



28 Lost baggage

2.06 Wilbur Meeks is waiting at the baggage claim at Boston's Logan airport.

Conversation A

Woman: I hate waiting for baggage, don't you?

Wilbur: Yes, mine always seems to be the last.

Woman: Last year they lost my suitcase. Have they ever lost yours?

Wilbur: Mine? No, never.

Woman: Ah! There's my bag now. Bye.



2.07 Conversation B

Wilbur: Excuse me. My bag hasn't arrived yet.

Airline Representative: Which flight?

Wilbur: Redwood Airlines from Seattle.

Airline Rep: RRA 438?

Wilbur: Yes. Everyone else's bags came off the baggage claim, and now it's stopped.

Airline Rep: Uh huh. Did it have your name on it?

Wilbur: It had my name, address, zip code and telephone number.

Airline Rep: We'll try to find it for you, sir. Can you fill out this form? Description of bag, flight number, value of contents etc.

Wilbur: Oh. Yes.

Airline Rep: Do you have an itemized list of the contents?

Wilbur: No. Why?

Airline Rep: Your insurance company might ask for a list. You'd better write one.

Wilbur: OK.

Airline Rep: And don't worry. Ninety-eight percent of lost bags turn up eventually.

Wilbur: I hope so.

Airline Rep: If it doesn't turn up within twelve hours your insurance will pay for the things you need right now – a clean shirt, socks, underwear, that kind of thing.



- 1** **2.08** Listen to Conversation C. Underline the stressed words in these sentences.
- Well, actually I didn't lose it. You lost it.
 - We've found your suitcase, Mr. Meeks.
 - Now the bad news.

- 2** Listen again. Where did Wilbur's suitcase go? Check (✓) the boxes.

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|------------------------------------|--------------------------------------|
| ☐ Bangkok | ☐ Bombay |
| ☐ Hong Kong | ☐ Beijing |
| ☐ Baltimore | ☐ New York |
| ☐ Boston | ☐ Los Angeles |
| ☐ Las Vegas | ☐ Seattle |
| ☐ Rome | ☐ Bologna |

- 3** Write an itemized list of the things you would pack for (1) a business trip to a cold climate (2) a vacation to a hot climate. Interview another person and find out what they would take.

4 Discuss:

- Has an airline ever lost your baggage?
- Was it lost forever or was it found?
- Do you take out travel insurance when you fly?
- Have you ever made a travel insurance claim?

Culture File **28** Airline baggage