

## Asking for Directions



### Section 1: Dialogue

Please read the following dialogue between a customer and airport assistance officer at the airport.

**Customer:** Hi, I am a bit lost, and I need to buy a ticket to Singapore right away. Can you please help me? Where is the ticket office for Singapore Airlines?

**Airport Assistance Officer:** I am glad to be of service. Go down this hallway, take the first left, and you will be able to see their ticket office next to the ticket office of China Southern Airlines.

**Customer:** Thank you!

**Airport Assistance Officer:** You're welcome! If you need any more assistance, there is also an Information Desk next to the Singapore Airlines ticket office.

**Customer:** All right! Thank you again!

**Section 2: Useful Expressions**

Please take note of the following useful expressions.

1. Hello!
2. Good bye!
3. Good morning!
4. Good afternoon!
5. Good evening!
6. Can you please help me?
7. What time is it?
8. Where is the ticket booth?
9. Where is the entrance?
10. Where is the exit?

**Section 3: Vocabulary Words and Expressions**

Please read the vocabulary word/ expression with its definition and sample sentence.

<b>Vocabulary Word</b>	<b>Sample Sentence</b>
<b>airline</b> <i>[air-lahyn]</i> noun	I bought a ticket from United Airlines for my trip to the United States.
<b>service</b> <i>[sur-vis]</i> noun	I am glad to be of service to you.
<b>hallway</b> <i>[hawl-vey]</i> noun	This hallway will lead you to the immigration office.
<b>assistance</b> <i>[uh-sis-tuh ns]</i> noun	I need your assistance to carry my bags to my hotel room.
<b>information</b> <i>[in-fer-mey-shuh n]</i> noun	I need information about my flight to Japan.

**Section 4: Completing the Conversation Exercise**

Please complete the dialogue by using the words from the box below.

**Customer:** Hi! I'm lost, can you \_\_\_\_\_ me? I need to buy a \_\_\_\_\_ to the United States. Where is the ticket office for \_\_\_\_\_ Airlines?

**Airport Assistance Officer:** I am glad to be of \_\_\_\_\_. Go down this \_\_\_\_\_, take the first left, and you will be able to see their ticket office next to the ticket office of China Southern Airlines.

**Customer:** Thank you!

**Airport Assistance Officer:** You're welcome! If you need any more \_\_\_\_\_, there is also an \_\_\_\_\_ desk next to the Singapore Airlines ticket office.

**Customer:** All right! Thank you again!

help	information	hallway	United	States	ticket	service assistance
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