcements (including at the gate)**

Announcements in the aircraft

Cabin crew (in person)

Immigration

Customs

Hotel staff

Key words

Use the key words below to help with the task above, writing at least one more phrase in each space above.

Traveller**Asking for information**

check out
write
credit card
bill
dollars
recommend
toiletries
temperature
English
gate
restaurant
water
laundry

Requests

window
blankets
wake-up
room service
bottle
book
landing card
past
translate
luggage
pillow

Problems/ Complaints

asked
work out
not sure
missing
properly
smell

Staff**Airport check-in staff**

aisle
items
belt
heavy



hand luggage
carry
sharp
gate
monorail
closes
flight

Security

inspection
see
coats
jacket
computers
metal detector
raise

Airport announcements (including at the gate)

unattended
delayed
final call
shortly
seat number
small children

Announcements in the aircraft

choosing
cruising
smoke
safety
emergency exits
lifejacket
oxygen
electrical items
mobile phones
stow
trolley
turbulence
return
fasten
landing
blinds
upright
holding
temperature
standstill



Cabin crew (in person)

aisle
drink
ice
chicken
sold out
finished
help

Immigration

passports
form
purpose
pleasure
money
long
address
alone
where

Customs

declare
open
alcohol

Hotel staff

reservation
identification
form
map
pool
served
checkout
complimentary
bags
dial

Suggested answers

Traveller

Asking for information

- Can I check what time we should **check out**?
- Can I check what I should **write** here?
- Can I pay by **credit card**?
- Can you explain these items on my **bill**?
- Do you accept **dollars**?
- Can you **recommend** anything to do with small kids?
- Can you tell me where I can buy **toiletries**?
- Could you tell me how to adjust the **temperature** in the room?
- Do you know if they will be able to speak **English**?
- How long will it take to get to the **gate**?/ Is this the right way for **gate 73**?
- I'd like to know what time the **restaurant** closes.
- Is it okay to drink the **water**?
- Is there a **laundry** room?

Requests

- Are any **window** seats still available?
- Are there any more **blankets**?
- Can I have a **wake-up** call at 7 a.m?
- Can I order some **room service**?
- Could I have another **bottle** of water?
- Could you possibly **book** a restaurant for us?
- Do you have a spare **landing card**?
- Sorry, can I get **past**?
- Sorry, could you possibly **translate** this for me?
- Is there somewhere I can leave my **luggage**?
- Would it be possible to get another **pillow**?

Problems/ Complaints

- I **asked** for a twin room, but...
- I can't **work out** how to get my chair to lean back.
- I'm **not sure** how this should work.
- My luggage seems to be **missing**.
- The television doesn't seem to be working **properly**.
- There is some kind of strange **smell** in our room.

Staff

Airport check-in staff

- Would you like an **aisle** or window seat?
- How many **items** of luggage do you have?
- Could you put your bags on the **belt**, please?
- I'm sorry, madam. I'm afraid that bag is too **heavy**.
- Do you have any **hand luggage**?
- Did anyone else ask you to **carry** anything for them?
- Is there anything **sharp** or dangerous in your hand luggage?

This is your **gate** number/ Please board from **gate** 23.
Please take the **monorail** to terminal two.
The gate **closes** 20 minutes before departure
Have a good **flight**! Enjoy your **flight**.

Security

Please have your boarding passes and passports ready for **inspection**.
Can I **see** your boarding pass and passport please?
Please take off your **coats** and shoes.
Please put your **jacket** onto the belt too
Please remove **computers** from your hand luggage and put them through separately.
Please remove any metal items and step through the **metal detector** again.
Please stand over here and **raise** your arms

Airport announcements (including at the gate)

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ABC airlines regrets to announce that flight DR 773 has been **delayed**. We apologise for any inconvenience caused. Please listen for further instructions.
This is the **final call** for flight BD 4566 to Seattle. Please board immediately at gate number 3
We will **shortly** be boarding from gate number 72.
Please remain seated until your **seat number** is called.
Will first class passengers and passengers with **small children** board first please?

Announcements in the aircraft

Good morning ladies and gentlemen. Thank you for **choosing** ABC airlines.
We will be **cruising** at 20000 feet
It is forbidden to **smoke** anywhere on the aircraft
Even if you are a regular traveller, please listen carefully to the following announcement for your own **safety**
The **emergency exits** are located here, here and here
Your **lifejacket** is under your seat
In the event of an emergency, your **oxygen** mask will drop down from above.
Please turn off all **electrical items** during take-off and landing.
Please turn off your **mobile phones** or switch them to aircraft mode.
Please **stow** your hand luggage in the locker or under the seat in front of you
The duty free **trolley** will be coming around shortly.
We are approaching an area of **turbulence**
Please **return** to your seats.
The **fasten** your seatbelts sign has now been put back on.
Please stow your tables ready for **landing**.
Please open all the **blinds**.
Please put your chairs into an **upright** position
I'm afraid we have been put into a **holding** pattern
The **temperature** at our destination is a pleasant 23 degrees Centigrade
Please remain seated until the plane comes to a complete **standstill**.

Cabin crew (in person)

Your seat is down this **aisle** on your right

Would you like anything to **drink**?

Ice and lemon?

Chicken or fish?

I'm sorry, Madam, that item has **sold out**. Would you like to look at the catalogue again?

I'm sorry sir, the chicken is **finished**. Is the vegetarian pasta okay?

Yes, sir. How can I **help** you?

Immigration

Please have your **passports** ready

Please fill in this **form**.

What is the **purpose** of your visit?

Business or **pleasure**?

How much **money** do you have with you?

How **long** will you be staying?

What's your **address** in the USA?

Are you travelling **alone**?

Where will you be staying?/ **Where** are you travelling to?

Customs

Do you have anything to **declare**?

Can you **open** this please?

Are you carrying any tobacco or **alcohol**?

Hotel staff

Do you have a **reservation**?

Do you have any **identification**?

Can you fill in this **form**?

Here's a **map** of the local area.

The **pool** is on the 18th floor.

Breakfast is **served** from 8 a.m. to 10:30 a.m.

Checkout is at 11 a.m.

The drinks in your room are **complimentary**.

Do you need some help with your **bags**?

Please **dial** nine for the front desk.

Test each other in pairs:

- Read out phrases until your partner guesses who is speaking (including kind of staff)
- Read out a set of phrases without key words to see if your partner can complete them
- Choose one person above and help your partner make suitable phrases, giving them hints such as key words or mimes if they get stuck
- See if your partner can reply to phrases from above in suitable ways
- Continue short dialogues from one of the phrases above
- Roleplay a conversation with one person above, e.g. a whole check-in conversation
- Roleplay a conversation with a taxi driver, including small talk during the (short) ride
- Roleplay small talk with fellow travellers, e.g. the person next to you on the plane



Cards to hold up

Staff	Traveller

Travel English key words speaking game

Use as many of the words as you can while you roleplay conversations while travelling, taking turns being the member of staff. Phrases which aren't above are also fine as long as you are using them in the right way. Other forms of the word such as plurals and adverbs are also okay. If you can't think of any more phrases you can use in one situation, try to naturally bring that conversation to a close and then try again with the remaining words in another situation.

address	aisle	alcohol	ask
bag	belt	bill	blanket
book	carry	check	close
coat	complimentary	computer	card
declare	detector	dial	dollar
drink	English	finish	flight
form	gate	heavy	help
ice	identification	inspect	jacket
laundry	long	luggage	map
miss	money	monorail	open
out	passport	past	pillow
pleasure	pool	proper	purpose
raise	recommend	reserve	restaurant
see	serve	sharp	smell
toiletries	translate	wake	water
where	window	work	write