

EA S 2021 Part1 Listening comprehension: 8 Missed Flight

Missed Flight

This is a conversation in an airport, between a passenger and an airline representative. For each question, decide which of the airline representative's responses is the **most polite**. You can listen to the passenger's line once and to each option as many times as you like.

8.1 Listen, and choose the most polite response.

Passenger: Hi, I've just come off the plane from Munich, but it was delayed by the fog, and I've missed my connecting flight. Can you help me?

Customer Service Representative:

Option **A**. No worries. A bit of fog is no trouble to us. What was the flight that you missed?

Option **B**. Oh yes, I'm sure we can, fog or not. May I have the details of your onward flight?

Option **C**. Yes, yes, no need for panic! We'll arrange something for you. What was your flight?

8.2 Listen, and choose the most polite response

Passenger: **Thanks. Let me just get my boarding card... Ok, I was meant to be on BA1892 to Glasgow at 4:35 this afternoon.**

Customer Service Representative:

Option **A**. Thanks, just bear with me for a moment. Ahh, and I see we're booked in business class?

Option **B**. Great! Just hang on a couple of ticks while we search. Wait, were you booked in business class?

Option **C**. Okay, let's have a look and see what comes up. Oh, but your onward trip was business class?

8.3 Listen, and choose the most polite response

Passenger: **Yes, is that going to be a problem?**

Customer Service Representative:

- Option **A**. Well, for business class you need to wait. There are no business class seats available until seven a.m. tomorrow. But we can put you in an economy seat on the 8:20 flight this evening.
- Option **B**. Well, we can find you a flight, no problem. There's one at 8:20 this evening, but that will be economy class only, I'm afraid. The earliest flight with business class available is 7 a.m. tomorrow.
- Option **C**. Well, only if you're set on flying business class. You'd have to wait until 7 a.m. tomorrow. But if you're okay with the economy, we can get you out of here on the 8:20 flight this evening.

8.4 Listen, and choose the most polite response

Passenger: **Oh, for sure I don't want to wait until tomorrow, so definitely 8:20 tonight please. But, by the way, will I be able to get a refund on the ticket cost?**

Customer Service Representative:

- Option **A**. Refund information is available on our website. You'll have to fill out an on-line form. Anyway, that's you booked on his evening's flight.
- Option **B**. A refund? Maybe, but I don't really know about that. You can check our website. Anyway, I've booked you on tonight's flight. Have a good onward journey!
- Option **C**. There might a refund available, but unfortunately I can't actually deal with that here. There is a link on our website, though, where you can apply for one. So, 8:20 this evening, all booked!

Here's an explanation of why the selected responses (8.1b, 8.2a, 8.3b, 8.4c) are the most polite choices, along with reasons why the other options are less suitable.

8.1 Passenger: *Hi, I've just come off the plane from Munich, but it was delayed by the fog, and I've missed my connecting flight. Can you help me?*

- **Chosen Response (8.1b):** *Oh yes, I'm sure we can, fog or not. May I have the details of your onward flight?*
 - **Why it's best:**
 - "Oh yes, I'm sure we can" reassures the passenger in a friendly, confident way.
 - "May I have the details of your onward flight?" is polite, clear, and professional.
 - **Why not (8.1a):** *No worries. A bit of fog is no trouble to us. What was the flight that you missed?*
 - "No worries" is too casual for a professional setting.
 - "A bit of fog is no trouble to us" sounds dismissive of the passenger's concern.
 - **Why not (8.1c):** *Yes, yes, no need for panic! We'll arrange something for you. What was your flight?*
 - "Yes, yes" sounds impatient.
 - "No need for panic!" assumes the passenger is panicking, which may not be the case and could sound condescending.
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8.2 Passenger: *Thanks. Let me just get my boarding card... Ok, I was meant to be on BA1892 to Glasgow at 4:35 this afternoon.*

- **Chosen Response (8.2a):** *Thanks, just bear with me for a moment. Ahh, and I see we're booked in business class?*
 - **Why it's best:**
 - "Thanks" acknowledges the passenger's response in a polite manner.
 - "Just bear with me for a moment" is a courteous way to ask for patience.
 - "Ahh, and I see we're booked in business class?" uses a friendly, inclusive tone (*we're booked* rather than *you were booked*).
 - **Why not (8.2b):** *Great! Just hang on a couple of ticks while we search. Wait, were you booked in business class?*
 - "Just hang on a couple of ticks" is too informal.
 - "Wait" sounds abrupt and unprofessional.
 - **Why not (8.2c):** *Okay, let's have a look and see what comes up. Oh, but your onward trip was business class?*
 - "Let's have a look and see what comes up" is vague compared to (8.2a).
 - "Oh, but" sounds hesitant or unsure, which may reduce customer confidence.
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8.3 Passenger: *Yes, is that going to be a problem?*

- **Chosen Response (8.3b):** *Well, we can find you a flight, no problem. There's one at 8:20 this evening, but that will be economy class only, I'm afraid. The earliest flight with business class available is 7 a.m. tomorrow.*
 - **Why it's best:**
 - "We can find you a flight, no problem." is reassuring and positive.
 - "There's one at 8:20 this evening" presents a solution immediately.
 - "But that will be economy class only, I'm afraid." politely introduces the limitation.
 - "The earliest flight with business class available is 7 a.m. tomorrow." provides a clear alternative.
 - **Why not (8.3a):** *Well, for business class you need to wait. There are no business class seats available until seven a.m. tomorrow. But we can put you in an economy seat on the 8:20 flight this evening.*
 - "For business class you need to wait" sounds unhelpful and rigid.
 - The lack of reassurance could frustrate the passenger.
 - **Why not (8.3c):** *Well, only if you're set on flying business class. You'd have to wait until 7 a.m. tomorrow. But if you're okay with economy, we can get you out of here on the 8:20 flight this evening.*
 - "Only if you're set on flying business class" sounds a bit dismissive.
 - "If you're okay with economy" could make the passenger feel like they are being pressured.
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8.4 Passenger: *Oh, for sure I don't want to wait until tomorrow, so definitely 8:20 tonight please. But, by the way, will I be able to get a refund on the ticket cost?*

- **Chosen Response (8.4c):** *There might be a refund available, but unfortunately I can't actually deal with that here. There is a link on our website, though, where you can apply for one. So, 8:20 this evening, all booked!*
 - **Why it's best:**
 - "There might be a refund available" is neutral and non-committal, which is appropriate when unsure.
 - "But unfortunately I can't actually deal with that here" politely explains the limitation.
 - "There is a link on our website, though, where you can apply for one." provides clear guidance.
 - "So, 8:20 this evening, all booked!" reassures the passenger that their new flight is confirmed.
 - **Why not (8.4a):** *Refund information is available on our website. You'll have to fill out an online form. Anyway, that's you booked on this evening's flight.*
 - "Refund information is available on our website." is abrupt and unhelpful.
 - "You'll have to fill out an online form." makes it sound like an obligation rather than an option.
 - **Why not (8.4b):** *A refund? Maybe, but I don't really know about that. You can check our website. Anyway, I've booked you on tonight's flight. Have a good onward journey!*
 - "A refund? Maybe, but I don't really know about that." sounds uninformed and unhelpful.
 - "You can check our website." is dismissive rather than guiding the passenger.
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Summary:

The selected responses (**8.1b, 8.2a, 8.3b, 8.4c**) are the most polite because they:

1. **Use polite and professional phrasing** (e.g., *"May I have," "Just bear with me," "There might be a refund available"*)
2. **Avoid sounding abrupt or dismissive** (e.g., not using *"No worries," "Wait," "Just hang on a couple of ticks"*)
3. **Provide clear and helpful information** while maintaining a positive tone.