

1 Read and complete.

**Behind the scenes at the airport**

London's Heathrow Airport is one of the busiest airports in the world. More than 70,000 people work there. First, passengers go to the (1) c h e c k - i n desks, where you leave your (2) l \_\_\_\_\_. (You're allowed to take (3) h \_\_\_\_\_ l \_\_\_\_\_ on the plane with you.) A member of the ground crew checks your (4) p \_\_\_\_\_ and your (5) t \_\_\_\_\_. Next, you go through (6) s \_\_\_\_\_ where the guards check that no one is carrying anything dangerous. Then you have to wait at the right (7) g \_\_\_\_\_. You sit and wait until a crew member tells you it's time for (8) b \_\_\_\_\_. Then you join the (9) l \_\_\_\_\_ to get onto the airplane. On the plane, you find your seat and fasten your (10) s \_\_\_\_\_ b \_\_\_\_\_. You don't have to keep it fastened, but the pilot will remind you to fasten it before (11) t \_\_\_\_\_-o \_\_\_\_\_ and (12) l \_\_\_\_\_.

2 Read and complete the dialogue with the simple past or present perfect.

**Control:** Can you tell me how things are going, please?

**Check-in:** All the passengers (1) have checked (**check**) in. The last passenger (2) \_\_\_\_\_ (arrive) at 12:30.

**Luggage:** All OK here. We (3) \_\_\_\_\_ (**load**) all the luggage. We (4) \_\_\_\_\_ (**finish**) ten minutes ago.

**Security:** Most of the passengers (5) \_\_\_\_\_ (**go**) through security, but some are still shopping. We (6) \_\_\_\_\_ (**just make**) an announcement so they will come through soon.

**Gate:** I (7) \_\_\_\_\_ (**open**) the gate five minutes ago. The first passengers (8) \_\_\_\_\_ (**start**) boarding. There's a long line.

**Control:** Thank you! Hello, pilot. I have an update for you. Check-in (9) \_\_\_\_\_ (**finish**) at 12:30. Most of the passengers (10) \_\_\_\_\_ (**pass**) through security. Boarding (11) \_\_\_\_\_ (**start**) five minutes ago, so it looks like we're on time!

**Pilot:** Good news, Control. Thanks.

3 Look at the flight plan and write the pilot's report.

Time now: 2:30
1:30 take-off ✓
check seat belts ✓
crew serve snacks and drinks ✓
2:00 check weather at destination ✓
2:15 film starts ✓
get update from crew ✗
2:30 send update to air traffic control ✓

Take-off was at 1:30.

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