

Expressions for working in an airport:



How to ask someone to wait

Could you bear with me for a minute.

Please hold the line

Please could you wait just a minute

I'm really sorry to keep you waiting, thanks for your patience!

I'll put you through now.

I'll put you through to him now.

I will just transfer the call.

Ask someone to repeat / checking you understand

I'm not sure if I understood properly.

Could I ask you to repeat that?

It's a bad line, I'm not sure if I heard everything.

Please could you repeat that?

Sorry, I didn't catch that.

I'm afraid I didn't hear everything.

Can I just check that I understood correctly?

If I understand correctly.

Could I just ask you to clarify?

I'm not sure if I really understand what you mean.

I'd just like to clarify.

Please could you repeat that?



How to begin a polite expression

I was hoping you / I could...

I was wondering if you / I could...

Do you think you / I might be able to...

Would you mind...

I'd really appreciate it if...

Could you possibly...





Polite expressions to apologize for a problem

Please accept our apologies.

On behalf of Montpellier Airport I'd like to apologize for the inconvenience this has caused.

Please accept our sincere apologies for this...

I'm terribly sorry

I do understand that this must be difficult for you and I'm terribly sorry for the inconvenience

I really am very sorry indeed

I'm so sorry

I must say how very sorry I am

I'm awfully sorry

I really must apologize sincerely for this error

I'm really sorry for the inconvenience, what I can do for you is to find a train for you.

Rest assured that we will find a hotel for you for tonight.

I assure you that I will try my best to find a solution for you.

I would have been more than happy to assist you but I'm afraid it's not my area.

I'm afraid that's not within my scope

Expressions in the car park



There is a ticket machine just inside the airport

The car rental area is just outside the airport to the left

The car park is just in front of the airport

There is another ticket machine on the underground parking level

I will open the barrier for you

You need to pay with your ticket first

If you have lost your ticket you will need to come to the office

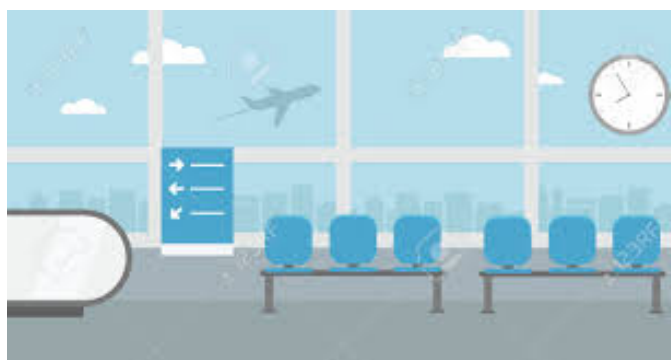
Please come to the office

I'm afraid I can't hear you

How can I help you sir?

How can I help you madam?

Have a nice day.





Telephone expressions

Who should I say is calling?

Who's speaking please?

Please may I speak to...?

I'd like to speak to...?

Would it be possible to speak to...?

Hello I'm calling on behalf of....

Hello I'm calling about...

I'm calling to remind you about...

I'll put you through

Please hold the line

Could you hold please?

I'll just put you on hold.

The line is busy.

Could I take a message?

Sorry I'm just going into a meeting, can I call you back later?



E-mail expressions

Dear

I was pleased to hear from you

I am writing to you regarding the problem with....

Please find attached

I have to inform you that....

I am sure that we will find a solution....

Please read the information below and let us know what you think.

Yours with kindest regards

Best wishes

All the best

Following our conversation

I would be grateful

I look forward to hearing from you

Thanking you in advance

Please find below details of

I would like to ask you....

I was interested in the feedback that you sent me



General expressions in the airport

Your baggage is overweight. (Remove some contents or pay a fine.)

Your carry-on luggage is too large.

Your flight is delayed. (It's late.)

Your flight has been cancelled. (You must rebook a new flight)

Your connecting flight/connection has been cancelled/is delayed.

Your ticket /passport has expired.

keep on going up the corridor

keep on walking in this direction

We are carrying out some renovations in the lounge area so it is closed

I'm afraid that area is closed to the public today

I will look it up on our data base

Stand in front of gate D and the hotel shuttle will pick you up from there.

Wait in front of gate D and you will be picked up by the hotel shuttle.

I will call them now to tell them that you have arrived. They will pick you up in five minutes.

The taxi will pick you up and take you to the hotel.

The taxi driver will greet you at arrivals, he will have your name on a sign.

The taxi driver will pick you up by the side of the road on the pick up point, he will not be waiting in the taxi rank.

Could you possibly inform the customer to pay for the taxi

The planes cannot land immediately because of strong tail winds

We are trying to minimise the delay

thanks for your patience

Our policy is to offer food and beverages to be consumed only on the premises.

I'm afraid that the plane has already taken off

What I can do for you right now is to give you a voucher and then...

Expressions to show your understanding and to get more information



I completely understand how you feel

I can understand how you feel, but I'm afraid that..

Could you tell me what you what makes you say that?

Let me find out more about how you feel.

Can you tell me more about the situation?

I do really understand how you feel but I'm afraid that it's beyond my scope.

I'm afraid that it's not something that I can resolve for you right now.

We can try to find a compromise.



Expressions for negotiating

I would suggest that you pay in three installments

I could propose a compromise

Let me get back to you on that.

We are wondering if you could compromise on that specific point

Please allow for the exchange rate

You need to allow for unexpected charges

Please allow for the fact that we charge a fixed fee per day.

I'm afraid that we have to call off our meeting because there is a strike

Let me look into that for you

Let me look into that for you and I will get back to you very soon.

We will think that over and get back to you.

I can send you the information by we transfer because the file is heavy. You will have three days to download it. Let me know if you have any questions.

Regarding the invoice, the terms of our agreement stipulate that;..

Please consult the terms and conditions of our agreement for details of...

Q and A



How much is the flight delayed by?

It is 30 minutes late. I'm very sorry

I'm afraid (I'm sorry) the flight is delayed by 30 minutes

Can we smoke on the flight/ in the airport?

No it is strictly forbidden

We have a strict no smoking policy in place within all areas of the airport.

Where can I collect my guitar?

You can find it in oversized baggage

Where do I pay for the car park?

Go to the underground level....

When can we board?

The plane is just refueling

How can I get to the airport from a car or taxi?

It is easy to get dropped off just outside the airport here in Montpellier

May I ask you if the plane is on time?

I'm terribly sorry but the plane is delayed



Baggage

Excuse me Sir, is this your bag?

.....
Please be aware Sir that you can be fined on the spot by the police for leaving your baggage
unattended.
.....

.....
Please could the owner of the luggage left at the departures desk, come back to claim it
immediately.
.....

.....
Do not leave your bag unattended
.....

.....
Look after your belongings and never leave your bags unattended
.....

.....
You need to check in this item at the oversized baggage desk
.....

