

# At the Baggage Claim and Lost Luggage



**Warm Up.** With your partner, or your class, discuss the following questions.

1. Has an airline ever lost your luggage?
2. Do you think airlines lose luggage often?
3. What actions do you think airlines should take if one of your bags does not arrive with your flight?

A.

SALES RECEIPT		
BUYER'S NAME AND ADDRESS John Lopez, 25/125 Ontario, Canada, Maple Green 12		
ITEM NO.	DESCRIPTION	PRICE
1	MEN'S SUIT	\$99.99
TOTAL AMOUNT		\$99.99
SIGNATURE John Lopez		
DATE OF SALE: 10/02/07		
THIS COPY IS TO BE RETAINED BY THE BUYER.		
BUYER'S COPY		

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B.



C.



D.



E.



F.



G.



## VOCABULARY CHECK - Matching

Match the word on the left to the correct picture on the right.

1. counter \_\_\_\_\_

2. system \_\_\_\_\_

3. claim ticket \_\_\_\_\_

4. tag number \_\_\_\_\_

5. boarding pass \_\_\_\_\_

6. receipt \_\_\_\_\_

7. carousel \_\_\_\_\_

**DIALOGUE - Baggage Claim and Losing Luggage**

**Mr. Lepac:** Excuse me ma'am. My suitcase never arrived on the carousel. What should I do?

*Baggage Agent:* You're in the right place. This is the lost luggage claim counter. Let's see if your bag is delayed or missing.

**Mr. Lepac:** I hope it is only delayed. I am here for business and need my suits and the files I've packed in that suitcase.

*Baggage Agent:* Let's see if we can locate the bag in our system. Perhaps it missed your flight and is on the next flight here. The next flight arrives in just sixty minutes.

**Mr. Lepac:** Can you confirm that my suitcase was placed on that next flight?

*Baggage Agent:* I'm sorry, but no I can't confirm. Your bag may be missing.

**Mr. Lepac:** What should I do? I have a meeting that starts in two hours!

*Baggage Agent:* You can go ahead to your hotel. I'll take down your local address and when the bag arrives, an airline service will deliver it to your hotel.

**Mr. Lepac:** I'm staying at the New Continental Hotel downtown.

*Baggage Agent:* I've added that to our system. Do you have your claim ticket? I need to get your tag number.

**Mr. Lepac:** Yes, when I checked in, they put this sticker on my boarding pass. Is that what you need?

*Baggage Agent:* Yes, exactly. (Agent types into computer.) I've keyed your suitcase's tag number into the computer and the search will begin immediately.

**Mr. Lepac:** Do you know when I can expect to receive my bag?

*Baggage Agent:* I can't give you a firm answer. However, I can tell you that most bags are located within 24 to 48 hours.

**Mr. Lepac:** What if mine isn't?

*Baggage Agent:* If you don't receive your bag within 24 hours, then you should purchase what you need for the next day. Then you can file a claim for those items.

**Mr. Lepac:** And if the bag is lost permanently?

*Baggage Agent:* Then you can file a claim for necessary items you buy. Please make sure to fill out this form (hands Mr. Lepac a form) and keep all of your receipts.

**Mr. Lepac:** That sure is a lot of work.

*Baggage Agent:* Don't give up yet. This airport is very large and there are many flights arriving. It is my guess that your suitcase will arrive on another flight this evening.

**Mr. Lepac:** I sure hope so. Thank you for your assistance.

**VOCABULARY CHECK - Fill in the Blank**

**Choose the correct word below each sentence that best completes the idea.**

1. If someone brings something to you, they \_\_\_\_\_ it.  
a. deliver                      b. place                      c. purchase
2. If a suitcase arrives late, it was \_\_\_\_\_.  
a. missing                      b. delayed                      c. placed
3. If a bag doesn't arrive, it may be \_\_\_\_\_.  
a. confirmed                      b. lost                      c. claimed
4. If something is certain, it is \_\_\_\_\_.  
a. firm                      b. lost                      c. taken down
5. If something is found later, it is \_\_\_\_\_.  
a. lost                      b. missing                      c. located
6. If you lose a suitcase, the baggage agent will start a \_\_\_\_\_ for it.  
a. delivery                      b. file                      c. search
7. If something can never be found, it is lost \_\_\_\_\_.  
a. permanently                      b. immediately                      c. locally

**WHICH WORD DOESN'T BELONG?**

**Put an X through the word that doesn't belong.**

- |                 |            |           |
|-----------------|------------|-----------|
| 1. Deliver      | Bring      | Purchase  |
| 2. Delayed      | Missing    | Lost      |
| 3. Claim Ticket | Tag Number | Receipt   |
| 4. Locate       | Missing    | Find      |
| 5. File         | Search     | Take Down |



## CONVERSATION STARTER

With a partner, look at the pictures below and decide what the people are saying.

Lost luggage claim counter




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Luggage being put on the plane



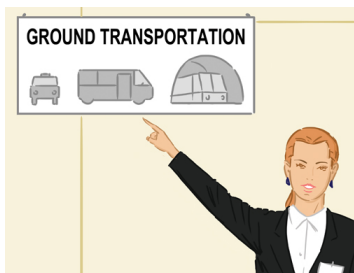

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Hotel transportation sign




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Handing agent a claim ticket




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## CONVERSATION STARTER - Continued

With a partner, look at the pictures below and decide what the people are saying.

Typing information into computer



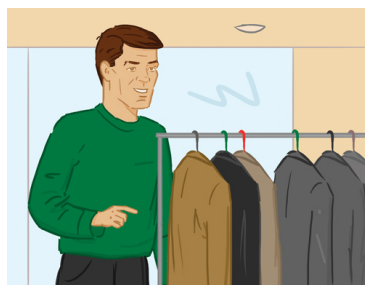

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Shopping




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Filling out paper work




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## DIALOGUE BUILDING

Fill in the missing words from the questions in the left column and the answers in the right column. Then cut the squares and match the questions to the answers. Finally, put the card pairs in the right order to build a dialogue.

QUESTIONS	ANSWERS
A. Is that the _____ you need?	1. Yes, when I checked in, they put this sticker on my boarding _____.
B. And if the bag is lost _____?	2. Then you can file a _____ for necessary items you buy.
C. What should I _____? I have a meeting that starts in two hours!	3. You can go ahead to your hotel. I'll _____ your local address and when the bag arrives, an airline service will _____ it to your hotel.
D. Can you _____ that my suitcase was placed on that next flight?	4. I'm _____, but no I can't confirm. Your bag may be _____.
E. My _____ never arrived. What _____ I do?	5. I can't give you a _____ answer. However, I can tell you that most bags are _____ within 24 to 48 hours.
F. Do you have your claim _____?	6. Yes, exactly. I've keyed your suitcase's _____ number into the computer and the search will begin immediately.
G. What if mine isn't?	7. If you don't receive your bag within 24 hours, then you should _____ what you need for the next day.
H. Do you know when I can expect to _____ my bag?	8. You're in the right place. This is the _____ luggage _____ counter. Let's see if your bag is _____ or missing.



## DIALOGUE PRACTICE

**Find a partner. Cut up the pieces from the previous page. See if you can put the pieces together in the right order. Then, read the dialogue with one partner playing the role of the airline agent and the other playing the role of the customer. Reverse roles. Practice your intonation and pronunciation.**

**Don't forget to consider how emotions or feelings make a person sound. How do you think Mr. Lepac feels? He has just traveled to another country for an important business meeting and his suitcase didn't arrive. Is he angry or frustrated? Often, when people are angry or upset, their voices get louder. They sound angry. Try including emotion into your voice.**

## DIALOGUE COMPREHENSION

**Write short answers to the questions about the dialogue.**

1. What has Mr. Lepac lost?

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2. Who has he gone to talk to?

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3. What has happened to his bag?

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4. How does he feel?

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5. What does the agent suggest?

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6. When does the agent think his bag will arrive?

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7. What will he do if the bag arrives within 24 to 48 hours?

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8. What will he do if the bag never arrives?

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9. Where is this happening?

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## WRITING TASK

Look at the pictures and answer the questions.



How do you think the man feels? What will he say to the agent at the counter?

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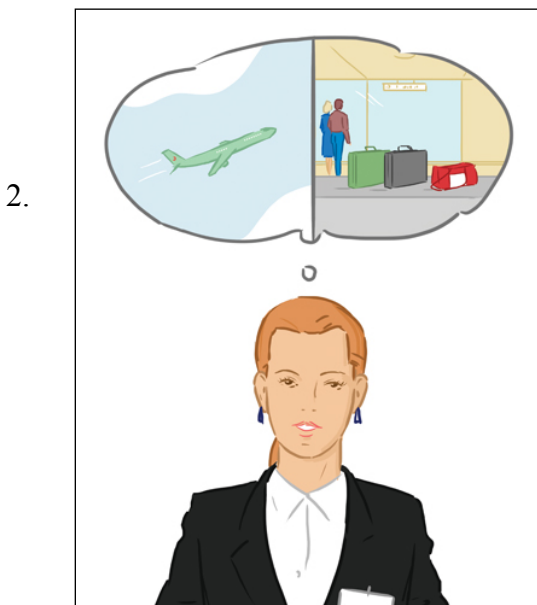
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What do you think has happened? What is the agent saying to the passenger?

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## WRITING TASK - Continued



What is the agent asking for? What words are being used to ask the question? How does the man respond?

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Why is the man shopping? What did the agent tell him to do?

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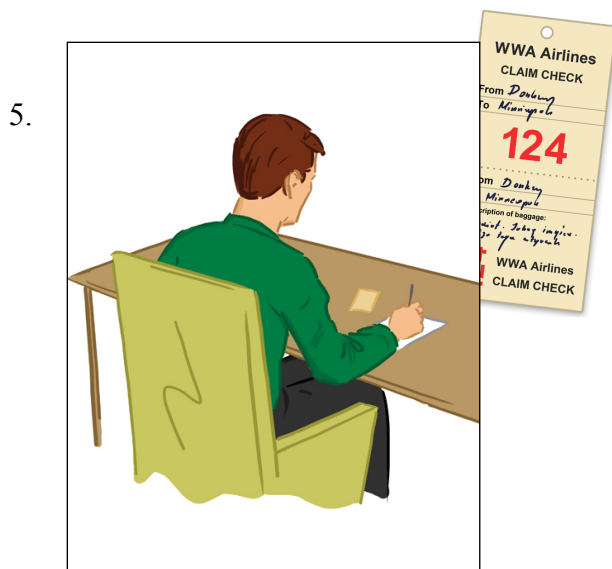
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What is the man doing? Why? What did the agent tell him to do?

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## Answer Key

### Vocabulary Check (Page 3)

1. F    2. G    3. B    4. D    5. E    6. A    7. C

### Vocabulary Check - Fill in the blank (Page 4)

1. deliver    2. delayed    3. lost    4. firm    5. located    6. search    7. permanently

### Which word doesn't belong? (Page 4)

1. Purchase    2. Delayed    3. Receipt    4. Missing    5. Search

### Dialogue Building and Practice (Page 7,8)

A) claim ticket    B) permanently    C) do    D) confirm    E) suitcase, should    F) ticket    H) receive  
 1) pass    2) claim    3) take down, deliver    4) sorry, lost    5) firm, located    6) tag    7) purchase    8) lost, claim, delayed

#### The Order:

1	E8
2	D4
3	C3
4	F1
5	A6
6	H5
7	G7
8	B2

### Dialogue Comprehension (Page 8)

1. suitcase    2. baggage agent    3. it's delayed or missing    4. angry    5. to go ahead to the hotel    6. within 24 to 48 hrs  
 7. purchase necessary items for the day    8. file a claim for all the items that Mr. Lepac bought    9. at the baggage claim counter

### Writing Task (Pages 9-10)

Individual Answers