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The 4 page 60 minute ESL British English lesson – 20/06/17

The best and worst airports and airlines in the world

Today, we are going to talk about the best and worst airports, and airlines, in the world. Try to think of your own experiences, when reading this article.

Most of us, at some point, will have had an opportunity to travel around the world, using different airlines and airports. Some terminals are old, others modern. Their facilities can vary from very good to dire. The same applies to airlines.

According to AirHelp, who conducted a survey, the best airport in the world to visit is Singapore Changi, followed by Munich in Germany, and then Hong Kong. Copenhagen was fourth, then Helsinki. The main metrics to rate the airports were their quality of services and claim processing records, as well as their on-time performances.

Kuwait was labelled the world's worst airport for 'quality and punctuality', closely followed by London Gatwick. Manchester, in England, came third, followed by Newark Liberty, in the USA. London Stansted was voted the fifth worst airport in the world. Interestingly, and considering its recent problems, London Heathrow came in the 20th best airport in the world.

Airlines were also ranked. Singapore Airlines came out on top, followed by Etihad Airways, and then Qatar Airways. In fourth place was Austrian Airways. Air Transat was fifth. British Airways came in, in seventh place.

Ryanair and Monarch featured in the top ten worst airlines list, based on quality, customer service, number of delayed flights and track records on paying out compensation on delayed flights. The worst airline was Bulgaria Air.

Many airline passengers have experienced arriving at airports, only to discover the airline they are flying on is on strike, their IT systems are down, or the baggage system has failed. **Cont/**

SPEAKING – WARM UP

What is your favourite airline? Why? What is your favourite airport? Why? Go round the room swapping details with others.

LISTENING – WRITING - DICTATION

The teacher will read some lines of the article slowly to the class.

READING

Students should now read the article aloud, swapping readers every paragraph.

SPEAKING - UNDERSTANDING

1) The article – Students check any unknown vocabulary or phrases with the teacher.

2) The article - Students should look through the article with the teacher.

- 1) What is the article about?
- 2) What do you think about the article?
- 3) Was this an easy or difficult article to understand?
- 4) Was this a boring or interesting article?
- 5) Discuss the article.

3) Article quiz - Students quiz each other in pairs. Score a point for each correct answer. Score half a point each time you have to look at the article for help. See who can get the highest score!

Student A questions

- 1) What were the main metrics to rate the airports?
- 2) Name the worst airline.
- 3) Name the best airline.
- 4) Where is Bulgaria?

Student B questions

- 1) Name two budget airlines.
- 2) Name the best airport.
- 3) Name the worst airport.
- 4) Where is Singapore?

Cont/ Some airport toilets are filthy and customer service is lacking. There can be a lack of check-in desks, for example. Several airports need modernising. Others need to be managed better. Airport parking is another issue, as is getting a taxi.

Category: Airports / Airlines / Travel
Level: Intermediate / Upper Intermediate

The best and worst airports and airlines in the world – 20th June 2017

WRITING / SPEAKING

In pairs. On the board write as many words as you can about **'airports'**. *One-two minutes.* Compare with other teams. Using your words compile a short dialogue together.

WRITING / SPEAKING

In pairs – Think of three airlines you have flown on. Which was best? Why? Where did you fly to? Discuss together.

- 1) _____
- 2) _____
- 3) _____

Think of three airports you have flown from or to. Which was best? Why? Which was worst? Why? Discuss together.

- 1) _____
- 2) _____
- 3) _____

SPEAKING – GAME - AIRPORT

In a circle as a class – "I went to an airport recently and I saw..." Repeat what was previously said, and then add one more thing. Forget any and you are eliminated! *5 mins.*

DISCUSSION

Student A questions

- 1) What do you think about what you've read?
- 2) Which is your favourite airline? Why?
- 3) Which is your favourite airport? Why?
- 4) Which airline didn't you like flying with? Why?
- 5) Which is your favourite budget airline? Why?
- 6) What's the difference between a budget airline and a normal airline?
- 7) Have you ever arrived at an airport, to discover your flight is delayed?
- 8) Have you ever experienced dirty toilets at an airport?
- 9) Which long haul airline do you prefer to fly with? Why?
- 10) Have you learn anything today??

SPEAKING – ROLEPLAY 1

In groups. One of you is the interviewer. The others are one of the following people. You are in the *Discussion FM* radio studio in London. Today's interview is about: *The best and worst airports and airlines in the world.*

- 1) An airport representative.
- 2) An airline passenger, who got delayed at an airport for 24 hours recently.
- 3) A travel journalist.
- 4) An airline representative.

The teacher will choose some groups to roleplay their interview in front of the class.

SPEAKING - PRESENTATION

In pairs – Think of five things you hate about airports or a particular airport. Prepare a 1-2 minute presentation on how you might resolve the issues. Present your thoughts to the class. *3 mins prep. 5-10 mins.*

SPEAKING - DISCUSSION

Allow 5-10 minutes – As a class.

The best and worst airports and airlines in the world
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The teacher can moderate the session.

DISCUSSION

Student B questions

- 1) Did the headline make you want to read the article?
- 2) How would you describe the taxis at your local airport?
- 3) Is getting to your local airport easy?
- 4) Have you ever had to stay overnight in an airport terminal? If yes, explain.
- 5) What makes a good airline?
- 6) Why do you think Singapore Airlines came top of the rankings?
- 7) Why do you think Singapore Changi came top of the rankings?
- 8) What is Singapore doing right that other airports and airlines are doing wrong?
- 9) What recommendations would you make to your local airport to improve it?
- 10) Did you like this discussion?

GAP FILL: READING

The best and worst airports and airlines in the world

Today, we are going to talk about the best and worst airports, and airlines, in the world. Try to think of your own (1)___, when reading this (2)___.

Most of us, at some point, will have had an opportunity to (3)___ around the world, using different airlines and airports. Some terminals are old, others modern. Their (4)___ can vary from very good to dire. The same applies to airlines.

According to AirHelp, who conducted a survey, the best airport in the world to (5)___ is Singapore Changi, followed by Munich in Germany, and then Hong Kong. Copenhagen was fourth, then Helsinki. The main (6)___ to rate the airports were their (7)___ of services and claim processing records, as well as their on-time (8)___.

performances / quality / visit / travel / experiences / article / facilities / metrics /

Kuwait was labelled the world's worst airport for 'quality and (1)___', closely followed by London Gatwick. Manchester, in England, came third, followed by Newark Liberty, in the USA. London Stansted was voted the fifth worst (2)___ in the world. (3)___, and considering its (4)___ problems, London Heathrow came in the 20th best airport in the world.

Airlines were also ranked. Singapore Airlines came out on (5)___, followed by Etihad Airways, and then Qatar Airways. In fourth place was Austrian Airways. Air Transat was fifth. British Airways came in, in seventh place.

Ryanair and Monarch featured in the top ten (6)___ airlines list, based on quality, (7)___ service, number of delayed flights and track records on paying out (8)___ on delayed flights. The worst airline was Bulgaria Air.

worst / compensation / airport / punctuality / customer / recent / interestingly / top

GAP FILL: GRAMMAR

The best and worst airports and airlines in the world

Today, we are going to talk about the best and worst airports, and airlines, in the world. Try to think of (1)___ own experiences, (2)___ reading (3)___ article.

(4)___ of us, at some point, will have had an opportunity to travel around the world, using different airlines and airports. (5)___ terminals are old, others modern. Their facilities can vary from very good to dire. The same applies to airlines.

According to AirHelp, who conducted a survey, the best airport in the world to visit is Singapore Changi, followed by Munich in Germany, and then Hong Kong. Copenhagen was fourth, (6)___ Helsinki. The main metrics to rate the airports were (7)___ quality of services and claim processing records, (8)___ their on-time performances.

then / as well as / their / when / some / your / this / most

Kuwait was labelled the world's worst airport (1)___ 'quality and punctuality', closely followed (2)___ London Gatwick. Manchester, in England, came third, followed by Newark Liberty, (3)___ the USA. London Stansted was voted the fifth worst airport in the world. Interestingly, and considering (4)___ recent problems, London Heathrow came in the 20th best airport in the world.

Airlines were also ranked. Singapore Airlines came out on top, followed by Etihad Airways, (5)___ then Qatar Airways. In fourth place was Austrian Airways. Air Transat was fifth. British Airways came in, in seventh place.

Ryanair and Monarch featured in the top ten worst airlines list, based (6)___ quality, customer service, number (7)___ delayed flights and track records on paying out compensation on delayed flights. (8)___ worst airline was Bulgaria Air.

of / in / by / on / its / for / the / and



GAP FILL: LISTENING

The best and worst airports and airlines in the world

Today, we are going to talk about _____ airports, and airlines, in the world. Try to think of your own experiences, when reading this article.

Most of us, at some point, will have _____ to travel around the world, using different airlines and airports. Some terminals are old, others modern. Their _____ from very good to dire. The same applies to airlines.

According to AirHelp, who conducted a survey, the best airport in the world to visit is Singapore Changi, followed by _____, and then Hong Kong. Copenhagen was fourth, then Helsinki. The main metrics to rate the airports were their quality of services and claim processing records, as well as their _____.

Kuwait was labelled the world's worst airport for '_____', closely followed by London Gatwick. Manchester, in England, came third, followed by Newark

Liberty, in the USA. London Stansted was voted the fifth worst airport in the world. Interestingly, and considering its recent problems, _____ in the 20th best airport in the world.

Airlines were also ranked. Singapore Airlines came out on top, followed _____, and then Qatar Airways. In fourth place was Austrian Airways. Air Transat was fifth. British Airways came in, in seventh place. _____ featured in the top ten worst airlines list, based on quality, customer service, number of delayed flights and track records on _____ on delayed flights. The worst airline was Bulgaria Air.

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WRITING/SPELLING

WRITING / SPEAKING

1) On the board - In pairs/As a class, list **10 airports you have visited**. Talk about them. Which was best? Why? Which was worst? Why? Talk about each of them. *Five minutes*.

2) Sentence starters - Finish these sentence starters. Correct your mistakes. Compare what other people have written.

- 1) The best _____
- 2) The worst _____
- 3) Airports _____

3) Write down 50 words about: *The best and worst airports and airlines in the world*. Your words can be read out in class.

4) Homework - Write and send a 200 word email to your teacher about: ***The best and worst airports and airlines in the world***.

SPELLING

The teacher will ask the class individually to spell the following words that are in the article. Afterwards check your answers.

- 1) compensation
- 2) airlines
- 3) airports
- 4) Munich
- 5) Copenhagen
- 6) performances
- 7) Heathrow
- 8) seventh
- 9) quality
- 10) systems

SPELLING

Use the following ratings:

Pass = 12
Good = 15
Very good = 18
Excellent = 20

- 11) interestingly
- 12) passenger
- 13) experiences
- 14) article
- 15) opportunity
- 16) different
- 17) facilities
- 18) vary
- 19) punctuality
- 20) problems

The best and worst airports and airlines in the world – *20th June 2017*