

Name: _____

- 1 Use the words in the box below to complete the explanation about the baggage handler's job.

force	around	split	repack	passenger	label	trouble	address
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It's very important that every _____ has their name and _____ on their luggage. Then, if something goes wrong, or the luggage _____ gets damaged, we can locate the owner of the bag. Passengers who _____ too many things into their bag are asking for _____. When bags like this are dropped, they often _____ open. When that happens, we have to try to _____ everything and then wind thick sticky tape _____ the bag to hold it together.

- 2 Underline the adjectives and circle the adverbs in this text from the book.

Luggage labels are vitally important and are the key to successful baggage handling. As they get scanned, the luggage they are attached to is automatically transferred to the correct conveyor belt. We remove the luggage from the conveyor belt and load it on the trolley to go to the plane. As we do this, we check the luggage label and make sure everything is going where it should.

Working at an Airport



Name: _____

1 Answer true or false to the following questions. Justify your answer by copying out a sentence from the text.

- a** Check-in staff at an airport check passengers' tickets and take care of their luggage.

TRUE

FALSE

- b** Members of the maintenance crew have special skills that enable them to look after the aircraft.

TRUE

FALSE

- c** Air-traffic controllers use mobile phones to keep in touch with pilots.

TRUE

FALSE

- d** As luggage is removed from the hold, luggage handlers carry each item to the terminal by hand.

TRUE

FALSE

- e** People need travel documents to travel from one country to another.

TRUE

FALSE

- f** Customs staff make sure that all travellers have valid passports.

TRUE

FALSE



g You do not have to be very strong to be a luggage handler.

TRUE

FALSE

2 Make a list of all the airport workers that a passenger is likely to meet or see when they catch a flight.
