

Complete the dialogue

Fill in the blanks by listening to the audio file (see link/QR code below the dialogue).

How can I _____ you?

I just _____ from Washington, D.C., but I can't find my suitcase.

What _____ were you on? FA 203?

Yes, FA 203. I arrived _____ 40 minutes ago.

Are you sure you were at the right carousel? FA 203 was at carousel 3. And did you _____ the bulky luggage carousel?

Yes, I waited at carousel 3 the whole time, and there was nothing at the _____ section either.

Okay, if it's not at the bulky section, it's probably just delayed. Most suitcases show up between 12 and 24 hours _____.

But I need my things. I'm here on _____. I don't even have a toothbrush.

You can purchase any essential items and file a _____, if we can't locate it.

And how will I get my _____ then?

Once it gets here, we will notify you, and it will be delivered to your _____. Please fill out this form for me, and be sure to hold on to this claim number.

Thank you.



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Solutions: How can I **help** you? / I just **arrived** from Washington, D.C., but I can't find my suitcase. / What **flight** were you on? FA 203? / Yes, FA 203. I arrived **about** 40 minutes ago. / Are you sure you were at the right carousel? FA 203 was at carousel 3. And did you **check** the bulky luggage carousel? / Yes, I waited at carousel 3 the whole time, and there was nothing at the **bulky** section either. / Okay, it's not at the bulky section, it's probably just delayed. Most suitcases show up between 12 and 24 hours **later**. / But I need my things. I'm here on **vacation**. I don't even have a toothbrush. / You can purchase any essential items and file a **claim**, if we can't locate it. / And how will I get my **suitcase** then? / Once it gets here, we will notify you, and it will be delivered to your **hotel**. Please fill out this form for me, and be sure to hold on to this claim number.