

- Reporting bad news
- Asking for help or advice

1 | Vocabulary

A Complete the blog post below with the words in the box.

a. canceled	c. down	e. misplaced	g. stolen
b. damaged	d. expired	f. missed	h. vacancy

Travels with Tina

My travel has been tough! First, I ¹ my flight to Auckland, New Zealand. The computers at the airport were ², so I tried to make a new reservation on my phone, but I dropped my phone on the floor and it was ³. I arrived in Sydney, the airline ⁴ my luggage. And all the hotels were full! After four hours, I finally found a hotel with a ⁵. When I went to register at the hotel, I discovered that my wallet was ⁶. I did have an extra credit card in my backpack. I looked at it and it was ⁷! I called my bank to report my wallet stolen and ⁸ all my credit cards. I unpacked my backpack, and guess what I found—my wallet!

B PAIR WORK Take turns telling each other about a bad traveling experience.

2 | Conversation

CD2 25 A Listen. Where does Victoria want to go? What three problems did Victoria have?



Victoria: Hi, I have to transfer to Flight 734 to São Paulo.

Airline employee: I'm sorry to inform you that the flight has been canceled.

Victoria: Oh, no! Can you rebook me on the next flight?

Airline employee: You just missed the last flight of the day. The next flight is in two days.



Hotel employee: I hate to tell you this, but we don't have any vacancies.

Victoria: Well, could you please recommend another hotel nearby?

Hotel employee: Sure, there are several hotels on Hotel Drive. The best thing to do is to go online.

Victoria: Thank you.



Victoria: Excuse me. Do I need a password to get online here at the airport?

Airport employee: No, but I'm afraid our network is down at the moment.

Victoria: This is not my day! Do you know of any Internet cafes nearby?

Airport employee: No, I'm sorry. I don't. But you can use my phone to find a hotel.

B PAIR WORK Practice the conversation.

CD2 26 C Listen. Write the three extra sentences you hear in the conversation. Practice the new conversation.

3 | Language Booster

A Notice the ways we report bad news and ask for help or advice.

Reporting bad news

I hate to tell you this, but
I'm sorry to inform you that
Unfortunately,
I'm afraid

the flight has
been canceled.

Asking for help or advice

Could you please
Can you
Would it be possible to (use your phone)?
Do you know of (any internet cafes nearby)?

B PAIR WORK Report a piece of bad news to your partner. Your partner will ask for help or advice.

Example:

A: Unfortunately, your passport has expired.

B: Oh, no! Would it be possible to...?

4 | Listening

CD2 27 A Listen to people give bad news and ask for help or advice. Then number the people's problems in the order that you hear the conversations.

- _____ a. The speaker missed her flight. _____ c. The hotel doesn't have any vacancies.
_____ b. The speaker's credit card was stolen. _____ d. The speaker's luggage was damaged.

CD2 27 B Listen again. Write down on a piece of paper how each person's problem was solved.

C GROUP WORK Discuss how each person's problem was solved. Do you think they were good solutions?

ONLINE PRACTICE

SPEAK with CONFIDENCE

A Write down four possible problems that people might have while they are travelling.

- _____
- _____
- _____
- _____

B PAIR WORK Share your problems above with your partner. Then take turns reporting bad news and asking for help or advice.