



11 – BUSINESS TRIPS – An Flight overbooking issue

Dora: So, did you have a good **flight** Oliver?

Oliver: Well, I've known better. If not a major **hassle** in Reunion Island, it would have been perfect...!

Dora: **You poor thing** - So, what happened?

Oliver: Well, **on the morning** I checked out from that stunning hotel in Mauritius, took a **cab** and arrived on time at the airport. I went to the **check-in counter** and **was told** I was **overweight**. Not very surprisingly I had to pay **excess baggage fees**. Anyway, the flight was on time, we **departed** for Saint-Denis de la Reunion where I had a **connection** back to Paris

Dora: And? ...

Oliver: What do you think? When I arrived at the check-in counter, I was told by **airline** employee that the flight was **overbooked**, that my seat had been **invalidated** since I didn't call them to reconfirm it 24 hours earlier! Can you imagine this?!! My business **seat** had been fully booked from Mauritius to Paris **via** Saint Denis by my company's travel agent two weeks before

Dora: **You are pulling my leg!** How is that possible? What did you do then?

Oliver: Well, I immediately called the travel agent's 24-hour reservation centre. They **confirmed** my seats had been booked from Mauritius **all the way back** to Paris CDG via Saint-Denis in Reunion island and that there was no reason why I should be **prevented from boarding** the plane. I of course insisted to the airline employee, but she would not hear anything! and the flight was departing 30 minutes later

Dora: and?

Oliver: You know me ...I **demanded** to see the manager **on duty**, and told airline employee I wouldn't leave the counter **until** she called the manager on duty. I was furious as much as people in the **queue** to whom I of course **apologized** for the temporary **inconvenience**

Dora: Well, such overbooking practice is most surprising from a **well-known** flying company...Did anyone eventually come down?

Oliver: Indeed, yes. The airline counter **supervisor!** Quite **dishevelled, shallow, in very bad faith**, looked

a flight (n.) : un vol en avion

a hassle (n.): un embêtement, une tracasserie, une dispute

a cab (n.): un taxi

a seat (n.) : un siège

a connection (n.): une correspondance

an airline company (n.): une compagnie aérienne

a reservation center (v.) : un central de reservation

an inconvenience (n.) : une gêne

a supervisor (n.) : un chef, un superviseur

a boarding pass (n.): une carte d'embarquement

the check-in counter (n.): le guichet d'enregistrement

the queue (n.): la queue, la file d'attente

the excess luggage fees (n.): les frais d'excédent de bagages

to book (v.) : réserver

to check out (v.): régler la note (d'un hotel par exemple)

to depart (v.) : partir, quitter

to land (v.): atterrir

to invalidate (v.): annuler

to prevent from (v.): empêcher de

to board (v.): embarquer (à bord d'un avion)

to apologize (v.) : s'excuser

to burst out (v.): éclater (de colère), exploser

to threaten (v.): menacer

to take legal action against (v.): poursuivre en justice

to glance (v.): jeter un coup d'œil, regarder

to stare (v.) : regarder fixement

to let go – to give up : abandonner, laisser tomber

to prevent from (v.): empêcher de

to demand (v.): exiger

stunning (adj.): fantastique, superbe

overweight (adj.): en surpoids

overbooked (adj.): surbooké, surservé

dishevelled (adj.): ébouriffé, débraillé

shallow (adj.): superficiel

well-known (adj.) : bien connu

via (prep.) : via, par

until (prep.): jusqu'à ce que

all the way to(loc.): jusqu'à

on duty (n.) : de garde, en poste

at once (loc.adv.) : immédiatement

I was told that/to (passive voice): On m'a dit que/de...

you poor thing (exp.): pauvre toi/vous

you are pulling my leg... (exp.): tu te moques de moi, tu plainsantes !

in very bad faith (exp.): de très mauvaise foi



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at my ticket and told me that same story of pre-flight reconfirmation again, and that I had to buy another ticket for the **next departing flight**... I literally **burst out** - with the travel agent still on line in the other ear by the way- telling me not **to let go!** - , and **threatened** again that no one else would check-in at this very counter if I was not getting my boarding pass **at once**, and that my company and the travel agent would **take legal action against** them ...I then sat on my own suitcase **staring** straight at both the employee and her supervisor...and shut up...!