**KLM** Welcome on board! Boarding Pass

1) Welcome the passenger.

3) Ask the passenger’s name.

5) Ask for his/her destination.

7) Ask for His/her flight number.

9) Ask to see his/her ticket and passport.

11) Ask if he/she wants a window or aisle seat.

13) Tell him/her his/her seat number

then ask if he/she has any luggage.

15) Ask if he/she has any hand luggage.

17) Tell him/her the departure gate.

19) Tell him her the boarding time then

give him/her his/her boarding card.

21) Say goodbye.

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Passenger/Name:

………………………………

Flight N°: …………………

…….

…………………………….

Departure Gate and Time:

**Gate: 42**

Time: 12.15 p.m.

Destination:

………………………

**□ Window 18A**

**□ Aisle 18 C**

**Luggage: ……………**

**Hand Luggage: …….**



Passenger/Name:

………………………….

**Flight N° : KLM 824**

Departure Gate and Time:

**Gate:**

Time: .

Destination:

NEW YORK

**Window seat**

**Number:**

Passenger/Name:

………………………………

Flight N°: …………………

Departure Gate and Time:

**Gate: 13**

Time: 9.45 a.m.

Destination:

……………………………..

**□ Window 32H**

**□ Aisle 32J**

**Luggage: 2**

**Hand Luggage: 1**

**Luggage: ……………**

**Hand Luggage: …….**



**KLM** Welcome on board! Boarding Pass

2) Say hello and say that you would like to check in.

4) Tell him/her your name and surname.

6) Tell him/her your destination.

8) Tell him/her your flight number.

10) Show him/her your ticket and passport.

12) Tell him/her if you want a window or aisle seat.

14) Tell him/her how much luggage you want to check in.

16) Tell him/her how much hand luggage you are carrying.

Then ask him/her for the departure gate.

18) Ask him her/for the boarding time.

20) Say thank you and goodbye.

**Alitalia** Welcome on board! Boarding Pass

1) Welcome the passenger.

3) Ask the passenger’s name.

5) Ask for his/her destination.

7) Ask for His/her flight number.

9) Ask to see his/her ticket and passport.

11) Ask if he/she wants a window or aisle seat.

13) Tell him/her his/her seat number

then ask if he/she has any luggage.

15) Ask if he/she has any hand luggage.

17) Tell him/her the departure gate.

19) Tell him her the boarding time then

give him/her his/her boarding card.

21) Say goodbye.

**British Airways** Welcome on board! Boarding Pass

1) Welcome the passenger.

3) Ask the passenger’s name.

5) Ask for his/her destination.

7) Ask for His/her flight number.

9) Ask to see his/her ticket and passport.

11) Ask if he/she wants a window or aisle seat.

13) Tell him/her his/her seat number

then ask if he/she has any luggage.

15) Ask if he/she has any hand luggage.

17) Tell him/her the departure gate.

19) Tell him her the boarding time then

give him/her his/her boarding card.

21) Say goodbye.

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Passenger/Name:

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Flight N°: …………………

…….

…………………………….

Departure Gate and Time:

**Gate: 27**

Time: 6.15 p.m.

Destination:

………………………

**□ Window 11F**

**□ Aisle 11H**

**Luggage: ……………**

**Hand Luggage: …….**



Passenger/Name:

………………………….

**Flight N° : AZ 541**

Departure Gate and Time:

**Gate:**

Time: .

Destination:

SYDNEY

**Window seat**

**Number:**

Passenger/Name:

………………………………

Flight N°: BA 658

Departure Gate and Time:

**Gate:**

Time: .

Destination:

LONDON

**Aisle seat**

**Number:**

**Luggage: 1**

**Hand Luggage: 1**

**Luggage: 1**

**Hand Luggage: 1**



**Alitalia** Welcome on board! Boarding Pass

2) Say hello and say that you would like to check in.

4) Tell him/her your name and surname.

6) Tell him/her your destination.

8) Tell him/her your flight number.

10) Show him/her your ticket and passport.

12) Tell him/her if you want a window or aisle seat.

14) Tell him/her how much luggage you want to check in.

16) Tell him/her how much hand luggage you are carrying.

Then ask him/her for the departure gate.

18) Ask him her/for the boarding time.

20) Say thank you and goodbye.

**British Airways** Welcome on board! Boarding Pass

2) Say hello and say that you would like to check in.

4) Tell him/her your name and surname.

6) Tell him/her your destination.

8) Tell him/her your flight number.

10) Show him/her your ticket and passport.

12) Tell him/her if you want a window or aisle seat.

14) Tell him/her how much luggage you want to check in.

16) Tell him/her how much hand luggage you are carrying.

Then ask him/her for the departure gate.

18) Ask him her/for the boarding time.

20) Say thank you and goodbye.

**EASYJET** Welcome on board! Boarding Pass

1) Welcome the passenger.

3) Ask the passenger’s name.

5) Ask for his/her destination.

7) Ask for His/her flight number.

9) Ask to see his/her ticket and passport.

11) Ask if he/she wants a window or aisle seat.

13) Tell him/her his/her seat number

then ask if he/she has any luggage.

15) Ask if he/she has any hand luggage.

17) Tell him/her the departure gate.

19) Tell him her the boarding time then

give him/her his/her boarding card.

21) Say goodbye.

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Passenger/Name:

………………………………

Flight N°: …………………

…….

…………………………….

Departure Gate and Time:

**Gate: 17**

Time: 3.05 p.m.

Destination:

………………………

**□ Window 22 A**

**□ Aisle 22 C**

**Luggage: ……………**

**Hand Luggage: …….**



Passenger/Name:

………………………….

**Flight N° : U2 835**

Departure Gate and Time:

**Gate:**

Time: .

Destination:

AMSTERDAM

**Window seat**

**Number:**

Passenger/Name:

………………………………

Flight N°: AF 327

Departure Gate and Time:

**Gate:**

Time: .

Destination:

PARIS

**Aisle seat**

**Number:**

**Luggage: 0**

**Hand Luggage: 1**

**Luggage: 3**

**Hand Luggage: 1**



**EASYJET** Welcome on board! Boarding Pass

2) Say hello and say that you would like to check in.

4) Tell him/her your name and surname.

6) Tell him/her your destination.

8) Tell him/her your flight number.

10) Show him/her your ticket and passport.

12) Tell him/her if you want a window or aisle seat.

14) Tell him/her how much luggage you want to check in.

16) Tell him/her how much hand luggage you are carrying.

Then ask him/her for the departure gate.

18) Ask him her/for the boarding time.

20) Say thank you and goodbye.

**Air France** Welcome on board! Boarding Pass

2) Say hello and say that you would like to check in.

4) Tell him/her your name and surname.

6) Tell him/her your destination.

8) Tell him/her your flight number.

10) Show him/her your ticket and passport.

12) Tell him/her if you want a window or aisle seat.

14) Tell him/her how much luggage you want to check in.

16) Tell him/her how much hand luggage you are carrying.

Then ask him/her for the departure gate.

18) Ask him her/for the boarding time.

20) Say thank you and goodbye.

**Iberia** Welcome on board! Boarding Pass

1) Welcome the passenger.

3) Ask the passenger’s name.

5) Ask for his/her destination.

7) Ask for His/her flight number.

9) Ask to see his/her ticket and passport.

11) Ask if he/she wants a window or aisle seat.

13) Tell him/her his/her seat number

then ask if he/she has any luggage.

15) Ask if he/she has any hand luggage.

17) Tell him/her the departure gate.

19) Tell him her the boarding time then

give him/her his/her boarding card.

21) Say goodbye.

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Passenger/Name:

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Flight N°: …………………

…….

…………………………….

Departure Gate and Time:

**Gate: 29**

Time: 2.35 p.m.

Destination:

………………………

**□ Window 19J**

**□ Aisle 19 L**

**Luggage: ……………**

**Hand Luggage: …….**



Passenger/Name:

………………………….

**Flight N° : IB 325**

Departure Gate and Time:

**Gate:**

Time: .

Destination:

MADRID

**Window seat**

**Number:**

Passenger/Name:

………………………………

Flight N°: …………………

Departure Gate and Time:

**Gate: 44**

Time: 10.25 p.m..

Destination:

……………………………..

**□ Window 27H**

**□ Aisle 27J**

**Luggage: 1**

**Hand Luggage: 1**

**Luggage: ……………**

**Hand Luggage: …….**



**Iberia** Welcome on board! Boarding Pass

2) Say hello and say that you would like to check in.

4) Tell him/her your name and surname.

6) Tell him/her your destination.

8) Tell him/her your flight number.

10) Show him/her your ticket and passport.

12) Tell him/her if you want a window or aisle seat.

14) Tell him/her how much luggage you want to check in.

16) Tell him/her how much hand luggage you are carrying.

Then ask him/her for the departure gate.

18) Ask him her/for the boarding time.

20) Say thank you and goodbye.

**American Airlines** Welcome on board! Boarding Pass

1) Welcome the passenger.

3) Ask the passenger’s name.

5) Ask for his/her destination.

7) Ask for His/her flight number.

9) Ask to see his/her ticket and passport.

11) Ask if he/she wants a window or aisle seat.

13) Tell him/her his/her seat number

then ask if he/she has any luggage.

15) Ask if he/she has any hand luggage.

17) Tell him/her the departure gate.

19) Tell him her the boarding time then

give him/her his/her boarding card.

21) Say goodbye.

**RYANAIR** Welcome on board! Boarding Pass

1) Welcome the passenger.

3) Ask the passenger’s name.

5) Ask for his/her destination.

7) Ask for His/her flight number.

9) Ask to see his/her ticket and passport.

11) Ask if he/she wants a window or aisle seat.

13) Tell him/her his/her seat number

then ask if he/she has any luggage.

15) Ask if he/she has any hand luggage.

17) Tell him/her the departure gate.

19) Tell him her the boarding time then

give him/her his/her boarding card.

21) Say goodbye.

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Passenger/Name:

………………………………

Flight N°: …………………

…….

…………………………….

Departure Gate and Time:

**Gate: 14**

Time: 8.40 p.m.

Destination:

………………………

**□ Window 16 J**

**□ Aisle 16 L**

**Luggage: ……………**

**Hand Luggage: …….**



Passenger/Name:

………………………….

**Flight N° : FR 491**

Departure Gate and Time:

**Gate:**

Time: .

Destination:

DUBLIN

**Window seat**

**Number:**

Passenger/Name:

………………………………

Flight N°: AA 832

Departure Gate and Time:

**Gate:**

Time: .

Destination:

LOS ANGELES

**Aisle seat**

**Number:**

**Luggage: 0**

**Hand Luggage: 1**

**Luggage: 3**

**Hand Luggage: 1**



**RYANAIR** Welcome on board! Boarding Pass

2) Say hello and say that you would like to check in.

4) Tell him/her your name and surname.

6) Tell him/her your destination.

8) Tell him/her your flight number.

10) Show him/her your ticket and passport.

12) Tell him/her if you want a window or aisle seat.

14) Tell him/her how much luggage you want to check in.

16) Tell him/her how much hand luggage you are carrying.

Then ask him/her for the departure gate.

18) Ask him her/for the boarding time.

20) Say thank you and goodbye.

**American Airlines** Welcome on board! Boarding Pass

2) Say hello and say that you would like to check in.

4) Tell him/her your name and surname.

6) Tell him/her your destination.

8) Tell him/her your flight number.

10) Show him/her your ticket and passport.

12) Tell him/her if you want a window or aisle seat.

14) Tell him/her how much luggage you want to check in.

16) Tell him/her how much hand luggage you are carrying.

Then ask him/her for the departure gate.

18) Ask him her/for the boarding time.

20) Say thank you and goodbye.

**Etihad** Welcome on board! Boarding Pass

1) Welcome the passenger.

3) Ask the passenger’s name.

5) Ask for his/her destination.

7) Ask for His/her flight number.

9) Ask to see his/her ticket and passport.

11) Ask if he/she wants a window or aisle seat.

13) Tell him/her his/her seat number

then ask if he/she has any luggage.

15) Ask if he/she has any hand luggage.

17) Tell him/her the departure gate.

19) Tell him her the boarding time then

give him/her his/her boarding card.

21) Say goodbye.

STAPLE

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Passenger/Name:

………………………………

Flight N°: …………………

…….

…………………………….

Departure Gate and Time:

**Gate: 15**

Time: 9.30 p.m.

Destination:

………………………

**□ Window 33A**

**□ Aisle 33 C**

**Luggage: ……………**

**Hand Luggage: …….**



Passenger/Name:

………………………….

**Flight N° : EY 635**

Departure Gate and Time:

**Gate:**

Time: .

Destination:

ABU DHABI

**Aisle seat**

**Number:**

Passenger/Name:

………………………………

Flight N°: …………………

Departure Gate and Time:

**Gate: 30**

Time: 7.55 a.m.

Destination:

……………………………..

**□ Window 24I**

**□ Aisle 24K**

**Luggage: 2**

**Hand Luggage: 2**

**Luggage: ……………**

**Hand Luggage: …….**



**Etihad** Welcome on board! Boarding Pass

2) Say hello and say that you would like to check in.

4) Tell him/her your name and surname.

6) Tell him/her your destination.

8) Tell him/her your flight number.

10) Show him/her your ticket and passport.

12) Tell him/her if you want a window or aisle seat.

14) Tell him/her how much luggage you want to check in.

16) Tell him/her how much hand luggage you are carrying.

Then ask him/her for the departure gate.

18) Ask him her/for the boarding time.

20) Say thank you and goodbye.

**Air France** Welcome on board! Boarding Pass

1) Welcome the passenger.

3) Ask the passenger’s name.

5) Ask for his/her destination.

7) Ask for His/her flight number.

9) Ask to see his/her ticket and passport.

11) Ask if he/she wants a window or aisle seat.

13) Tell him/her his/her seat number

then ask if he/she has any luggage.

15) Ask if he/she has any hand luggage.

17) Tell him/her the departure gate.

19) Tell him her the boarding time then

give him/her his/her boarding card.

21) Say goodbye.

Sample Dialogue

1) Assistant: Good morning, sir/madam.

2) Passenger: Hello. I’d like to check in, please.

3) Assistant: Certainly, may I have your name and surname.

4) Passenger: Yes, it’s John Travis.

5) Assistant: And where are you travelling to?

6) Passenger: I’m going to Buenos Aires.

7) Assistant: Can I have your flight number?

8) Passenger: It’s flight AA 799.

9) Assistant: Perfect. Can I see your ticket and passport, please?

10) Passenger: Yes, here you are.

11) Assistant: Thank you. Would you like a window or an aisle seat?

12) Passenger: I’d like a window seat, please.

13) Assistant: Okay. Seat number 18A. Have you got any luggage to check in?

14) Passenger: Yes, I’ve got one suitcase.

15) Assistant: Have you got any hand luggage?

16) Passenger: Yes, just this trolley bag. What gate is the flight departing from?

17) Assistant: Your plane is boarding at gate number 22.

18) Passenger: At what time?

19) Assistant: At 9.30 a.m. Here’s your boarding card.

20) Passenger: Thank you. Goodbye.

21) Assistant: Goodbye.