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Activity 4: Listening Comprehension

Aquí tienes el ejercicio de comprensión True / False diseñado específicamente para el monólogo sobre situaciones difíciles en el aeropuerto y a bordo:

Activity 4: Listening / Reading Comprehension – True or False

Instructions:

Read the statements below carefully. Based on the monologue about handling challenging situations in air travel, decide whether each statement is True (T) or False (F). Correct the false statements.

1. [___] When a passenger's bag is lost, ground staff should file a Property Irregularity Report (PIR) and collect their baggage tracking number.
2. [___] During long flight delays, airlines are not required to offer meal vouchers or refreshments to waiting passengers.
3. [___] When a flight is overbooked, ground agents must first look for volunteers willing to give up their seats before involuntarily denying boarding to anyone.
4. [___] Families with young children and unaccompanied minors should be the first passengers to be involuntarily removed from an overbooked flight.
5. [___] If a medical emergency occurs onboard, the flight crew will make an announcement to ask if a doctor or qualified medical professional is on the flight.
6. [___] The best way to manage a disruptive passenger onboard is to offer them more alcoholic drinks to calm them down.

Answer Key & Corrections

1. **True (T) —** ***Staff file a Property Irregularity Report (PIR) and collect details including the baggage tag tracking number.***
2. **False (F) —** ***For long delays, ground staff need to issue meal and refreshment vouchers according to passenger rights regulations.***
3. **True (T) —** ***Agents must ask for volunteers first in exchange for compensation, travel vouchers, or an upgrade.***
4. **False (F) —** ***Vulnerable travelers like unaccompanied minors and families with young children are prioritized to remain on their original flight.***
5. **True (T) —** ***The purser makes a cabin announcement searching for any qualified medical professionals onboard.***
6. **False (F) —** ***Crew members should use de-escalation techniques, set firm boundaries, and immediately stop serving alcoholic beverages.***