

September 2021

International Department, Hsinchu Campus

Checking-In at the Airport

於機場報到

“Welcome to KC Airlines. May I have your passport and ticket, please?” The Grade 1 and 2 students are at the airport and are ready for a flight to a foreign country.

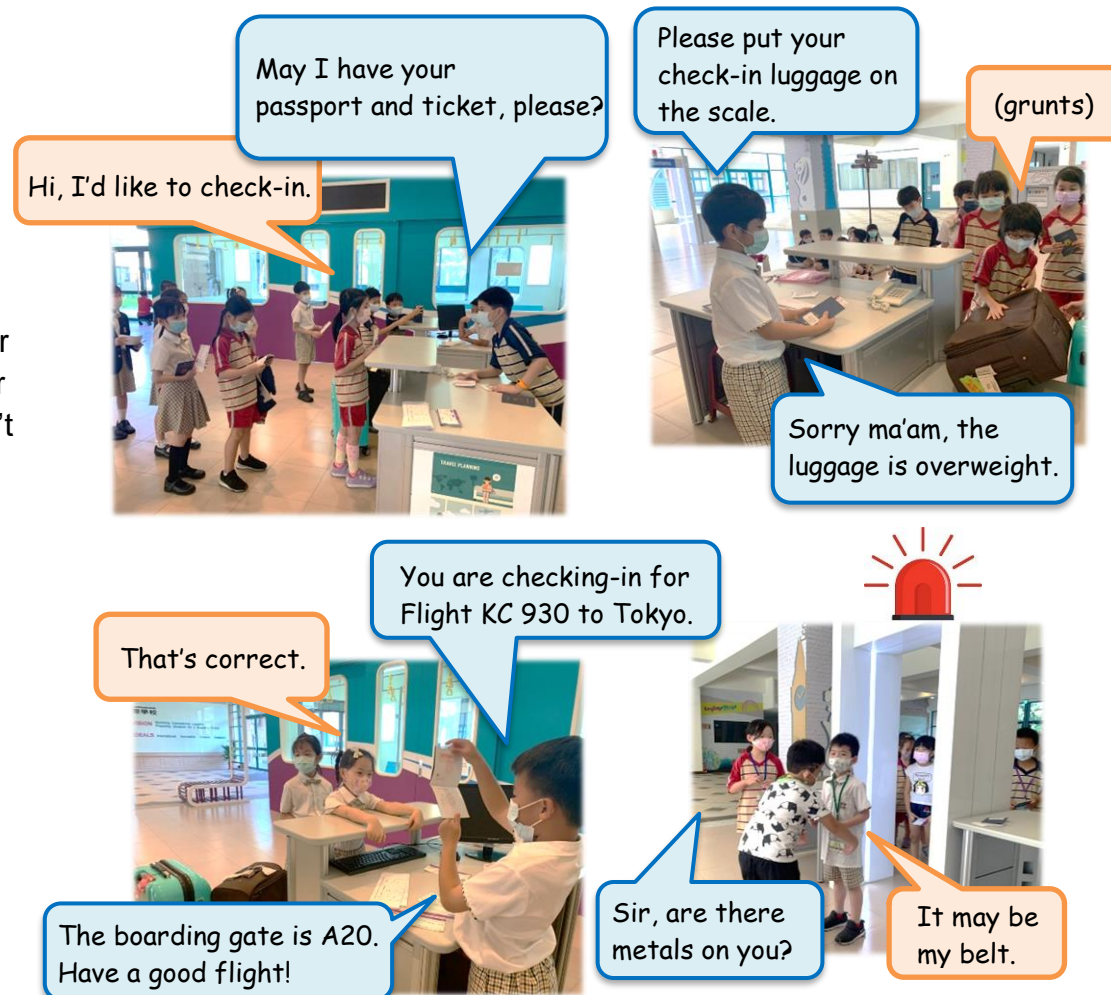
First, students need to check in at the counter and hand over their check-in luggage to receive their luggage tags. Next, they need to clear security before they can board the airplane. Beep! “Make sure you don’t have any metals on you!”

“Please take your seat.” Once on the airplane, they can enjoy some in-flight entertainment. Students had lots of fun completing check-in procedure. Just remember, don’t check-in overweight luggage and be on time for your flight!

「歡迎來到 KC 航空。請給我您的護照和機票。」一、二年級的學生到達機場並準備飛往國外。

首先，學生們要到櫃檯報到、將托運行李交給航空公司並拿到行李標籤，登機前還要通過安全檢查。嘿!「請確定您身上沒有金屬物品!」

「請大家坐下。」學生登機後，便可以開始享受機上娛樂。他們在完成報到的程序中得到了很多樂趣。千萬要記得，別帶超重的行李並且準時到達!



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Ordering In-Flight Meal

在飛機上點餐

Has it been a while since you've flown somewhere new? Do you miss all those tasty snacks on the plane? Here at KCIS, our Grade 3 and 4 students have been dreaming about delicious in-flight meals.

What are some important words to know when ordering your meal? How can we ask for things politely and avoid coming off as rude to the cabin crew members that are trying to help us on our journey?

After looking through their meal options on the menu, passengers used polite language to request what they'd like to eat and drink. Our cabin crew brushed up on their customer service skills to give their friends a memorable flying experience.

In the end, our students learned about the importance of courteous language when both requesting something and helping someone out. After their successful flight trip, students earned some appetizing cookies to enjoy.



Ladies and gentlemen. The cabin crew will come around in about 10 minutes with the meals and beverages.



距離你上次出國多久了?你想念那些美味的機上點心嗎?在康橋，三、四年級的學生期待著美味的機上餐。

點餐時有哪些重要詞彙?當我們在旅途中向機組人員尋求協助時，要如何不失禮貌地告訴他們呢?

乘客看過菜單上的選擇後，使用了禮貌性用語點餐。機組人員提升顧客服務的技巧，帶給顧客印象深刻的飛行體驗。

最後，學生學到不管是要求或是協助他人時，使用禮貌用語的重要性。在他們完美的飛行之旅後，學生也得以享用一些機上點心。

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Reporting Lost Luggage

行李報失

Traveling can be a hassle. It can even be more challenging when the airline loses or damages your luggage. What are some helpful phrases to help obtain your luggage faster? How can you describe the damage or lost item?

Grade 5 and 6 students were ready for the challenge. We sat down at the airport to discuss the challenges of having a missing or damaged bag. Students are now ready to make their claim if this inconvenience should occur to them.

My luggage never arrived on the carousel. My flight is KC 930.

It says that your luggage is delayed. Perhaps it missed the flight and is on the next flight here.



In this class, students became passengers and airline agents for the day. Passengers were able to use their own descriptive language to describe their missing or damaged items. Airline agents were also able to politely communicate their sympathy to the passenger.

In the end, students learned the importance of clear communication and being calm during situations like these. Airline agents located the missing bag or were able to issue a damage claim for repairs. Passengers were satisfied and smiles were had.

This is very inconvenient. I need clean clothes.

If you don't receive your bag within 24 hours, you should purchase what you need for the next day. Then you can file a claim for those items.



Where is my luggage?

旅行可能會遇到麻煩，尤其是航空公司弄丟或是弄壞你的行李時。有哪些話術可以幫助你更快的獲得你的行李呢？你能如何有效的形容破損狀況或遺失物呢？

五、六年級的學生已經準備好接受挑戰了。我們在機場大廳討論當行李遺失或破損時會遇到的麻煩。學生知道當此類不便的事發生時要如何提出需求。

這堂課，學生化身為乘客及地勤人員。乘客敘述形容遺失物和破損物，而地勤人員也很有禮貌的表達同情。

最後，學生了解到在這類情況下清楚地表達及保持冷靜的重要性。地勤人員追蹤到遺失的行李並提供物品維修的賠償。乘客也對結果很滿意。