

**No.**

**Topic:** **Baggage Claim** (手荷物受取所)

**Material:** Business English (Business Trip)

**Objectives:**

At the end of the lesson, the students will be able to:

1. Master the vocabularies.
2. Pronounce the words correctly.
3. Know how to claim baggage and how to handle lost luggage.

## **WARM-UP: PICTURE DESCRIPTION**

**Directions:** Use your own words to describe the picture below.

(知っている単語を使用し下記の写真の説明をして下さい)



## **VOCABULARY**

**Verb**

**Noun**

arrive	suitcase
locate	carousel
receive	baggage
deliver	receipt

## **DIALOGUE**

**Scenario:** Mr. Perez just arrived at the airport but his suitcase never arrived on the carousel. He went to the lost luggage claim counter to inquire.

**Mr. Perez:** Excuse me, Ma'am. My suitcase never arrived on the carousel. What should I do?

**Baggage Agent:** You're in the right place. This is the lost luggage claim counter. Let's see if your bag is delayed or missing.

**Mr. Perez:** I hope it is only delayed. I am here for business and need my suits and the files I've packed in that suitcase.

**Baggage Agent:** Let's see if we can locate the bag in our system. Perhaps it missed your flight and is on the next flight here. The next flight arrives in just sixty minutes.

**Mr. Perez:** Can you confirm that my suitcase was placed on that next flight?

**Baggage Agent:** I'm sorry, but no I can't confirm. Your bag may be missing.

**Mr. Perez:** What should I do? I have a meeting that starts in two hours!

**Baggage Agent:** You can go ahead to your hotel. I'll take down your local address and when the bag arrives, an airline service will deliver it to your hotel.

**Mr. Perez:** I'm staying at the Grand Men Seng Hotel downtown.

**Baggage Agent:** I've added that to our system. Do you have your claim ticket? I need to get your tag number.

**Mr. Perez:** Yes, when I checked in, they put this sticker on my boarding pass. Is that what you need?

**Baggage Agent:** Yes, exactly. (Agent types into computer.) I've keyed your suitcase's tag number into the computer and the search will begin immediately.

**Mr. Perez:** Do you know when I can expect to receive my bag?

**Baggage Agent:** I can't give you a firm answer. However, I can tell you that most bags are located within 24 to 48 hours.

**Mr. Perez:** What if mine isn't?

**Baggage Agent:** If you don't receive your bag within 24 hours, then you should purchase what you need for the next day. Then you can file a claim for those items.

**Mr. Perez:** And if the bag is lost permanently?

**Baggage Agent:** Then you can file a claim for necessary items you buy. Please make sure to fill out this form (hands Mr. Perez a form) and keep all of your receipts.

**Mr. Perez:** That sure is a lot of work.

**Baggage Agent:** Don't give up yet. This airport is very large and there are many flights arriving. It is my guess that your suitcase will arrive on another flight this evening.

**Mr. Perez:** Thank you for your assistance.

## QUESTION AND ANSWER

1. What has Mr. Perez lost?
2. Who has he gone to talk to?
3. What has happened to his bag?
4. How does he feel?
5. What does the agent suggest?
6. When does the agent think his bag will arrive?
7. What will he do if the bag arrives within 24 to 48 hours?
8. What will he do if the bag never arrives?
9. Where is this happening?