

## Unit 3, video script

- Announcement: Dear passengers, please do not leave your baggage unattended. Unattended baggage is a security risk and will be destroyed.
- Woman: Excuse me. I'm so sorry. I can't find my suitcase.
- Man: And good day to you, too. Yes, dear.
- Woman: Excuse me. I'm very sorry, but my flight was delayed and I'm late. Can you please check?
- Man: Darling, I'm sorry. There's a woman here who needs something. Yes, miss.
- Woman: I'm sorry, but it says information right here.
- Man: Well, that depends on what kind of information you're looking for, doesn't it?
- Woman: Um, yes, of course.
- Man: So, how can I help you?
- Woman: I'm looking for my suitcase. I can't find it.
- Announcement: Can the passenger who left a red and blue suitcase at Gate 11 please come to the lost baggage office?
- Man: So you lost your suitcase.
- Woman: No, I didn't lose my suitcase. I just can't find it. It wasn't at baggage reclaim.
- Man: Yes?
- Woman: Can you help me, please?
- Man: That's much better. So, what does your suitcase look like?
- Woman: Well, it's a red soft-shell suitcase with blue dots, a pull-out handle ...
- Announcement: Can the owner of the red and blue soft-shell suitcase please come to the lost baggage office?
- Man: Similar to that one?
- Woman: Yes, I think so.
- Man: OK, so, a blue hard-shell suitcase with a flower design.
- Woman: What? No! A blue soft-shell, I mean, a red soft-shell suitcase with blue dots!
- Man: You don't have to shout.
- Woman: Oh, I'm sorry. I don't feel very well. Is there a doctor here?
- Man: Go up the escalator to your left. It's near the lost baggage office.
- Woman: The what?
- Man: The lost baggage office. Ah, but don't go there now. They're going to close the terminal because someone left a red soft-shell suitcase with blue dots.
- Woman: No! I really prefer travelling by train.
- Announcement: This is a security announcement. Could all passengers please leave Terminal C? Please follow the signs to the exit.