

Lesson 2 learner pack

Travel vocabulary and clear speech | Unit 7 | 24 October 2026

First attempt: a quick update

Fictional situation: you are travelling to a customer meeting. Your flight AB218 to Hanoi is delayed. The new departure time is 14:30. Your customer meeting is at 14:00. Give your manager an update and ask them to contact the customer. Check the reply.

Six useful travel phrases

Match each phrase to a situation. Then explain the situation aloud.

Phrase bank	Situation
boarding pass baggage allowance delayed flight missed connection aisle seat hand baggage	A. You show this document to board the plane. B. You check how much luggage your ticket includes. C. Your plane departs later than planned. D. You cannot catch your next flight. E. Your seat is next to the walkway. F. You take this luggage into the cabin.

Cover the phrase bank. Describe four situations and retrieve the correct phrases.

My useful phrases

1. _____

2. _____

A short update: problem / important detail / effect on work / request.

A useful check: "So, that is ... Is that right?"

All travel situations, flight numbers and ticket conditions in this pack are invented for English practice. Times are local.

Journey and update cards

Keep your card separate from your teacher's information. Use keywords rather than a full script.

Card A: checking a journey

Passenger: Linh. Destination: Hanoi. Flight: AB218. Seat preference: aisle.

Ask your travel coordinator for the missing details. Answer their questions and confirm everything.

Departure time: _____

Seat number: _____

Checked-bag allowance: _____

Cabin-bag allowance: _____

Card C: update your manager

Your flight AB218 to Hanoi is delayed. New departure: 16:00. Your customer meeting is at 15:00. Ask your manager to contact the customer and request a new meeting time. The new arrival time is not confirmed.

My keywords: _____

Card D: a changed problem

You are returning to Ho Chi Minh City and missed a connection. Your replacement flight EF407 departs at 18:40. You have an office review at 17:00. Ask your manager to inform the team. The new arrival time is not confirmed.

My keywords: _____

After each conversation: what did your listener understand? What needs checking?

Final check and next lesson

Final task card

Your flight GH620 to Da Nang is delayed. The new departure time is 11:20. Your customer meeting is at 11:00. Give your manager a short update and ask them to contact the customer. Listen to the reply and confirm the next step.

Prepare keywords for one minute. Speak for 60-90 seconds, then answer your manager's questions.

Problem and key detail: _____

Effect on work: _____

Request: _____

Final confirmation: _____

My progress

A phrase I can now retrieve: _____

One improvement I made: _____

One word or sound to practise: _____

Confidence: 1 (very difficult) 2 3 4 5 (comfortable)

Homework: 8-10 minutes

Record a 45-60-second travel update. Use a fictional card or an anonymized example. Include the problem, key time, effect on work and request. Listen once, improve one phrase and record again. You can rehearse aloud twice instead.

Bring two possible times for a short meeting to Lesson 3 on Sunday 25 October. Use a fictional schedule if you prefer.

Sound, spelling and speaking

Use the two PronPack pages that follow when your teacher asks.

A short sound-spelling routine

Words to compare	Useful phrases
seat / meet	an aisle seat / meet a customer
gate / late	the departure gate / a late flight
flight / night	a delayed flight / a night flight
bag / baggage	a cabin bag / the baggage allowance

Listen first. Identify the shared sound. Say the sound, blend the word, then use it in a phrase. Notice that one sound can have different spellings.

The important information

My FLIGHT is delayed / the new departure time is FOUR.

Could you REPEAT the time, please?

So, that is FOUR o'clock / is that RIGHT?

Choose the words that carry your message. Speak in short groups and pause between ideas. Try the phrase again with your own information.

My phrase: _____

My phrase after feedback: _____

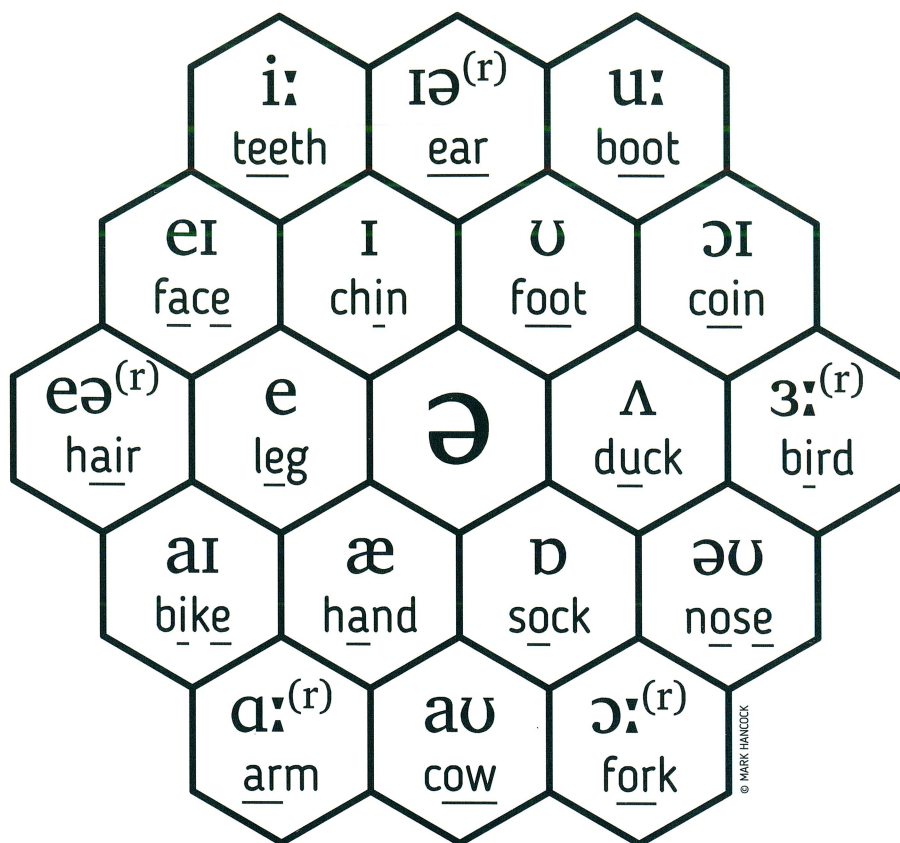
PronPack resources

Page 5: Chart 1, IPA Phonemic Symbols with Guide Words (printed p. 15).

Page 6: Worksheet 1.2, Vowel Chart Pathfinder (printed p. 26).

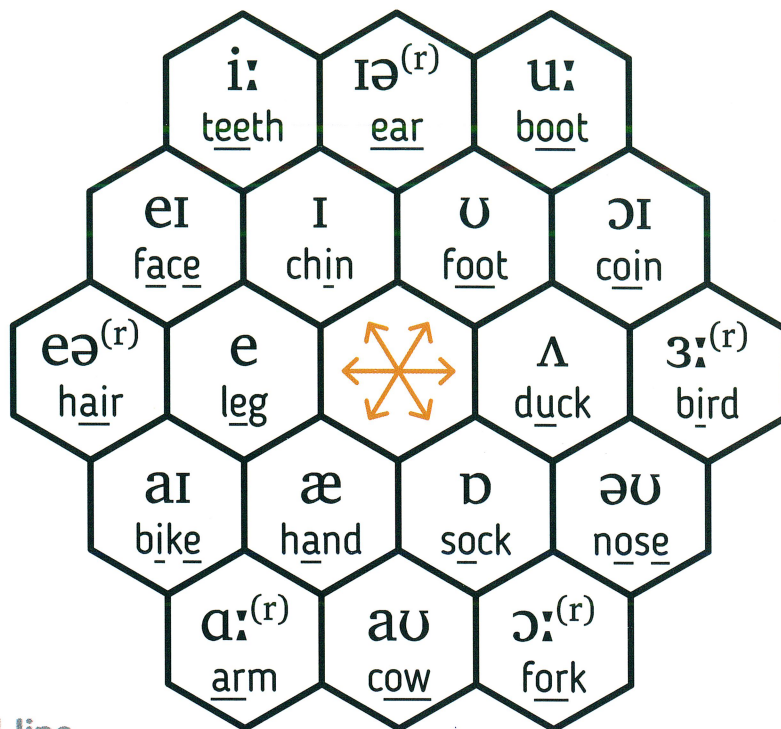
Mark Hancock, PronPack 1: Pronunciation Workouts (2017). The following pages reproduce the supplied classroom resources with attribution intact. Teacher guidance for activities 1.1 and 1.2 is in the slide notes and teacher guide.

Chart 1 IPA Phonemic Symbols with Guide Words



p pen	b bin	m man	f fish	v vest
t toe	d door	n note	θ think	ð there
k key	g girl	ŋ ring	s sun	z zip
l leaf	r rat	h hat	ʃ shoe	ʒ television
w watch	j year	ʔ button	tʃ chair	dʒ jam

Chart A



Fold along dotted line

Chart B

