

# ROLE PLAY: AT THE AIRPORT

B1-B2 | Teens / Adults | Speaking + Functional Language | 45-55 minutes

## 1. USEFUL PHRASES

### Passenger

Could you check the allowance on my booking?  
What would the extra charge be?  
Would repacking be an option?  
I don't want to miss my connection.  
Are both flights on the same booking?  
What do you know about the delay?  
Could you check the rebooking options?  
Where should I go for updates?

### Airline staff

Let's check your booking first.  
Your bag is over the stated allowance.  
We need to check the cabin limits too.  
I can't confirm a new time yet.  
I'll check how this affects your connection.  
There may be another option.  
Please follow the latest gate information.  
I'll write down where to get assistance.

## 2. MODEL CONVERSATIONS

### A. AN OVERWEIGHT SUITCASE

**Passenger:** Hello. **Could you check the allowance on my booking?** I think my suitcase may be a little heavy.

**Agent:** Certainly. Please put it on the scales while I check your booking.

**Passenger:** Here you are. It's 22 kilos, isn't it?

**Agent:** Yes. **Your bag is over the stated allowance** by two kilos on this booking.

**Passenger:** **What would the extra charge be?**

**Agent:** For this flight, twenty pounds. **Would repacking be an option** for you?

**Passenger:** Possibly. I have room in my cabin bag, but I don't know whether moving things is allowed.

**Agent:** **We need to check the cabin limits too**, and whether the items are permitted there.

**Passenger:** Thanks. I don't want to create another problem at security.

**Agent:** Of course. There's a table beside the desk where you can check and repack if appropriate.

**Passenger:** I'll check the items with you first. If they can't move, I'll pay the extra charge.

**Agent:** Certainly. Let's confirm the details before you open the suitcase.

### B. A CONNECTION AT RISK

**Passenger:** My flight's delayed, and **I don't want to miss my connection**. Could you check what I should do?

**Agent:** **Let's check your booking first**. Are both flights listed on this confirmation?

**Passenger:** Yes. I'm changing in Amsterdam, and the second flight leaves an hour after our original arrival.

**Agent:** Thank you. **I'll check how this affects your connection**.

**Passenger:** The screen only says delayed. What do you know about the new departure time?

**Agent:** **I can't confirm a new time yet**. The airline is still checking the schedule.

**Passenger:** Should I go to the gate or wait here in case I need a different flight?

**Agent:** Follow the current gate information for now. I'll check the available options on your booking.

**Passenger:** Could you send me a message when you know more? I don't want to keep leaving the gate.

**Agent:** I'll check which updates we can send and confirm your contact details.

**Passenger:** Thanks. Where should I ask if the connection is definitely no longer possible?

**Agent:** I'll write down the airline assistance desk details and explain the next step for this booking.

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

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## 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: EXCESS BAGGAGE

#### Student A - Passenger

Your suitcase is two kilos over the allowance shown on your booking. You have some space in your cabin bag, but aren't sure about limits or permitted items. Ask about the fee and repacking. Compare the choices before deciding.

#### Student B - Airline staff

For this fictional booking, the excess costs 20 pounds. Repacking may be possible only after checking cabin size, weight and item restrictions. Explain that moving items isn't automatically allowed. Offer a place to repack and confirm the final choice without inventing universal airline rules.

### ROLE PLAY 2: A SHORT CONNECTION

#### Student A - Passenger

Your first flight is delayed, and your connection was originally only an hour. Both flights are on the same booking. Ask what is confirmed, what options are being checked and where you should wait. Don't demand an invented new departure time.

#### Student B - Airline staff

No revised departure time is confirmed. Ask to see the full itinerary, check how the delay affects the connection and review this booking's options. Explain where current updates and airline assistance are available. Don't guarantee the passenger will make the connection or promise a particular refund.

### ROLE PLAY 3: AN INCORRECT NAME

#### Student A - Passenger

Your boarding pass appears to have a spelling error compared with your passport. You booked through an agent and have the confirmation. Ask who can check or correct it, whether a fee applies and what you should do before proceeding.

#### Student B - Airline staff

You must check the booking record and airline requirements before advising on the discrepancy. Ask for the passport and confirmation, then identify the appropriate booking support desk. Don't promise that a mismatch is acceptable or quote an unverified fee. Explain the next step clearly.

**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.