

Ken: Excuse me, I think I lost my baggage.

Staff: Can you show me your boarding pass and
baggage stickers?

Ken: Here you are.

Staff: Can you describe your baggage?

Ken: It is a red, big size American Tourister.

I also had a name tag on it with my phone number.

Staff: Let me check on our system...I am so sorry.

It says that your baggage is on the next flight.

There must be some mistakes.

Ken: Oh no. How long do I have to wait?

Staff: It should be here by late night today.

Ken: Is that firm? I need my suits and files in that baggage
for the business meeting tomorrow.

Staff: We will try our best to have your baggage arrived
before tomorrow. Can you please fill out this form?
We'll contact and deliver it to your hotel as soon as possible.

Ken: Ok. Thank you for your help.

1. Have you had any problems at the airport?



Vocabulary & Expressions

- Where can I report lost luggage for United Airlines?
- My luggage was not on the belt/ carousel.
- My luggage didn't arrive.
- I am calling to check on the status of my lost baggage.
- Can I get reimbursed?
- We are missing one suitcase.
- I don't know what to do.
- I'd need my bag as soon as possible.

Can you send it to my hotel?

Where will you be staying?

How long is it going to take?

It's going to take a few days for your luggage to arrive.

