



# ENGLISH

matters

DODATEK

47 / 2014

D E P A R T U R E

# AT THE AIRPORT

# ENGLISH

matters

kieszonkowy

poradnik językowy

Language Guide

## At the Airport

Dear Readers,

Welcome to English Matters' airport language pocket guide. This time we are going to take you around the airport, irrespective of whether it will be a short or long-haul flight. This guide comprises vocabulary and phrases that will definitely turn out to be useful during plane travel. So, if you want to be sure that you know what to say in each and every situation, come with us to the airport, get on board, then leave the airport with the English Matters guide in your pocket.

We wish you a safe and enjoyable flight!

**irrespective of sth** | bez względu na coś

**long-haul** | dalekiego zasięgu, daleki (lot)

**to comprise sth** | zawierać coś, obejmować coś

**to turn out** | okazać się

**board** | pokład

---

Kieszonkowy poradnik językowy jest bezpłatnym dodatkiem do English Matters nr 47/2014.

**Opracowanie:** Katarzyna Szpotakowska

**Korekta:** Graham Crawford

**Colorful Media** ul. Lednicka 23, 60-413 Poznań  
tel. 61 833 63 28, redakcja@colorfulmedia.pl

Zdjęcie na okładce: Eddie Tay

## Airports in pictures







check-in desk | stanowisko odprawy  
trolley | wózek na kółkach



duty-free | bezcłowy  
currency exchange | kantor wymiany walut



departure lounge



cockpit





flight attendant | steward/stewardesa  
aisle | przejście



seatbelt | pas bezpieczeństwa  
tray | taca





overhead compartment/locker/bin



life-jacket



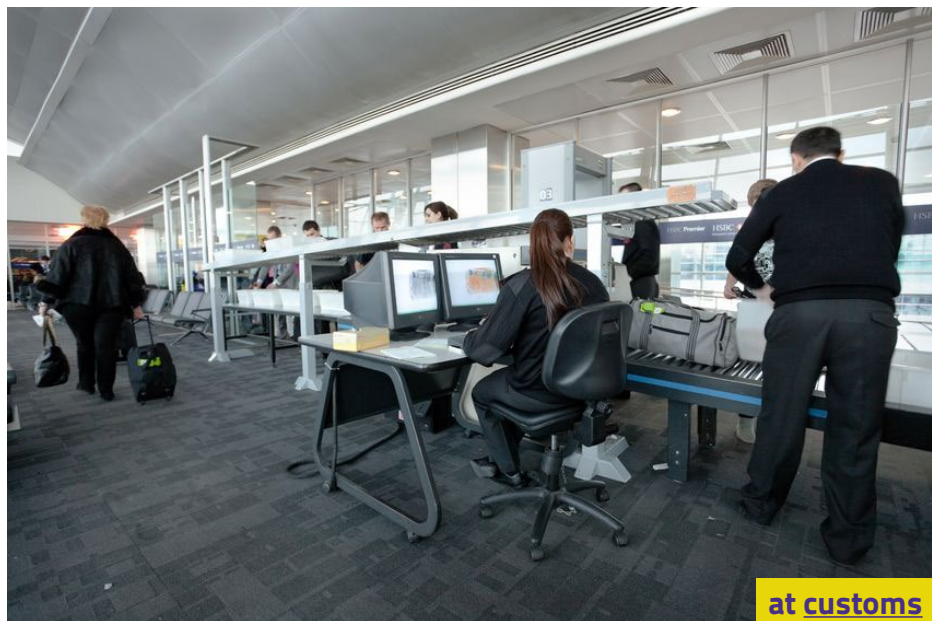
airline safety card



runway







# Airport Announcements

- Flight XYZ is now boarding. Would all passengers proceed to gate ...
- This is the final call for passengers on flight 1234 to XYZ. Please proceed to gate 6 immediately.
- Flight XYZ has been cancelled.
- Flight XYZ has been delayed.
- Attention, passengers on Polish Air flight 123 to London. The departure gate has been changed. The flight will now be leaving from Gate 12.
- Would passenger John Doe please come to...
- Could Mr/Mrs/Miss/Ms Doe please report to desk 23 urgently.
- This is the final call for flight XYZ to ...
- ...please make your way to Gate 6.
- Please proceed to gate number 7.
- Please do not leave your bags unattended at any time.

## Checking in

- Check-in clerk:
- Can/May I see/have your ticket, please?
- I'm afraid your passport has expired.
- How many bags are you checking?
- Will you be bringing a carry-on bag?
- I'm afraid that bag exceeds the size restrictions.
- Would you like an aisle or a window seat?
- You'll be boarding at Gate 3.
- Please be at the gate thirty minutes before your scheduled flight.
- Have you got any other luggage?
- Have you got much hand luggage?
- Do you need any tags for your luggage?

**to board** | wsiadać do czegoś

**immediately** | natychmiast

**cancelled** | odwołany

**delayed** | opóźniony

**attention** | uwaga

**departure** | odlot

**urgently** | pilnie

**unattended** | bez opieki

**to check** | *tu*: odprawiać

**carry-on bag** | *AmE* bagaż podręczny

**to exceed sth** | przekraczać coś

**window seat** | siedzenie przy oknie

**hand luggage** | bagaż podręczny

**tag** | przywieszka

- Here is your boarding pass.
- You have an economy-class/business-class ticket.
- Your flight is expected to take off on time.
- Your flight has been delayed by one hour.
- I'm afraid you're too late to check in.
- You are departing Warsaw at 3 pm on flight 123.
- Boarding begins at 4 pm at gate 123.
- Be at the gate prior to boarding time.
- Your luggage is overweight.
- Enjoy your flight.

## Dialogues:

**Check-in clerk:** Can I see your ticket please?

**Traveller:** Sure, here is my e-ticket.

**Check-in clerk:** Thank you. How much luggage do you have?

**Traveller:** One rucksack. Could I take it as my hand luggage?

**Check-in clerk:** I'm afraid it is too big. Here is your boarding pass. You'll need to show it again at the gate.

**Traveller:** Thank you.

---

**Traveller:** Is this the right desk? My flight is XYZ.

**Check-in clerk:** Yes, that's right. May I see your passport and your ticket, please?

**Traveller:** Here you are.

**Check-in clerk:** Thank you. Could you please put your luggage on the conveyor belt?

**Traveller:** Sure.

**Check-in clerk:** Here is your boarding card. The plane is boarding in 40 minutes. Have a nice flight.

**Traveller:** Thank you.

## On board

**Flight attendant:**

- Please take your seat.
- Welcome on board.

**boarding pass/card** | karta pokładowa

**to take off** | wystartować (samolot)

**on time** | na czas

**prior to sth** | przed czymś

**overweight** | z nadwagą bagażu

**rucksack** | plecak

**conveyor belt** | taśmociąg bagażowy



- Would you like something to drink?
- Would you like a snack?
- What can I get you, madam?
- Would you like still or sparkling water?
- What's the problem/matter?
- Can I help you?
- Did you request a special meal?
- What can I do for you?
- Can I get you anything else?
- I'm afraid we've only got apple juice today?
- I'm sorry but we've run out of cheese.
- Don't worry, you'll be fine.
- I will be right back.
- Of course.
- Certainly.
- I'll get it for you.
- I'll find out for you.
- I'll get you a blanket.
- Can I see your boarding pass?
- Can I look at your seat number, please?
- Could I please see your boarding pass?
- Please would you sit here for a moment?
- Would you follow me, please?
- Would you please turn off your mobile phone?
- I'm afraid we are busy right now. Could you wait a moment?
- I'll get back to you. I promise.
- Is everything all right?
- The headphones are provided free-of-charge.
- Your phone has to be turned off for the duration of the flight.
- Is it OK to go in the overhead locker?
- Push the call button if you need anything.
- Can you wait until we've finished the service?
- Please don't leave your seats unless you have to.

**still** | *tu*: niegazowany

**sparkling** | gazowany (np. woda)

**to request sth** | (po)prosić o coś

**to run out of sth** | nie mieć już czegoś, brakować czegoś

**certainly** | z pewnością, oczywiście

**blanket** | koc

**to follow sb** | pójść za kimś

**to turn sth off** | wyłączyć coś

**headphones** | słuchawki

**provided** | zapewniony, przewidziany

**free-of-charge** | bezpłatnie, darmowo

**duration** | czas trwania

**to push** | *tu*: wcisnąć

**until** | aż do

**unless** | chyba że, jeżeli nie

- The fasten seatbelt sign is off.
- Thanks for your cooperation.
- Make sure your seatbelt is fastened.
- We shall be coming through the cabin with refreshments in a few moments.
- We'd really appreciate if you had the exact change for your purchases.
- If there is still a problem, then I'll come over.
- Would you mind just keeping the noise down a little?
- Turn /Switch off your electronic devices.
- Fold away your table.
- Put your seat back upright.
- Put your bags in the locker.

### Passenger:

- Sorry to bother you, can I have...?
- Can I change my seat, please?
- Have you got any fish?
- Can you help me?
- Could you tell me please where the bathroom is?
- Do you have any children's meals on board?
- What a pity.
- Yes, that would be good.
- Could you help me to put this bag in the overhead compartment?
- I'm sorry, I think you're in my seat.
- Excuse me, is it possible to get a snack?

## Dialogues:

**Flight attendant:** What would you like to drink?

**Passenger:** A large glass of sparkling water, please.

**Flight attendant:** No problem, would you like ice with your water.

**Passenger:** Yes, please.

**Passenger:** I was wondering if I could order something to drink.

**Flight attendant:** Yes, we serve alcoholic and non-alcoholic beverages, such as coffee, tea, juice and coke.

**Passenger:** I'll take a diet coke. Do you charge for beverages?

**Flight attendant:** Non-alcoholic ones are free.

**off** | *tu*: wyłączony

**fastened** | zapięty

**refreshments** | napoje

**to appreciate sth** | być wdzięcznym za coś, wysoko sobie cenić

**change** | drobne, reszta

**purchase** | zakup, kupno

**to come over** | *tu*: podchodzić

**noise** | hałas

**device** | urządzenie

**to fold sth away** | składać coś

**upright** | pionowo

**to bother** | przeszkadzać, zawracać głowę

**what a pity** | jaka szkoda

**beverage** | napój

**Passenger:** When will our meals be served?

**Flight attendant:** Dinner will be served about halfway through the flight.

**Passenger:** Could I order a snack beforehand?

**Flight attendant:** You will get a small snack served with your beverage.

**Passenger:** Many thanks.

**Flight attendant:** You're welcome.

**Passenger:** Sorry to bother you. I don't understand how it works.

**Flight attendant:** What is the problem with your handset?

**Passenger:** I don't have any sound.

**Flight attendant:** Let me check if your headphones are plugged properly.

**Passenger:** Yes, I'm sure they are.

**Flight attendant:** What about the volume button? Have you tried pressing it?

**Passenger:** No, I haven't.

**Flight attendant:** Could you do that now and try pressing the up and down buttons?

**Passenger:** Now, everything works perfectly. Thanks very much.

**Flight attendant:** My pleasure.

## Health & Emergencies

rash / headache / backache / toothache / fever / diarrhoea / diabetes / blisters / spots / nausea / sick / period / cold / runny nose / sore throat / short of breath / to be allergic to sth / to faint / to feel dizzy / to come down with flu / heart disease / to feel under the weather / herbal medicine / to be prone to sth / vaccine / symptom / dosage / needle / syringe / ulcer / breastfeed / pregnant / contagious / pill / to be sensitive to sth / paralysed / to alleviate pain / swelling / to be on antibiotics / to pass out / shooting pains / to poke sb in the eye / cavity / bassinet

**halfway** | w połowie drogi

**beforehand** | wcześniej, z wyprzedzeniem

**handset** | słuchawka

**sound** | dźwięk

**plugged** | podłączony

**properly** | prawidłowo

**volume** | głośność

**button** | guzik, przycisk

**to press sth** | nacisnąć coś

**health** | zdrowie

**emergency** | nagły przypadek

**rash** | wysypka

**diarrhoea** | biegunka, rozwolnienie

**diabetes** | cukrzyca

**blister** | pęcherz, bąbel

**nausea** | mdłości, nudności

**period** | okres, menstruacja

**cold** | przeziębienie

**runny nose** | katar

**sore throat** | ból gardła

**to faint** | zemdleć

**dizzy** | zawroty głowy

**to come down with**

**sth** | zachorować na coś

**to feel under the**

**weather** | niedomagać, źle się czuć

**herbal** | ziołowy

**to be prone to sth** | być podatnym na coś

**vaccine** | szczepionka

**needle** | igła

**syringe** | strzykawka

**ulcer** | wrzód

**to breastfeed** | karmić piersią

**pregnant** | w ciąży

**contagious** | zaraźliwy

**to alleviate sth** | złagodzić coś, zmniejszyć coś

**swelling** | opuchlizna, obrzęk

**to pass out** | zemdleć

**shooting** | rozdzierający

**to poke** | wetknąć

**cavity** | dziura (w zębie)

**bassinet** | koszyk dla noworodka



- My arm hurts.
- My head is throbbing.
- I have a blinding/splitting/thumping headache.
- My hand is stinging.
- I have a stiff neck.
- She's feverish.
- He's trembling all over.
- I'm feeling nauseous.
- My nose is bunged up.
- She looks off-colour.
- I'm feeling a bit out of sorts.

### Flight attendant:

- Stay in your seats.
- Remain calm.
- Pull down the oxygen mask.
- Pull it down over your nose and mouth.
- Breathe normally.
- Do not leave your seats until instructed to do so by a crew member.
- Do not take anything with you as you leave the aircraft.

## Dialogue:

**Flight attendant:** Yes madam, how can I help you?

**Passenger:** I feel dizzy. I think I'm running a temperature. My head is throbbing.

**Flight attendant:** Shall I bring you some water and something for a fever?

**Passenger:** Yes, please. I'd like some hot tea and a tablet.

**Flight attendant:** Are you allergic to any particular medicine?

**Passenger:** No, I'm not.

**Flight attendant:** I'll be back in a minute with some tea and a pill. I'll bring you a blanket too.

-----

throbbing | pulsujący  
 blinding | nieznosny, przejmujący  
 (I have a) splitting headache | głowa mi pęka  
 thumping headache | łupanie w głowie  
 stinging | piekący  
 stiff | sztywny  
 to tremble | drżeć  
 bunged up | zatłoczony  
 (to feel) off-colour | kiepsko się czuć  
 to be out of sorts | wściekać się, wkurzać się  
 oxygen | tlen  
 to breathe | oddychać  
 crew | załoga

## Currency exchange

**Cashier:** Can I help you?

**Traveller:** Yes, please. What is the buying rate for euro?

**Cashier:** There are 3 zloty to 1 euro.

**Traveller:** I'd like to change 300 zloty.

**Cashier:** Certainly. How would you like your bills?

**Traveller:** Two fifties please.

## Food & Shopping

### Shop assistant:

- Can I help you?
- What would you like to eat?
- What would you like to drink?
- How can I help you?
- What can I get you, sir?
- How would you like to pay?
- Are you being served?
- How will you be paying?
- Are you looking for anything in particular?
- Did you manage to find everything you wanted?
- Is that all/everything?
- Shall I gift-wrap it ?
- They are over there.
- Here's your receipt.
- I'm sorry that's the last one.
- I'm sorry that's all we have left.
- That's 15 dollars altogether.
- Enter your PIN.
- Remove your card.



**buying rate** | kurs kupna

**bill** | banknot

**to gift-wrap** | zapakować na prezent

**receipt** | paragon

**to enter sth** | wprowadzić coś

**to remove sth** | usunąć coś

## Customer:

Useful statements	Useful questions
<ul style="list-style-type: none"> <li>• The perfume costs 30 pounds.</li> <li>• Excuse me, I'm looking for...</li> <li>• It's too long/short/<u>tight/loose</u>.</li> <li>• I'm just looking, thank you.</li> <li>• I'm just <u>browsing</u>, thanks.</li> <li>• I'll take it/this.</li> </ul>	<ul style="list-style-type: none"> <li>• Where are the <u>changing rooms</u>?</li> <li>• Where can I get ...?</li> <li>• Do you have any ...?</li> <li>• Where can I find...?</li> <li>• Could you help me please?</li> <li>• Can I pay by credit card?</li> <li>• Does it have a <u>warranty</u>?</li> <li>• Is there somewhere I can <u>try this on</u>, please?</li> <li>• Does it suit me?</li> <li>• Do you have it in a different/larger/smaller size?</li> <li>• Do you have this in another colour?</li> <li>• Have you got it in my size?</li> <li>• Can you wrap it?</li> <li>• Have you got anything cheaper?</li> <li>• Do you have these shoes in size...?</li> <li>• May I try this on, please?</li> <li>• How much is it?</li> <li>• Could you wrap it up for me?</li> <li>• Can you tell me if you sell...?</li> </ul>

## Useful vocabulary

jewellery, gift, basket, coin, shelf, wallet, purse, till, a dash of milk, a lump of sugar, pipng hot, lukewarm, chain, postcard, stamp, envelope, napkin, sanitary napkins, toothpaste, signature, shoplifter, bag, to afford to do sth, belt, shawl, sunglasses, nappy, dummy, spicy, inedible

**tight** | obcisły

**loose** | luźny

**to browse** | *tu*: rozglądać się

**changing room** | przymierzalnia

**warranty** | gwarancja

**to try sth on** | przymierzyć coś

**jewellery** | biżuteria

**shelf** | półka

**wallet** | portfel

**till** | kasa sklepowa

**a dash of sth** | odrobina czegoś, kropla czegoś

**a lump of sth** | *tu*: kostka (cukru)

**pipng** | wrzący, bardzo gorący

**lukewarm** | letni

**chain** | łańcuszek

**napkin** | serwetka

**sanitary napkin/towel** | podpaska

**belt** | pasek

**nappy** | *BrE* pielucha

**dummy** | *BrE* smoczek

**inedible** | niejadalny

## Dialogue:

**Customer:** Excuse me, can you help me?

**Shop assistant:** Yes, of course, what can I do for you?

**Customer:** I'm looking for a light perfume for my girlfriend.

**Shop assistant:** How about this one? This scent is a classic and it's a bargain. Only 40 dollars for 100 mils.

**Customer:** All right, I'll take it.

**Shop assistant:** How are you going to pay? By credit card or in cash?

**Customer:** By credit card. Here it is.

**Shop assistant:** Here's your receipt. Enjoy your flight!

## Miscellaneous

galley	część kuchenna w samolocie
to buckle/unbuckle	zapiąć/odpiąć
emergency exit	wyjście awaryjne
arm rest	podłokietnik
window blind	żaluzja/roleta
delay	opóźnienie
ID	dowód tożsamości
first-time flyer	osoba pierwszy raz lecąca samolotem

## Schengen Zone

Austria, Belgium, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden, Switzerland

## Prohibited items in your hand luggage

Explosives, weapons, weapon parts, fireworks. Ammunition. Inflammable substances, sharp or pointed objects, compressed gases, radioactive, toxic, or corrosive substances, paints, solvents, matches, other dangerous articles

**scent** | zapach

**bargain** | okazja

**weapon** | broń

**inflammable** | łatwopalny

**solvent** | rozpuszczalnik



# Funny Airline Announcements

- “There may be fifty ways to leave your lover, but there are only four ways out of this airplane.”
- “Thank you for flying Delta Business Express. We hope you enjoyed giving us the business as much as we enjoyed taking you for a ride.”
- “As you exit the plane, make sure to gather all of your belongings. Anything left behind will be distributed evenly among the flight attendants. Please do not leave children or spouses.”
- Part of a flight attendant’s arrival announcement: “We’d like to thank you folks for flying with us today. And, the next time you get the insane urge to go blasting through the skies in a pressurized metal tube, we hope you’ll think of US Airways.”

[http://www.grijalvo.com/Ta\\_transporte\\_aereo/Actual\\_Airline\\_Announcements.htm](http://www.grijalvo.com/Ta_transporte_aereo/Actual_Airline_Announcements.htm)

**to take sb for a ride** | zabrać kogoś na przejażdżkę

**to gather sth** | zbierać coś

**belongings** | rzeczy, dobytek

**evenly** | równomiernie, sprawiedliwie

**spouse** | małżonek/małżonka

**insane** | szalony

**urge to do sth** | pragnienie/chęć zrobienia czegoś

Poznaj obcą  
**KULTURĘ**,  
ciekawe miejsca  
oraz **JĘZYK**  
z magazynami  
**Colorful Media**



Do kupienia w EMPIK-ach i dobrych salonach prasowych na  
terenie całego kraju oraz na [kiosk.colorfulmedia.pl](http://kiosk.colorfulmedia.pl)

**Colorful**  
MEDIA