Activity sheet – Listening for specific information

Flight information

☞ You are about to go on holiday to Spain and need to phone the airport information line to check details about your flight. When you phone this number you have to listen to a recorded message which contains all the information you need about your flight. You do need to listen carefully, because the message also contains information about other flights. You will hear this recorded message soon.

Before you listen, you need to be aware of the following important information:

You are flying from Newcastle to Malaga on flight number BGT342.

When you listen to the information, you should try to find the answers to the following questions:

What time will the flight leave?

When must you arrive at the airport?

How many pieces of hand luggage can you take on the flight?

What is your maximum luggage weight allowance?

What is the telephone number for the customer service line?
Resource sheet – Listening for specific information

Teacher script (1)

Thank you for calling British Globe Travel. The following information relates to all our flights leaving the United Kingdom on Monday 16th June. Please listen carefully for the information concerning your particular flight.

Flight BR4515 departing from Manchester to Alicante will leave on time at 1900 hours. Please ensure that you are at the airport two hours before departure. You are only permitted to take one piece of hand luggage per person on the aircraft and your maximum weight allowance for this flight is 20kg.

Flight BGT342 departing from Newcastle to Malaga will leave at 1500 hours. Please ensure that you are at the airport two hours before departure. You are only permitted to take one piece of hand luggage per person on the aircraft and your maximum weight allowance for this flight is 18kg.

Flight BGT56 departing from Aberdeen to London Heathrow has been cancelled. Please call our customer information line for more information concerning this cancellation.

We ask that all passengers read our travel terms and conditions (which can be found on our website) for further information about your flight.

Thank you for calling British Globe Travel. For further information please call our customer service line on 0561 345 773.