

English for Travel Situations: Overview and Learning Goals



Build spoken English confidence from airport to hotel to emergencies



Target scenarios: flights, hotels, dining, shopping, directions, asking for help



Format: dialogues, phrase sets, listening practice, paired role-play



Outcomes at CEFR A2-B1: transactions, travel information, directions, meals, problems



Assessment: short role-plays plus a self-check phrase checklist



What A2 and B1 Travelers Can Already Do

A2

A2 baseline: handle routine travel exchanges and simple transactions

- Ask for tickets, order meals, follow simple directions
- Manage hotels, shops, and tourist information basics

B1

B1 stretch: keep conversations going and solve less routine problems

- Repair breakdowns, pause, and cope flexibly
- Understand announcements, express opinions, offer advice



Self-audit: mark each can-do as confident, needs practice, or not yet



Airport Check-In, Security, and Immigration



Check-in

- Check-in: passport, baggage, seat preference, frequent flyer number
- "I'd like an aisle seat" / "Just one carry-on bag, no checked luggage"



Security

- Security: 100ml (3.4oz) rule still standard at most airports
- CT scanners at Heathrow, Gatwick, Birmingham, Edinburgh allow up to two litres



Immigration

- Immigration: answer purpose, length of stay, and accommodation briefly
- Check visas and approvals (e.g. UK ETA) for every country, including transit



Repair phrases:

"Sorry, could you repeat that more slowly?"



Delays, Cancellations, and Missed Connections

1

Report the problem plainly:
"My connecting flight to Rome
was cancelled."

2

State it in order: what happened,
flight number, what you need,
booking reference.

3

Ask clearly: "Can you rebook me
on the next available flight?"

4

Request hotel or meal vouchers and
written confirmation of
changes.

5

Be polite but firm; ask for
a supervisor if told no.



My connecting
flight to Rome
was cancelled.

Can you rebook me
on the next available
flight?



Rebooking



Hotel voucher



Meal voucher



Written
confirmation
of changes

Hotels: Check-In, Requests, and Problems



Check-in:

reservation name, passport, card hold, breakfast and Wi-Fi details



Requests:

"Could I have a quieter room?"
"Is late checkout possible?"



Polite complaints:

"I'm afraid there's a problem with the air conditioning"



Ask about amenities:

Wi-Fi password, breakfast hours, gym, checkout time



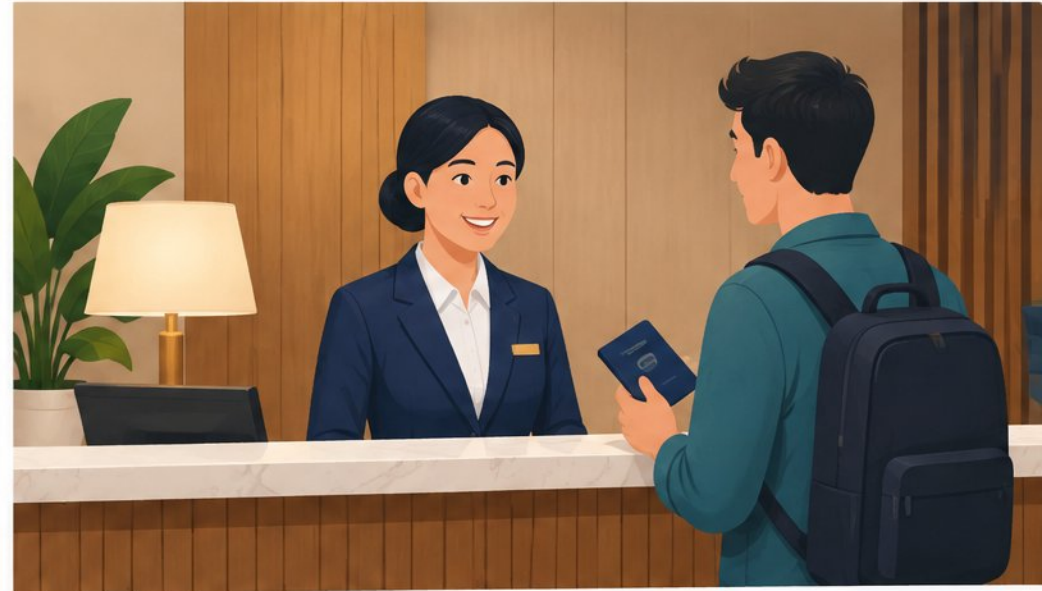
Changes:

"I need to change my reservation to one night earlier"



Escalate:

"Do you have another room available?"
"Could I speak to the manager?"



Getting Around: Public Transport, Taxis, and Directions



Public transport: buy and validate tickets, ask about routes and transfers



“Which line goes to the old town?”
“Do I need to change trains?”



Directions: past the pharmacy, second left, confirm what you heard



Taxi or rideshare: give the address, confirm the fare, ask for a receipt



Car rental: licence, insurance excess, fuel policy, drop-off instructions



Clarify politely: “Could you say that again more slowly?”



Out and About: Shops, Sightseeing, and Small Talk

Explore
Connect
Feel at Home



Shopping: sizes, fitting room, receipts, and returns



Sightseeing: tickets, concessions, tours, and recommendations



Small talk: weather, hometown, food — plus polite exit lines



Repair gaps: “How do you spell that?”, “Do you speak English?”



Greet first: “Bonjour” before a request in France; “Bom dia” in Portugal



Politeness basics: please, thank you, excuse me — watch locals first



Dining Out: Ordering, Allergies, and Paying

- 1 Book a table: party size, time, reservation name
- 2 Ask about ingredients: "Does this contain dairy?"
- 3 Say allergies clearly: "I'm allergic to nuts"
- 4 Fix problems politely: wrong order, slow service
- 5 Ask for the bill: "The check, please" (US)
- 6 Check tips: 18–20% US, 15–18% Canada, 10–12.5% UK
- 7 Ask first: "Is service included?"

Phrase Toolkit



Order with confidence



Communicate clearly



Enjoy a great experience



Health, Pharmacy, and Medical Help



Pharmacy: describe the problem, ask for medicine and dosage



Key phrases: "I've had a headache for three days", "I'm allergic to penicillin"



Ask: "Is this available without a prescription?"



Carry a doctor's letter: conditions, allergies, blood type, medications



Most health plans don't fully cover care abroad — pay up front, claim later

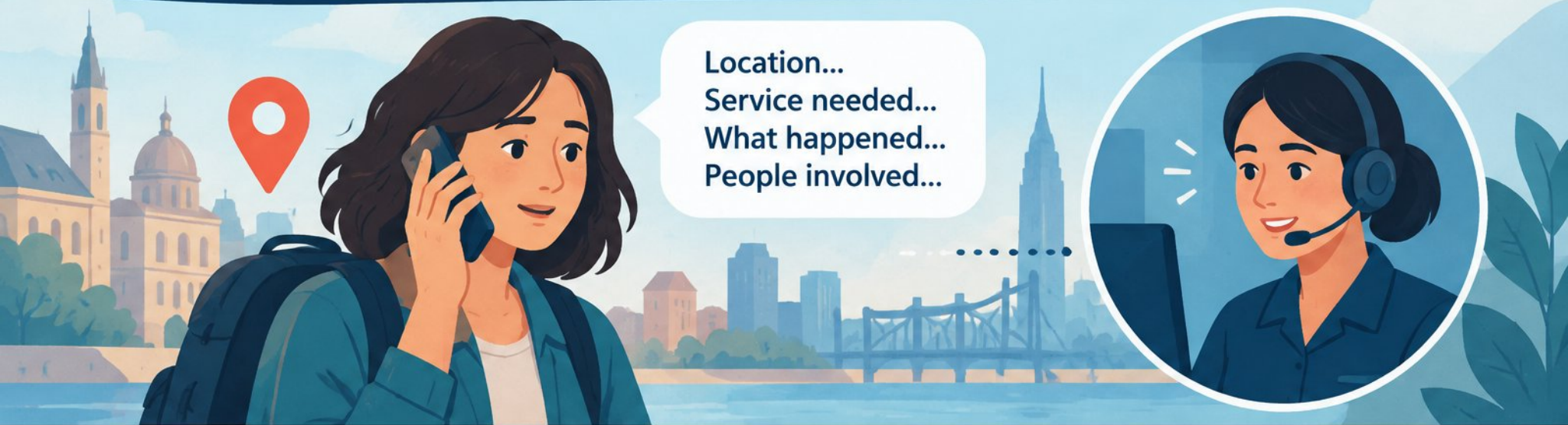


Find care: hotel front desk, embassy, or telemedicine first



Emergencies, Lost Items, and Calling for Help

Be prepared. Know what to say. Get the right help.



Emergency numbers

112 in Europe, 911 in the Americas, 999 UK, 000 Australia, 111 NZ, 119 Japan



Give information in order

location, service needed, what happened, people involved



Key phrases

"I need help"
"Call an ambulance"
"I've lost my passport"



Language gap

say "English" clearly and wait; in the EU you're transferred



Lost or stolen items

police report, written report for insurance, embassy for travel documents



Embassies help with

passports, arrest, serious illness – not bills or legal representation

Travel with confidence. Help is within reach.



Cultural Etiquette and Communication Repair

Different
People
A More Open
World



Politeness levels: “Could you possibly...”, “Would it be all right if...” — formal opens more doors



Direct vs indirect: what reads friendly in one culture can read pushy in another



Gestures differ: thumbs-up and OK signs offend in parts of the Middle East, Brazil, Turkey



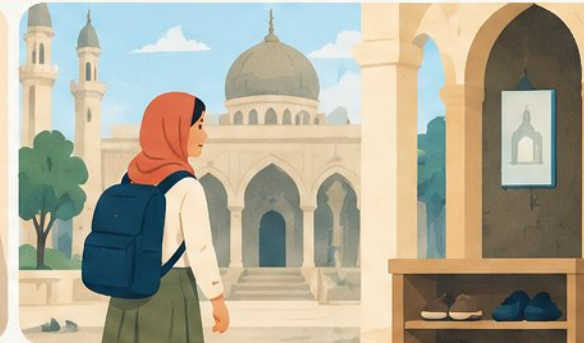
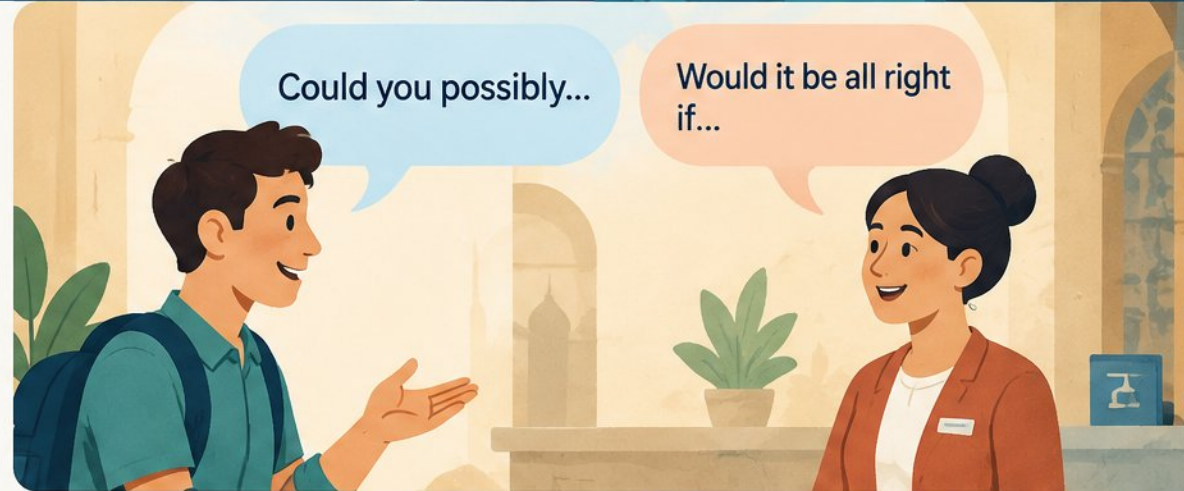
Dress and setting: cover shoulders and knees at religious sites; remove shoes; keep voices down



Repair strategies: “Sorry, I didn’t catch that”, “Let me repeat to make sure I understood”



Translation apps: a bridge for one phrase, not a replacement for local greetings



Role-Play Practice: Integrated Travel Scenarios

Scenario 1

Airport to hotel: immigration, taxi or train, check-in, one small problem



Scenario 2

Restaurant problem: allergy concern, wrong order, split the bill and tip



Scenario 3

Getting lost: ask directions, confirm what you heard, read a station map



Scenario 4

Health emergency: pharmacy visit, then calling for help



Format:

paired role cards, teacher feedback, then repeat to improve



Self-check:

Did they understand? Did I get what I needed? Which phrase do I keep?

Review, Quick-Reference Phrase Toolkit, and Next Steps



Top 50 phrases by situation: airport, hotel, transport, dining, shopping, health, emergency



Emergency card: local numbers, key help phrases, order to give information



Polite complaint formula: open softly, state problem, ask for solution, escalate



Tipping: US 18-20%, Canada 15-18%, UK 10-12.5% or service already added



Check "service included" first; keep small local-currency notes for tips



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