

**FILE 2**

Listening 1

**Jack** So how long have you been working on the check-in desk, Carole?

**Carole** Oh, about three years now.

**Jack** I bet you've had some pretty funny experiences in that time?

**Carole** Oh, goodness, yes. For example, I remember a little old lady checked in one day and I said: 'Window or aisle seat?' And she replied: 'Oh give me an aisle seat, dear. I don't want to sit by the window. It'll be too windy and I've just had my hair done.' I tried to explain that we never actually open the windows, but she wouldn't believe me.

**Jack** Poor woman. It was probably the first time she'd flown.

**Carole** What about this one? Once, when I was working at the flight-sales desk, a customer, he was a young, very well-dressed man, came up, looking stressed and in a hurry, and asked for a flight to Hawaii. It's a long flight so I explained that there would be a stop in California and another flight from there to Hawaii. Then I told him how much the flight would cost – and of course it was a lot, because it was such short notice. He said: 'Wow! That's a lot. Maybe it would be cheaper if I just flew to California and then took the train from there to Hawaii.' I thought he was joking at first, but he was completely serious. I had to explain to him that Hawaii was in fact an island in the middle of the Pacific and so catching a train there might be a bit difficult! He looked really disappointed.

**Jack** That's incredible! How could he be so stupid?

**Carole** My favourite though is a story that was told to me by a friend of mine who used to be a travel guide when she was much younger. Anyway she was taking a group from England on a package holiday to Portugal. When they arrived at the airport in Portugal, one woman, who had two small kids with her, said that her luggage hadn't arrived. They waited for ages at baggage reclaim, and made lots of phone calls but the airline said there was no record of the woman's bags. In the end, my friend asked the woman if she had actually checked her luggage in at the airport in London. 'Oh no,' said the woman. 'I left them in my car, I thought the porter would collect them for me.' My friend couldn't believe it. The woman hadn't checked her bags in with the airline – they were still in the boot of her car!

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1

**Mark** Have you any idea where Emilio is from?

**Jo** Emilio? Yes. I know. Confusing, isn't it? He's got a Spanish-sounding name but doesn't speak a word of the language. His girlfriend's Swedish, but he doesn't speak a word of that either. And you'd swear he was American from his accent. Believe it or not, he was born in Ireland, although I don't think either of his parents were. Still, that's where he's from.

2

**Tom** Which one is Mary?

**Karen** Mary? She's the girl over in the corner wearing the sleeveless T-shirt and the pale blue skirt.

**Tom** Oh right. The one in the white top and the tight skirt.

**Karen** Well, no. I don't know who you're looking at but I'd say her top was more of a light green. And her skirt's not particularly tight at all.

3

**Mike** Did you eat out in the end?

**Tania** Well, we really wanted to but by the time Jack got home from work it was so late we stayed in. It doesn't take long to get into town from where we live, but, well, we were both tired and it just wasn't worth it.

**Mike** It's so much easier to eat at home, too.

**Tania** Well, I'm not sure about that. I'm an awful cook. I just don't have the patience for it. In fact, we ordered some take away pizzas.

4

**Bob** Hi Sophie. You look tired. What's happened?

**Sophie** Oh, I've had an awful day at work. There was this guy who said he'd been waiting for three quarters of an hour to see the doctor. Anyway he got really angry and shouted at me. To be honest, we had forgotten about him, but that's no reason to be rude, is it? So we made him wait another 15 minutes before we let him in to see Dr Hughes.

**Bob** Good for you!

5

**May** Have you ever had a holiday romance, Danny?

**Danny** Me? Yeah once. Ages ago. She was German and very good-looking. I really liked her and so I tried really hard to keep in touch with her when I got home from Greece, but she wasn't interested. Those were the days...