

in company Pre-intermediate

■ Unit 13

| headword | pronunciation | translation/notes | example sentence |
|---|----------------|-------------------|--|
| in advance | /ɪn əd'vɑːns/ | | If you book months in advance , you'll be too early for a seat assignment. |
| air | /eə/ | | |
| by air | /baɪ 'eə/ | | What sort of problems can you have when you travel by air ? |
| air rage (n) | /eə 'reɪdʒ/ | | " Air rage " is an expression meaning violent or drunken behaviour by passengers during a flight. |
| aisle seat (n) | /aɪl 'siːt/ | | If you're sitting in an aisle seat , it's easier to get up and go to the toilet. |
| armrest (n) | /ɑːm'rest/ | | The person sitting in the middle seat should try to dominate the armrests . |
| available (adj) | /ə'veɪləbl/ | | I'll show you the available seats on the seating plan. |
| back (n) the back (of) (opposite = the front of) | /bæk/ | | Where would you prefer to sit – at the front of the plane or at the back ? |
| board (v) board a flight/plane | /bɔːd/ | | Passengers should board the flight at Gate 23. |
| boarding pass (n) | /bɔːdɪŋ 'pɑːs/ | | You'll need to show your boarding pass and passport before getting on the flight. |
| book (v) | /bʊk/ | | Booking early is a good idea – it means you can choose your seat. |
| business (n) business traveller (n) | /'bɪznəs/ | | Even experienced business travellers sometimes end up sitting in the middle seat. |
| check in (phr v) | /tʃeɪk'ɪn/ | | Where do I check in for flight BA 264? |
| check-in (n) check-in attendant/staff | /tʃeɪkɪn/ | | Passengers who are rude to check-in staff risk being banned from boarding their plane! |

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| claustrophobic (adj) | /ˈklɔːstrəˈfəʊbɪk/ | | Sitting in the middle seat makes me feel claustrophobic . |
| deal (n) It's a deal! | /di:l/ | | "I can offer you 200 units at 5.5 euros a unit." " It's a deal! " |
| exit (n) | /eksɪt; 'egzɪt/ | | Many people feel safer in aeroplanes if they're sitting near one of the exits . |
| flight (n) | /flaɪt/ | | The clerk told us there were no seats on the flight due to overbooking. |
| board a flight | /ˌbɔːd ə 'flaɪt/ | | Difficult passengers can be prevented from boarding their flight . |
| book a flight | /ˌbʊk ə 'flaɪt/ | | Try to book your flight early so that you get a good seat. |
| catch a flight (opposite = miss a flight) | /ˌkætʃ ə 'flaɪt/ | | We're catching our flight from City of London airport. |
| connecting flight (n) | /kəˈnektɪŋ ˌflaɪt/ | | Our connecting flight leaves Amsterdam at 15.00. |
| miss a flight (opposite = catch a flight) | /ˌmɪs ə 'flaɪt/ | | If the taxi doesn't come soon, I'm going to miss my flight . |
| frequent flier (n) | /ˈflaɪə/ | | I'm a frequent flier and travel by air at least twice a month. |
| front (n) the front (of) (opposite = the back of) | /frʌnt/ | | I usually try to sit at the front of the plane so that I can get off faster. |
| get off (phr v) get off a flight/plane (opposite = get on) | /ˌɡet 'ɒf/ | | Violent or drunken passengers should be forced to get off the plane . |

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| get on (phr v) get on a flight/plane (opposite = get off) | /ˌget ˈɒn/ | | All passengers must show their boarding pass and passport before getting on the plane . |
| go higher (than) | /gəʊ ˈhaɪə (ðən)/ | | I'm sorry, I won't go any higher than 6.5 euros a unit. |
| go lower (than) | /gəʊ ˈləʊə (ðən)/ | | If we go lower than 4.5 euros per unit, we won't make any profit. |
| go with sth (phr v) | /gəʊ wɪð ˌsʌmθɪŋ/ | | "The price is 9 euros a unit." "OK, I'll go with that." |
| ground staff (n) | /graʊnd ˌstɑːf/ | | The new rules prohibit customers from boarding flights if they behave aggressively to ground staff or crew. |
| guarantee (n) | /ˌgærənˈtiː/ | | Would you consider extending the guarantee to 18 months? |
| hand luggage (n) | /hænd ˌlʌɡɪdʒ/ | | Officially, passengers are only allowed one piece of hand luggage . |
| laptop (n) | /læptɒp/ | | It's forbidden to use electrical equipment such as laptops during the flight. |
| lower (v) (opposite = raise) | /ləʊə/ | | We will lower the price for customers who pay within 30 days. |
| offer (n) best offer | /ɒfə/ | | Let's say 5.5 euros for 200 units or more. That's my best offer . |
| order (v) | /ɔːdə/ | | I can offer a lower price if you order 200 units or more. |
| overbooking (n) | /əʊvəˈbʊkɪŋ/ | | I was informed that there was no seat for me on the flight due to overbooking . |
| pack (v) | /pæk/ | | Did you pack your bags yourself, sir? |
| passport (n) | /ˈpɑːspɔːt/ | | You'll need to show your boarding pass and passport before getting on the flight. |

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| payment (n) | /peɪmənt/ | | "What about payment ?" "Payment is within 60 days." |
| price (n) give sb a price | /praɪs/ | | What sort of a price can you give me on an order of 300 units? |
| refund (n) claim a refund | /rɪːfʌnd/ /kleɪm ə 'rɪːfʌnd/ | | Customers can claim a refund for goods that don't work. |
| give/offer a refund | /gɪv/ɔfə ə 'rɪːfʌnd/ | | BA will not offer a refund to passengers who are banned from their flights. |
| receive a refund | /rɪːsɪv ə 'rɪːfʌnd/ | | You will not receive a refund if you are banned from boarding a BA flight. |
| rule (n) break a rule | /ruːl/ /breɪk ə 'ruːl/ | | Anyone guilty of breaking the rules will be punished. |
| ignore a rule | /ɪgnəʊ ə 'ruːl/ | | Passengers ignoring the rules concerning threatening or abusive behaviour risk being banned from boarding flights. |
| introduce a rule | /ɪntrəˌdjuːs ə 'ruːl/ | | BA have introduced new rules prohibiting customers who behave in an aggressive way from boarding flights. |
| obey a rule | /əˌbeɪ ə 'ruːl/ | | It is in passengers' interests to obey the rules concerning threatening or abusive behaviour. |
| seat (n) | /siːt/ | | You'll be able to choose your seat if you book early. |
| aisle seat | /aɪl ,siːt/ | | I feel less claustrophobic sitting in an aisle seat . |
| middle seat | /ˌmɪdl ,siːt/ | | Sitting in a middle seat makes me feel very claustrophobic. |
| window seat | /ˌwɪndəʊ ,siːt/ | | You get a good view if you sit in the window seat . |

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| stretch (v) stretch your legs | /stretʃ/ | | It's a good idea to get up during the flight and stretch your legs . |
| within (prep) within 21 days/a month | /wiðɪn/ | | We offer a 5% discount for payment within 14 days . |