



Balogh Józsefné

Utaskezelés idegen nyelven



A követelménymodul megnevezése:

Közlekedésüzemvitel általános előírásainak alkalmazása

A követelménymodul száma: 0663-06 A tartalomelem azonosító száma és célcsoportja: SzT-a18-30



TRAVELLING BY RAIL

ESETFELVETÉS – MUNKAHELYZET

What do you have to take into consideration when you travel by rail?

SZAKMAI INFORMÁCIÓTARTALOM

Journey

Please, take a seat in the car class that complies with your ticket.

Please, make sure your conduct during the journey does not disturb your fellow passengers. If you notice any anomaly during the journey, ask for the help of the conductor. Be aware of the needs of your fellow passengers when regulating heating, lighting or ventilation.

When tickets are checked, please give your ticket to the railway staff (conductor, service inspector or quality insurance controller), and if you have a concessionary ticket, prove your eligibility as required.

On trains marked as non-smoking in the time-table smoking is forbidden even if there is no non-smoking sign in some of the cars. There is a 2. class car designated for smoking on the domestic InterCity trains, whereas on InterCity trains with cars where no supplementary fee is required smoking is allowed in the designated parts of the cars where no supplementary fee is required. Smoking is forbidden in the corridors and vestibule of the non-smoking cars or car sections! We are asking our smoking passengers to observe our regulations and thus show consideration for their non-smoking fellow-passengers!

http://www.mav-start.hu/travel/travel_information.php (2010. október 19.)

TANULÁSIRÁNYÍTÓ

Task 1.

Read the regulation about travelling by rail above and answer the questions.

1. Which car do you have to take a seat in?

2. What do you have to be aware of?

3. What do you have to prove?

4. Can you smoke in a carriage without a non-smoking sign?

5. Where is smoking allowed?

Task 2.

Look at the following conversation and number the parts in the correct order.

- A Just a minute. Here you are.
- B I'm sorry it is not on me.
- C You have to pay a fine.
- D Yes, I am.
- E Good morning. Tickets please.
- F Oh no. I am a Civil Servant. I am a teacher.
- G I'm afraid Madam your ticket is not valid without it.
- H I'm sorry. According to the regulations you are obliged to prove that you have the right to use a concessionary ticket.
- I Excuse me it is a concessionary ticket. Are you a Civil Servant?
- J What can I do now?
- K Can I have a look at your Civil Servant Card?
- L You're welcome Madam.
- M Let's have a look at these tests I'm marking now. Do you believe me that I am a teacher of history?
- N Thank you Sir. You are so generous.
- O I see Madam. I'll accept this „evidence”. But don't forget about the regulations: you have to be able to show your CS card on demand.

Answers:

Task 1.

1. That complies with your ticket.
2. The needs of other passengers.
3. Your eligibility if you have a concessionary ticket.
4. On trains marked non-smoking in the timetable smoking is forbidden even if there is no non-smoking sign.
5. There is a 2nd class car designated for smoking on the domestic InterCity trains cars where no supplementary fee is required.

Task 2.

1- E, 2- A, 3- I, 4- D, 5- K, 6- B, 7- G, 8- J, 9- C, 10- F, 11- H, 12- M, 13- O, 14- N, 15- L

ÖNELLENŐRZŐ FELADATOK

Task 1.

Read the role cards below and write the conversation.

A You are the ticket inspector and would like to check whether the passengers have valid tickets. It is an IC train and one of the passengers doesn't have a supplementary ticket so you have to make him pay a fine of HUF 900.

B You are going to have a trial in Sopron so it is urgent to get there. You were got stuck in the traffic jam so you didn't have time to buy a supplementary ticket. Ask the ticket inspector to help you „beg his pardon”.

MUNKANYAG

MEGOLDÁSOK

Task 1.

Tl: Tickets please.

P: Here you are.

Tl: Can I have your supplementary ticket, Sir?

P: Unfortunately I don't have it.

Tl: You are not allowed to travel without a ticket like that on an IC train.

P: I know. You are absolutely right. But I got stuck in the traffic jam. And didn't have enough time to buy it.

Tl: I'm afraid you have to pay a fine.

P: Isn't there a possibility to buy a ticket from you?

Tl: Yes, there is and you should pay a fine of HUF 900.

P: But I'm going to have a trial in Sopron. I had to catch this train. Would it be possible to get a supplementary ticket without paying a fine?

Tl: Let's see. I think it would.

P: Thank you very much. You are so helpful.

MAKING REQUESTS

ESETFELVETÉS – MUNKAHELYZET

How can you make requests in a polite way?

Blank writing area with horizontal lines for notes.

SZAKMAI INFORMÁCIÓTARTALOM

1. Do you mind if I close the door?
2. Would you mind if I closed the door?
3. Would you mind closing the door?
4. Will you close the door?

Task 1.

Read the sentences above and find out who is asked to do something.

- A** The speaker wants to close the door.
- B** The speaker wants the other person to close the door.

Task 2.

Circle the more polite way of asking.

Wordlist

to take sth into consideration	figyelembe venni valamit
regulation	szabályzat, előírás
to comply	alkalmazkodik, eleget tesz
concessionary ticket	engedményes/kedvezményes jegy
eligibility	jogosultság
carriage	vasúti kocsi
supplementary	kiegészítő, pótló
fee	díj
to require	megkíván, követel, elvár
domestic train	belföldi vonat
civil servant	közalkalmazott
to accept	elfogadni
demand	követelés, kérés
be obliged	köteles
to pay a fine	bírságot fizetni
to mark a test	tesztet javítani
according to sth	valaminek az értelmében, valami szerint

Key:

Task1.

A- 1, 2 B- 3, 4

Task 2.

A- 2 B- 3

TANULÁSIRÁNYÍTÓ

Task 1.

Complete the conversation with the sentences below.

P1: Excuse me. It is so hot here. Do you mind if I open the window?

P2: ... (1)

P1: But I think you need some fresh air too.

P2: ... (2)

P1: What about putting on your jacket for five minutes?

P2: ... (3)

A Yes, I need but I don't want to get pneumonia.

B OK. Let's open the window for five minutes.

C I don't think so Madam. Unfortunately I got a bad cold.

Key:

Task 1.

1-C 2-A 3-B

ÖNELLENŐRZŐ FELADATOK**Task 1.**

Read the situation below and write the conversation.

A You are on the IC to Győr and have a huge heavy suitcase. It is impossible for you to put it on the luggage rack. Ask a male passenger to help you with it.

B You are a passenger on the train. A girl asks you to help her to put a heavy suitcase on to the luggage rack. Offer her your help.



MUNKKANYAG

MEGOLDÁSOK

Task 1.

W: Excuse me Sir, my suitcase is so heavy. I can't put it on the luggage rack.

M: I see. Shall I put it on?

W: Thank you very much. It's very nice of you.

M: You're welcome.

MUNKANYAG

JOURNEYS TAKEN BY THE PHYSICALLY HANDICAPPED

ESETFELVETÉS – MUNKAHELYZET

How can physically handicapped people take journeys by rail?

SZAKMAI INFORMÁCIÓTARTALOM

Journeys taken by the physically handicapped

Travelling opportunities of the physically handicapped

Vehicles that can be used by the physically handicapped in wheelchairs

In the case of a group journey (at least 10 physically handicapped persons) they can use the car for the physically handicapped ordered in advance, which features a special design, a lifting device. The relevant conditions are in chapter M, part III of the Passenger Transportation Business Code. To satisfy the needs there are 2 railway cars available equipped with a lifting device. In one of the cars there is room for 8 wheel chairs and there are 40 seats, whereas in the other car there is room for 12 wheel chairs and there are 16 seats. In these cars there is a toilet that can be used by the passengers confined into the wheel chair. A car attendant operates the lifting device and escorts the group from the departure station to the destination.

http://www.mav-start.hu/english/travel/handicapped_travel.php (2010. október 23.)

TANULÁSIRÁNYÍTÓ

Task 1.

Read the text above about the vehicles that can be used by the physically handicapped in wheelchairs and answer the questions.

1. What is the minimum number of people of a group journey?

2. When can physically handicapped persons use the carriage that is specially designed for them?

3. How many cars are there to satisfy the needs?

4. How much room is there in a car like that?

5. What other special equipment has the carriage got?

6. Who operates the lifting device?

Answers:

1. 10
2. in the case of a group journey (at least 10 physically handicapped persons) if they ordered the car in advance
3. There are 2 railway cars available for them with a lifting device.
4. In one of the cars there is a room for 12 wheelchairs and there are 16 seats whereas in the other car there is a room for 8 wheelchairs and there are 40 seats.
5. In these cars there is a toilet that can be used by the passengers confined into the wheelchair.
6. The car attendant.

MUNKKANYAG

ÖNELLENŐRZŐ FELADATOK

Task 1.

Complete the telephone conversation below with the words in the box (1–10).

internet, information, wheelchair, in advance, enquiry, service, disabled, physically, get, ordered

A: Hello. This is MÁV-Start telephone (1) .

B: Hello. Can I get(2) about your(3) service?

A: Of course.

B: I'm(4) handicapped and need my(5). How can I get on the train?

A: You should submit your claim(6).

B: Could you give me a telephone number on something like that?

A: The(7) can be(8) on the internet and on the phone/fax.

B: Will you give me the internet address?

A: The(9) address for the order is megrendeles@mav-start.hu.

B: Thank you and can I(10) a telephone number as well?

A: Yes, please. 06 (40)49-49-49

B: Thank you very much.

A: You're welcome.

MUNKANYAG

MEGOLDÁSOK

Task 1.

1. enquiry
2. information
3. disabled
4. physically
5. wheelchair
6. in advance
7. service
8. ordered
9. internet
10. get

CONCESSIONARY FARES FOR PHYSICALLY HANDICAPPED PEOPLE

ESETFELVETÉS – MUNKAHELYZET

How can physically handicapped people get a discount while travelling by rail?

SZAKMAI INFORMÁCIÓTARTALOM

The concessionary fares of MÁV-START Zrt.

When making use of concessionary fares, part II of the Passenger Transportation Business Code of MÁV-START Vasúti Személyszállító Zrt. is authoritative, which contains the tariff and the concessionary fares determined in the laws and regulations.

The passenger having the membership ID of the National Association of the Blind and Visionary Impaired and his escort are eligible for travel discount. A passenger having similar conditions can take his guide dog on the train free of charge.

Those with hearing impairment – with their photo ID – are eligible for travel discount.

The handicapped living in special homes, their escorts and visitors are eligible for a travelling discount with the certification of the special home.

Disabled service men, war orphans and war widows can travel free of charge with their ID.

The railway company transports the wheel chair free of charge.

http://www.mav-start.hu/english/travel/handicapped_travel.php (2010. október 24.)

Wordlist

handicapped	fogyatékos
wheelchair	kerekesszék
lifiting device	emelőszerkezet
be confined	bezárt, korlátozott
car attendant	utaskísérő
to operate	működtetni
destination	célállomás
to order	megrendelni
enquiry	tudakozó
service	szolgáltatás
be disabled	sérült, nyomorék
orphan	árva
widow	özvegy(asszony)

TANULÁSIRÁNYÍTÓ

Task 1.

Read the text above and answer the questions below.

1. What kind of document does the disabled person have to possess/hold to prove his eligibility for travel discount?

2. What kind of ID is that?

3. Who can travel free of charge with this ID?

4. Do handicapped persons have to pay for their wheelchair while travelling?

Answers:

1. Task 1.
2. the membership ID of the National Association of the Blind and Visionary Impaired
3. an ID with photo
4. disabled service men, war orphans and war widows
5. no

MUNKKÖNYV

ÖNELLENŐRZŐ FELADATOK

Task 1.

Put down the definition of the following words in English.

1. Handicapped

2. Wheelchair

3. Destination

4. lifting device

5. an order

6. to order

7. concessionary fare

8. enquiry

Task 2.

Read the definitions and put down the word next to them.

1. Physically or mentally handicapped.

2. A child who has lost one or both parents by death.

3. A woman who has not married again after her husband's death.

4. Limited, restricted

5. Help or assistance to another or others.

MEGOLDÁSOK

Task 1.

1. suffering from a physical or mental disability
2. a chair with large wheels, used by a handicapped person
3. a place to which a person, thing is going or being sent
4. something you use to rise up sth
5. – a request to supply goods
6. – to book sth
7. travel discount
8. the process of asking

Task 2.

1. disabled
2. orphan
3. widow
4. be confined
5. service

TRANSPORTING LIVE ANIMALS**ESETFELVETÉS – MUNKAHELYZET**

How can you transport live animals by rail?

**SZAKMAI INFORMÁCIÓTARTALOM****Transporting live animals**

Passengers can be accompanied by a small live animal in the 2nd. class passenger car without a health clearance provided the animal is carried in a suitably closed container (basket, cage or box) which keeps the animal contained throughout the journey, and the container is suitable to protect the passengers, the clothing of the passengers and their hand luggage, and the railway furnishings.

Apart from the guide dog no live animal can be taken into the

- 1. class car,
- dining car
- trains and cars requiring seat reservation.

UTASKEZELÉS IDEGEN NYELVEN

For dogs transported together with the owner live animal fare shall be paid, regardless whether the dog is on a leash, wearing a muzzle or in a basket, cage box or any other container in the passenger car. One passenger can take maximum two dogs. Dogs can only be taken into the compartment of the 2. class cars with the permission of all passengers sitting in the compartment. A large dog weighing more than 20 kg can only be transported on the platform of the passenger car.

http://www.mav-start.hu/travel/travel_information.php (2010.október 24.)

Wordlist

carriage	vagon, kocsi
compartment	fülke (vasúti)
muzzle	szájkosár
cage	kalitka
basket	kosár
health clearance	egészségügyi engedély
to provide	ellátni vkit vmivel
to carry	szállítani, vinni
to protect	megvédeni
apart from	eltekintve vmitől
regardless (of)	tekintet nélkül vmire, függetlenül vmitől
weigh	súly
leash	póráz

TANULÁSIRÁNYÍTÓ**Task 1.**

Read the regulation about transporting live animals by rail and decide whether the statements are true (T) or false (F).

1. Passengers can be accompanied by a small live animal in the 2nd class passenger car with a health clearance provided the animal is carried in a closed container (basket, box, or cage).
2. Live animals cannot be taken into the dining car.
3. Guide dogs can be taken into the trains and cars requiring seat reservation.
4. For blind man's dog transported together with the owner live animal fare shall be paid.
5. A large dog weighing more than 20 kg can only be taken into the compartment of the 2nd class car with the permission of all passengers sitting in the compartment.
6. If your dog is on a leash and wears a muzzle it can be taken into the compartment of a 2nd class carriage.
7. Guide dogs can be transported together with the owner free.

Key:

Task 1.

1. F
2. F
3. T
4. T
5. F
6. F
7. F

ÖNELLENŐRZŐ FELADATOK

Task 1.

Read the conversation below and fill in the gaps .

Tl: Good afternoon.(1), please.

P: Here you are.

Tl: Can I have a(2) at your seat(3) Madam?

P: Yes, please. Here it is.

Tl: Sorry but what about your dog's(4)?

P: But it is wearing a(5).

Tl: I'm afraid you have to pay for it regardless whether it is wearing a muzzle or not.

P: Oh, I didn't know about it.

Tl: According to the(6) live animal fare should be paid.

P: Yes. Can I pay now?

Tl: You have to pay madam otherwise you will have to pay a(7).

P: Thank you very much.

Tl: By the way. You should have your dog on a(8).

P: OK: I'll put it on straight away.

Task 2.

Read the situation below and write the conversation.

A You travel with your pet. It's a cat. You have a cage for it but your cat doesn't like travelling in it so you're holding it in your arm.

B You are the ticket inspector. One of the passengers has her pet in her arm. Ask the woman to put the cat in the basket. Explain her that pets have to be carried in a suitably closed container (basket, cage, etc.). If she holds it she has to produce a health clearance.

A large rectangular area with a yellow border, containing ten horizontal lines for writing.

MUNKANYAG

MEGOLDÁSOK

Task 1.

1. tickets
2. look
3. reservation
4. fare
5. muzzle
6. regulation
7. fine
8. leash

Task 2.

B: Excuse me Madam. Would you mind putting that cat in the basket.

A: But she hates travelling in things like that.

B: I'm sorry but pets have to be carried in a suitably closed container such as baskets, cages, etc.

A: Let's have a look at this peaceful cat. She is so nice.

B: I can see. I'm afraid Madam if you have her in your arms you have to produce a health clearance.

A: OK. I'll put her in the cage.

B: Thank you very much.

A: You are welcome.

LUGGAGE OR BAGGAGE?

ESETFELVETÉS – MUNKAHELYZET

What do you have to take into consideration when you carry a kind of baggage?

SZAKMAI INFORMÁCIÓTARTALOM

Luggage

Into the passenger cars take only such hand luggage which you can put on the luggage rack or can fit under the seat. Please, do not put your hand luggage on the aisle of the car, on the seats or between the seats for the comfortable and safe journey of your fellow passengers. The weight of the hand luggage cannot exceed 30 kg. If you want to take bulky item of luggage, ask for the relevant conditions before the journey. Just like hand luggage, the following can also be taken into the passenger car free of charge:

- wheel chair,
- pram,
- umbrella,
- walking stick,
- crutches, walker
- portable musical instrument in its case,
- wreath for a grave,

The following can also be taken into the 2. class passenger car:

- dismantlable rubber or canvass boat and its parts,
- collapsible bicycle (in a collapsed state),
- ski equipment,
- sports equipment,
- plastic barrel.

UTASKEZELÉS IDEGEN NYELVEN

Into the 2. class car of a train where no supplementary fee and seat reservation, no seat reservation, no supplementary fee is required one suitably packed

- fir tree, ornamental shrubbery, sapling not exceeding 2 meters,
- a hand tool not exceeding 2 meters in length

can be taken per passenger, whose dimensions are not over 30×50×80 cm.

http://www.mav-start.hu/travel/travel_information.php (2010.október 24.)

Wordlist

luggage rack	poggyásztartó
to fit	elfér
bulky	terjedelmes
relevant	vonatkozó
overweight	túlsúlyos
to take sth into consideration	tekintetbe/figyelembe vesz valamit

TANULÁSIRÁNYÍTÓ

Task 1.

Read the regulations about carrying luggage and put down the DOS and DON'TS in the chart.

DOS	DON'TS

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Task 2.

Read the text about carrying luggage and put down the pieces of information which are the most important for you.

<hr/> <hr/> <hr/> <hr/> <hr/>

Key:

Task 1.

Dos: Into the passenger cars take only such hand luggage which you can put on the luggage rack or can fit under the seat.

If you want to take bulky item of luggage ask for information about the relevant conditions before the journey.

Don'ts: Do not put your hand luggage on the aisle, on the seats or between the seats.

Do not carry a hand luggage that is overweight (exceeds 30 kg).

ÖNELLENŐRZŐ FELADATOK

Task 1.

What kind of advice would you give a friend of yours who has to go to Pécs by IC and wants to carry a portable musical instrument and a hand tool?



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MEGOLDÁSOK**Task 1.**

You can carry your musical instruments in its case free of charge but as for the hand tool you should take it suitable packed next time in the 2nd class car of a train where no supplementary fee and seat reservation is required.

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DEALING WITH PASSENGERS AT THE AIRPORT

ESETFELVETÉS – MUNKAHELYZET

What can you do if you are in a hurry and know that you won't have enough time to check-in at the airport?

Handwriting practice area with five horizontal lines. A large, faint watermark reading 'MUNKANYAG' is visible diagonally across the page.

SZAKMAI INFORMÁCIÓTARTALOM

How does online check in work?

Online check-in

Log in: Enter the e-ticket number or the booking code you received after making your reservation. Also, enter the flight number.

Step 1 – Your information: Select your flights and enter the names of any other passengers in your party that you want to check in.

Step 2 – Seat and baggage: Reserve the seat of your choice straightaway during online check-in.

Extra options: In Economy Class you can buy a seat in the Economy Comfort zone, a seat with extra legroom or a seat in a row of only two seats.

Step 3 – Print documents: Print out your boarding pass and those of any passengers travelling with you. If you don't have a printer, you can e-mail the boarding pass to someone who can print the boarding pass for you. You could also print it out at a self-service check-in machine at the airport.

Or get an electronic boarding pass

On many routes, you can request an electronic boarding pass. You will receive it on your smartphone, PDA, Blackberry or mobile phone with Internet access. The text message or e-mail you receive will include all the flight information and a barcode that you can have scanned at the airport. Read more about the electronic boarding pass.

Cancelling a check-in

Once you have checked in, you can cancel your check-in for such reasons as wanting to book a later flight. To find your reservation at our website, simply enter your e-ticket number or booking code. As soon as you have located your information, you can cancel your check-in. To book a later flight, you can call Telephone Reservations.

http://www.klm.com/travel/hu_en/prepare_for_travel/checkin_options/internet_checkin/index.htm (2010. október 24.)

Wordlist

to log in	bejelentkezni
to book a ticket	jegyet venni
reservation	foglalás
flight	járat
row	sor
boarding pass	beszálókártya
check-in	poggyászfeladás
airline	légitársaság
to cancel	lemondani, törölni
Economy class	turistaosztály
to select	kiválasztani
to receive	kapni
seat	hely
straightway	azonnal, rögtön
barcode	vonalkód

to scan	beolvasni
e-ticket	elektronikus jegy
booking code	foglalási kód
to enter the number	beírni a számot
self service	önkiszolgáló

TANULÁSIRÁNYÍTÓ

Task 1.

Read „How does online check-in work” and answer the questions.

1. What do you have to enter when you log in?

2. What is Step 1?

3. What should you reserve in Step 2?

4. What are the extra options?

5. What do you have to print at Step 3?

6. Is there a possibility to print your boarding pass at the airport?

7. How can you cancel a check-in?

Answers:

1. The e-ticket number or the booking code you received after making your reservation, the flight number
2. You should select your flights
3. The seat of your choice
4. You can buy a seat in the Economy Comfort Zone. A seat with extra legroom or a seat in a row of only two seats.
5. Your boarding pass.
6. Yes, there is a self-service check-in machine at the airport.
7. Enter your e-ticket number or booking code at the website of the airline. As soon as you have located your information you can cancel your check-in.

ÖNELLENŐRZŐ FELADATOK

Task 1.

Put down the definitions to the words.

1. document

2. baggage

3. passenger

4. code

5. to scan

6. enter

7. to reserve

8. to receive

MUNKANYAG

MEGOLDÁSOK

Task 1.

1. Return account providing proof, evidence, etc.
2. Luggage.
3. A person travelling by bus, taxi, tram, ship, plane, etc.
4. A set of numbers used for telephoning; to provide instructions for a computer, etc.
5. To examine something closely; to search through (stored information) to find a particular part.
6. To come or go into something.
7. to book
8. to get

SELF-SERVICE CHECK-IN MACHINES

ESETFELVETÉS – MUNKAHELYZET

How do you think the self-service check-in machine work?



MUNKASZAMANYAG

SZAKMAI INFORMÁCIÓTARTALOM

This is how the self-service check-in machine works:

Step 1

Insert your passport or frequent flyer card, or enter your e-ticket number or booking code. Your reservation information appears on the screen.

Step 2

Select your seat on the seating map. You can also buy a seat in the Economy Comfort zone, a seat with extra legroom, or a seat in a row of only 2 seats.

Step 3

Print your boarding pass.

Step 4

Do you have check-in baggage? Simply hand it over at the nearest baggage drop-off point, and proceed to the gate. Have a good trip!

UTASKEZELÉS IDEGEN NYELVEN

If you are already checked in, you can also use the self-service check-in machines to print your boarding pass. They are available round the clock at Amsterdam Airport Schiphol. At most other airports, the self-service check-in machines are available for checking in and printing boarding passes at least two hours before flight departure.

http://www.klm.com/travel/hu_en/prepare_for_travel/checkin_options/airport_checkin/index.htm (2010. október 24.)

TANULÁSIRÁNYÍTÓ

Task 1.

Read the steps about the working of the self-service check-in machine and put down the most important pieces of information.



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ÖNELLENŐRZŐ FELADATOK**Task 1.**

Match the words to the definitions

Words:

1. boarding card
2. to check-in
3. to cancel
4. economy class
5. booking
6. row
7. seat
8. barcode

Definitions:

- A the cheapest class of travel
B a pass for getting on a plane or ship
C reserving seats, rooms, places (in a theatre, train, hotel, etc.)
D to arrive and register at a hotel, airport
E to say that (something already arranged or decided) will not be done, will not take place
F a number of people or things in a line
G something used or made for sitting on
H a pattern of thick and thin stripes which an electronic scanner reads

MEGOLDÁSOK

Task 1.

1- B, 2- D, 3- E, 4- A, 5-C, 6-F, 7-G, 8-H

MUNKANYAG

AT THE AIRPORT**ESETFELVETÉS – MUNKAHELYZET**

How can you explain somebody who has never flown before the way he/she can travel by plane?

Blank writing area with horizontal lines for the answer.

SZAKMAI INFORMÁCIÓTARTALOM

Of course you should book a ticket in advance. You can use the Internet or you can go to a travel agent if you don't want to use your credit card.

At the airport the first thing you should do is going to the check-in desk to have your ticket and luggage checked. The Checked Baggage will be put on a conveyor belt and taken to the plane. As for your hand luggage you can keep it. You will get here your boarding pass as well. If it is a domestic flight from here you can go straight to the departure lounge.

In case of an international flight your passport will be checked and security cameras are used to have your bags X-rayed. Sometimes you are given a body search, too by the security officer.

You should wait in the departure lounge and when your flight is called you should board your plane.

Wordlist

credit card	hitelkártya
in advance	elővételen
boarding	beszállás
boarding pass	beszállókártya
domestic flight	belföldi járat
X-ray	röntgen
to have sth X-rayed	megröntgenezni valamit
body search	motozás
security officer	biztonsági tiszt
to board	beszállni
label	címke
overweight	túlsúlyos

TANULÁSIRÁNYÍTÓ

Task 1.

Answer the questions below.

1. Where do passengers have to go for the first time at the airport?

2. What is checked there?

3. What do they get?

4. What do security officers do?

5. Where do you have to wait until your flight is called?

6. Who will tell you the number of the gate in the departure lounge?

Answers:

Task 1.

1. to the check-in desk
2. their passport, ticket and luggage
3. the boarding pass
4. they can search your baggage, they can give you a body search
5. in the departure lounge
6. the check-in clerk

ÖNELLENŐRZŐ FELADATOK

Task 1.

Put the conversation in the correct order.

- A Here you are.
- B Here is a label for it.
- C Thank you.
- D Can I have a look at your hand baggage?
- E Yes, Madam. Can I have your ticket and passport, please.
- F Excuse me. Do I check in here for Barcelona?
- G Thank you. How many pieces of luggage are you checking in?
- H Now here is your boarding pass. Boarding will be at 7.30 at gate number 52.
- I Thank you.
- J This suitcase.
- K Have a good flight.
- L Here you are.

Task 2.

Read the role cards and write the conversation.

At the check-in desk

A You are the check-in desk. A passenger would like to go to Munich and get a window seat. Tell her that all the window seats are taken. Her baggage is overweight so she has to pay extra charge. She has to go to gate number 15.

B You are a passenger and would like to check-in at the airport. Ask the check-in clerk to give you a window seat.

P: OK.

C: Here is your(9) pass. Boarding will be at 8.30 at gate number 15.

P: OK, and I have this hand bag.

C: Here is a(10) for it Madam. Have a good(11).

P: Thank you.

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MEGOLDÁSOK**Task 1.**

1- F, 2- E, 3- L, 4- G, 5-J, 6-B, 7- A, 8- B, 9- I, 10- H, 11- C, 12- K

Task 3.

1. for
2. passport
3. get
4. check
5. taken
6. pieces
7. overweight
8. extra charge
9. boarding
10. label
11. flight

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TYPES OF BAGGAGE

ESETFELVETÉS – MUNKAHELYZET

1. How many baggage can you carry as a passenger by air?

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2. How can you categorize your baggage?

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SZAKMAI INFORMÁCIÓTARTALOM

Checked Baggage

As soon as Passengers have handed over their Baggage at check-in, the Carrier shall take custody thereof and issue Passengers with a Baggage Check, for each Baggage item that is checked in.

Passengers must affix their name or any other form of identification to the Baggage.

Unchecked Baggage or Cabin Baggage

The Carrier may impose maximum dimensions and/or weight for Baggage that Passengers take in the cabin and/or limit the number thereof. Unless specified otherwise, Unchecked Baggage (cabin baggage) must be able to be placed under the seat in front of Passengers or in a locker. Certain Baggage that Passengers wish to take in the cabin may, at any time prior to the flight departure, be denied cabin access and shall be further regarded and handled as Checked Baggage.

http://www.klm.com/travel/hu_en/customer_support/booking_conditions_carriage/article_6_to_10.htm (2010. október 24.)

Wordlist

to hand over	átadni
baggage, luggage	csomag
to check-in	bejelentkezni, repülőtéren a csomagot feladni
checked baggage	a gépre feladott poggyász
hand baggage, unchecked baggage	kézipoggyász
to affix	valamire hozzáerősíteni
regulation	szabályzat
size	méret
weight	súly
dimension	terjedelem
to depend on	valamitől függ
to carry	vinni

locker	szekrény
carrier	szállító, fuvarozó, a légitársaság

TANULÁSIRÁNYÍTÓ

Task 1.

Read the regulation about Baggage and answer the questions.

1. What is Checked Baggage?

2. What do passengers have to do with the Baggage they want to have checked-in?

3. What is the official name of your hand baggage?

4. What can the Carrier impose for Baggage that Passengers take in the cabin?

5. Where must Unchecked Baggage be able to be placed?

Answers:

Task 1.

1. Baggage passengers handed over at check-in
2. they must affix their name or any other form of identification to it
3. Unchecked or Cabin Baggage
4. maximum dimension and weight
5. under the seat in front of passengers or in a locker

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ÖNELLENŐRZŐ FELADATOK

Task 1.

Read the definitions below and put down the words next to them.

1. An official rule or order

2. How heavy a person or thing is as measured by a system such as kilos

3. A measurement of any sort (esp.length, height and width)

4. An extent of largeness or smallness

5. Cupboard, esp one for storing things

6. To fix or attach something e.g. to ~ a stamp to a document

Task 2.

Put down the definition of the following words.

1. seat

2. baggage

3. passenger

4. to identify

5. identification

6. to check

MEGOLDÁSOK

Task 1.

1. regulation
2. weight
3. dimension
4. size
5. locker
6. to affix

Task 2.

1. something used or made for sitting on e.g. chair, box, bench
2. luggage, bags and their contents taken on a journey
3. a person travelling by bus, taxi, tram, train, ship, plane
4. to show, prove, who or what (a person or thing) is
5. the act of identifying a person, thing
6. to examine something in order it is correct

Firearms and ammunition other than those intended for hunting or sport which, in order to be accepted as cargo or Checked Baggage, must be unloaded, suitably packed and have the safety catch on. The carriage of ammunition is subject to the ICAO and IATA dangerous goods regulations, as stated in paragraph (a) above;

Cutting weapons, stabbing weapons and aerosols that may be used as attack or defense weapons;

Antique weapons, replica of weapons, swords, knives and other weapons of this type. This type of item may not be transported in the cabin under any circumstances. They may nevertheless be accepted as cargo or Checked Baggage, at the Carrier's discretion.

http://www.klm.com/travel/hu_en/customer_support/booking_conditions_carriage/article_6_to_10.htm (2010.október 24.)

Wordlist

prohibited	tiltott
to include	tartalmaz, magába foglal
to endanger	veszélyeztet
property	tulajdon
request	kérés
asbestos	azbeszt
explosives	robbanóanyag
substance	anyag
inflammable	gyúlékony
liquid	folyadék
significant	jelentős
risk	kockázat
firearm	lőfegyver
ammunition	lőszer
cargo	rakomány, szállítmány
to unload	kiürít

sword	kard
circumstance	körülmény

TANULÁSIRÁNYÍTÓ

Task 1.

Read the article about Prohibited Items and collect the most important pieces of information for you.

<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>

ÖNELLENŐRZŐ FELADATOK

Task 1.

What kind of expressions does the Security Clerk use while having a conversation with passengers?

Put each of the following words or phrases into the correct place in the conversation below.

At the security check

unfortunately, board, are, to, excuse, sorry, allowed, afraid, scissors, safety, hand, possessing, prohibited, weapons

Clerk:(1) me, Madam. You are not(2) to take an aerosol with you on (3).

Passenger: Pardon.

C: You(4) not allowed(5) take any aerosols on board.

P: I have never heard about it.

C:(6) Madam. It is a(7) precaution.

P: But this is my favourite brand and I need it.

C: I'm(8) you have to choose whether flying or (9) this aerosol.

P: Take it.

C: I'm so sorry but(10) are cutting(11) so they are
.....(12) items, too.

P: Do you want to take my scissors away?

C:(13) you have to(14) them over.

P: Here they are. Can I get them back in Budapest?

C: I'm afraid you can't.

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MEGOLDÁSOK

Task 1.

1. excuse
2. allowed
3. board
4. are
5. to
6. sorry
7. safety
8. afraid
9. possessing
10. scissors
11. weapons
12. prohibited
13. unfortunately
14. hand

BAGGAGE RECLAIM**ESETFELVETÉS – MUNKAHELYZET**

What can you do if you find that your baggage is missing?

SZAKMAI INFORMÁCIÓTARTALOM**Report delayed baggage**

As soon as you find that your baggage is missing when you arrive, please report this to us straight away. In the customs hall at each airport, you will find a baggage service desk where you will receive a Property Irregularity Report (PIR) and a file reference number.

If you did not report your missing luggage when you arrived at the airport, you will have 21 days to do so at the airport where you arrived. Once this period has expired, we will no longer be able to process your report.

We will do our best to return your baggage to you as soon as possible. Once your baggage has arrived, we will contact you to arrange delivery. Delayed baggage is usually found within 3 days after reporting.

Further steps

UTASKEZELÉS IDEGEN NYELVEN

If your baggage has not been found within 3 days, you will have 21 days after your arrival to complete a Baggage Inventory Form (BIF). This will only be possible if you have already filled in a PIR-form and your file reference number starts with 'KL'. We can then take further steps to locate your baggage.

If your file has a different reference number, please contact the airline to which you submitted your report.

*http://www.klm.com/travel/hu_en/prepare_for_travel/baggage/delayed_baggage/index.htm
(2010. október 24.)*

Wordlist

baggage reclaim	csomagreklamáció
to report	jelenteni
further	további
property	tulajdon
reference number	hivatkozási szám
to fill in a form	kitölteni az űrlapot
within	belül (időben)
to invent	feltalálni
to receive	kapni
to complete	kitölteni
to contact	kapcsolatba/érintkezésbe lépni
to submit	bemutatni, benyújtani

TANULÁSIRÁNYÍTÓ

Task 1.

Read the article and answer the questions.

1. Where can you report if you find that your baggage is missing?

2. What does PIR stand for?

3. What will you receive at the baggage reclaim?

4. When do you have to fill in a Baggage Inventory Form?

5. How much time will you have after your arrival to complete a BIF?

Answers:

1. In the customs hall at each airport at the baggage service desk.
2. Property Irregularity Report
3. PIR and a file reference number.
4. If your baggage has not been found within 3 days.
5. 21 days if you have already filled in a PIR form.

Task 2.

Put the sentences into the correct order to get the conversation.

... P: Excuse me could you help me, I can't find my suitcase.

... C: Can I have your Boarding Pass Madam?

... P: Here you are.

... C: So you've just arrived from Budapest by KLM.

... P: Yes, that's right. Please tell me what should I do now.

... C: I'll give you a Property Irregularity Report and a file reference number.

... P: Thank you. (Later.)

Will you check it whether I filled it in properly.

... C: Yes, it's good. We will do our best to return your baggage to you as soon as possible. Once your baggage has arrived we will contact you to arrange delivery.

... P: I'm so upset. Can you tell me when can I expect to get my suitcase back?

... C: Don't worry Madam delayed baggage is usually found within 3 days after reporting.

... P: Thank you.

... C: You're welcome.

MEGOLDÁSOK

Task 2.

3, 5, 1, 6, 2, 4, 8, 10, 7, 12, 9, 11

MUNKANYELVI

IRODALOMJEGYZÉK**FELHASZNÁLT IRODALOM**

http://www.mav-start.hu/english/travel/handicapped_travel.php (2010. október 24.)

http://www.mav-start.hu/travel/travel_information.php (2010. október 24.)

http://www.klm.com/travel/hu_en/prepare_for_travel/checkin_options/internet_checkin/index.htm (2010. október 24.)

http://www.klm.com/travel/hu_en/customer_support/booking_conditions_carriage/article_6_to_10.htm (2010. október 24.)

http://www.klm.com/travel/hu_en/prepare_for_travel/baggage/delayed_baggage/index.htm (2010. október 24.)

MUNKKAMENY

A(z) 0663–06 modul a18–as szakmai tankönyvi tartalomeleme felhasználható az alábbi szakképesítésekhez:

A szakképesítés OKJ azonosító száma:	A szakképesítés megnevezése
52 841 01 0010 52 01	Közúti közlekedésüzemvitel-ellátó
52 841 01 0010 52 02	Légi közlekedésüzemvitel-ellátó
52 841 01 0010 52 03	Szállítmányozási ügyintéző
52 841 01 0010 52 04	Vízi közlekedésüzemvitel-ellátó
52 841 01 0100 33 01	Menetjegyellenőr
52 841 01 0100 52 01	Menetjegypénztáros

A szakmai tankönyvi tartalomelem feldolgozásához ajánlott óraszám:

14 óra

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