

STAPL  
E

HERE

Luggage:

.....

Hand Luggage:

**KLM**

Welcome on board!

Boarding Pass

Passenger/Name:

.....

Flight N°: .....

- 1) Welcome the passenger.
- 3) Ask the passenger's name.
- 5) Ask for his/her destination.
- 7) Ask for His/her flight number.
- 9) Ask to see his/her ticket and passport.
- 11) Ask if he/she wants a window or aisle seat.
- 13) Tell him/her his/her seat number  
then ask if he/she has any luggage.
- 15) Ask if he/she has any hand luggage.
- 17) Tell him/her the departure gate.
- 19) Tell him/her the boarding time then  
give him/her his/her boarding card.
- 21) Say goodbye.



|                          |                   |
|--------------------------|-------------------|
| <input type="checkbox"/> | <b>Window 18A</b> |
| <input type="checkbox"/> | <b>Aisle 18 C</b> |

Departure Gate and Time:

**Gate: 42**

Time: 12.15 p.m.

Destination:

.....

STAPL  
E

HERE

Luggage: 2

Hand Luggage: 1

**KLM**

Welcome on board!

Boarding Pass

Passenger/Name:

.....

**Flight N° : KLM 824**

- 2) Say hello and say that you would like to check in.
- 4) Tell him/her your name and surname.
- 6) Tell him/her your destination.
- 8) Tell him/her your flight number.
- 10) Show him/her your ticket and passport.
- 12) Tell him/her if you want a window or aisle seat.
- 14) Tell him/her how much luggage you want to check in.
- 16) Tell him/her how much hand luggage you are carrying.  
Then ask him/her for the departure gate.
- 18) Ask him/her for the boarding time.
- 20) Say thank you and goodbye.



|                    |
|--------------------|
| <b>Window seat</b> |
| <b>Number:</b>     |

Departure Gate and Time:

**Gate:**

Time: .

Destination:

**NEW YORK**

