

ROLE PLAY: AT THE AIRPORT

A2-B1 | Teens / Adults | Speaking + Functional Language | 35-45 minutes

1. USEFUL PHRASES

Passenger

I'd like to check in.
Here's my passport.
Can I have a window seat?
Where is the security check?
Which gate do I need?
How far is it from here?
What time does boarding start?

Airline / airport staff

May I see your passport and booking?
Do you have any bags to check in?
Please put it on the scales.
Your seat is ...
Boarding starts at ...
Please check the departure screens.
Let me check your boarding pass.

2. MODEL CONVERSATIONS

A. CHECKING IN

Passenger: Hello. I'd like to check in for the flight to Rome.

Agent: Certainly. May I see your passport and booking?

Passenger: Here you are. I booked online last week.

Agent: Thank you. Do you have any bags to check in?

Passenger: Yes, this suitcase. My smaller bag is coming with me.

Agent: Please put it on the scales. That's within your checked-bag allowance.

Passenger: Great. Can I have a window seat?

Agent: The window seats are taken, but I can offer an aisle seat or a middle seat near the front.

Passenger: I'll take the aisle seat, please. What time does boarding start?

Agent: At ten thirty. Your seat is 18C, and the current gate is 24.

Passenger: Thanks. Where is the security check?

Agent: Straight ahead. Please check the departure screens after security in case the gate changes.

B. FINDING A CHANGED GATE

Passenger: Excuse me. My boarding pass says gate 24, but the screen says 31. Which one should I use?

Airport staff: Let me check your boarding pass. You're on the Rome flight at eleven fifteen?

Passenger: Yes. I was waiting near gate 24 and only just noticed the change.

Airport staff: The flight has moved to gate 31. Follow this corridor and turn left at the cafe.

Passenger: How far is it from here? I'm worried I'm late.

Airport staff: About five minutes on foot. Boarding has just started, so go straight there.

Passenger: Do I need another boarding pass because the gate changed?

Airport staff: No, use this one. The airline staff at the gate can check it.

Passenger: Is gate 31 upstairs or on this floor?

Airport staff: On this floor. Follow the signs for gate 31; you won't need any stairs.

Passenger: Thanks. I'll follow the signs rather than go back to gate 24.

Airport staff: Yes. Keep the current flight number in mind when you check the screens.

Notice how the speakers give details, ask follow-up questions and respond to each other.

ROLE PLAY: AT THE AIRPORT

A2-B1 | Teens / Adults | Speaking + Functional Language | 35-45 minutes

3. ROLE-PLAY CARDS

Work in pairs. Read only your own role. Decide what to say; don't write a full script. Find a solution, then swap roles and change one detail.

ROLE PLAY 1: A HEAVY SUITCASE

Student A - Passenger

Your suitcase is two kilos over the checked-bag allowance shown on your booking. Ask about your options and the extra charge before deciding. Don't assume items can simply be moved to cabin luggage.

Student B - Airline staff

In this fictional booking, the checked-bag excess costs 20 pounds. Another option may be repacking, but cabin limits and restricted items must be checked first. Explain the choices and offer a place to repack without blocking the desk.

ROLE PLAY 2: FINDING THE GATE

Student A - Passenger

Your printed boarding pass says gate 12, but the current screen lists gate 18 for the same flight. Boarding begins soon. Ask staff to check the correct gate, route and walking time.

Student B - Airport staff

Check the flight number before giving directions. The gate has changed to 18: straight ahead, right at the bookshop, then beside the cafe. It takes five minutes. Explain that the current screen shows the updated gate.

ROLE PLAY 3: A DELAYED FLIGHT

Student A - Passenger

Your flight has a delay message, but no new boarding time. Ask what is known, where updates will appear and whether you should stay near the gate. You don't want to miss an announcement.

Student B - Airline staff

The cause is being checked, and you have no confirmed departure time yet. Don't invent one. Explain where to find updates and advise the passenger to follow the airline's announcements. Offer to check any assistance available for this booking.

After each role play: Say what you agreed and which phrase helped. Repeat with one new detail.

Teacher note: Prepare for 2-3 minutes and speak for 3-4 minutes. Encourage follow-up questions, not memorised scripts. Prices, times and service rules in this lesson are fictional.