

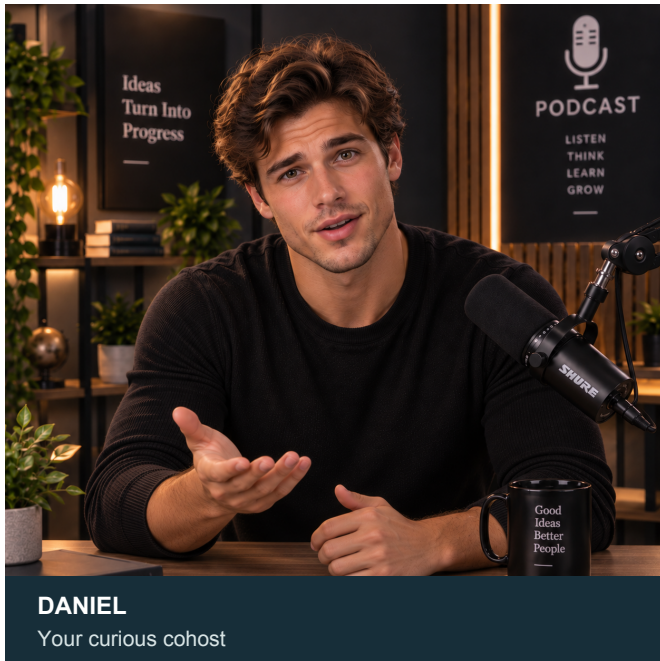


At the Airport and Flight Delays

English listening & speaking with Daniel and Maya

Read along with Daniel and Maya. Practise useful English from this episode.

B1-B2 / 18:27 AUDIO / FULL TRANSCRIPT



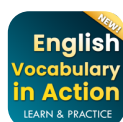
DANIEL
Your curious cohost



MAYA
Your English teacher

LISTEN. READ. SAY IT.

- 1 Listen once for the story.
- 2 Read along and notice useful expressions.
- 3 Choose one useful phrase and try saying it out loud.



Transcript edition 01

01 / 09



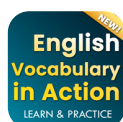
FULL TRANSCRIPT / 01 OF 08

The conversation

Read along with Daniel and Maya. Times mark the start of each chapter.

00:00 Before leaving for the airport

- Daniel** Welcome back! I'm Daniel. I have a flight tomorrow, and my packing method is to open a suitcase and hope my clothes volunteer. Maya, where should I start?
- Maya** I'm Maya, your English teacher. Start with your booking and the airline's current instructions. Check the departure airport, date, time, terminal, baggage allowance, and check-in requirements. Make a small list you can actually use.
- Daniel** The booking says "departure" and "arrival." I know the first is leaving and the second is getting there. But what is "boarding time"?
- Maya** Boarding is when passengers begin getting onto the plane. Boarding time is earlier than departure time. Don't arrive at the airport when the flight is meant to leave; allow time for the steps before boarding.
- Daniel** And the "gate" is the place where we wait to board? I once sat near the right airline but the wrong gate and felt very loyal to the wrong plane.
- Maya** Yes, the gate is the boarding area for your particular flight. Gate numbers can change. Check the airport displays and official messages, especially as boarding gets closer.
- Daniel** My ticket says "carry-on" and "checked baggage." Which bag stays with me, and which one disappears behind a rubber curtain?
- Maya** Carry-on luggage goes with you into the cabin, within the airline's limits. Checked baggage is handed over before the flight and collected after arrival. Check size, weight, and item rules with your airline.
- Daniel** Do I need a paper ticket? I have a booking email and an app with a QR code that looks like a tiny crossword puzzle.
- Maya** The airline will say which travel documents and boarding pass formats it accepts. Save the information somewhere accessible, and check what identification is required for your route. Requirements differ by destination and situation.
- Daniel** I want to ask the airline a question about my bag. Is "What luggage is included in my fare?" more useful than "Can I bring my entire wardrobe?"
- Maya** Much more useful. Give your booking reference if asked, and specify the bag you mean: "Does this fare include one cabin bag and one checked bag?" Then compare the answer with the current terms.
- Daniel** So "boarding pass," "gate," "carry-on," and "checked baggage" are my first words. My clothes still haven't volunteered, but at least I know where the bag is going.
- Maya** Now you can pack with facts instead of hope. Set aside what you'll need during the journey, and leave enough time to reach the airport without a dramatic sprint.



Transcript edition 01

02 / 09

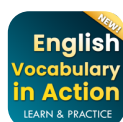


The conversation

Read along with Daniel and Maya. Times mark the start of each chapter.

02:41 Check-in and bag drop

- Daniel** I'm at the airport. There are signs for "check-in" and "bag drop." What's the difference if I've already checked in online?
- Maya** Check-in confirms you for the flight and usually gives you a boarding pass. Bag drop is where you hand over checked luggage if you have it. Follow your airline's instructions for your ticket and airport.
- Daniel** The machine asks me to scan my passport or enter a booking reference. If it doesn't work, how do I ask for help without shouting at the machine?
- Maya** Say to a staff member, "I'm having trouble with the check-in machine. Could you help me find my booking?" Tell them what you've tried. The machine won't benefit from your emotional speech.
- Daniel** At the desk, the agent asks, "Do you have any bags to check?" I want to say, "Yes, one suitcase," not "My bag is checking whether I'm okay."
- Maya** Exactly. "I have one suitcase to check" means you'll hand it over. They may ask about weight, destination, or items that cannot go in checked luggage. Answer clearly and follow the current rules.
- Daniel** The label on my bag shows a three-letter airport code. How do I confirm it will go to the right place, especially if I have a connection?
- Maya** Ask, "Is my bag checked through to my final destination, or do I need to collect it during the connection?" Keep the baggage receipt. The answer can depend on your itinerary.
- Daniel** "Checked through" means the airline sends it onward without me collecting it between flights. That phrase could save me from waiting at the wrong baggage belt.
- Maya** Right. You can also ask, "Which gate is showing for my flight?" But remember the gate can change, so check the airport displays later.
- Daniel** My friend has trouble walking long distances. How can they ask about assistance without explaining their entire medical history at the desk?
- Maya** "I requested assistance with moving through the airport. Could you tell me where to go?" is clear. Arrangements vary, so contact the airline or airport in advance when possible.
- Daniel** At the end I say, "Could you repeat the boarding time, please?" I shouldn't pretend I heard it just because there is a queue behind me.
- Maya** Exactly. A brief confirmation is faster than a long search for a gate you misunderstood.



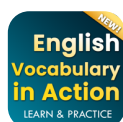


The conversation

Read along with Daniel and Maya. Times mark the start of each chapter.

05:01 Security and finding the gate

- Daniel** The security queue looks like a moving snake made of suitcases. I see signs about liquids and electronics. Can I rely on rules I remember from a flight three years ago?
- Maya** No. Security rules can differ by airport and change. Read the current signs and follow staff instructions. If something is unclear, ask, "Do I need to take my laptop out of the bag here?"
- Daniel** Good. I don't want to confidently do the wrong thing. How do I ask where to put my jacket and phone?
- Maya** "Where should I put these items?" is enough. You may hear "tray" for the container used at screening. Keep your travel documents and belongings organised, and take your time collecting everything afterwards.
- Daniel** I have made it through, but I can't find the gate. The display says "B twenty-four." Is "Which way is gate B twenty-four?" natural?
- Maya** Perfect. You can also ask, "How long does it take to walk there?" Some airports are large, and a gate can be farther away than it looks on a map.
- Daniel** The screen says "boarding soon." That means it hasn't started yet, right? I need to buy water, but I don't want to miss an announcement.
- Maya** Usually, yes. Check the exact gate display and listen for updates. If you leave the gate area, allow enough time to return. "Final call" means you should go to the gate immediately if it is your flight.
- Daniel** What does "delayed" mean on the display? I know it means later, but does it tell me a new departure time?
- Maya** It may show an estimated new time, or it may say more information will follow. Ask staff or use official updates for your particular flight. An estimate can change again.
- Daniel** If I hear an announcement but miss part of it, can I say, "Could you tell me what was announced for flight three-one-seven?"
- Maya** Yes. Give the flight number and ask for the detail you need: "Has the gate changed?" or "What is the new boarding time?" Specific questions are easier to answer.
- Daniel** I will also look at the screen. My ears and the airport speaker system aren't always friends.
- Maya** A good plan. At the gate, keep your boarding pass ready and confirm you're waiting for the right flight before you relax.





FULL TRANSCRIPT / 04 OF 08

The conversation

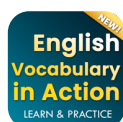
Read along with Daniel and Maya. Times mark the start of each chapter.

07:17 Understanding a delay

- Daniel** The display now says our flight is delayed. My first thought is, "Will I ever get home?" My second thought is, "I should ask a better question."
- Maya** Try, "Is there an updated departure time for flight three-one-seven?" If you have a connection, add, "I have a connecting flight. What should I do if I miss it?"
- Daniel** The staff member says the new time is "tentative." Does that mean they aren't sure yet?
- Maya** Yes. "Tentative" means not final. You can say, "Thank you. When should we expect another update?" Then check official announcements rather than relying on a stranger's confident guess.
- Daniel** A stranger says the flight will definitely leave in ten minutes. They also claim to know the pilot's favourite sandwich. I should trust the official update.
- Maya** Exactly. You might hear "operational reasons," "weather," or "late incoming aircraft." You don't need to understand every detail to ask what happens next for your booking.
- Daniel** How do I tell a friend who is collecting me? "The flight has been delayed, and I don't have a confirmed arrival time yet. I'll update you when I know more."
- Maya** That's excellent. It separates what you know from what you don't. If you have plans after arrival, tell people early rather than waiting until the original arrival time has passed.
- Daniel** What if the airline gives us a voucher or another option? I don't want to misunderstand a condition while I'm tired.
- Maya** Ask, "What does this voucher cover?" or "Could you explain this option and any deadline for choosing it?" Policies vary by route and airline, so get the current answer for your case.
- Daniel** Should I say "Our flight was put off"? I learned "put off" for postponing a meeting.
- Maya** You can, but "delayed" is the standard clear word for a flight running later. "Postponed" usually suggests moving an event to a later time or date. Use the word shown in your official message.
- Daniel** So I should check the status, ask about my connection, and pass on a careful update. That feels more useful than staring at the word "delayed."
- Maya** It is. And now let's practise the connection question before the queue grows longer.

09:34 The connection conversation

- Daniel** Let's role-play. I have a connection in another city, and this delay makes it tight. You work at the airline desk. I promise not to speak at the speed of a departing plane.





FULL TRANSCRIPT / 05 OF 08

The conversation

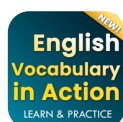
Read along with Daniel and Maya. Times mark the start of each chapter.

09:34 The connection conversation (continued)

- Maya** Hello. How can I help you today?
- Daniel** My flight here has been delayed, and I have a connecting flight later today. Could you tell me whether I'll still have enough time to make the connection?
- Maya** I can check. May I have your flight number and booking reference? Has your checked bag been tagged through to your final destination?
- Daniel** The flight number is three-one-seven. Here's my booking reference. I asked at bag drop, and they said my bag was checked through.
- Maya** Thank you. At the moment, the connection looks uncertain because the new departure time isn't confirmed. Please check the next official update, and come back if the flight is delayed further.
- Daniel** If I miss the connection, what options might be available on my booking? And where should I go for help when I arrive?
- Maya** Those depend on the booking and the flights operating that day. I can explain the current options once the delay is confirmed. Here is the desk to visit at your connecting airport.
- Daniel** Thanks. Could you write down the desk location? I may be tired when I arrive, and my memory becomes a small potato after a long flight.
- Maya** Of course. Role-play over. What did you do well?
- Daniel** I explained the situation, gave the flight details, asked about options, and asked where to go. I didn't demand a promise nobody could make.
- Maya** Exactly. "Make a connection" means arrive in time for the next flight. "Miss a connection" means you don't. An answer may be uncertain until the schedule changes are confirmed.
- Daniel** I could also ask, "Will my checked bag follow the new itinerary?" if I'm moved to another flight.
- Maya** Yes. Ask the airline how it will handle the bag in your particular case. Keep the baggage receipt and any new booking details together.

11:32 Rebooking and clear updates

- Daniel** Now let's say I did miss the connection. The airline offers another flight tomorrow morning. I need to understand the offer before I agree.
- Maya** Ask, "Is this flight confirmed for me?" and "Will I receive a new boarding pass?" If the airline offers accommodation or meals, ask exactly what is included and how to arrange it.



Transcript edition 01

06 / 09



FULL TRANSCRIPT / 06 OF 08

The conversation

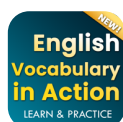
Read along with Daniel and Maya. Times mark the start of each chapter.

11:32 Rebooking and clear updates (continued)

- Daniel** Can I say, "Could you go over the new itinerary with me?" I want the dates, times, and arrival airport, not just the flight number.
- Maya** Perfect. "Go over" means review or explain carefully. Ask them to confirm the complete route, and check that your personal details and contact information are right.
- Daniel** The email says "rebooked." That means my booking has been changed to a different flight. If it's only an option, I should ask whether my seat is actually confirmed.
- Maya** Exactly. Distinguish "offered" from "confirmed." If you have a choice, ask when you need to decide. Then keep the updated confirmation where you can find it.
- Daniel** What if I want a different route? "Is there another option that would get me there this evening?" sounds respectful.
- Maya** It does. The answer may be no, but asking clearly is worthwhile. You can also ask whether a proposed alternative changes your baggage or connection arrangements.
- Daniel** I should tell the person meeting me: "I've been rebooked onto a flight arriving tomorrow morning. I'll send the confirmed time shortly."
- Maya** Yes. Send a new update when you have the confirmed details. Avoid promising an exact arrival while the schedule is still moving.
- Daniel** My dream of a calm airport day has fallen apart, but I have a new plan and a place to ask for help.
- Maya** That's the practical goal. A delayed journey is stressful; short, specific questions are easier to use when you're tired.

13:26 Arriving and collecting bags

- Daniel** We finally land. I follow signs for "baggage claim." Is that the area with moving belts and people staring at identical black suitcases?
- Maya** Yes. You may also see "baggage reclaim." Check the display for your flight and the correct carousel, the moving belt where bags arrive.
- Daniel** My suitcase isn't there. I've checked all the black bags, and one looked like mine until it tried to leave with another family.
- Maya** Don't take a bag you're unsure about. Find the airline's baggage service point and say, "My checked bag hasn't arrived. Could you help me report it?" Keep your baggage receipt and flight details.



Transcript edition 01

07 / 09



FULL TRANSCRIPT / 07 OF 08

The conversation

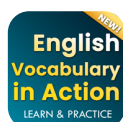
Read along with Daniel and Maya. Times mark the start of each chapter.

13:26 Arriving and collecting bags (continued)

- Daniel** What information might they ask for? I can describe the suitcase, but “black and rectangular” describes half the airport.
- Maya** They may ask for the bag tag number, your contact details, and a description. Mention a clear feature if there is one. Follow the airline's process and keep the report reference.
- Daniel** I could say, “It's a black suitcase with a bright orange strap.” That was my plan to stop the suitcase joining a secret group of other black suitcases.
- Maya** Good description. Ask, “How can I check the status?” and “How will I be contacted if the bag is found?” If you need something urgently, ask the airline what process applies to your situation.
- Daniel** If the bag turns up later, is “turn up” the right phrasal verb? It sounds as though the suitcase made its own travel plan.
- Maya** Yes. “Turn up” means appear or be found. “My bag turned up the next day” is natural. You can also say “It was located,” which is more formal.
- Daniel** Finally, outside the airport, I tell my friend, “I've arrived, but my bag hasn't turned up yet. I filed a report and I'll keep you posted.”
- Maya** “Keep you posted” means give updates as you learn more. That's a helpful message because it explains the current situation and your next step.
- Daniel** What if someone says, “We'll get back to you”? Does that mean I should wait silently forever, or can I ask when I might hear something?
- Maya** You can ask, “When should I expect an update, and which number should I call if I haven't heard by then?” “Get back to you” means contact you later with an answer. Note the time and contact details, and keep a copy of your report. It is easier to follow up when you know what was promised.
- Daniel** So I can follow up calmly: “Hello, I'm calling about my missing bag. My report reference is in the email. Could you tell me the current status?” That beats retelling the whole airport adventure from the beginning.
- Maya** Exactly. “Follow up” means contact someone again after an earlier conversation. You give the reference and ask for the next useful piece of information.

16:20 Practise the whole journey

- Daniel** Let's give listeners a quick airport challenge. The display says “delayed,” your next flight leaves soon, and you can't hear the announcement. What do you ask?



Transcript edition 01

08 / 09



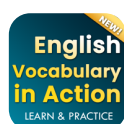
FULL TRANSCRIPT / 08 OF 08

The conversation

Read along with Daniel and Maya. Times mark the start of each chapter.

16:20 Practise the whole journey (continued)

- Maya** Pause and try. My version: "Excuse me, could you tell me the latest departure time for flight three-one-seven? I have a connection. Where should I ask about my options?"
- Daniel** Good. Now the bag doesn't appear after arrival. I say, "My checked bag hasn't arrived. Where can I report it, and how can I check the status?"
- Maya** Exactly. Give your bag tag and keep the report reference. Specific facts help staff find your case. Avoid relying on an answer meant for a different airline or journey.
- Daniel** Let's recap the key words. "Departure" means leaving; "arrival" means getting there. "Boarding" is getting onto the plane; "gate" is where you board.
- Maya** "Carry-on" stays with you in the cabin, within the airline's rules. "Checked baggage" is handed over before flying. "Connection" is the next flight in your journey.
- Daniel** And the phrases: "check through" for a bag sent onward, "go over" for reviewing an itinerary, "turn up" when a bag appears, and "keep you posted" when you promise updates.
- Maya** Excellent. Try saying, "Could you go over the new itinerary with me?" out loud. It is polite, specific, and useful well beyond airports.
- Daniel** My personal lesson is that a confident stranger with sandwich facts is not an official flight update. I will check the screens and ask staff for my own booking.
- Maya** A memorable lesson. Remember that current rules and options depend on your airline, airport, and route. Use today's English to ask the right people clear questions.
- Daniel** Thanks for listening. I hope your next trip is smooth, your gate is close, and your suitcase doesn't join a secret group.
- Maya** See you next time. And if a plan changes, breathe, find the next reliable update, and ask one good question at a time.



Transcript edition 01

09 / 09