

Groomsman /'grʊmzmən/	A male friend who accompanies the groom at his wedding.
Waive /weɪv/	Not enforcing or ignoring a rule.
Maintenance /'meɪntənəns/	Keeping something in good condition by checking or repairing it regularly.
Fault /fɔːlt/	Responsibility for an accident or misfortune.
Process /'prəʊses/	To deal officially with a document or request.
Bridesmaid /'braɪdzmɛɪd/	A girl or woman who accompanies the bride on her wedding day.

It's my
friend's
wedding
tomorrow and
I'm one of the
groomsmen.

The company
has agreed to
waive the
weight
restriction.

Maintenance
issues are to
blame, so it's
not your
fault.

I can
process your
visa
application
within three
working days.

Essentially...?

**You're
saying...?**

**In other
words...?**

As in...?

**Let me get
this
straight...?**

You mean...?

Let me get this straight. They left early?!?

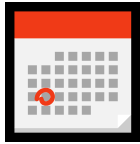
You mean it wasn't on the plane? Then where the hell is it?

In other words, I'm stuck here for the next fifteen hours...

As in too many people? Then why the hell did you sell me the ticket?!?

You're saying I have to sit next to her for the next ten hours? You must be joking...

So essentially, I can't travel unless I get a new one issued...



Your flight to Beijing has been rescheduled for next week.



All passengers must be vaccinated and be COVID tested.



We must return to the terminal due to a medical emergency.



Wi-Fi is unavailable and undergoing maintenance.



All flights have been delayed 8 hours due to a tropical typhoon.



You are under arrest! Drop your bags and put your hands up.



All toilets are currently out of order for the entire flight.



We require you to wear a mask at all times during the flight.



The entertainment system will be offline this flight.



Prohibited items have been detected in your luggage.



Please turn off all electronic devices in preparation for takeoff.



Bomb jokes and replica weapons are a criminal offence.



Unfortunately,
there's no alcohol
available on this
flight.



We are unable to
process cash
payments at this
time.



Remain seated
until the aircraft
has come to a
complete stop.



Unfortunately, we
are unable to
locate your
luggage.



The boarding gate
has changed from
Gate 23 to Gate
85.



Please arrive at
the airport three
hours before
departure.



Please discard all fresh food before entering the country.



You must declare cash amounts of more than USD \$10,000.



This flight does not support inflight USB charging.



Security would like to conduct a 5 minute random bomb check.



Only passengers who have prepaid will be receiving meals.



Any verbal abuse will not be tolerated by our flight attendants.

1. **Airline Customer Service Representative:** Hello, how can I help you today?
2. **Derek:** Yes, I missed my connecting flight and it's very important that I get to Perth today. It's my sister's wedding tomorrow and I'm one of the groomsmen. Are there any more flights today?
3. **Airline CSR:** Where did you depart from?
4. **Derek:** London.
5. **Airline CSR:** And you're heading to Perth, Australia?
6. **Derek:** Yes, and I need to be there today.
7. **Airline CSR:** I understand, sir. May I see your passport and boarding pass?
8. **Derek:** Sure, here they are.
9. **Airline CSR:** Thank you.
10. **Derek:** So will I be able to catch another flight today?
11. **Airline CSR:** Well, sir, I'm afraid we don't have any other flights heading to Perth today. But there is one in 3 hours with another company.
12. **Derek:** Great! Can you get me on that flight then?
13. **Airline CSR:** Unfortunately, I'm not able to do that, sir. You'll have to go to their check-in counter to book it.
14. **Derek:** Wait, I have to BOOK it? As in I have to PAY again for another flight?
15. **Airline CSR:** Yes, you would have to sir. We only handle bookings for our company.
16. **Derek:** So, basically, you're saying that even though the delay was your fault, I have to pay for a new flight?
17. **Airline CSR:** Well, sir, I can put you on our next flight to Perth at no extra cost. But it departs tomorrow at 12:35pm.
18. **Derek:** That won't work, I'll miss my sister's wedding! Ugh! Well, can I at least get a refund for the connecting flight? Since I'll have to use a different company if I want to get to Perth today?
19. **Airline CSR:** I can issue a refund, but there is a 50-pound cancellation fee.
20. **Derek:** What? It's not my fault that the flight was delayed and I missed my connection! I was told there was some kind of maintenance issue, which means the delay was the airline's fault, not mine.
21. **Airline CSR:** I see. In that case, please let me check with my manager to see if we can get that cancellation fee waived.
22. **Derek:** Please do.
23. **Airline CSR:** Yes, I have a customer who ... Thank you. I'll tell him. Good news, sir! My manager has agreed to waive the cancellation fee. I just need the credit card that was used to purchase the ticket and I can process your refund right now.
24. **Derek:** Thank you!