

# Airport: Check-In

Enfos

| Traveller   | Passer-by   |
|---|---|
| Excuse me, where do I check-in?                   | Which carrier?  |
| Excuse me?  | Which airline carrier?<br>Which airline?<br>Which flight company?   |
| Swissair.<br>Tap.<br>Lufthansa.                   | Its down there. [pointing]<br>Do you see the second tourist information desk?<br>I think it is in another terminal.<br>It is in lounge B.<br>I don't know.<br>You can ask at the information desk over there. |
| Yes, I do.<br>No I don't.<br>I see.<br>Ah, I see. | Do you see that big queue? I think that is the queue you will have to take.<br>Do you see that line over there? [pointing] I think that is the line you will have to take.                                    |
| Oh dear. Well, thank you.<br>Thank you very much. | You're welcome.<br>Glad to help.  |

| Traveller  | Check-in clerk   |
|--|--|
| Good evening.<br>Good morning.<br>Good afternoon.                                      | Good evening.<br>Good afternoon.<br>Good evening.  |
| Is this where I check-in for Frankfurt?<br>Is it here that I check in for Paris?       | Are you flying Swiss air?<br>Are you flying Lufthansa?   |
| I am flying Lufthansa?<br>I'm flying Tap?<br>I'm travelling by Swiss air.<br>Yes I am. | Can you show me your ticket?<br>Your ticket, please?<br>May I have a look at your ticket?<br>Check-in for TAP is in the other check-in area. You can go through that corridor and then it is on your left.<br>May I see you passport and your ticket?<br>Your ticket and your passport please?<br>This is check-in for ..... |
| Thank you.<br>Here you are.<br>Oh I'm sorry.<br>Yes, here it is.<br>Oh dear.           | Thank you. OK. Yes, that seems to be all right.<br>Could you, please, place your luggage over here on the scales?<br>Could you place your luggage over here please?  |

| Traveller   | Check-in clerk   |
|---|--|
| Where?  | Just here, on the conveyor belt. The first part is to weigh your luggage.  |
| Ah, I see.<br>Ah, yes.<br>[placing luggage on scales]   | Thank you.<br>Okay.<br>You have overweight.<br>Well, you do have overweight.<br>I'm afraid you'll have to take some things out. Did somebody bring you with whom you can leave it? Other possibility is to dispatch some of your luggage.<br>You can dispatch part of your luggage.  |
| Oh, I don't know what I could take out.<br>Oh please, I'm sure it's just a little bit too much. There are presents for my family and some very important personal things. | Well, the allowed weight is 23kg. You have 29kg as you can see here.<br>You are allowed two bags of 32kg. You have a total of 75kg.<br>On bag is 28kg the other is 41kg.   |
| What should I do?<br>Isn't there anything you can do?<br>Can't you make an exception?   | Well, I'm sorry but the airline company doesn't accept it.<br>You can dispatch part of your luggage. you can pay the excess charge. For your destination it is € 100.<br>You could dispatch the overweight bag. The dispatch desk is over there at the side of the check-in area.<br>Well, let me see how much the other passengers checked in. Yes, some passengers checked in well under the limit. I can use the rest of their limit to compensate for your overweight. |
| How do I dispatch luggage?<br>Do you know how much dispatching costs?   | You will have to ask over there. We don't have that information here.  |
| Haven't you got any idea?   | I think it's about €100 per bag.<br>A bag of over 32kg I think is about US\$200  |
| I'll see if there are some things I can leave here with my relatives.<br>Well let e see if there is something I can leave behind.   | OK. You can do it over there. When you think you have taken out enough, you can come back here. You don't have to go back into the queue.  |
| I took out many things. Can you see if the weight is all right now?   | I'm afraid you still have 5kg overweight.<br>Just 500 grams overweight. That is within the tolerance of the company.<br>Yes your bag is now under 20kg.<br>Yes, 19.7kg, that is within the limit.  |

| Traveller   | Check-in clerk  |
|---|---|
| <p>Let me see what else I can take out.<br/>Ah, that's good.<br/>Oh, what a relief.</p> | <p>Right, let me label your luggage. May I see your hand luggage ?<br/>May I see your carry-on baggage?<br/>Here is a label. If you put it on your bag, you can take it on board.<br/>Those two bags? Here are two labels. If you put one on each bag, you can take them on board.<br/>Do you want to check your luggage through to Hamburg?</p>  |
| <p>Can't I check it through until Brussels?</p>   | <p>You will enter the European Community in Hamburg.<br/>You will go through customs there, and have to take your luggage through customs yourself.<br/>You will have to get your luggage and take it through customs in Hamburg.<br/>After that, you can check it in again for Brussels.</p>   |
| <p>I see. Check it through to Hamburg then, please.</p>                                 | <p>Do you have any preference for a seat?<br/>Window, aisle, more to the front, more in the back?</p>   |
| <p>I prefer ... .</p>   | <p>There is a window seat available in the middle of the plain but it is over the wing. Is that OK?<br/>There is a ... seat ...<br/>... in the middle ...<br/>... at the front ...<br/>... at the end ...<br/>... of the plane.</p>   |
| <p>That's fine.<br/>Oh no, I'll prefer ... then.<br/>A .. Seat then, please.</p>        | <p>Here is your ticket. Your luggage claim tickets are here on the back. This is your boarding pass. Your plain leaves from Gate H5.<br/>You will have to be there at 10:21 to board the plane.<br/>Boarding starts at 21:58.<br/>To get to Gate H5, you turn right after you went through security and passport control. It is at the end of the corridor at the left. Half way you will pass the duty-free shops. You might want to look around there.<br/>Have a nice flight. Goodbye.</p> |
| <p>Thank you, goodbye.</p>  |   |