



**BUSINESS TRIPS** – An Flight overbooking issue

<p><b>Dora:</b> So, did you have a good <b>flight</b> Oliver?</p> <p><b>Oliver:</b> Well, I've known better. If not a major <b>hassle</b> in Reunion Island, it would have been perfect...!</p> <p><b>Dora:</b> <b>You poor thing</b> - So, what happened?</p> <p><b>Oliver:</b> Well, <b>on the morning</b> I checked out from that stunning hotel in Mauritius, took a <b>cab</b> and arrived on time at the airport. I went to the <b>check-in counter</b> and <b>was told</b> I was <b>overweight</b>. Not very surprisingly I had to pay <b>excess baggage fees</b>. Anyway, the flight was on time, we <b>departed</b> for Saint-Denis de la Reunion where I had a <b>connection</b> back to Paris</p> <p><b>Dora:</b> And? ...</p> <p><b>Oliver:</b> What do you think? When I arrived at the check-in counter, I was told by <b>airline</b> employee that the flight was <b>overbooked</b>, that my seat had been <b>invalidated</b> since I didn't call them to reconfirm it 24 hours earlier! Can you imagine this?!! My business <b>seat</b> had been fully booked from Mauritius to Paris <b>via</b> Saint Denis by my company's travel agent two weeks before</p> <p><b>Dora:</b> <b>You are pulling my leg!</b> How is that possible? What did you do then?</p> <p><b>Oliver:</b> Well, I immediately called the travel agent's 24-hour reservation centre. They <b>confirmed</b> my seats had been booked from Mauritius <b>all the way back</b> to Paris CDG via Saint-Denis in Reunion island and that there was no reason why I should be <b>prevented from boarding</b> the plane. I of course insisted to the airline employee, but she would not hear anything! and the flight was departing 30 minutes later</p> <p><b>Dora:</b> and?</p>	<p><b>a flight</b> (n.)</p> <p><b>a hassle</b> (n.)</p> <p><b>a cab</b> (n.)</p> <p><b>a seat</b> (n.)</p> <p><b>a connection</b> (n.)</p> <p><b>an airline company</b> (n.)</p> <p><b>a reservation center</b> (v.)</p> <p><b>an inconvenience</b> (n.)</p> <p><b>a supervisor</b> (n.)</p> <p><b>a boarding pass</b> (n.)</p> <p><b>the check-in counter</b> (n.)</p> <p><b>the queue</b> (n.)</p> <p><b>the excess luggage fees</b> (n.)</p> <p><b>to book</b> (v.)</p> <p><b>to check out</b> (v.)</p> <p><b>to depart</b> (v.)</p> <p><b>to land</b> (v.)</p> <p><b>to invalidate</b> (v.)</p> <p><b>to prevent from</b> (v.)</p> <p><b>to board</b> (v.)</p> <p><b>to apologize</b> (v.)</p> <p><b>to burst out</b> (v.)</p> <p><b>to threaten</b> (v.)</p> <p><b>to take legal action against</b> (v.)</p> <p><b>to glance</b> (v.)</p> <p><b>to stare</b> (v.)</p> <p><b>to let go – to give up</b></p> <p><b>to prevent from</b> (v.)</p> <p><b>to demand</b> (v.)</p>
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**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 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...!

**stunning** (adj.)

**overweight** (adj.)

**overbooked** (adj.)

**dishevelled** (adj.)

**shallow** (adj.)

**well-known** (adj.)

**via** (prep.)

**until** (prep.)

**all the way to**(loc.)

**on duty** (n.)

**at once** (loc.adv.)

**I was told that/to** (*passive voice*)

**you poor thing** (exp.)

**you are pulling my leg...** (exp.)

**in very bad faith** (exp.)