

# LESSON 1

## EFFECTIVE ENGLISH COMMUNICATION FOR BUSINESS TRAVEL – PART 1

### AIRLINE CHECK IN COUNTER

[ˈeəlain ˈkaʊntə]

where you go at the airport to show your ticket, check your luggage, receive your boarding pass etc.,

### WHISK AWAY

[wɪsk]

to be taken through or to be allowed to go somewhere very quickly and effortlessly

### VISA WAIVER

[ˈvi:zə ˈweɪvə]

being granted official permission not to have to carry passports

### TURBULENCE

[ˈtɜ:bjʊləns]

when the airplane is travelling and moves very suddenly causing a bumpy uncomfortable ride

### FLAWLESSLY

[ˈflɔ:ləsli]

perfectly, without problems or errors

### SUBSIDE

[səbˈsaɪd]

to become less strong and noticeable

### PASSPORT CONTROL

[ˈpɑ:spɔ:t kənˈtrəʊl]

upon entering or leaving a country your travel documents are inspected here

### ENDEAVOR

[ɪnˈdeɪvə]

an attempt or effort to do something

### CUSTOMS

[ˈkʌstəmz]

when you enter or leave the country, the authorities may check what you are bringing or taking out

## BUSINESS TRAVEL – INTRODUCTION

Perhaps some of us already had to travel on business to either an English speaking country, or another foreign destination where English was the only language officially spoken by a meeting's participants.

With the ever increasing use of English as the universally recognized language of international business communication, chances are that many more of us will be utilizing English abroad for this purpose in the future.

As a result, let us now create a scenario regarding real life situations we will face while traveling.

**AT YOUR AIRLINE CHECK IN COUNTER AT THE AIRPORT, WHAT MIGHT THE AGENT ASK YOU AFTER INSPECTING YOUR TICKET AND PASSPORT?**

Will you be traveling alone or with anyone else today?

**WHAT WOULD THIS AGENT THEN ASK YOU WITH REGARD TO YOUR BELONGINGS?**

How many suitcases will you be checking in, and what type of hand luggage will you be carrying on board the plane?

**WHAT MIGHT YOUR REPLY BE?**

I will be checking in two suitcases on this flight, and carrying an additional two items of hand luggage on board the plane.

**HOW MIGHT THE AGENT BE REQUIRED TO RESPOND TO THIS STATEMENT?**

I'm sorry Sir, but according to the new security regulations, each passenger is only allowed one piece of carry on luggage.

**WHAT COULD YOU SAY TO THE AGENT TO OVERCOME THIS PROBLEM?**

Alright, give me just a moment, and I will empty the contents of one of my carry on bags into one of the suitcases I'll be checking in.

**WHAT WILL THE AGENT DO THEN?**

The agent will then give you your boarding pass, which you must present at the departure gate.

### **THE FLIGHT**

From this point on, until about midway through the flight, everything has proceeded flawlessly. You were whisked through security, and the plane took off exactly on time.

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**WHAT VERY MINOR PROBLEM MIGHT OCCUR ABOUT MIDWAY THROUGH THE FLIGHT TO MAKE YOU SLIGHTLY UNCOMFORTABLE?**

The plane might hit turbulence, causing it to begin to shake up and down.

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